

# Calisto® P820™ Quick Setup Guide

## Welcome:

Using a Plantronics Calisto speakerphone for PC calls will deliver a simpler, more comfortable and better sounding audio experience than you could get using just your computer's internal microphone and speaker.



## Calisto P820 Key Features:

- Seamlessly switches between calls from PC and mobile phone
- Color display and touch sensitive keys for intuitive visual call management
- Full duplex wideband audio support and advanced noise cancellation

## Getting started:

Follow the steps below to get call answer/end controls with your Calisto speakerphone and **Avaya one-X® Agent**.

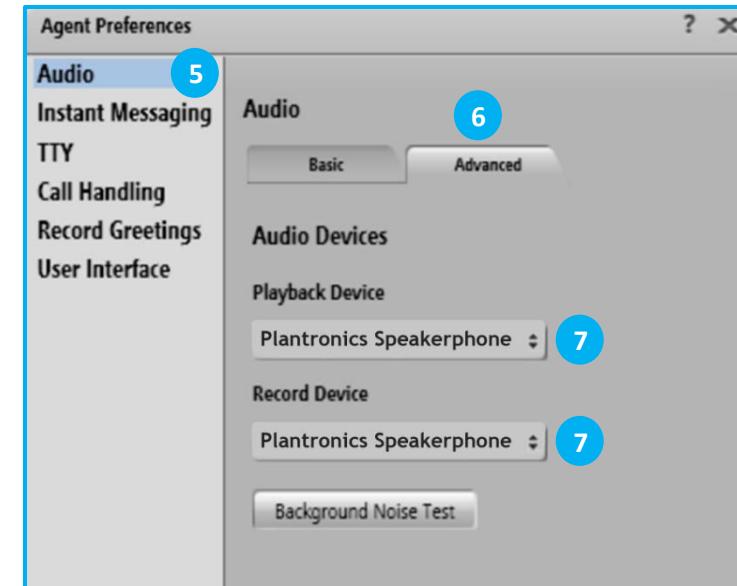
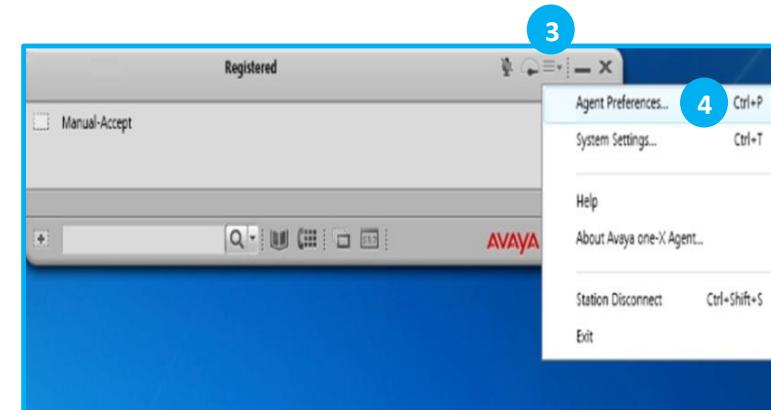
1. Connect your speakerphone to the computer. If this is the first time you are connecting, wait for the installation process to complete.
2. To get call control features, please download the latest version of Plantronics software at [plantronics.com/software](http://plantronics.com/software).

*Note: Check with your IT staff before installing software on your computer.*

## Configuring Avaya one-X Agent to always route call audio to the speakerphone:

3. Click the Menu icon in the upper right corner of the Avaya one-X Agent main screen.
4. Select **Agent Preferences**.
5. Then choose **Audio**.
6. Next select the **Advanced** tab.
7. Select your Plantronics speakerphone as the default device for both Playback and Recording.
8. When finished select **OK**.

*Note: USB configuration settings are unique for each USB port. If you connect the speakerphone to a different port you will need to make these changes again to set behavior for that USB port.*



# Making and Receiving Calls with Avaya one-X Agent

## To MAKE a call:

To call an existing contact, select the address book icon in the Avaya one-X Agent main screen (1). Then click the phone icon to the right of the contact's name that you would like to call (2).

You can also enter a phone number manually using the dial pad on the speakerphone or the text box above the contacts area in the Avaya one-X Agent main screen (3).

When a call is placed, a call notification will appear in the Avaya one-X Agent main screen, and the audio will be routed to your speakerphone.

## To RECEIVE a call:

When you receive a call, a notification will appear in the Avaya one-X Agent main screen (4).

To answer the call, use the controls on your speakerphone or click the green phone icon in the call notification (5).

