

Calisto[®] 800 Series

P820/P825/P830/P835

USER GUIDE

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Welcome

Congratulations on purchasing your new Plantronics product. This user guide contains instructions for setting up and using your Calisto Speakerphone (Speakerphone + PA50 Microphone) System.

The Calisto comes in several models:

- The P820 model connects to mobile phones and PC softphones.
- The P825 model connects to mobile phones and PC softphones, and includes a PA50 wireless mic accessory (see Use Your Calisto with a Wireless Mic on page 22).
- The P830 model connects to mobile phones, softphones, and analog landlines.
- The P835 model connects to mobile phones, softphones, analog landlines and includes a PA50 Wireless Mic accessory

The Calisto offers:

- Full duplex wideband audio with advanced noise cancellation
- A 2.4" color display and dial pad for easy caller ID viewing, dialing, answering, switching, and muting across devices
- Support for Bluetooth and wired headsets and headphones (2 x 3.5mm jack)
- Many convenient features including integration with top Unified Communications client applications and softphones, and media players. Please see the [Plantronics Spokes Software](#) section for a complete list of supported features and more details

With the Calisto, you can:

- Make and answer calls for any of your connected phone lines.
- Manage and switch among multiple calls, even from different phones.
- Easily switch call audio between the built-in speakerphone, a wired headset/headphones/earbud, or a wireless Bluetooth headset.
- Use the Call Log and Favorites to quickly view and dial numbers.
- Customize settings to make your Calisto work best for you.

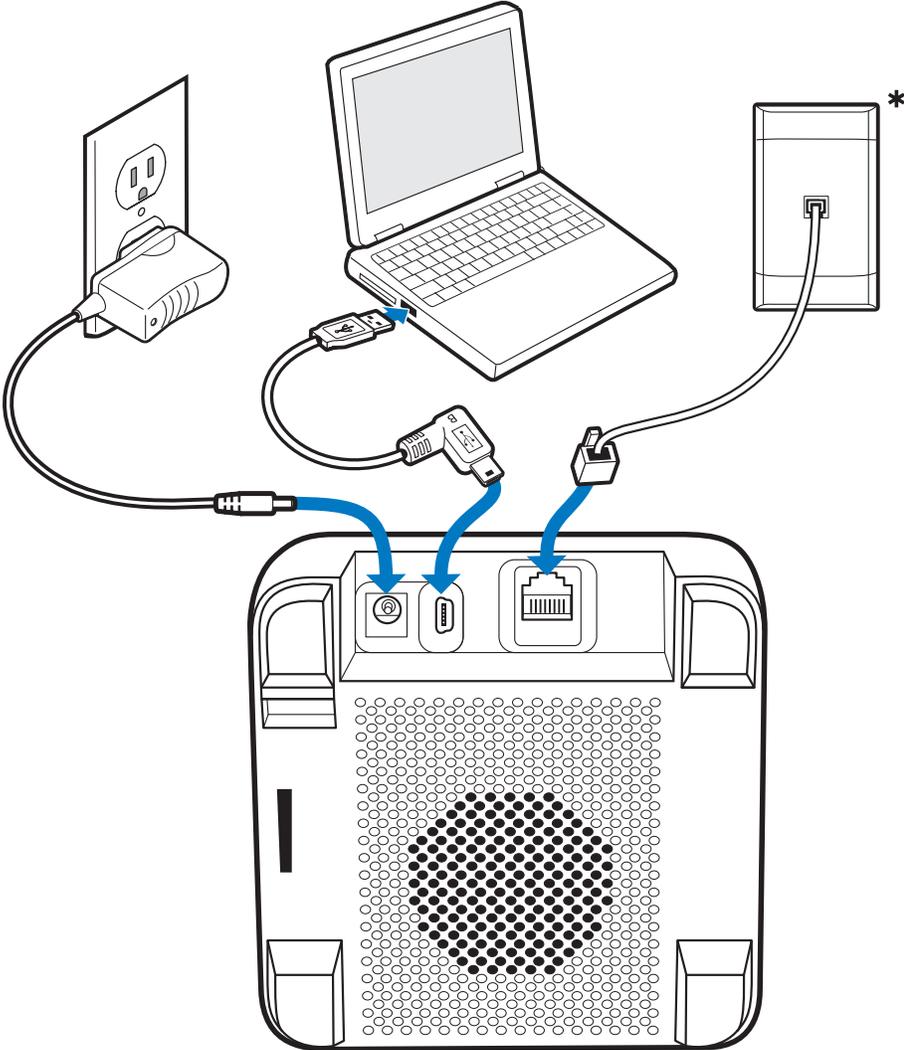
Please refer to the separate [safety instructions](#) for important product safety information prior to installation or use of the product.

System Requirements

Computer

- Supported Operating Systems: Windows XP®, Windows Vista®, Windows® 7
- Microsoft Windows XP-Service Pack 3 (SP3) or later (Recommended)
Microsoft Windows Vista-Service Pack 1 (SP1) or later (Recommended)
- Microsoft Windows 7-Service Pack 1 (SP1) or later (Recommended)

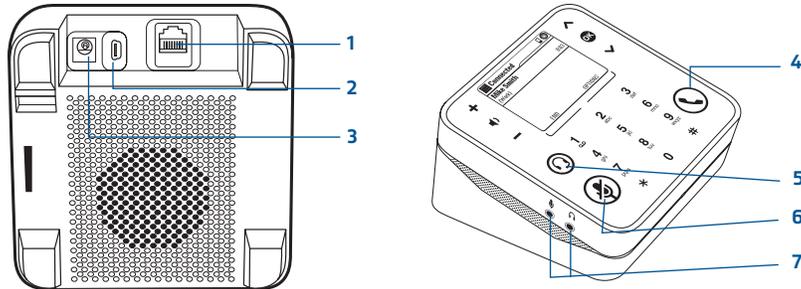
Connecting the Cables



* Landline on P830 & P835 only

Speakerphone and Microphone Basics

Speakerphone



1 Analog landline telephone port (P830 & P835 models only); P820 & P825 have a standard Kenington receptacle.

2 USB port to computer

3 AC adapter (P830 & P835 models only; available as an optional accessory for P820 & P835 models)

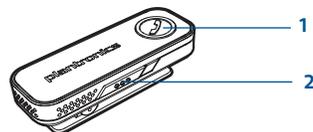
4 Talk/End key

5 Audio key. Switches from the speakerphone to a headset (or wireless mic) and back.

6 Mute key

7 3.5 mm headset/headphone jacks

Microphone



1 Talk/End key: Press with one tap to answer or end a call. The key is green when you have an incoming call, red when you are on a call.

2 Mute/Unmute keys: Press red key on both sides. The keys light up red when a call is muted

Set up your speakerphone

Accessories

The following optional accessories are sold separately:

- PA50 Microphone clip: Enjoy freedom of movement and exceptional transmit quality for the ultimate speakerphone experience (included with P825 & P835).
- Plantronics H-Top adapter cable: Connect Plantronics H-Tops with QD directly to the dual 3.5mm headset jack.
- 2.5mm-to-3.5mm adapter: Convert 2.5mm corded headsets to connect to the dual 3.5mm headset jack.
- Headset charging cable: Charge a Plantronics Bluetooth headset with micro USB ports directly from your Calisto
- Carrying case.

For more information on accessories, visit plantronics.com.

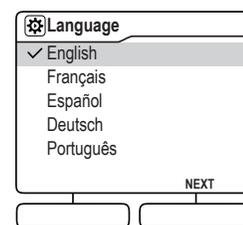
Set Up Your Calisto

Follow the instructions on the Calisto screen to complete setup.

The setup includes the following steps. Most steps are optional.

NOTE If you skip any part of setup, you can access the setup screens later by selecting Menu > Settings > Advanced Setup > Setup Assistant.

Basic setup: Enter your preferred language and your country.



If you live within the U.S. and are required to dial 10 Digits for local calls, select "Other" as your Country setting (not "United States").

Area Code setup: If you select United States or Canada as your country, enter your 3-digit landline phone area code. This enables your Calisto to automatically add a "1," if required, when you dial a number from your call log (see Use the Call Log on page 14).

