Calisto 620-M

Bluetooth Wireless Speakerphone + Bluetooth USB Adapter

User Guide

OPTIMIZED FOR Microsoft® Lync™

plantronics

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Welcome

Congratulations on purchasing your new Plantronics Calisto® 620-M wireless speakerphone. The Calisto 620-M is optimized for use with Microsoft® Lync® and Office Communicator 2007. This user guide contains instructions for setting up and using your Calisto 620-M speakerphone and BT300C Bluetooth USB adapter. (P620 wireless speakerphone and a BT300C Bluetooth USB adapter)

Calisto 620-M highlights and features

- Personal Bluetooth® wireless speakerphone peripheral device.
- Connects to your PC and Bluetooth-compatible mobile phone.
- Excellent audio quality (wideband for PC, narrowband for mobile phone).
- Full duplex audio, hear and be heard as naturally as speaking face-to-face.
- 360° microphone coverage with dual auto-switching microphones (minimizes room noise transmission so it sounds better to the people you are talking to at the far-end).
- Integrated call control and other features via Plantronics Spokes software.
  NOTE *Spokes software is optional for Microsoft Lync/Office Communicator.* See the Plantronics Spokes Software *section of this user guide for information on features with this software.*
- Softphone and Unified Communications client call control features - call answer/end, volume up/down, microphone mute/un-mute, call reject
- Up to 7 hours talk time/5 days standby time
- Small and portable, includes carrying case.

NOTE *Please refer to the separate safety instructions for important product safety information prior to installation or use.*

System Requirements

Computer

- Supported operating systems: Windows XP® SP3 or later, Windows Vista® SP1 or later, Windows® 7 SP1 or later recommended
- Processor: 400 MHz Pentium® processor or equivalent (minimum); 1 GHz Pentium processor or equivalent (recommended)
- RAM: 96 MB (minimum); 256 MB (recommended)
- Hard disk: 1.5GB (minimum); 3GB (recommended)

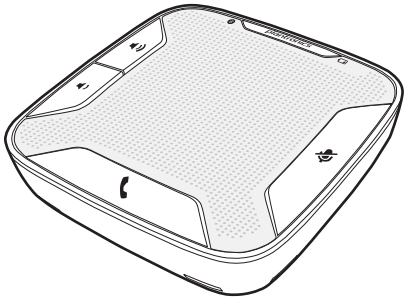
What's in the box

Carrying case

USB charging cable

Bluetooth USB adapter

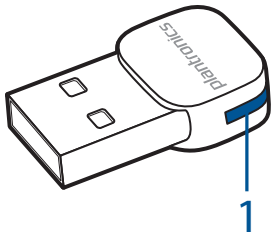
AC USB wall charger



Wireless speakerphone

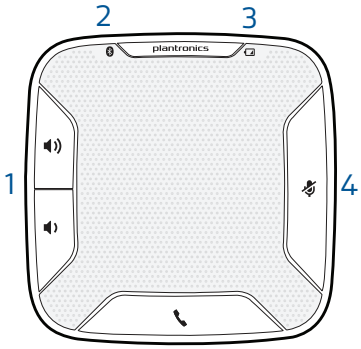
Basics

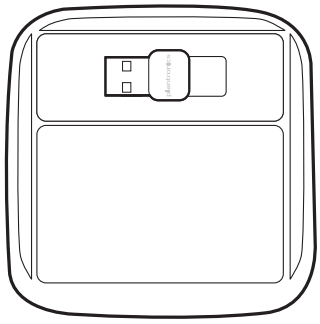
Bluetooth USB Adapter



1 LED indicator light

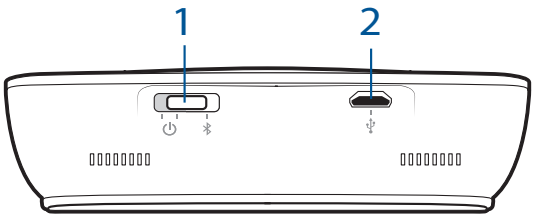
Speakerphone





1 Volume up and volume down buttons
2 Bluetooth status LEDs
3 Battery status LEDs
4 Mute/Unmute microphone button
5 Call button
6 Mini USB adapter stowed on bottom of the speakerphone

