

# Plantronics Spokes Software for Windows

Version 2.8.52117.3

# Install Notes

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# Plantronics Spokes Software for Windows

## A. What is new in this release?

- Support for Avaya one-X Communicator Extention-to-Celluar feature

## B. Platforms, operating system and system requirements

- Plantronics Spokes for Windows software runs on the Intel[R] x86 and x64 platform (including compatible CPUs from other manufacturers) running Windows 8, 7, Vista SP2 and XP SP3 (x86 only) (Basic, Professional and Enterprise Editions).
- The Plantronics Spokes for Windows requires approximately 20mb of disk space.
- The actual process consumes between 40-70MB of memory.
- Microsoft .NET Framework v3.5 and Windows installer 3.1 are required

## C. Softphone and media player compatibility

### Softphones:

- Avaya Aura Agent Desktop, V6.3
- Avaya IP Softphone V6.0 SP9 and V5.2 SP5
- Avaya IP Agent V7.0 SP8 and V6.0 SP18
- Avaya one-X Communicator v6.2 SP2 and v5.2 SP5
- Avaya one-X Agent V2.5 SP5
- Cisco IP Communicator 8.6.4.0 and 7.0.6.0
- Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V8.0 (3)
- Cisco UC Integration for Microsoft Lync (CUCILync) V8.6 (2)
- Cisco Unified Personal Communicator (CUPC) V8.6(3) and V8.0(3)
- Cisco WebEx Connect v7.2.6
- Microsoft Office Communicator R2 3.5 (3.5.6907.268)
- Microsoft Lync V15.0.4623.1001 and V4.0.7577.4446
- NEC Univerge SP350 V6.2 and V5.2
- Shoretel Communicator v14.1 and v13.2
- Skype v6.16

### Media Players:

- Windows Media Player
- Winamp
- iTunes

## D. Supported devices

### 1. Savi Office:

Base firmware 22.17  
Headset firmware 22.14  
USB firmware 211  
Base firmware 25.18  
Headset firmware 17.07  
USB firmware 219  
Base firmware: 25.19  
Headset firmware: 17.11  
USB firmware: 219  
Base firmware: 75.18  
Headset firmware: 22.14  
USB firmware: 219

### 2. Savi D100:

USB Adapter version 19.22 and above  
USB Firmware version 80 and above

### 3. CS50/60-USB:

USB version 2133, 2033 and 2030  
Base Version 5.2.7  
Remote Version 2.8.0

**NOTE:** CS50/60-USB does not support remote call control with Microsoft OC/Lync

### 4. DA45:

USB version 134  
USB Version 173

### 5. Voyager Pro UC with BUA-200 USB adapter:

USB version 633 and above  
USB Adapter version 33.6 and above

### 6. Voyager Pro UC with SmartSensor technology and BT300 USB adapter:

USB version 827 and above  
USB Adapter version 27.8 and above  
Headset Firmware version 31 and above

#### 7. Voyager Legend UC

USB version 859 and above

USB Adapter version 59.08 and above

Headset Firmware version 40 and above

#### 8. Blackwire C200 Series:

USB version 144 and above

#### 9. Blackwire C310/C320 Series:

USB version 115 and above

#### 10. Blackwire C400 and C600 Series:

USB version 46 and above

#### 11. Blackwire 500 Series:

USB version 123 and above

#### 12. Blackwire 700 Series

USB version 36 and above

#### 13. Plantronics Savi 7xx

Base firmware 19.74 and above

Headset firmware 19.30 and above

USB firmware 160 and above

#### 14. Calisto 620

Base firmware 38 and above

USB firmware 9.18 and above

#### 15. Plantronics Calisto 800 series

Base firmware 11.90 and above

USB firmware 1190 and above

#### 16. Plantronics MDA200 Audio Switcher

USB firmware 92 and above

#### 17. Plantronics Calisto P240 USB handset

Base firmware 4.9 and above

USB firmware 409 and above

### E. Supported Languages

- English – US
- Finnish (fi)
- French – Canada (fr-CA)

