



Plantronics Spokes for Mac v1.0

Installation Notes

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1 Overview

This document provides installation instructions and general release information related to Plantronics Spokes for Mac software offering. In this first release of this product, remote call control functions are provided only for the Skype softphone. The following sections detail the supported Mac OS versions, installation instructions, supported Plantronics devices and specifics of the software features.

2 Supported platforms

2.1 Supported Mac OSX versions

Plantronics Spokes for Mac 1.0 supports the following OSX versions: 10.6.8 (a.k.a. Snow Leopard), 10.7 (a.k.a. Lion).

2.2 Supported softphones

Spokes for Mac 1.0 supported Skype version 5.1 or later.

2.3 Supported Plantronics devices

- Blackwire C200 series (Standard only – not Microsoft)
- Blackwire C400 series (except C435)
- Blackwire C600 series
- Savi 400 series
- Savi Office series
- Savi 700 series
- Voyager PRO UCv2
- DA45
- CS50-CS60/USB

3 Installation Process

3.1 Summary Installation Steps

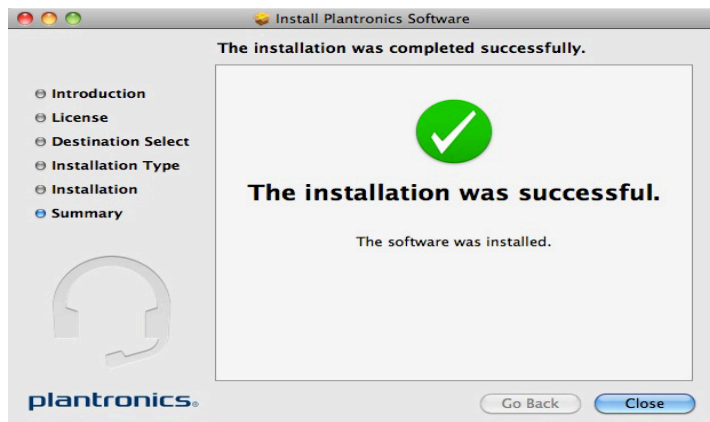
The following sections will detail the simple installation steps for Plantronics Spokes for Mac. A quick overview of the steps follows:

1. Install Plantronics Spokes software
2. Choose to allow Plantronics Spokes to access to Skype
3. Configure the audio settings in Skype Preferences to use your Plantronics headset

You are now ready to start using your Plantronics headset with remote call control for Skype.

3.2 Installing Spokes for Mac

In order to install Plantronics Spokes for Mac 1.0 files, double click on the .dmg file provided to you. The image will be automatically mounted on Mac OSX as "Plantronics Spokes Software" drive. Explore this drive and double click on "Plantronics Spokes Software" package to launch the install process. Follow the few simple steps until installation is completed. You will not subsequently see a Plantronics icon as this software runs in the background.

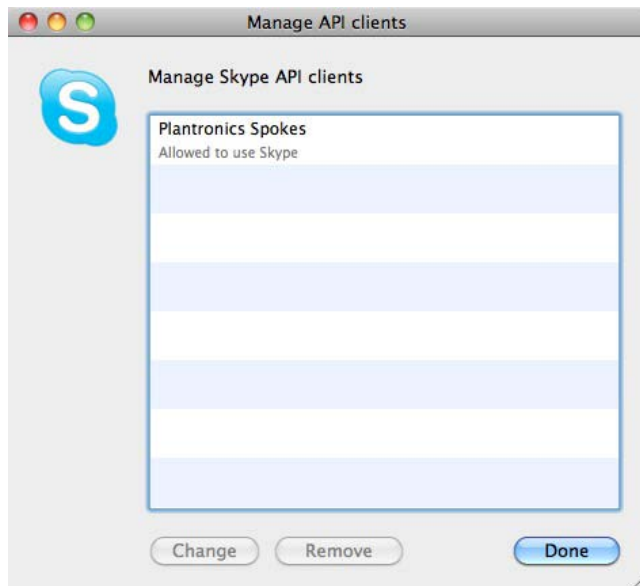


3.1 Skype integration

Once Spokes is running, if you open Skype you will be prompted with a dialog which requests user confirmation for allowing Plantronics Spokes to connect to Skype. You only have to do this once the first time you install Plantronics Spokes software.