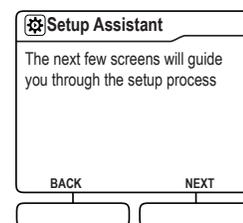
If you enter an incorrect digit, press **OK** to delete the last digit you entered.

Press **Next** (right softkey) if you do not want to enter an area code. Note that this may result in incorrect dialing if you dial a number from your call log.

Spokes software can be installed at anytime to enhance your user experience with Calisto 800 and industry-leading Unified Communications clients and softphone applications, with many other features available.

www.plantronics.com/software

Please refer to the Plantronics Spokes Software section of this guide for details.



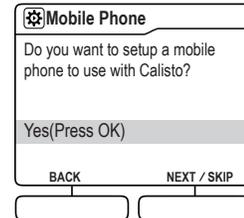
Mobile phone setup (optional): When you connect your Calisto to a mobile phone that supports Bluetooth, call audio from that phone is automatically routed to your Calisto. To connect to a mobile phone, do the following:

1 On the Mobile Phone setup screen, make sure **Yes** is highlighted, and press **OK**.

NOTE Do not press *Next/Skip* (right softkey). This skips the phone setup process.

2 Follow the onscreen instructions. If prompted, enter **0000** as the passkey on your phone.

NOTE To access mobile phone setup later—for example, if you want to pair with a second mobile phone—select **Menu > Settings > Bluetooth Setup**.



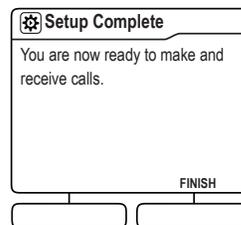
Bluetooth headset setup (optional): When you connect your Calisto to a Bluetooth headset, you can route call audio to the headset directly from your Calisto. This lets you use your Bluetooth headset for landline, mobile, and softphone calls. To connect to a mobile phone, do the following:

1 On the Headset setup screen, make sure **Yes** is highlighted, and press **OK**.

NOTE Do not press *Next/Skip* (right softkey). This skips the phone setup process.

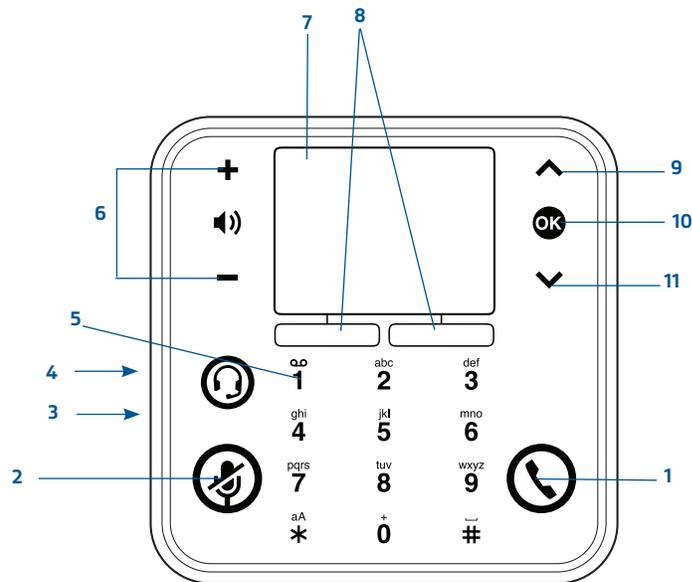
2 Follow the onscreen instructions.

NOTE To access Bluetooth headset setup later, select **Menu > Settings > Bluetooth Setup**.



After setup, call audio from any phone line you have connected to your Calisto—mobile, softphone, or analog landline (P830 & P835 models only)—is automatically routed to your Calisto speakerphone. If you connected a headset to your Calisto, you can route the audio from any call connect to the speakerphone from the headset and back via the Audio Key .

Get to Know Your Calisto



- 1 Talk/End:** Press to dial a number you entered, to answer an incoming call, or to end a call. The key is green when you have an incoming call, red when you are on a call.
- 2 Mute:** Press to mute the currently active call. (Red when on, white when off and in a call)
- 3 Dual 3.5mm headset/headphone/earbuds jack (on side of device):** Insert headphones or earbuds into the jack. For headsets with microphones, insert the microphone into the jack and the speaker into the jack.
- 4 Audio Key:** Press to switch from your Calisto speakerphone to a headset or wireless mic accessory and back. If you have more than one headset (wired or wireless) connected to your Calisto, pressing **Audio Key** displays a list of all your audio options. Highlight the option you want to switch to, and press OK. When the microphone in the base is active you will see a white LED lit on the front side of the unit.
- 5 1 key:** If you entered a voicemail access number, press and hold 1 from the Main Menu or the Dial screen to dial it (see Enter Your Voicemail Access Number on page 29).
- 6 Volume Up/Down:** When you are on a call, press +/- to adjust the call volume. When you're not on a call, press +/- to adjust the ringer volume. When a call is ringing, press +/- to silence the ringer for that call only.
- 7 Screen:** Use the Control and OK keys on the right to select onscreen items.
- 8 Softkeys:** Press to access the option shown onscreen above the softkey.
- 9 Control Up:** Press to scroll up a list or to increase an onscreen control, such as screen brightness.
- 10 OK:** Press to select a highlighted item or accept the control setting.
- 11 Control Down:** Press to scroll down a list or to decrease an onscreen control, such as screen brightness.

Screen

Idle Screen Notifications

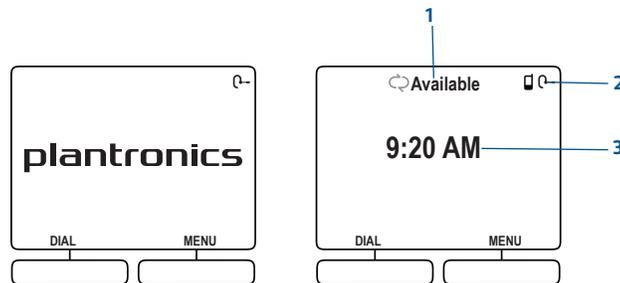
When you are not on a call, the screen displays either the Plantronics logo or some or all of the following information, depending on the connected phone line, the services you have subscribed to (such as voicemail), and/or the softphone you are using:

Status Bar Icons

The status bar is the row of icons at the top of most screens.

- 1 Your online status, as shown in your softphone*
- 2 Connected Bluetooth mobile phone or headset status
- 3 Current time based on your PC clock
- 4 Missed calls (total for all connected landline, mobile, and softphones*) (not shown)
- 5 New voicemail (for connected landline and softphones*) (not shown)

**If supported by your softphone. Check the features available for your softphone.*



: Shows the level of voice activity during a call. If the call is muted, the indicator displays no bars.

Headset/headphone/earbud connection indicators

: Your Calisto is connected to a Bluetooth headset. Call audio is routed to the headset.

: Your Calisto is connected to a wired headset, headphones, or earbuds. Call audio is routed to the headset, headphones, or earbuds.

: You are in a call and your PA50 wireless mic is active.

Outgoing Line

Outgoing phone line indicators

When you make an outgoing call, the call is made by default using the last line you selected on the Dial screen (see Make a Call on page 11). To choose a different line, simply highlight the line of your choice on the Dial screen. If the last line used is unavailable, outgoing calls are made over the first available line, in this order: softphone, landline (P830 & P835 models only), mobile phone. Note that you can answer incoming calls from any connected phone line on your Calisto.

: Outgoing calls are made over your default softphone line.

: Outgoing calls are made over your analog landline (P830 & P835 models only).

: Outgoing calls are made over your connected mobile phone line.

Online status indicators (if supported by your softphone application)

If supported by your softphone, your Calisto displays your online status, such as available, busy, away, and so on. Actual icons vary according to the softphone.

Menu

The menu gives you access to many Calisto features. To display the menu, do one of the following:

- When the idle screen is displayed, press Menu (right softkey) or any key on your Calisto.
- When you are working with a feature within a menu, press and hold Back (left softkey) to return directly to the main menu.
- **Call Log:** See Use the Call Log on page 14.
- **Favorites:** See Enter/Edit Favorites on page 15.
- **Bluetooth:** See Disconnect from/Reconnect to a Mobile Phone or Bluetooth Headset on page 26
- **Settings:** See Customize Your Calisto Settings on page 28.