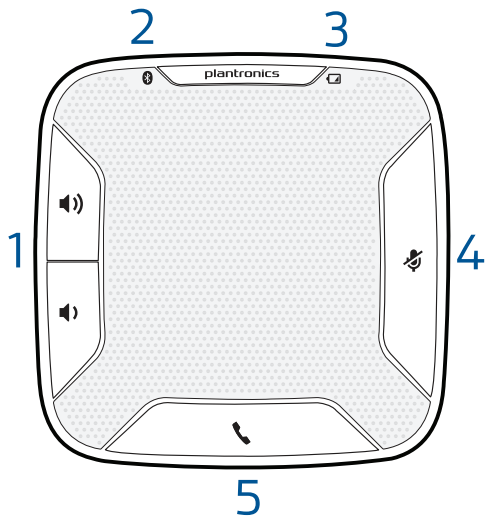
Back Panel



1 Off, on, Bluetooth pairing switch (3 position switch)

2 Power connector, firmware update connector

Speakerphone Controls



1 Volume Up/Volume Down Buttons

Increase/decrease volume	Press up/down volume buttons to desired volume
Maximum or minimum volume	Hold up/down buttons until max/min reached
Ringer volume	Press up/down volume buttons while no call is active

2 Pairing LED

Flashing Blue/Red	In pairing mode; (Pairing mode ends after 10 minutes if unsuccessful)
Solid Blue	Paired successfully

3 Power LED

Two red flashes	Less than two hours of talk time remaining
Three red flashes	Less than 30 minutes of talk time remaining

4 Mute Button

Mute microphones (far-end cannot hear you)	1 short button press mutes mics; Mute LED turns solid red
Un-Mute microphones	1 short button press un-mutes microphones; Mute LED turns off
Reject an incoming call	1 long button press (2 seconds); call rejected

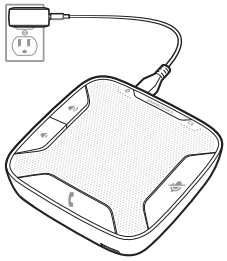
5 Call Button

Answer or end a call (PC or Mobile)	1 button press
Answer a 2nd call while on a call	1 button press ends first call, 2nd 1 short button press answers 2nd call

Charge your Speakerphone

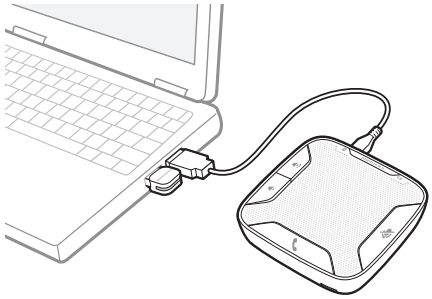
Charge of a minimum of 30 minutes needed for complete setup.

The speakerphone can be charged with a wall charger or with a USB cord and your PC. The power LED on the speakerphone will be solid red when charging and off when fully charged.



A full charge with a wall charger will take approximately 1 ½ hours.

NOTE *Use only the provided Calisto 620-M USB wall charger. Other Plantronics wall chargers will not work with the Calisto 620-M; however, the Calisto 620-M charger can be used to charge other Plantronics devices requiring a micro USB power supply.*



A full charge with a USB cord and your PC will take approximately 2 ½ hours.

NOTE *To charge the speakerphone with the USB cable and PC, the PC must be on and in an active state (not standby).*

Turn speakerphone off when not in use to save battery power.

Battery Charging Status

Charging Level	Red LED
Battery Charging	
Battery Full	

Low Battery Warnings

Battery Level	Red LED Flashes	PC Status*
2 to 6 hours of talk time remaining		
Less than 2 hours of talk time remaining		
Less than 30 minutes of talk time remaining (recharge)		

NOTE *Plantronics Spokes Software must be installed; status shown in icon tray.*

Pairing

Initial Pairing

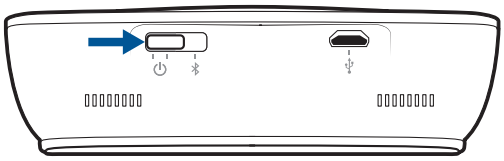
Your Bluetooth USB adapter comes pre-paired to your Speakerphone.