- French (fr)
- German (de)
- Italian (it)
- Japanese (ja)
- Korean (ko)
- Norwegian (no)
- Portuguese – Brazil (pt-BR)
- Portuguese – Portugal (pt-PT)
- Spanish – Mexico (es-MX)
- Spanish – Spain (es-ES)
- Spanish (es)
- Swedish (sv)
- Turkish (tr)
- Chinese – Simplified (zh-CN)
- Chinese – Traditional (zh-TW)
- Danish (da)
- Dutch (nl)
- English – UK (en-GB)

## F. Overview of plantronics software

The Plantronics Spokes for Windows software enables remote call control with Plantronics headsets and the latest generation of UC and IP softphones. This means that users can answer and end calls remotely while away from their desks. The seamless integration of headset and softphone allows users to benefit from enhanced mobility. The wireless freedom improves work efficiency and ergonomics throughout the day. The Plantronics Spokes for Windows software can interface with softphones listed in the [Softphone Compatibility Section](#). Integration with leading media players gives users additional controls such as auto pause of the media player when receiving/making a call and auto resume or media player at the end of a call.

This list summarizes the modules of the Plantronics software. More information about each of these features is available in the Help system:

### Plantronics Software Components

The Plantronics Spokes for Windows Software is composed of:

1. Plantronics Unified Runtime Engine (system process, required component)
2. Plantronics Control Panel (programs menu, optional component)
3. Plantronics Battery Status Meter
4. Plantronics Update Manager (programs menu, optional component)

5. Plantronics Enterprise Manager (Available as separate download)

6. Software Development Kit (Available as separate download)

### Plantronics Unified Runtime Engine Process

The Plantronics Unified Runtime Engine is a required component and runs as a process on the system. The process is visible via the task manager and does not have an associated user interface.

### Plantronics Control Panel

The Plantronics Control Panel is an optional component and is launched from the Start | Programs Menu. The control panel provides access to device settings such as ring tones, range, auto-answer, multi-media options etc. Available settings vary based upon the device.

### Plantronics Battery Status Meter

A Battery Status Meter application which appears as an icon in the System Tray and monitors the battery charge level for all the Plantronics wireless USB devices (except for CS50-60/USB headsets).

### Plantronics Update Manager

The Plantronics Update Manager is launched from the Start | Programs Menu. The update manager provides automatic alerts when new software is available. By default, the "Check for Update Automatically" is enabled.

\* The Plantronics Enterprise Manager Tool (available as a separate download) can be used to customize the Plantronics provided .msi file and exclude the install of the update manager.

The download can be found at [www.plantronics.com/software](http://www.plantronics.com/software)

### Plantronics Enterprise Manager

The Plantronics Enterprise Manager tool is available as a separate download. The Enterprise Manager tool was developed to support enterprise deployment requirements. The Enterprise Manager tool can be used to:

- a. Customize the Plantronics Software installer (.msi) default options
- b. Customize device settings for a uniform deployment

The download can be found at [www.plantronics.com/software](http://www.plantronics.com/software)

### Plantronics Software Development Kit

The Plantronics Software Development Kit is available as a separate download. The SDK provides all the tools required to integrate with the Plantronics Spokes for Windows.

The download can be found at [www.plantronics.com/software](http://www.plantronics.com/software)\*

\*Requires registration

## G. Upgrading from previous releases

PersonoSuite 1.1 or Plantronics Unified Runtime Engine 2.0.2/2.1/2.2/2.3/2.3.1/2.4/2.5/2.6/2.7/2.8/2.8.1/2.8.2: Installation of Plantronics Unified Runtime Engine 2.8.2 will uninstall the older version before installing this version. Users will receive an automated notification of this update.



PersonoCall (all) and PersonoSuite 1.0/1.0.1:

These versions will not be uninstalled via the Plantronics Spokes for Windows installation process. These versions must be uninstalled manually by the user prior to launching the installation of the new software.

## H. Installing the plantronics spokes for windows software

To install Plantronics Spokes software, you must be logged into an account that is a member of the Administrators group.

The Plantronics Spokes for Windows software is available as a downloaded .msi file from [www.plantronics.com/software](http://www.plantronics.com/software).

The installation provides two install scenarios, **Typical** and **Custom**.