Optimal Audio Performance

Your Calisto is optimized for personal use. To minimize background noise, the microphone pick-up range is limited. This illustration shows ideal placement of your Calisto to optimize voice pick-up:



If you require 360-degree room coverage to handle multi-party calls, consider using the Plantronics PA50 wireless mic as an alternative. You can place the wireless mic on a table for full 360° coverage (see Use Your Calisto with a Wireless Mic on page 22).

Use Call Features

Your Calisto lets you use features such as answering calls from all your connected phone lines, answering a second incoming call, or making a second outgoing call.

Make a Call

IMPORTANT: The Dial menu may show "PC Unavailable" even if Calisto 800 is connected to the PC. Reason: The Dial menu shows PC available for dialing for supported softphone applications that can accept digits from Calisto 800. See "Dial Default Softphone (digits)" under "Make a Call" in the "Calisto 800 Feature Table" that support dialing from Calisto 800. For softphones that do not support dialing via Calisto 800, dialing may still be possible via softphone dialing menu on your PC.

Use the Dialpad

- 1 To bring up the dialpad from the idle screen or the menu, either press **Dial** (left softkey) or tap the unlit dialpad.

NOTE: If the idle screen or the menu is displayed, you can simply enter the number without bringing up the dialpad.

- 2 If you want to dial the number using a line other than the current outgoing line (see Outgoing Line on page 10), select the line you want to use.
- 3 Enter the number on the dialpad.

NOTE: To delete the last digit you entered, press BACKSPACE  (right softkey). To delete all the digits you entered, press and hold BACKSPACE  (right softkey).

- 4 To dial the number, press Talk/End  or OK .

Dial a Call Log Entry

See Use the Call Log on page 14.

Dial a Favorite

See Enter/Edit Favorites on page 15.

Answer or Ignore a Call

Answer a Call

Press **Answer** (right softkey) or Talk/End .

NOTE: If you use a Calisto model P830 or P835 with a landline, see Special Features for Using Your Calisto P830 with a Landline on page 13.

Ignore a Call

Press **Ignore** (left softkey). If ringing phone line has voicemail service, the call will continue through to voicemail.

Answer a Second Incoming Call

If you are on a call and receive an incoming call notification, do one of the following:

- **To put the current call on hold and answer the new incoming call:** Press Hold & Answer (right softkey). You can then switch between the two calls (see Switch Between Calls on page 12).
- **To hang up the current call and answer the new incoming call:** Press Talk/End  to hang up the current call. Press Answer (right softkey) or Talk/End  to answer the new call.

Switch Between Calls

Press Control Up \wedge or Down \vee to highlight the call you want to make active. The other call is automatically put on hold.

NOTE: If you use a Calisto model P830 or P835 with a landline, see *Special Features for Using Your Calisto P830 with a Landline* on page 13 for more information on call switching.

Mute a Call

You can mute the currently active call at any time by pressing Mute 🔇 . The Mute key turns red when call is muted. Press Mute 🔇 again to unmute the call. The Mute key turns white.

NOTE: If you put a call on hold (by answering a second call, making a second call, or switching between two active calls), the call on hold is automatically muted.

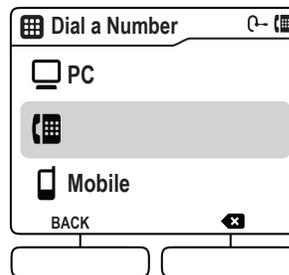
End a Call

To end the active call, press End (left softkey) or Talk/End 📞 . Note the following:

- If you have one active call and one call on hold, ending the active call makes the call on hold active.
- If you have one active call and more than one call on hold, ending the active call makes the last call placed on hold active.

Use Other Call Options

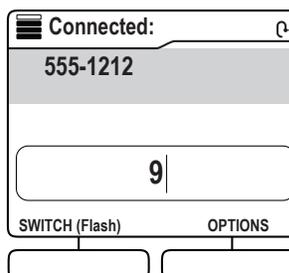
Make a Second Outgoing Call



- 1 While on a call, press **Options** > **Place new Call**.
- 2 Select an option for making the second call: **Dial** (dialpad), **Call Log**, or **Favorites**. When the phone begins dialing the second call, the first call is placed on hold.

NOTE: The *Make a Call* option is available only for a phone line that is not currently in use. For example, if you are on a call on your analog landline, you can make a second outgoing call on your mobile phone or softphone line.

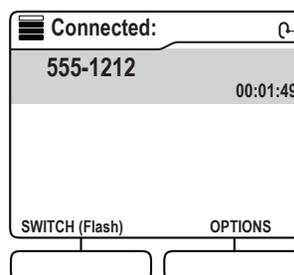
Enter Passwords and Numbers



If you are on a call and are prompted to navigate a phone tree or enter a password, simply enter the numbers using the dialpad. Or press **Options** (right softkey) > **Enter digits**, and enter the numbers on the dialpad. This works with mobile, home landline, and softphone calls.

Special Features for Using Your P830 & P835 Calisto with a Landline

Use the Flash Feature



During an analog landline call, the left softkey is labeled **Switch (Flash)**. Use this key in any of the following situations:

- If you are on a call and a second call comes in, on another press **Hold & Answer** (right softkey) to answer the incoming call.
- If you receive a call on the same line, press **Switch (Flash)** (left softkey) to switch between these calls.
- If you are on one call, to call a second person, press **Switch (Flash)** (left softkey) to get a dial tone, and then dial the number.
- If you have two calls, to call a third person, press **Options** (right softkey) > **Place new call** to get a dial tone, and then dial the number. When the person answers, press **Switch (Flash)** (left softkey) to connect the person.

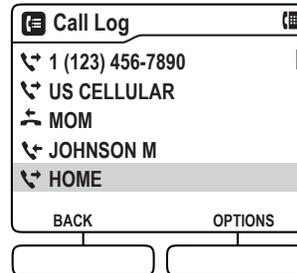
NOTE: You can also press *Options* (right softkey) to change the audio device or enter digits.

Use Multiple Phones with the Same Landline

If you have multiple phones using the same analog landline for your Calisto, and a call is made or answered on another phone, your Calisto screen shows that a call is in progress and the landline is in use. You do either of the following:

- Press **Talk/End**  or **Pickup Call** (right softkey) to use your Calisto to join in the call. To hang up from the call, press **Talk/End**  or **Hang up** (left softkey). This does not end the call.
- Press **Main Menu** (left softkey) to access the menu. You can use the menu items in the same way as at any other time. Select **Landline Call** (right softkey) to return to the call.

Use the Call Log



The Call Log lists all incoming, outgoing, and missed calls for all phone lines connected to your Calisto. If the caller name is known, the name is shown; otherwise, the phone number is shown. For calls made today, the time is shown. For older calls, the date is shown. Call Log icons include the following:

-  : Missed call
-  : Outgoing call
-  : Incoming call

From the Call Log, you can do any of the following:

- **Call a number:** Highlight the Call Log entry. To call using the current outgoing line, press **Talk/End** . To call using a different line, press **OK** , highlight the line, and press **Talk/End**  or **OK** .
- **View call details including call duration and phone type, if known:** Highlight the Call Log entry and press Options (right softkey) > Call Details.
- **Add the Call Log entry to Favorites:** See Create a Favorite from a Call Log Entry on page 16 for details.
- **Sort the Call Log list:** From the Call Log, press **Options** (right softkey) > **Sort List**. Select whether to sort the list by incoming, outgoing, or missed calls.
- **Delete a Call Log entry:** Highlight the entry and press **Options** (right softkey) > **Delete this record**. Select **Yes** to confirm.
- **Delete the entire Call Log:** From the Call Log, press **Options** (right softkey) > **Delete all records**. Select **Yes** to confirm.

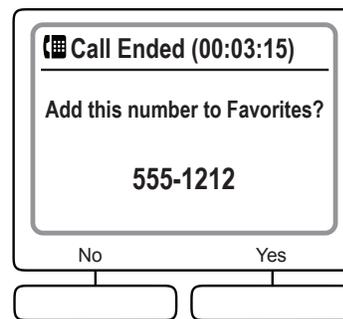
Enter/Edit Favorites

You can enter names and numbers as favorites so you can easily dial them right on your Calisto. For each favorite, you can enter multiple phone numbers and label them as home (H), work (W), mobile (M), or other (O).