NOTE *The Bluetooth USB adapter is only for use with the Calisto 620-M and is not for use with other Bluetooth devices. The Calisto 620-M Bluetooth USB adapter is marked with a graphical identifier.*

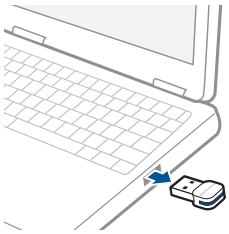
To Re-pair your Bluetooth USB Adapter

In the event that your speakerphone and Bluetooth USB adapter are not paired or become unpaired do the following:

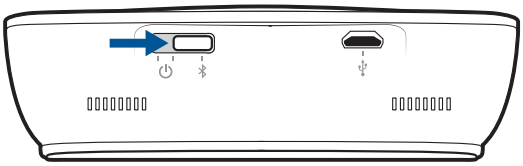
1 Start with the speakerphone powered off.



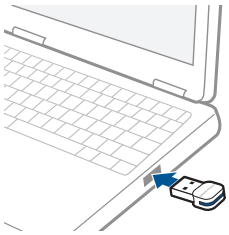
2 Remove the Bluetooth USB adapter.



3 Place the Speakerphone in pairing mode by pressing and holding the power switch to the RIGHT until the Bluetooth pairing LED flashes **BLUE** / **RED**



4 Insert the Bluetooth USB adapter directly into your PC USB port. The LED will flash and then turn solid blue to indicate the speakerphone is connected to the Bluetooth USB adapter



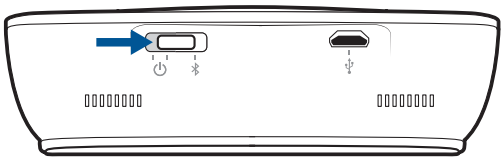
5 Speakerphone will exit pairing mode.

Reconnect

The Bluetooth USB adapter and the speakerphone will automatically reconnect the speakerphone to mobile phone and PC when speakerphone is turned off and then back on and within range of devices.

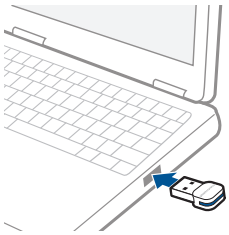
Connect PC and Call

1 Power Speakerphone on.



2 Insert Bluetooth USB adapter directly into your PC USB port. The LED will flash and then turn solid blue to indicate the speakerphone is connected to the PC. The LED remains solid blue when not on an active call.

NOTE *Do not insert directly into a docking station or hub.*



NOTE *It is normal to see the LED flash at start-up before connection is established.*

3 Ensure Microsoft Lync/Office Communicator is running on your PC. Load Plantronics Spokes software by visiting www.plantronics.com/software and click on "Download Now."

NOTE *The Calisto 620-M works plug-and-play with Microsoft Lync/Office Communicator and requires no drivers or additional software; however, the optional Plantronics Spokes software does enable additional features. Please* see the Plantronics Spokes Software *section of this User Guide for more information.*

4 Check your audio settings, as necessary.
Confirm the speaker and microphone settings for your PC softphone are set to **Plantronics BT300C**.

Windows 7®

Go to Control Panel -> Sound-> Playback tab, and set the Plantronics BT300C device as both the Default Communications Device and the Default Audio Device. In the Playback tab, this is indicated by the green checkmark.

Windows XP®

Go to Control Panel -> Sounds and Audio Devices, and in the Audio tab set the Plantronics BT300C for both the Sound playback and Sound recording sections. In the Voice tab, select the Plantronics BT300C item for both the Voice playback and Voice recording sections.