Important Note: In order to allow the connection you must choose either “Allow this application to use Skype” or “Allow this application to use Skype, but ask again in the future”. After clicking “Ok”, Spokes will connect to Skype.

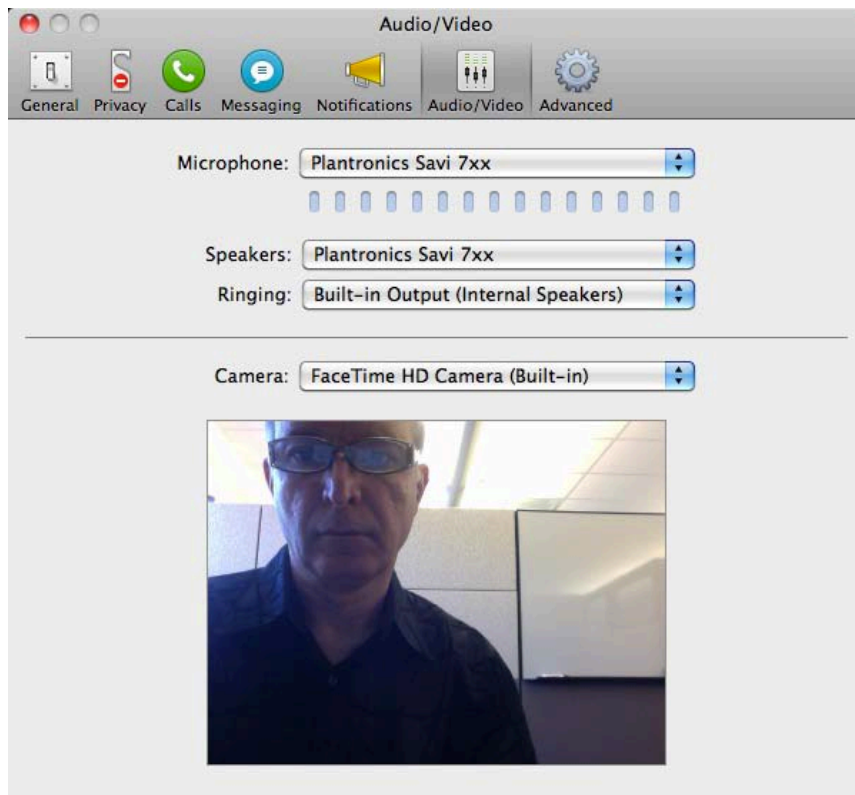
The Spokes connection option can be changed from Skype settings. In order to do that, go to Skype menu bar, select “Skype” menu item, and click „Manage API Clients” item. In the dialog that pops up, select “Plantronics Spokes” entry and click “Change”. In the new window you can change the connection option. After you change the option, click “Ok”. At this point, the new choice is saved and will be in effect the next time Skype opens.



3.2 Skype audio settings

The Plantronics device needs to be configured in Skype audio settings the first time it is connected. Go to Skype->Preferences->Audio/Video and select the Plantronics device from the speaker and microphone drop-down menus. You only have to do this the first time you connect the Plantronics headset.

Important Note: Remote call control functions and audio routing will not work properly until you select the Plantronics device in Skype audio settings.