Create a Favorite

You can create a favorite from an ended call, from your Call Log, or manually.

Create a Favorite from an Ended Call



- 1 When you end a call from a number that is not already in Favorites, an **Add to Favorites?** prompt appears. Press **Yes** (right softkey).
- 2 Do one of the following:
 - To add the number to an existing favorite: Select **Add to existing**. Select the favorite to use, and then select the number type to assign the number to. If a number already exists for that type, press Yes (right softkey) to replace the existing number.
 - To create a new favorite for the number: Select **Create new favorite**. Select the number type (Home, Work, Mobile, Other) and enter or edit the name, if desired. Note the following when entering letters:

To enter the second letter on a key:

Press the key twice—for example, to enter K, press **5** twice. Press **5** three times to enter L, and so on

To switch among lowercase letters, uppercase letters, title case, and numbers:

Press *****. The currently selected option is shown in the upper-right corner of the screen

To enter special characters:

Press **1**.

To enter a space:

Press **#** or select **Insert a Space** onscreen.

To delete the last character entered:

Press BACKSPACE  (right softkey).

To delete all characters entered:

Press and hold BACKSPACE  (right softkey).

To move the cursor forward or backward through the characters without making a deletion:

Press Control Up  or Down 

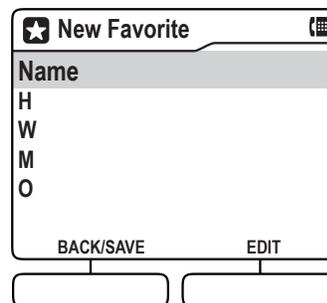
- Press **Save** (left softkey) twice.

Create a Favorite from a Call Log Entry



- 1 Highlight a Call Log entry and press **Options** (right softkey) > **Add to Favorites**.
- 2 Do one of the following:
 - To add the number to an existing favorite: Select **Add to existing**. Select the favorite to use, select the number type to assign the number to, and press **Edit** (right softkey). If a number already exists for that type, press **Yes** (right softkey) to replace the existing number.
 - To create a new favorite for the number: Select **Create new favorite**. Select the number type and enter or edit the name, if desired. See Create a Favorite from an Ended Call on page 15 for information on entering characters.
- Press **Save** (left softkey) twice.

Create a Favorite Manually



- 1 Press **Menu** (right softkey) > **Favorites** > **New Favorite** (right softkey).
- 2 Highlight **Name**, press **Edit** (right softkey), and use the dialpad to enter the name. See Create a Favorite from an Ended Call on page 15 for information on entering characters.
- 3 Press **Save** (left softkey).
- 4 Highlight a phone number type (**H** = home, **W** = work, **M** = mobile, **O** = other), press **Edit** (right softkey), and use the dialpad to enter the number. Repeat for each type of number you want to enter. Note the following when entering numbers:

To enter a + symbol:	Press and hold 0.
To insert a 1-second pause in the numbers you are entering:	Select Insert a Pause onscreen. Inserting a pause allows you to add/edit passcodes/passwords to phone numbers so that the entire string automatically gets dialed. This feature is known as "chain dialing."
To delete the last character entered:	Press BACKSPACE  (right softkey).
To delete all characters entered:	Press and hold BACKSPACE  (right softkey).
To move the cursor forward or backward through the characters without making a deletion:	Press Control Up  or Down  .

5 Press **Save** (left softkey) twice.

Dial a Favorite

- 1 Press **Menu** (right softkey) > **Favorites**.
- 2 Select the favorite and highlight the number you want to dial.
- 3 To dial the number using the current outgoing line (see *Outgoing Line* on page 10), press **Talk/End** . To dial the number using a different line, press **OK**  select the line, and then press **OK**  or **Talk/End** .

Edit a Favorite

- 1 Press **Menu** (right softkey) > **Favorites**.
- 2 Select the favorite and press **Options** (right softkey) > **Edit Favorite**.
- 3 Highlight the name or number you want to edit and press **Edit** (right softkey).
- 4 Use the dialpad to make the changes you want. See *Create a Favorite from an Ended Call* on page 15 for details on entering letters, and *Create a Favorite Manually* on page 16 for details on entering numbers.
- 5 Press **Save** (left softkey) twice.

Search for a Favorite

When you have Favorites open (**Menu** (right softkey) > **Favorites**), you can use the dialpad to search for a favorite, as follows:

- Press a number key to jump to the first Favorites entry that starts with the first letter shown on the key—for example, press **5** to jump to the first entry that starts with J.
- Press the key twice to jump to the first entry that starts with the second letter shown on the key—for example, press **5** twice to jump to the first entry that starts with K. Press **5** three times to jump to the first entry that starts with L, and so on.
- If there is no entry that starts with a given letter, the highlight jumps to the first entry that starts with the next letter. So, if there is no K entry, pressing **5** twice jumps to the first entry that starts with L.

Delete a Favorite

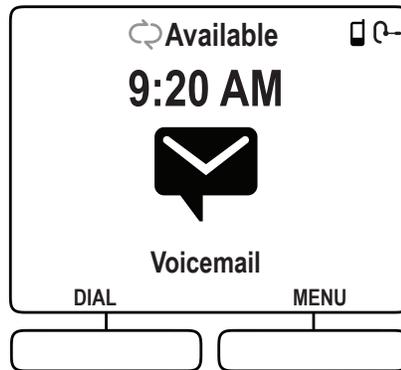
- 1 Press **Menu** (right softkey) > **Favorites**.
- 2 Select the favorite and press **Options** (right softkey) > **Delete Favorite**.
- 3 Press **Yes** (right softkey) to confirm.

Access Voicemail

You can access voicemail from your Calisto for both your analog landline (P830 & P835 models only) and your softphone, if the softphone application supports this feature.

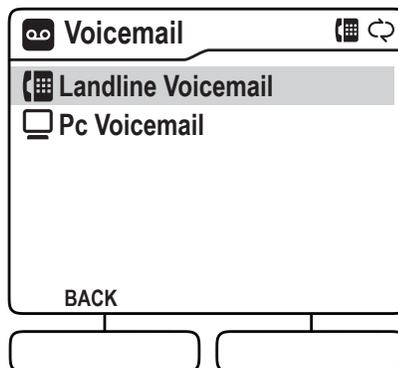
To use your Calisto to access analog landline voicemail, you need to enter your landline voicemail access number. You can do this from the Settings menu (see Enter Your Voicemail Access Number on page 29).

When you have a new voicemail message, a message icon  appears on the idle screen.



To check voicemail:

- 1 From the main menu or the Dial screen, press and hold 1 on the dialpad.
- 2 If your Calisto is set up to access voicemail from more than one phone, select the phone you want to check.



Use Your Calisto with a Headset

You can route call audio from any connected phone (mobile, softphone, or home landline) to a connected headset.

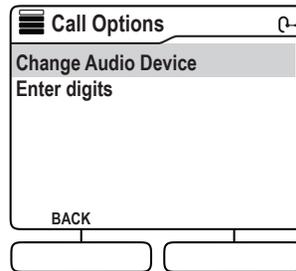
Supported Headset Types

Headset Type	Jack Type	Insert Jack Into:	Microphone Used On:
Corded			
Headphones/ Earbuds	Single 3.5mm jack	Insert into Calisto  jack.	Calisto
Headsets/ Earbuds with Microphones	Single 3.5mm jack	Insert into Calisto  jack.	Calisto
Headsets with Microphones	Single 2.5mm jack	Requires Plantronics 2.5mm-to-3.5mm adapter (part # 76920-07). Insert into Calisto  jack.	Calisto
Headphones with Microphones	Dual 3.5mm jack	Insert into both Calisto  and  jacks.	Headphones
Plantronics Professional H-Tops (Example: Plantronics SupraPlus wideband Headset)	Quick Disconnect	Yes. Requires Plantronics QD-to-Dual-3.5mm adapter (part # 28959-01). Insert into both Calisto  and  jacks.	H-Top
Wireless			
Bluetooth Headset/ Headphones (Example: Plantronics Voyager PRO+)	Wireless	NA	Headset
Plantronics PA50 Wireless Mic	Wireless	NA	Can switch between wireless mic and Calisto

Switch Call Audio Between Your Calisto and a Headset

To switch call audio between your Calisto speakerphone and any connected headsets, do one of the following:

- When you are not on a call: Press **Audio Options** . If you have one headset connected to your Calisto, pressing this key switches from the speakerphone to the headset and back. If you have more than one headset connected to your Calisto, pressing this key opens the Audio Devices screen. Select the device you want to use. This device now becomes the default audio device—audio for new incoming calls plays over this device unless you change it.