**Typical:** Installs runtime engine, control panel, update manager and connectivity for all softphones listed in section B of this readme.

**Custom:** Installs runtime engine and update manager as required components. Control panel and softphone integration modules are optional.

### Manual Installation:

Here are the basic steps:

1. Go to [www.plantronics.com/software](http://www.plantronics.com/software).
2. Click on the INSTALL icon to initiate the download and install process.
3. Double-click the file you downloaded.
4. Follow the screens displayed, answering the questions asked as prompted.

### Centralized Deployment:

The .msi file can be installed using the typical Microsoft Windows Installer options. Select Start > Run, enter "MSIEXEC" (less the quotes) and select Ok to view Windows installation options. Additionally, Plantronics has created a tool called the Plantronics Enterprise Manager (PEM) available at [www.plantronics.com/enterprisesw](http://www.plantronics.com/enterprisesw). This tool can be used to customize the Plantronics installation (MSI) and the device configuration files.

## I. Uninstalling plantronics spokes for windows

To uninstall Plantronics Spokes software, you must be logged into an account that is a member of the Administrators group.

Follow these steps to completely remove and uninstall Plantronics software from your computer. Note that the controls may have slightly different names, depending on your version of Windows:

1. From Control Panel, double click "Add/Remove Programs".
2. Highlight the Plantronics Software entry.
3. Click Remove. This removes the Plantronics program files entry as well as the installation directory from your computer.\*

If a custom settings file (e.g. SaviOfficeConfig.xml or D100Config.xml) has been created using the Plantronics Enterprise Manager and has been pushed to the client, the installation directory will not be removed.

## J. Previous releases content

Most new releases of Plantronics software include support for new product offerings from Plantronics, new leading softphones and other software features. The following is a brief review of the release content for the past few releases of Plantronics software:

### Spokes version 2.8.2, November 6, 2013:

- \*Provides software fix to allow proper operation with third-party applications
- \*Resolves an intermittent issue attaching with Microsoft Lync 2013

### Spokes version 2.8.1, October 16, 2013:

- \*Support for Avaya Aura Agent Desktop softphone
- \*Support for Blackwire C315, C315-M, C325, and C325-M

### Spokes Version 2.8, March, 5th, 2013:

- \*Support for Plantronics Blackwire 500 Series.

### Spokes Version 2.7, September, 26th, 2012:

- \*Support for Plantronics Blackwire C710/C720 corded/Bluetooth headset, the Calisto P620 USB Speakerphone and the Voyager Legend UC USB Bluetooth Headset System (B235) .

### Spokes Version 2.6, April 2, 2012:

- \* Support for the new Plantronics Blackwire C310/C320 corded headset offering from Plantronics
- \* Support for NEC Univerge SP350 softphone

### Spokes Version 2.5, December 16, 2011:

- \* Support for Plantronics P240 USB handset
- \* Softphone versions supported:
  - Avaya IP Softphone V6.0 SP9 and V5.2 SP5
  - Avaya IP Agent V7.0 SP8 and V6.0 SP18
  - Avaya one-X Communicator V6.1 SP2 and V5.2 SP5
  - Avaya one-X Agent V2.5 SP2
  - Cisco IP Communicator V8.6(1) and V7.0.6.0, 7.0.5.0
  - Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V8.0 (3)
  - Cisco UC Integration for Microsoft Lync (CUCILync) V8.5(4)
  - Cisco Unified Personal Communicator (CUPC) V8.5(4) and V8.0(3)
  - Cisco UC Integration for WebEx Connect (CUCIConnect) V7.1(6)

- Cisco WebEx Connect V7.1.3
- Microsoft Office Communicator R2 (3.5.6907.236)
- Microsoft Lync 4.0 (4.0.7577.314)
- Shoretel Call Manager V10.2
- Shoretel Communicator V12.0
- Skype V5.6 and V4.2

#### Spokes Version 2.4, September 26, 2011:

\*Support for Plantronics Calisto 800 product family

\*Section 508 Compliance

Softphone versions supported:

- Avaya IP Softphone V6.0 SP9 and V5.2 SP5
- Avaya IP Agent V7.0 SP8 and V6.0 SP18
- Avaya one-X Communicator V6.0 and V5.2 SP4
- Avaya one-X Agent V2.5
- Cisco IP Communicator V8.6(1) and V7.0.6.0, 7.0.5.0
- Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V8.0 (3)
- Cisco UC Integration for Microsoft Lync (CUCILync) V8.5(3)
- Cisco Unified Personal Communicator (CUPC) V8.5(3) and V8.0(3)
- Cisco UC Integration for WebEx Connect (CUCIConnect) V7.1
- Cisco WebEx Connect V7.1.1
- Microsoft Office Communicator R2 (3.5.6907.233)
- Microsoft Lync 4.0 (4.0.7577.314)
- Shoretel Call Manager V10.2
- Shoretel Communicator V12.0
- Skype V5.5 and V4.2

#### Spokes version 2.3.1, June 29, 2011:

\*Support for Savi W700 product family

\*Softphone versions supported:

- Avaya IP Softphone V6.0 SP8 and V5.2 SP5
- Avaya IP Agent V7.0 SP8 and V6.0 SP18
- Avaya one-X Communicator V6.0 SP1 and V5.2 SP4
- Avaya one-X Agent V2.5
- Cisco IP Communicator V8.6(1) and V7.0.6.0, 7.0.5.0

Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V8.0 (3)  
Cisco UC Integration for Microsoft Lync (CUCILync) V8.5(2)  
Cisco Unified Personal Communicator (CUPC) V8.5(2) and V8.0(3)  
Cisco UC Integration for WebEx Connect (CUCIConnect) V7.1  
Cisco WebEx Connect (PC-to-PC) V7.1  
Microsoft Office Communicator R2 (3.5.6907.233)  
Microsoft Lync 4.0 (4.0.7577.280)  
Shoretel Call Manager V10.2  
Shoretel Communicator V12.0  
Skype V5.3 and V4.2

[Spokes version 2.3, May 12, 2011:](#)

\*Support for Savi W440

\*Support for Cisco WebEx Connect PC-to-PC connections

\*Softphone versions supported:

Avaya IP Softphone V6.0 SP8 and V5.2 SP5

Avaya IP Agent V7.0 SP8 and V6.0 SP18

Avaya one-X Communicator V6.0 SP1 and V5.2 SP4

Avaya one-X Agent V2.0 SP3

Cisco IP Communicator V7.0.6.0 and V2.1.4.0

Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V8.0 (3)

Cisco UC Integration for Microsoft Lync (CUCILync) V8.5(2)

Cisco Unified Personal Communicator (CUPC) V8.5(1) and V8.0(3)

Cisco UC Integration for WebEx Connect (CUCIConnect) V7.1

Cisco WebEx Connect (PC-to-PC) V7.1

Microsoft Office Communicator R2 (3.5.6907. 225)

Microsoft Lync 4.0 (4.0.7577. 253)

Shoretel Call Manager V10.2

Shoretel Communicator V11.1

Skype V5.3 and V4.2

[Plantronics Software version 2.2, January 31, 2011:](#)

\*Introduction of a new Battery Status Meter application which appears as an icon in the System Tray and monitors the battery charge level for all the Plantronics wireless USB devices

\*Support for Voyager Pro UC product with Smart Sensor technology

\*New feature to allow a Voyager Pro UC user to have their presence status automatically changed in Microsoft OCS/Lync and Skype when the headset is worn or removed

\*New feature to allow a Voyager Pro UC user to escalate an active IM session to a phone call when the headset is worn

\*Support for the latest versions of Avaya one-X Communicator (V6.0 SP1), Avaya one-X Agent (V2.0 SP3), ShoreTel Communicator (V11.1) and Skype (V5.0)

- Complete list of softphone versions supported:

Avaya IP Softphone V6.0 SP7 and V5.2 SP5

Avaya IP Agent V7.0 SP8 and V6.0 SP18

Avaya one-X Communicator V6.0 SP1 and V5.2 SP3

Avaya one-X Agent V2.0 SP3

Cisco IP Communicator V7.0.5.0 and V2.1.2.4

Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V8.0 and V7.1

Cisco Unified Personal Communicator (CUPC) V8.0 and V7.1

Cisco UC Integration for WebEx Connect (CUCIConnect) V7.1

Microsoft Office Communicator R2 (3.5.6907.196)