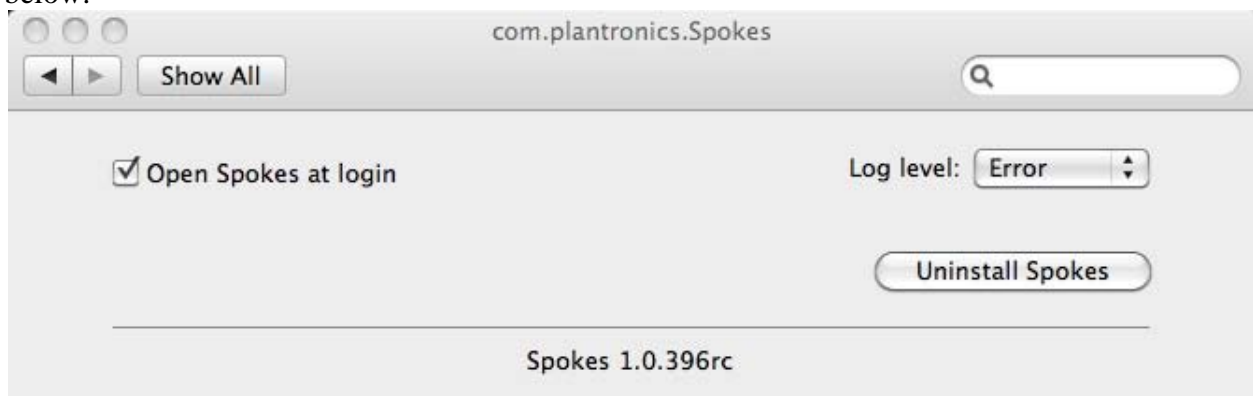
3.3 Your Plantronics headset

Familiarize yourself with your Plantronics device by reviewing the user guide provided with the headset. Some 2-in-1 or 3-in-1 Plantronics devices that interface with multiple devices such as your desk phone, mobile phones or PC softphones, may require some setup before you can answer/end PC softphone calls remotely from the headset.

3.3 Starting Spokes for Mac

Spokes for Mac will automatically start up after the installation has finished, so there is no need to restart or re-login. It is also configured to start each time the user logs in.

If you wish to disable the auto-run at login, go to System Preferences, scroll down to “Other” section and click on “Spokes” item and clear the check box for “Open Spokes at login” as show below:

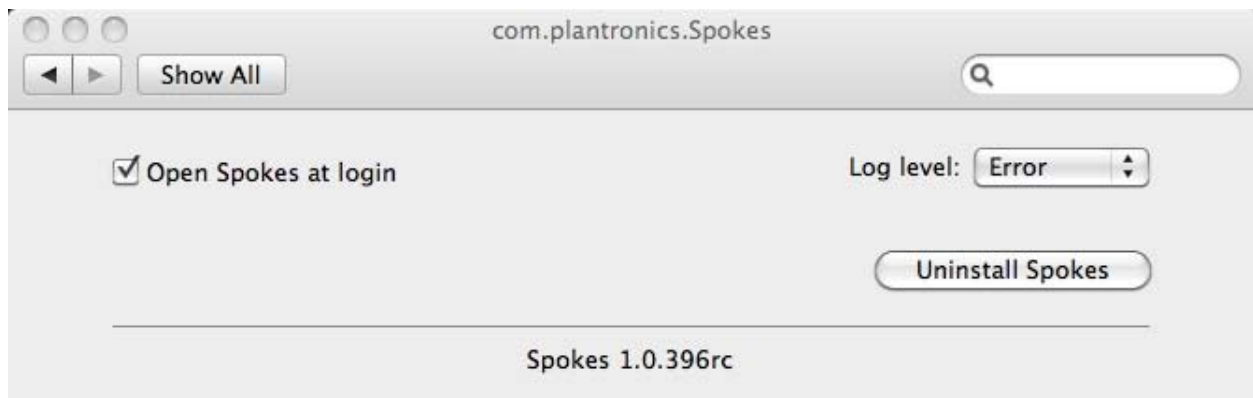


3.4 Uninstall steps

In order to uninstall Plantronics Spokes for Mac 1.0, go to System Preferences, scroll down to the “Other” section and click on the “Spokes” item as shown below:



When the Spokes preference dialog is displayed, click on “Uninstall Spokes” to start the uninstall process. You will be prompted to confirm uninstalling the app. Clicking “Ok” will stop Spokes and remove all installation files:



4 Software Features

This version of Plantronics Spokes for Mac provides remote call control for Skype only. The provided features are:

4.1 Remote call answer/end

Incoming Skype calls can be answered by simply pressing the call control button on the supported Plantronics headset. Any active Skype call can be terminated by also pressing the same call control button.