NOTE: If you have a Plantronics PA50 wireless mic, it appears on the Audio Devices screen as **Speakerphone + Wireless Mic**.

- If you plug in a wired headset/headphones/earbud, the call audio automatically routes to the attached device. If you unplug the wired device, call audio automatically routes to the Calisto speakerphone.
- For information on disconnecting the currently connected Bluetooth headset, see Disconnect from/Reconnect to a Mobile Phone or Bluetooth Headset on page 26.

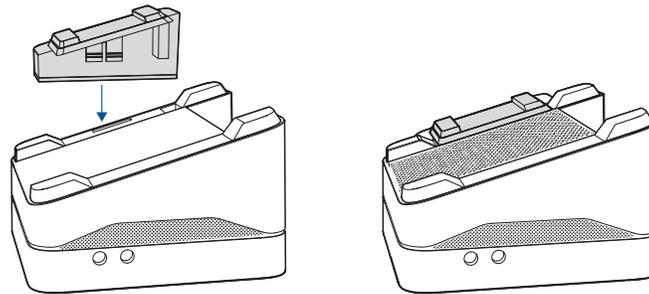
Use Your Calisto with a Wireless Mic

The Calisto PA50 is a wireless mic for use with the Calisto 800 series of multi-device speakerphones. The wireless mic is an accessory that provides unparalleled freedom of movement and exceptional transmit quality for the ultimate speakerphone experience.

The PA50 is included and pre-paired with the Calisto P825 and P835 speakerphone and is available as an accessory sold separately for use with the Calisto P820 or P830 models.

Setup

- 1 Disconnect all cables from your Calisto.
- 2 Insert the wireless mic docking station into the slots at the bottom of the Calisto. Make sure the docking station is pushed all the way in.



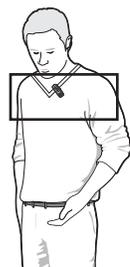
- 3 Reconnect all cables to the Calisto.
- 4 Place the wireless mic in the docking station and charge it for a minimum of 2 hours or until the Calisto screen indicates that the mic is fully charged.

Pairing (if not pre-paired)

- 1 Once the wireless mic is fully charged, on your Calisto, go to Menu > Settings > Bluetooth Setup. Select Headset (or Wireless Mic) > Pair New Headset.
- 2 Put the wireless mic in pairing mode by pressing  for 10 seconds or until the light flashes red and green.
- 3 On your Calisto, press **Next** (right softkey) to search for the wireless mic.
- 4 Follow the instructions on your Calisto screen to complete pairing. Once it is paired, the wireless mic is connected to your Calisto.

Wearing and Use

The wireless mic can be worn on a collar or lapel. This illustration shows the optimal location.



The wireless mic can also be placed flat on a table for flexible small group conferencing. It provides full 360-degree microphone coverage.

- Talk Time: Up to 5 hours
- Standby time: 7 days
- Charging Time: Approximately 2 hours
- Maximum Range: Up to 45 feet/12 meters

Features

- 1 Once undocked, press the  key on the wireless mic to replace the built-in speakerphone microphone.
- 2 When the wireless mic is active, the  is displayed on screen and the built-in speakerphone microphone is turned off. Also note LED on front of unit will go out when remote mic is live.
- 3 To transfer a call from the wireless mic to the speakerphone and back, press  on the speakerphone.
- 4 Talk/End key: Press with one tap to answer or end a call. The key is green when you have an incoming call, red when you are on a call.
- 5 Mute/Unmute keys: Press red key on both sides. The keys light up red when a call is muted.

Note: *The Plantronics Battery Status application included with Spokes does not currently support the Calisto 800 Series wireless microphone. In the event support is added you will be notified via firmware update in the Plantronics Update Manager application.*

Wireless Mic Usage

Initial Setting	Answer Call From...	Which mic Active?	How can I tell	How do I change active mics?	How do I know the audio changed?
Audio to 'Speaker phone'	Base (push selection button on the base)	Base	 LED on front of base is lit when call answered.  Talk/End key light on mic-clip will stay off	Pickup mic-clip and push mic-clip hook-switch button once or ... push the Audio selection button (Headset icon) on the base to make remote mic active	You will see the LED on the base turn off and the hook-switch button on the mic-clip lit up red when the mic-clip is active
Audio to 'Speaker phone'	Mic-clip (pickup mic-clip and push hook-switch button on the clip)	Mic-Clip	 LED on front of base momentarily will go on then off.  Talk/End key light on mic-clip will go red	Push the Audio selection button (headset icon) on the base to switch back to base mic or return the mic-clip to its docking station.	LED on the base will light and hook-switch button on the mic-clip will turn off
Audio set to 'Wireless mic (when undocked)'	Base (push selection button on the base)	Base	 LED on front of base is lit when call answered.  Talk/End key light on mic-clip will stay off	Pickup mic-clip, it will immediately become active	You will see the LED on the base turn off and the hook-switch button on the mic-clip light up red when the mic-clip is active
Audio set to 'Wireless mic (when undocked)'	Mic-clip (automatically answered when picked up)	Mic-Clip	 LED on front of base momentarily will go on then off.  Talk/End key light on mic-clip will go red	LED on front of base momentarily will go on then off. Hook switch light on mic-clip will go red	LED will light on the base, hook-switch button on the mic-clip will turn off.

NOTE: If you set Audio to 'Audio routing set to: Wireless Mic (when undocked)' it will revert to 'Audio routing set to Speakerphone' when mic-clip is returned to the docking station or an active call is terminated.

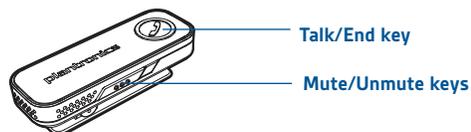
Light Indicators

- **Charging:** Single white flash after docking the wireless mic to the Calisto.

NOTE: The first time you charge your wireless mic, you may see the light glow red quickly before flashing red.

- **Low Battery:** Double red flash every 30 seconds.
- **Critical Low Battery:** Triple red flash every 30 seconds.
- **Out of Range:** Fading red.

NOTE: To check connection status, tap  once. A single white flash indicates that the wireless mic is connected to your Calisto. If the white flash doesn't appear, put the wireless mic back in its dock to charge and try again later. You can also press Menu (right softkey) > Bluetooth on your Calisto and make sure that Disconnect Wireless Mic is displayed. This means the wireless mic is connected. If Disconnect Wireless Mic is not displayed, press Setup (right softkey) > Headset or Wireless Mic, and make sure Wireless Mic is displayed as a paired device. Select Wireless Mic to reconnect.



Disconnect from/Reconnect to a Mobile Phone or Bluetooth Headset

You can pair your Calisto with up to two mobile phones and two wireless Bluetooth devices, either during initial setup (see Set Up Your Calisto on page 6) or from the Settings menu (see Bluetooth Setup on page 30). Pairing is the equivalent of entering a device into your Calisto's memory. You only need to pair each device once.

However, your Calisto can only be connected to one mobile phone and one wireless headset or wireless microphone at a time. If you have two paired mobile phones or headsets, your Calisto can manage calls for only one of those phones and one of those headsets at a time.

NOTE: After you pair with a phone or headset, that device automatically becomes the connected device until you change it.

When you have a Bluetooth headset connected to your Calisto, call audio is routed through the Calisto speakerphone by default. You can route the call audio through the Bluetooth headset at any time by pressing the button on the headset or pressing Audio Options on your Calisto.

Your Calisto offers several ways to disconnect from and reconnect to the currently connected mobile phone and Bluetooth headset. You can disconnect from/connect to each device separately, or both at the same time.

Disconnect a mobile phone and/ or Bluetooth headset

When Not on a Call

When you need to leave and take your mobile phone and/or Bluetooth headset with you, you can easily disconnect them.