5 Make a test call from your computer softphone. During an active call, the Bluetooth USB adapter will flash blue.

6 End the call by pressing the speakerphone call button.

Bluetooth USB Adapter LED Indicators

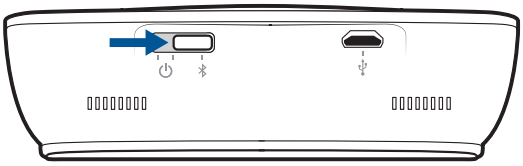
Speakerphone powered off	None
Paired/Connected	Solid blue
Active call	Flashing blue
Audio listening	Flashing blue

Pair Mobile Phone and Call

1 Ensure your speakerphone is fully charged. Press and hold the power switch on the speakerphone to the RIGHT until the indicator light flashes blue and red. The speakerphone is now in pairing mode.

NOTE *If you don't see the blue and red flash, slide the power switch all the way LEFT to turn your speakerphone off. Then press and hold the power switch again until you see the blue and red flash.*

The speakerphone will stay in pairing mode for ten minutes.

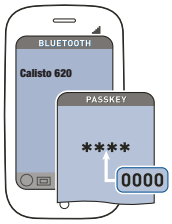


2 Activate the Bluetooth features on your phone, then use the phone's settings to add/search/discover new Bluetooth devices.

- **Blackberry®** Settings/options > Bluetooth: On > Search for devices.
- **iPhone** Settings > General > Bluetooth> On (starts the search for devices).
- **Android Phone** Settings > Wireless > Bluetooth: On > Scan for devices.
- **Other** Consult phone manual

NOTE *For detailed pairing instructions for popular mobile phones visit* www.plantronics.com/easytopair

3 Some phones may request that you enter a passkey for pairing. Enter **0000** passkey if your phone requests a passkey to pair with the speakerphone. The speakerphone LED will stop flashing and exit pairing mode when your speakerphone and phone are successfully paired.



NOTE *For pairing tutorial visit:* www.plantronics.com/easytopair

4 Make a test call from your mobile phone.

5 End the call by pressing the speakerphone call button.

Features

Call Features for your Speakerphone and Bluetooth Mobile Phone

To place a call	Dial number on your mobile phone keypad
Redial last number	Redial number on your mobile phone
To answer a call	Short press call button
To answer a call when already on an active Microsoft Lync call	Short press the call button to end the Microsoft Lync call, then press again to answer mobile phone call
To end a call	Short press call button
Reject an incoming call	Medium (2 seconds) press of the mute button
Transfer audio to mobile	Medium (2 seconds) press of the call button
Transfer audio to speakerphone	Medium (2 seconds) press of the call button

Advanced Features

Listening to Audio via A2DP (Advanced Audio Distribution Profile for Bluetooth)

Your Calisto 620-M speakerphone can play media files (music, podcasts, etc.) from any A2DP-enabled mobile device.

Play/Pause
You can pause/resume your music from the mobile phone by pressing the call button once.

Simultaneous Call Handling Behavior (PC and Mobile)

You can be on an active call using a computer softphone application and receive a mobile phone call. Pressing the call button on the speakerphone will end the computer softphone call. Pressing the call button again will answer the mobile phone call.

NOTE *Answering the call on your mobile phone sends the audio to the mobile phone and leaves the computer softphone call active on the speakerphone*

You can be on an active call on the mobile phone and receive a call on your computer softphone. Pressing the call button on the speakerphone ends the mobile phone call. Pressing the call button again answers the computer softphone call.