4.2 Mute/un-mute

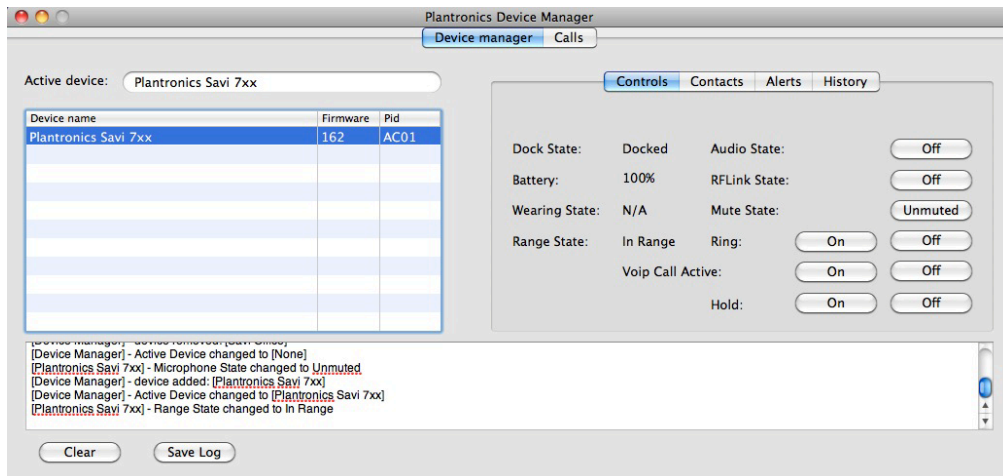
Active Skype calls can be put on mute from the supported Plantronics headset or unmuted by pressing the same mute button. The headset mute state is also synchronized with the mute state on Skype. In other words, if a call is muted in Skype, it can be un-muted from the headset and vice versa

4.3 Call hold/resume

Active Skype calls can be put on hold or resumed by invoking the hold function on Plantronics devices that support a hold (a.k.a. flash) feature.

4.4 Skype conference calls

The conference feature of Skype will also work with the supported Plantronics devices in the sense that conference call be dropped, muted, un-muted, held or resumed remotely from the headset.



5.2 Changing log level

Log level setting controls the amount of details that are captured in the log files. The log files can be found in the ~/Library/Application Support/Plantronics/Spokes/Logs directory. Currently, there is only one log file there named Spokes.log.

In order to change the logging level on Plantronics Spokes for Mac 1.0, go to System Preferences, scroll down to “Other” section and click on the “Spokes” item. When the Spokes preference dialog is displayed, click on the "Log Level" popup menu and choose the desired logging level. The logging level change will apply when you restart Spokes software. In order to restart Spokes software, enter the following command in a Terminal window in /Application/Utilities:

```
killall Spokes
```

6 Known issues

1. Connected Plantronics device is not detected by Skype the first time. User must select the device from Skype audio settings (only the first time)
2. On Plantronics CS50/60-USB (FW: 2033), mute cannot be set from Skype UI. The device does not support setting MUTE from the host side.
3. Blackwire C220 cannot be muted from Skype.
4. Installer - User is sometimes shown the "Destination Select" option - "Install for me only" - throughout the installation process.
5. Installer – a warning message is not displayed to user that the app does not support Skype version older than 5.0.
6. Skype API not working correctly on Mac OS Lion when Diagnostics UI is open.
7. Not all strings from System Preferences – Spokes pane are localized: „Log Level”, „Debug”, „Info”, „Warning”, „Error”, „Are you sure you want to uninstall Spokes?”, “Yes” and “No”.
8. Warning message on MAC OS older than 10.6 is not localized for the following languages: French, Spanish, Danish, German, Finnish, Portuguese, Norwegian, Swedish