Disconnect Using the Bluetooth Menu

1 Press Menu (right softkey) > Bluetooth.

2 Press Disconnect [mobile phone name], Disconnect [headset name], or Disconnect Both.

Disconnect by Walking Out of Range of Your Calisto

Simply grab your mobile phone and/or Bluetooth headset. Once out of range of Calisto, they will disconnect and can be used by themselves. In order to use the headset directly with mobile phone, you may need to press the headset button or go use the phone's Bluetooth menu to connect to the headset.

While on a Call

When you are on a call routed through your Calisto and need to take your call on the road, you can easily disconnect.

Disconnect Using the Go Mobile Feature

1 While on a call, press Options > Take mobile call on the go

2 The call audio is transferred to your mobile phone.

3 If you are using a Bluetooth headset, follow the onscreen instructions to connect the call to your headset using the headset button or your mobile phone menu.

Disconnect by Walking Out of Range of Your Calisto

NOTE: This approach is not recommended.

When you are on a call and walk out of range, the call may reconnect several times to your Calisto before finally disconnecting. This may result in interrupted audio.

Reconnect a mobile phone and/ or Bluetooth headset to your Calisto

NOTE: Only one mobile phone and one Bluetooth headset can be connected to your Calisto at a time.

When you come back in your office, there are several ways to reconnect your Mobile and/ or BT headset to Calisto.

Reconnect Using a Screen Prompt

When you are back in range of your Calisto, a notification may appear on your Calisto screen asking if you want to reconnect to your mobile phone or headset. Press Yes (right softkey) to connect. If you're currently on a call on the mobile phone, the audio is routed back to your Calisto's speakerphone.

NOTE: Not all phone and headset models support the notification feature. Also, if you manually disconnected from a phone or headset, a notification does not appear when the device is back in range of your Calisto.

Reconnect Using the Bluetooth Menu

1. Press Menu (right softkey) > Bluetooth.
2. Press Connect [mobile phone name], Connect [headset name], or Connect Both.

Connect a different paired mobile phone or Bluetooth headset to your Calisto

If you have paired more than one mobile phone or Bluetooth headset to Calisto, you can choose which paired device to make the active, "connected" device. Your Calisto can be actively connected to one mobile phone and one Bluetooth headset at a time.

Connect a Different Mobile Phone/Headset Using Bluetooth Setup

1. Press Menu (right softkey) > Bluetooth > Setup.
 - 2 Select Mobile Phone or Headset (& Wireless Mic).
 3. Select the phone or headset to which you want to connect.
-

Customize Your Calisto Settings

Use the Settings menu to customize your Calisto and make it work best for you.

Basic Setup

Basic setup includes ringer volume and tone, screen brightness, date and time format, and other settings.

Set the Ringer Volume

- 1 Press **Menu** (right softkey) > **Settings** > **Basic Setup** > **Ringer Volume**.
- 2 Press **Control Up** **^** or **Down** **v** to adjust the onscreen volume slider. To turn the ringer off, press **Control Down** **v** until no bars appear in the slider.

*NOTE: You can also set the ringer volume using Volume Up **+** and Down **-** when you are not on a call.*

Set the Ringer Tone

This setting sets the tone for incoming calls.

- 1 Press **Menu** (right softkey) > **Settings** > **Basic Setup** > **Ringer Tones**.
- 2 Highlight a tone.
- 3 To preview the highlighted tone, press **Play** (right softkey). To select the highlighted tone, press **Save** (left softkey).

Set the Mic Level

- 1 Press **Menu** (right softkey) > **Settings** > **Basic Setup** > **Mic Level**.
- 2 Press **Control Up** **^** or **Down** **v** to adjust the onscreen mic volume level slider.

NOTE: This option appears only if a wired microphone is plugged in.

Set the Screen Brightness

- 1 Press **Menu** (right softkey) > **Settings** > **Basic Setup** > **Brightness**.
- 2 Press **Control Up** **^** or **Down** **v** to adjust the onscreen brightness slider.

Button Feedback

Can be set to 'click', 'beep' or silent. When touch feedback is on, a sound plays when you press the Calisto keys.

- 1 Press **Menu** (right softkey) > **Settings** > **Basic Setup** > **Button Feedback**.
- 2 Highlight a button feedback tone. To turn button feedback off, highlight **Silent**.
- 3 To preview the highlighted tone, press **Play** (right softkey). To select the highlighted tone, press **Save** (left softkey).

Set the Language

- 1 Press **Menu** (right softkey) > **Settings** > **Basic Setup** > **Language**.
- 2 Select a language.
- 3 Press **Save** (left softkey).

Set the Country

The country settings affects how your Calisto supports local and international Caller ID information.

- 1 Press **Menu** (right softkey) > **Settings** > **Basic Setup** > **Country**.
- 2 Select a country.
- 3 Press **Save** (left softkey).

Landline Setup

If you select United States or Canada you will be presented with a choice to set the Area Code. Area Code Setup lets you enter your home landline area code and change your voicemail access number (P830 & P835 only).

For the US and Canada, when you enter your area code, your Calisto automatically adds a "1" if required when you dial from the call log.

- 1 Press **Menu** (right softkey) > **Basic Settings** > **Area Code**.
- 2 Enter the area code.
- 3 Press **Save** (left softkey).

NOTE: This setting does not appear for other countries.

Enter Your Voicemail Access Number

Entering your voicemail access number allows one-touch voicemail access. This is the number your Calisto dials when you press and hold **1**.

- 1 Press **Menu** (right softkey) > **Settings** > **Landline Setup** > **Voicemail Access**.
- 2 Enter the number.
- 3 (Optional) Select **Insert pause** to enable automatic chain dialing. Chain dialing allows you to pre-program a sequence of numbers to dial, so that your phone automatically dials your voicemail password after dialing your voicemail access number. To use chain dialing, enter the required digits followed by one or more pauses between the various digits.
- 4 Press **Save** (left softkey).

Reset the Voicemail Indicator

Occasionally, your analog landline phone service provider might indicate that you have new voicemail messages, even if you have listened to all your messages. If your Calisto screen displays new messages even if you don't have any, reset the voicemail indicator to fix the problem.

- 1 Press **Menu** (right softkey) > **Settings** > **Landline Setup** > **Reset Voicemail Indicator**.

Bluetooth Setup

Pair with a Mobile Phone or Bluetooth Headset

Use Bluetooth Setup to pair your Calisto with a new mobile phone or Bluetooth headset.

- 1 Press **Menu** (right softkey) > **Settings** > **Bluetooth Setup**.
- 2 Select **Mobile Phone** or **Headset** (or **Wireless Mic**).

NOTE: If you purchase a PA50 wireless mic (sold separately), the Wireless Mic option appears on this screen also.

- 3 Follow the onscreen instructions to pair your device with your Calisto.

Change the Connected Phone or Headset

If you have more than one mobile phone or Bluetooth headset paired with your Calisto, you can change the connected phone or headset. You can have only one connected phone or headset at a time. See Disconnect from/Reconnect to a Mobile Phone or Bluetooth Headset on page 26 for instructions.

Remove a Phone or Headset from Calisto Memory

If you no longer want to use a mobile phone or Bluetooth headset with your Calisto, you can remove the device from the Calisto memory, so it no longer appears on the list of paired devices.

- 1 Press **Menu** (right softkey) > **Settings** > **Bluetooth Setup**.
- 2 Select **Mobile Phone** or **Headset**.
- 3 Select the phone or headset you want to remove from memory.
- 4 Press **Delete** (right softkey).
- 5 Press **Yes** (right softkey) to confirm.

Advanced Setup

Advanced Setup lets you return to and modify the initial setup screens.

- 1 Press **Menu** (right softkey) > **Settings** > **Advanced Setup**.
- 2 Select one of the following:
 - **Setup Assistant:** See Set Up Your Calisto on page 6.
 - **Factory Reset:** Select to restore your Calisto to the original factory settings. This erases all favorites and call log entries, and deletes any paired Bluetooth devices from your Calisto's memory.

Plantronics Spokes Software

It is highly recommended that you install Plantronics Spokes software available for the Calisto 800 system. Though your Calisto 800 system will operate without the software running, it will limit the system's capabilities. Depending on softphone features supported, Spokes software allows you to do many, if not all, of the capabilities found in the [Use Call Features](#) section of this guide with your favorite softphone(s). See the Calisto 800 Feature Table for a complete list of available features for specific softphones you use.

