



Plantronics Spokes™ for Windows Software

The Advantage of Software Supported Audio Devices for UC

Global organizations are rapidly implementing UC to enable real-time collaboration. UC solutions from leaders like Avaya®, Cisco®, IBM® and Microsoft® are evolving quickly. Today it is difficult for many companies to know which UC solutions they should incorporate into their enterprise-wide UC system. It's even more difficult to determine which UC vendors will serve their organizations best in the future.

Audio devices are driven by this changing UC market. Audio innovation is required at a faster rate than ever before and you want to be confident that your audio device investment will keep pace with the changing UC landscape. Plantronics audio solutions bring you the advantage of keeping your communication devices in sync with the newest UC applications while adding unique functionality.

ADD FUNCTIONALITY WITHOUT DISRUPTING YOUR INVESTMENT

How is Plantronics addressing the UC challenge?

Plantronics is tackling the issues of complexity and speed of innovation head-on with Plantronics Spokes for Windows software. It is the device driver-like software that acts as a 'translator', allowing Plantronics audio devices to operate with UC soft clients regardless of vendor, and is readily upgradeable as new versions of UC applications are released.

Plantronics Spokes can run in the background. There is no user interface required. It can be turned off or on by IT as needed. Designed for efficiency, Plantronics Spokes is a managed process built on Microsoft's powerful .net framework and has a disk footprint of approximately 20MB on Windows 7 with all Plantronics modules loaded. It supports Windows XP, Vista (32-bit/64-bit) and Win7 (32-bit/64-bit).

Why is Plantronics incorporating software into its audio solutions?

Plantronics Spokes is designed with an eye to the future. Today Spokes delivers seamless remote call control for communications device management from the headset for all of the leading softphone providers. Moving forward, it will enable new features that not only keep pace with leading UC technology advancements, but add valuable functionality to UC solutions to improve the user experience.

The versatility of the Plantronics Spokes architecture will allow Plantronics to efficiently develop new features and functionality independent of hardware and with less time to market. Plantronics Spokes will enable continued delivery of future device compatibility and a conflict-free softphone communications experience.

Plantronics Enterprise Manager for centralized, easy-to-implement device and software allows IT to confidently deliver a consistent user experience compatible with the latest UC applications.

What new features are available first on mobile devices?

New features on the horizon for Plantronics audio devices incorporate Smart Sensor™ technology and Spokes software to create a more seamless and smarter user experience. The latest Voyager™ PRO UC headset system is the first to include features for mobile and PC communications such as the ability to answer incoming calls simply by putting the headset on, remove the headset to pause streaming media, and synchronize presence updates across devices and softphones – all from a single headset system.

CENTRALLY CONFIGURE, CUSTOMIZE AND UPDATE WITH ONE TOOL

What makes Spokes easy to implement across the enterprise?

The *Plantronics Enterprise Manager* is a tool built specifically for IT to aid in the customization of Plantronics software and devices. The tool can be used to customize the Spokes installation package for the environment and to manage device settings on behalf of the user. The customized install package can then be distributed for installation via an application server or through standard IT deployment tools such as SCCM, Tivoli, and others. This tool enables IT site administrators to:

- Customize default settings and features supported by Plantronics headsets, and optionally lock those features and settings to prevent accidental changes.
- Select the proper mix of software support modules to meet the unique needs of a corporation or user base. These modules enable softphones and music players to properly interface with Plantronics devices.
- Select whether to install Plantronics applications such as *Plantronics Control Panel* and *Battery Meter*, which allows the end user to change permitted settings, monitor wireless device battery life, and see device information.
- Select if and how software and device firmware updates will be handled.

Does Spokes allow for customization?

Included in Plantronics Spokes is the newly designed *Plantronics Control Panel* for optional, easy device customization. You can enable and monitor your softphone and manage multimedia applications.

- Customize your headset and USB adapter settings to your personal preferences for volume, ring tone and more
- Auto-manage your PC multimedia to ensure your music is paused when you receive a call.
- Monitor battery life
- Quickly access links to product support and software/firmware upgrade information

How are new features and compatibility updated?

Plantronics Update Manager is an excellent option for receiving up-to-date notifications of software and firmware. With Update Manager installed, you will be notified that a new version is available and have the ability to download and install using the same tool.

SEAMLESS CALL CONTROL FOR DESK PHONE, PC SOFTPHONE AND MOBILE PHONE

What is remote call control?

Plantronics Spokes software supports four headset features with compatible softphones: call notification, call answer/end, and synchronized mute and volume control. Remote call control moves these call management features onto the headset where it is most natural for the user and allows remote call control with desk phone, PC softphone and mobile.

For example, Plantronics Wireless DECT/Bluetooth Headsets enable you to be notified of a call from your desk phone or PC whether you are at our desk or away up to 300 feet. Plantronics USB Headsets allow you to answer or end a call even if your PC is locked. Plantronics Bluetooth Headsets add the same remote call control to your PC and to your mobile phone.

CONNECT SEAMLESSLY, COMMUNICATE SIMPLY, COLLABORATE CONFIDENTLY

With which UC vendor softphones is Spokes compatible?

Plantronics Spokes for Windows is compatible with soft client applications for Avaya, Cisco, Microsoft, ShoreTel, Skype UC and more. All version releases below and those previous have been tested and certified compliant by the vendor.

Avaya <ul style="list-style-type: none"> Avaya IP Softphone V6.0 SP9 and V5.2 SP5 Avaya one-X® Agent V2.5 Avaya IP Agent V7.0 SP8 and V6.0 SP18 Avaya one-X Communicator V6.0 and V5.2 SP4 	Cisco <ul style="list-style-type: none"> Cisco UC Integration™ for Microsoft Office Communicator (CUCI-MOC) V8.0 (3) Cisco UC Integration for Microsoft Lync (CUCI-Lync) V8.5 (3) Cisco IP Communicator (CIPC) V8.6 (1) and V7.0.6.0, 7.0.7.0 Cisco Unified Personal Communicator (CUPC) V8.5 (3) and V8.0 (3) Cisco UC Integration for WebEx Connect(CUCI-Connect) V7.1 Cisco WebEx Connect V7.1.1
Microsoft <ul style="list-style-type: none"> Microsoft Office Communicator R2 (3.4.6907.233) Microsoft Lync™ version R4 (4.0.7577.314) 	
ShoreTel <ul style="list-style-type: none"> ShoreTel Communicator V12.0 ShoreTel Call Manager V10.2 	Skype <ul style="list-style-type: none"> Skype V5.5 and V4.2

DOWNLOAD SPOKES TODAY
www.plantronics.com/software

As Unified Communications technology evolves and your UC needs grow, you can feel confident choosing Plantronics. Plantronics brings you the advantage of software supported audio solutions that keep your communication devices in sync with the newest UC applications.