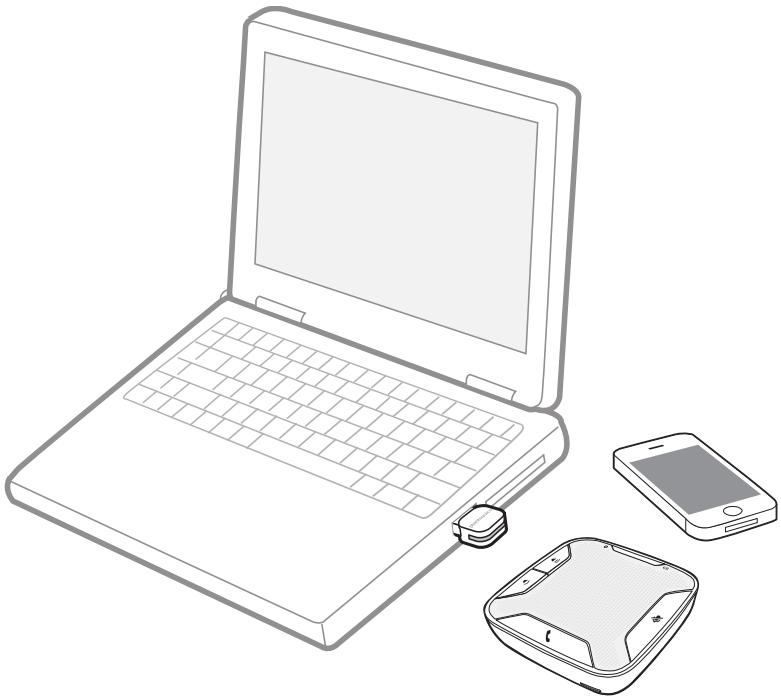
If you receive a computer softphone call and mobile call at the same time, pressing the call button will pick up the call that came in first.

Important Tips for Using your Speakerphone

For Best Results

Calisto 620-M is a business-quality communication device with sensitive microphones; following the recommendations below will assure a good user experience for you and people at the other end of the call.

- Set speakerphone in an open area during use
- Keep objects 12 inches (304 mm) away from speakerphone for best performance
- Avoid moving the unit unnecessarily
- Avoid rustling papers, tapping pencils, etc., near the speakerphone

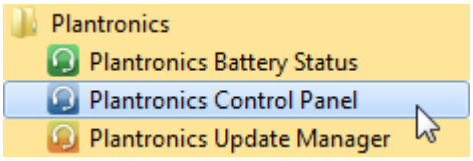


Plantronics Spokes Software

Plantronics Spokes software (optional) for Windows enhances your speakerphone's capabilities, and, enhances your user experience when used with your PC.

For example, Plantronics Spokes software provides:

- Integrated call control for 14 popular softphones and Unified Communications (UC) clients
- Enhanced UC presence capabilities - more granular availability status means fewer interruptions
- Useful Preferences settings
- On screen battery status
- Automated software and firmware updates



Spokes software loads when your PC is booted up and runs discretely in the background, requiring no user intervention except via the following:

- *Plantronics Control Panel* — a one stop utility for all device, application, preferences and configuration options, and product information
- *Plantronics Battery Status* — provides on-screen battery status for your speakerphone
- *Plantronics Update Manager* — provides notification and facilitates installation for your speakerphone's firmware and Spokes software updates

To launch any of these utilities, go to: Start > Programs > Plantronics

Devices Tab

- Displays active Plantronics devices supported by Plantronics Spokes software.
- Audio Settings — Provides a convenience shortcut to Windows audio configuration options.
- Device Settings — No Device settings are available for Calisto 620-M in Plantronics Control Panel.

Applications Tab

- Displays all applications enabled by Plantronics Spokes software and supported for Calisto 620-M.
- All supported applications which are currently running are in designated with a "check mark".
- Allows you to configure the behavior of supported media players when a softphone call is received, and when the call has ended.
- Provides opt-in confirmation to allow Plantronics to capture usage statistics to help improve our software.
- Allows configuration of presence information sharing with supported applications.