To install Spokes software please visit: www.plantronics.com/software

Spokes Software Highlights

Plantronics Spokes software works with your Calisto 800 Series speakerphone and supported softphone and media player applications to provide the following capabilities*:

- Answer / End softphone calls from Calisto 800 speakerphone or wireless mic
- Mute / Un-Mute microphone (far end cannot hear you) from speakerphone or wireless mic
- Hold / Resume call from speakerphone
- Display softphone name and Caller ID for incoming call
- Place a call via softphone from Calisto dialpad, Call Log, or Favorites
- Place or answer 2nd call from Calisto dialpad, Call Log, or Favorites list while on a softphone call
- Manage 2 calls concurrently: softphone call, mobile call, PSTN call ; any combination of 2 calls
- Advanced presence capabilities lets others know your availability when on a call
- Configure a default softphone for outgoing calls
- Automatically manage your PC multimedia so you never miss a call
- Quickly access links to product support and software/firmware upgrade information

* Functionality may vary by application; see the Calisto 800 Features Table on page 33 for details.

Softphone Support

For a complete list of softphones supported by Spokes software and other details, please refer to: <http://www.plantronics.com/media/downloads/SoftphoneCompatibility>

Default Softphone

Spokes software will attempt to assign a Default Softphone automatically when Calisto 800 is first connected to your computer. The first active (installed and running) softphone detected that supports call dialing from the Calisto 800 keypad will be assigned Default Softphone status. See the table on pg. 33 to determine if your softphone supports call dialing with Calisto 800.

If Calisto cannot detect a Default Softphone automatically, one can be assigned manually.

Calisto 800 will indicate its inability to detect a Default softphone by showing "PC Unavailable" when the "Dial" softkey is pressed with Calisto 800 connected to a computer. Instructions for setting a Default Softphone manually can be found in the [Plantronics Control Panel](#) section.

Assigning a Default Softphone has the following benefits:

- Informs Calisto 800 where to send the digits dialed on the keypad; this is especially useful if more than one softphone is active on the same computer.
- Enables Spokes software to capture Call Log data for incoming and outgoing calls.”

First Time Skype Use - IMPORTANT

The first time Skype is launched after installing Spokes software you will see the following displayed at the top of the Skype application, “PlantronicsURE.exe wants to use Skype”. To enable Spokes to work with Skype, click “Allow access”.



If “Allow access” is not selected, you will **not** be prompted again for access permission and your Spokes software will not work with Calisto 800. If this happens and you wish to grant Spokes software permission after missing the prompt above, see the [Troubleshooting - Software](#) section.

Calisto 800 Application Support and Features

Use the table below as a reference for applications and features supported by the Calisto 800 Series. Consult the user documentation for softphone and media player applications for more detailed information regarding these applications.

Calisto 800 Feature Table: Application Support

- Below are features and functions supported with Calisto 800 by application
- Application support requires Plantronics Enterprise Software (PES) is installed *
- For a current list of softphones supported and revision levels, please see:
www.plantronics.com/us/media/downloads/SoftphoneCompatibility.pdf

* Microsoft Office Communicator and Lync are supported for limited call control functions without PES, but PES is recommended

Phone Functions	Description	Avaya IP Agent	Avaya IP Softphone	Avaya one-X Communicator	Avaya one-X Agent	Cisco IP Communicator	Cisco CUCCIMOC	Cisco CUPC	Cisco CUCCConnect	Microsoft Lync 4.0+	Microsoft OC 2007	ShoreTel Call Manager	ShoreTel Communicator	Skype	Apple iTunes	Winamp	Windows Media Player	Other Support
Incoming Calls	Answer / End incoming softphone calls from the Calisto 800 interface	x	x	x	x	x	x	x	x	x	x	x	x	x				
Outgoing calls	Make / End outgoing calls from the Calisto 800 interface	x	x	x	x	x	x	x	x	x	x	x	x	x				
Mute Un-Mute (sync'd)	Mute / Un-Mute Calisto 800 mic (no transmit audio) from softphone, headset, or Calisto 800 interface			x	x	x	x	x	x	x	x			x				
Hold / Resume	Hold and Resume calls from softphone or Calisto 800 interface	x	x	x	x	x	x	x	x	x	x	x	x	x				
Caller ID (single call)	Caller ID Displayed for Incoming/Outgoing Calls							x	x	x	x			x				
Caller ID for Softphone name	Softphone Name Displayed for Incoming/Outgoing Calls	x	x	x	x	x	x	x	x	x	x	x	x	x				
Default Phone Setting	Configurable in Plantronics Control Panel, if multiple softphones are running, selects default softphone for outgoing calls.	x	x	x	x	x	x	x	x	x	x	x	x	x				
Multiple Call Handling																		
Answer 2nd Incoming Call	Pressing the "Answer" key drops 1 st call and answers second, or, press "Flash" to Hold the 1 st call and answer the second call	x	x	x	x		x	x	x	x	x	x	x	x				
Toggling 2 Softphone Calls on same Softphone	Hold and Resume (toggle) 2 softphone calls on the same softphone client	x	x	x	x		x	x	x	x	x	x	x	x				
Toggling 2 Softphone Calls on diff Softphones	Hold and Resume (toggle) 2 softphone calls on different softphone clients	x	x	x	x	x	x	x	x	x	x	x	x	x				
Make a Call																		
Dial Default Softphone (digits)	Dial digits on Calisto 800 dailpad; execute and outgoing call on default softphone			x	x		x	x	x	x	x			x				
DTMF digits while on a Call	Use Calisto 800 to enter digits (passcode, credit card number, etc.) while on a softphone call						x	x	x	x	x			x				
From Favorites or Call Log	Dial out on a softphone from the Favorites or Call Log menu items on Calisto 800 interface			x	x		x	x	x	x	x			x				
2nd Call from Call Log	Dial a second outgoing softphone call from the Calisto 800 Call Log while on an active Softphone call			x	x		x	x	x	x	x			x				
2nd Call from Dial Pad	Dial a second outgoing softphone call from the Calisto 800 dailpad while on an active Softphone call			x	x		x	x	x	x	x			x				
Mobile / Telephone Presence																		
Mobile Call Presence	When on a mobile call via Calisto 800, PES software changes presence status on MSFT OC/Lync and Skype indicating you are On a Call or Do Not Disturb, respectively.									x	x			x				
PSTN Call Presence	When on a PSTN call via Calisto 800, PES software 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 PES 2.4-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, Stop (or do nothing) –	When an audio stream is active and the user is listening to a supported media player and a call is received, audio is paused or stop in accordance with user preferences setup in the PLT Control Panel (PCP)														x	x	x	
Play (or do nothing) –	When call ends, audio will resume (or not) in accordance with user's														x	x	x	

Plantronics Control Panel



Plantronics Control Panel provides status and configuration information and options for Plantronics devices and supported applications. It also provides links to Plantronics user guides and corporate contact information. To access the Plantronics Control Panel:

- Click on the “Start” menu
- Select “All Programs”
- Select “Plantronics”
- Open “Plantronics Control Panel”

Below is a summary of the content for each tab in Plantronics Control Panel:

Devices Tab

- Displays active Plantronics devices supported by Spokes software.
-  Enables manual selection of a Default Softphone that is capable of receiving dialed phone numbers from the Calisto 800 keypad.
- Audio Settings – Provides a convenience shortcut to Windows audio configuration options.
- Device Settings – No Device settings are available for the Calisto 800 Series in Plantronics Control Panel; all device configuration options are available through the Menu on the Calisto 800 display.

Applications Tab

- Displays all applications enabled by Spokes software and supported for Calisto 800.
- All supported applications which are currently running are in designated with a “•”.

Preferences Tab

- 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.

About Tab

- Lists product details and version information for the Calisto 800 Series.
- Shows version numbers of Spokes software elements installed on your computer.
- Provides shortcuts to Calisto 800 Series user documentation and Plantronics contact information.”

Plantronics Update Manager

All required software and firmware for the Calisto 800 Series can be remotely updated when updates are available. Start Plantronics Update Manager from Windows *Start Programs menu > Programs > Plantronics > Plantronics Update Manager* to change settings such as automatic or manual check for updates.