Microsoft Lync 4.0 (4.0.7577.0)

Shoretel Call Manager V10.2

Shoretel Communicator V11.1

Skype V5.0 and V4.2

#### [Plantronics Software Version 2.1, November 22, 2010:](#)

- Support for new UC clients and softphones:

Microsoft Lync

Shoretel Communicator

Avaya One-X Agent

- New software features:

Mobile presence: Updates presence status on Microsoft Office Communicator and Lync as well as Skype when user is on mobile call

Custom presence: Allows user to pre-select Microsoft and Skype presence status changes when the latest version of Voyager Pro UC headset is worn or removed

Escalate IM session to voice when the latest version of Voyager Pro UC headset is worn

Software metrics

- a. Collect anonymous software usage data with the sole purpose of improving Plantronics software
  - b. Opt-out option during installation
  - c. IT option to disable feature
- Plantronics Enterprise Manager
  - a. Renamed from Plantronics IT Deployment Tool to Plantronics Enterprise Manager
 Softphone versions supported:
  - Avaya IP Softphone V6.0 SP7
  - Avaya IP Agent V7.0 SP7
  - Avaya one-X Communicator V6.0
  - Avaya one-X Agent V2.0
  - Cisco IP Communicator V7.0.5.0
  - Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V8.5
  - Cisco Unified Personal Communicator (CUPC) 8.0
  - Cisco UC Integration for WebEx Connect (CUCIConnect) 7.1(4)-1.9.5
  - Microsoft Office Communicator R2 (3.5.6907.196)
  - Microsoft Lync 4.0 (4.0.7577.0)
  - Shoretel Call Manager 10.2
  - Shoretel Communicator 11.0
  - Skype V5.0

[Plantronics Software Version 2.0.2, September 17, 2010:](#)

- Support for the following softphones has been added:
  - Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) 8.0(649.13178)
  - Cisco Unified Personal Communicator (CUPC) 8.0.142.13279
  - Cisco UC Integration for WebEx Connect (CUCIConnect) 7.1(4)-1.9.5 (7.1.4.7394)
 Softphone versions supported:
  - Avaya IP Softphone R6.0, SP7 (6.01.93)
  - Avaya IP Agent V7.0 SP7 (7.0.35.111)
  - Avaya one-X Communicator V5.2 SP1 (5.2.0.14)
  - Cisco IP Communicator V7.0.3.3
  - Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V7.1 (1259.6636)
  - Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) 8.0(649.13178)

Cisco Unified Personal Communicator (CUPC) 8.0.142.13279

Cisco UC Integration for WebEx Connect (CUCIConnect) 7.1(4)-1.9.5 (7.1.4.7394)

Microsoft Office Communicator R1 (2.0.6362.129)

Microsoft Office Communicator R2 (3.5.6907.196)

Shoretel 9.2 (Call Manager 14.41.4603.0)

Skype V4.2 (4.2.0.152)

#### Plantronics Software Version 2.0.1, June 9, 2010:

- Support for the following softphones has been added:
  - CUCIMOC 7.1
  - ShoreTel 9.2
- User Interface has been redesigned to better integrate into the Windows environment
- Product was segmented into components for a leaner, more concise install.
- Softphone versions supported:
  - Avaya IP Softphone R6.0, SP7 (6.01.93)
  - Avaya IP Agent V7.0 SP7 (7.0.35.111)
  - Avaya one-X Communicator V5.2 SP1 (5.2.0.14)
  - Cisco IP Communicator V7.0.3.3
  - CUCIMOC V7.1 (1259.6636)
  - Microsoft Office Communicator R1 (2.0.6362.129)
  - Microsoft Office Communicator R2 (3.5.6907.196)
  - Shoretel 9.2 (Call Manager 14.41.4603.0)
  - Skype V4.2 (4.2.0.152)

## K. Contact support

Customer Support can be reached at 1-800-544-4660 or use the form at the following link to email your question to our technical assistance center. You will receive a response within 24 hours.

[www.plantronics.com/support](http://www.plantronics.com/support)

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