Calisto 620 Wireless Speakerphone

Spoke Software Support: 2.7.14092.0 and above

***Spokes embedded in vendor-provided plug-in, all others support by Spokes download at Plantronics web site**

Phone Functions	Description	Avaya IP Agent	Avaya IP Softphone	Avaya one-X Communicator	Avaya one-X Agent	Cisco IP Communicator	Cisco CUCI-MOC/ LYNC	Cisco CUPC	Cisco CUCIConnect	IBM Sametime Plug-in *	Microsoft Lync 4.0+	Microsoft OC 2007	NEC SP350 v4.1 & 5.1	ShoreTel Call Manager	ShoreTel Communicator	Skype	Swyx Swyxit! *	Apple iTunes	Winamp	Windows Media Player	Other Support
Incoming Calls	Answer / End incoming softphone calls from the speakerphone interface	x	x	x	x	x	x	x	x		x	x	x	x	x	x					
Mute Un-Mute	Mute / Un-Mute Speakerphone mic (no transmit audio) from softphone or Speakerphone			x	x	x	x	x	x		x	x	x			x					
Volume control	Adjust softphone (receive) volume up/down	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x				
Call Reject	Reject an incoming call (press and mute button for 3 seconds)										x	x									
Mobile / Telephone Presence																					
Mobile Call Presence	When on a mobile call via speakerphone, Spokes changes presence status on MSFT OC/Lync and Skype indicating you are On a Call or Do Not Disturb, respectively.										x	x				x					
Multiple Softphone Status	If on a call on any Spokes 2.7-supported softphone, MSFT OC/Lync and Skype will indicate you are On a Call or Do Not Disturb, respectively.										x	x				x					
Media Player Support																					
Pause/Mute/Do Nothing	When an audio stream is active and the user is listening to a supported media player and a call is received, audio can be paused or muted in accordance with user preferences as setup in the PLT Control Panel (PCP)																	x	x	x	
Play/Unmute/Do Nothing	When the call ends, audio can play (resume) or be unmute in accordance with user's PCP-configured preferences.																	x	x	x	
Device Firmware Upgrade																					
Update Manager Support (Speakerphone)	Direct Firmware Update (DFU) via Spokes software; Spokes Update Manager automatically sends update notifications when available																				x
My Headset Updater support (USB Bluetooth Adapter)	DFU support for the Calisto 620 USB Bluetooth adapter via My Headset Updater; follow the prompts at: www.plantronics.com/us/support/myheadset/updater/																				x
Battery Status																					
Plantronics Battery Status	Speakerphone battery status on taskbar																				x

* Requires Swyx plug-in (spokes is included in plug-in

** IBM requires plug-in, Spokes embedded.

Troubleshooting

How do I know Calisto 620-M is turned on?	The 3-position (off/on/pairing) switch has a GREEN visual indicator when in the "On" position. Pressing the volume +/- buttons while the unit is ON emits a volume adjustment tone.
After the initial installation, I don't see a visual indication on my Calisto 620-M showing that the device is connected to the computer.	• The on-device visual indication (Bluetooth status LEDs) will only show during the initial connection to the computer via the Bluetooth USB adapter. Once the initial connection is made, the on-device indicator turns off (this is done to conserve battery power). • There is a visual indication (BLUE LED) on the Bluetooth USB adapter which will constantly show the Calisto 620-M connection status. • The softphone being used will also show which device is currently connected.
My Bluetooth USB adapter isn't working with my Calisto 620-M. The Blue LED on the adapter flashes and never turns solid (showing adapter/speakerphone are connected).	Re-pair the Bluetooth adapter to the speakerphone. • First, unplug the Bluetooth adapter from the USB port. • Turn off the speakerphone by sliding the 3-position switch to the left, then slide the switch all the way to the right and hold it there until the Bluetooth LED flashes RED/BLUE. • Plug the Bluetooth adapter back into the USB port; it flashes then turns solid once paired.
I plugged my USB cable into Calisto 620-M (with other end plugged into the wall charger or USB port) and the charge LED isn't indicating that the unit is charging.	The RED charge LED lights when charging but turns OFF when fully charged; there is no LED indication that the battery is full once the RED LED turns off.
My Calisto 620-M is not charging via the AC wall charger.	Make sure the provided Calisto 620-M USB wall charger (only) is being used for charging; other Plantronics wall chargers will not work with Calisto 620-M, however, the Calisto 620-M charger can be used with other Plantronics products.
Does the Calisto 620-M provide a voice announcement of remaining talk time like some Plantronics headsets?	No, there is no voice announcement of remaining talk time on the Calisto 620-M. The speakerphone provides visual notification when the battery is low. See Low Battery Warnings. **NOTE** *If you install Plantronics Spokes software, a battery status bar for the device is displayed in the PC taskbar.*
Can I use replaceable/dry cell batteries with Calisto 620-M?	No. Calisto 620-M is designed to use its rechargeable lithium ion battery. The Calisto 620-M battery is user-replaceable and replacement batteries are available from Plantronics as an accessory.
Call control is not working with my softphone on my iPad though audio is working fine.	Tablet/mobile versions of PC-based Unified Communications clients and other softphone communication apps may not have the same level of integration with peripheral devices as their PC counterparts. Plantronics Spokes software contains integration touch points for PCs which do not exist for some mobile-based versions of these applications.