Check for Updates Automatically

By enabling this check box, you will activate a periodic automatic check for available software and firmware updates.

Check for Updates Now

You can choose to check for available software and firmware updates at any time by clicking on the Check For Updates Now button in Update Manager by clicking on the *Start menu > Programs > Plantronics > Plantronics Update Manager*.

Install Checked Updates

Following an AUTOMATIC or MANUAL CHECK FOR UPDATES, this field will be populated with any applicable software updates and the INSTALL CHECKED UPDATES will begin installation

Troubleshooting - General

I have my headset and mobile connected; how do I connect them both to Calisto 800?

Automatic Reconnect:

- If a Voyager Pro+ or Voyager Pro UC is used, go to the "Bluetooth" menu in Calisto and select "Connect Both". They should both automatically reconnect even if Headset is still actively connected to the Mobile. These 2 headsets have special firmware to allow automatic reconnect.

Note: If an iPhone is used, it should also allow the automatic reconnect.

Unlike Blackberry, iPhone supports Multipoint capability, allowing the iPhone to retain a BT connection both to the Bluetooth headset and Calisto at the same time.

Manual Reconnect:

- If a headset other than Voyager Pro UC is used, first go to the mobile phone menu and disconnect the Bluetooth headset from the mobile phone. User then goes to "Bluetooth" menu in Calisto and selects "Connect Both".

Note:

- In a few rare instances, "Connect both" may succeed on the 2nd attempt as opposed to the 1st. This is due to a conflict between Bluetooth reconnection attempts between Mobile and Calisto that happen to occur at same time.

- "Connect both" or "Connect Mobile" or "Connect Headset" on-screen options also allow a user to reconnect a live call back to Calisto.

Can I use the same headset with Calisto 800 and my Mobile Phone?

- Yes, but unless your headset is a Voyager Pro+ or Voyager Pro UC, or your Mobile phone is an iPhone, you will first need to go in the Mobile BT menu to disconnect the headset from the Mobile Phone before reconnecting it to Calisto 800.

- Most Mobile Phones today – outside of iPhones - do not support Multipoint which means that they can't both be connected to a Bluetooth headset and Calisto at the same time.

What Bluetooth headset does Plantronics recommend for Calisto 800?

- Voyager Pro+ is the recommended headset it supports wideband audio.
- Voyager Pro UC v2 is also recommended but users need to be aware that plugging the Bluetooth Dongle into the USB port at the same time as Calisto, will require user to select which device to route audio to.

If I am on a Mobile call via Calisto, can I transfer the audio back to my Mobile/Headset if I need to leave?

- Yes, during the call, select "Options" and then "Take Mobile Call On the Go" on the Calisto screen.

- If a Mobile phone is connected, the audio is automatically transferred back into the Mobile Handset

- If a Mobile Phone and a Bluetooth headset are connected, the audio is automatically transferred back into the Mobile Handset. The Calisto screen prompts the user to either press the Headset button (for Voyager Pro+ or Voyager Pro UC) or go in the Mobile menu to transfer audio back to the Headset.

Note: "Transfer Audio to Mobile" is an alternative option to "Take Mobile call on the Go". The only difference is that it keeps the call information on screen

Can I use both a PA50 Wireless Mic and Bluetooth Headset with Calisto? Or can I use 2 different Mobile Phones?

- Yes, but you will need to decide which of the 2 to actively connect.

- Go to "Mobile" menu to view which of the 2 devices is currently connected (it should say "Disconnect" Vpro if Vpro is currently connected). Select "Setup" and follows the instructions to select a different Headset or Mobile Phone.

The Tx or Rx audio quality on my Calisto sounds muffled or distorted?

- If the Calisto unit is used by several people at the same time, users should be positioned either in front or the back of the unit for optimal microphone pick-up.
- For small group calls, it is highly recommend that the PA50 Wireless Mic be used as it provides flexible 360 degree room coverage.

The PA50 Wireless Mic doesn't seem to work as well as the Calisto speakerphone?

- First, make sure the PA50 Mic is indeed turned on (see above question).
- Second, make sure the PA50 Mic is placed on lapel in the optimal location shown here.



- It can also be placed flat on a table for small group calls but in that case, more background noise/room echo will be picked up

While connected to the PC via USB, Calisto 800 says: "PC Unavailable" under the "Dial" options.

"PC Unavailable" in the "Dial" menu only means that Calisto 800 cannot detect an active softphone with dialing capabilities. See "Dial Default Softphone (digits)" under "Make a Call" in the "Calisto 800 Feature Table" for softphone applications that support dialing from Calisto 800. Active softphones that do not support "Make a Call" can still be used if PC Unavailable is displayed in the Dial menu.

How do I know what version of firmware/software I am using?

- Go in Menu> Settings> About Calisto

Some keys on the dialpad do not seem to respond when I press them?

- The keypad sensors adapt to a user's touch as much as the user also gets used to them. Just like with Touchscreens, it may take a few hours for the user and the unit to get fully "calibrated"! If keypad sensitivity is an issue try using the "pad" of the finger versus the tip when pressing.

When I try to redial an entry in the Call Log, I get an error message that the call cannot be dialed?

- Entries in the Call Log vary depending upon the source. For VoIP calls with Microsoft OC and Lync a SIP URI is used in lieu of a phone number which is not provided in the Call Log data provided. In general, if a standard phone number is used to connect the call, that information will be available for future calls from the Call Log.

Can I access Voicemail on Calisto?

- Yes, Calisto supports PSTN Voicemail and Microsoft Lync/Office Communicator R2 Voicemail. In the case of PSTN, it requires the user subscribe to the service from their phone provider and enter the Voicemail Access number under Settings>Landline Voicemail>Voicemail Access. In the case of Lync/Microsoft Office Communicator R2, it requires an enterprise to have enabled Unified Messaging application from Microsoft.
- When either a PSTN or R2/ Lync voicemail is left, a large "Envelope" icon is displayed on "the Calisto 800" screen. By pressing the "1" key for 3 seconds, the user is able to trigger and listen to the voicemail from both Lync/Microsoft Office Communicator R2 and PSTN.

My wireless mic didn't connect to my Calisto.

Please try pairing the wireless mic and your Calisto again (see Use Your Calisto with a Wireless Mic on page 22). In the unlikely event that this doesn't fix the problem, simultaneously press the handset icon  and mute button on wireless mic for six seconds to re-boot the wireless mic. After doing this replace mic in the docking station

Troubleshooting - Software

The following items pertain specifically to issues related to the Calisto 800 Series with Spokes software and supported applications:

Skype does not work with Spokes software

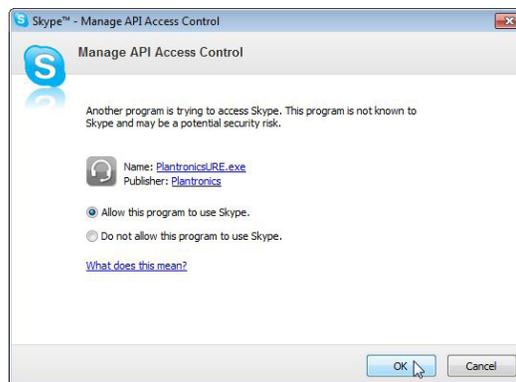
- Open Skype and select: Tools>Options>Advanced
- Select "Manage other programs' access to Skype".
 - PlantronicsUR.exe will appear under "Manage API Access Control" (see graphic below)
 - Select "Change"
 - Select "Allow this Program to Use Skype", click "OK"
 - Click "OK" again
 - All supported Spokes functions should now work with Skype
-

Media Manager "Resumes" my media player after a softphone call even when I manually pause media

3rd party media player interface controls do not distinguish between manual and automated audio stream interruption events for Spokes software. To resolve this, open Plantronics Control Panel and configure your media player behavior to "Do Nothing" when a softphone call ends.

Call Log information is not being captured from my softphone

For PC calls, only call log information from the Default Softphone configured in Plantronics Control Panel is captured in the Calisto 800 call log. To capture Call Log information from a specific softphone, change the Default Softphone as desired.



NEED MORE HELP?

plantronics.com/support

Plantronics, Inc.

345 Encinal
Santa Cruz, CA 95060
United States

Tel: 800-544-4660

plantronics.com

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