Is there a visual indicator on the Calisto 620-M that shows volume level?	No. There is no visual indication of volume level or volume adjustments on the Calisto 620-M. **NOTE** *The Calisto 620-M has a mid-range default volume setting. It provides audible indications as you adjust the volume and when you have reached the maximum or minimum volume level.*
When I'm out of Calisto 620-M's Bluetooth range while on an active mobile phone call and then come back into Calisto 620-M Bluetooth range, Calisto 620-M does not auto-reconnect to the mobile phone/call (as it does with Voyager Pro UC).	This is by design. When Bluetooth mobile headsets reconnect to a mobile phone when in-range, call privacy is not compromised because other people cannot hear the tiny speaker in the headset, but auto connecting on a speakerphone can compromise a private conversation if audio is played over its loud speaker unexpectedly. For this reason, it is necessary to reconnect manually to Calisto 620-M from the mobile phone UI, or, to do a 2 second key press on Calisto 620-M's Call Button to move the audio back to Calisto 620-M. This is for user conversation confidentiality.
At times I hear some clicking/ popping sounds while on a call with Calisto 620-M, is this distortion or some sort of a product defect?	• Bluetooth devices, like Calisto 620-M, can be susceptible to interference from Wi-Fi and/or other Bluetooth devices. • If you use Calisto 620-M near a Wi-Fi access point or in a Bluetooth-intensive environment, some interference can be experienced in the form of audible artifacts through Calisto 620-M's speaker. • If these artifacts are not present when using Calisto 620-M away from Wi-Fi and/or Bluetooth- intensive environments, then it is very likely the artifacts are caused by radio/RF interference.
Music/media played on Calisto 620-M does not sound as good when streamed from the PC as it does when streamed for my mobile or smartphone. Why?	The Calisto 620-M Bluetooth adapter supports wideband audio for both speech and media/music, so the fidelity is not as high as music/media streamed via A2DP from a mobile/smartphone side, which is Hi-Fi.
What size room and how many participants does Calisto 620-M support for group conference calls?	There are 2 variables to consider for this answer, and both involve the perceived audio quality experienced by listeners on the other (far) end of a Calisto 620-M call: **1** The acoustic properties of the room: Not all rooms are created equal, and room acoustics can vary significantly. **2** The subjective opinion (or hearing abilities) of the far-end listener(s) which can also vary significantly With these variables considered, in general Calisto 620-M can be used in up to a 12x12 foot room with up to 6 participants.
Can the USB power cable be used for audio-over-USB during calls? Can Calisto 620-M also function as a corded USB device?	No. The USB cable is for power and Direct Firmware Updates (DFU) only. **NOTE** *An accessory cable is available from Plantronics which emulates the corded experience; through a single USB port on the PC, this cable provides 1) a connection for the Minimax USB Bluetooth adapter and 2) a power connection to the speakerphone. (PN: 86215-02)*

Can I sync multiple Calisto 620-Ms to one USB adapter (to cover a large area)?	No. The current adapter is designed for a one-to-one connection.
Can I use Calisto 620-M in my car?	Theoretically yes, but Calisto 620-M is not designed to be used in a car.
My Calisto 620-M carrying case is too small to carry the wall charger and USB cable.	The Calisto 620-M carrying case is form-fitting to the speakerphone and is designed to protect the speakerphone only. The wall charger and USB cable are very durable, and can be readily carried in a computer bag, zipper pocket, etc., without concern for damage.

NEED MORE HELP?

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Patents US 5,210,791; Patents Pending

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