

Calisto 800 Series for Microsoft: Sales FAQ

1. The literature says this product is for use with Microsoft – when will a version of the product be available for other UC partners?

This current launch includes only the Microsoft optimized versions of the Calisto 800 Series for use with Office Communicator and Lync. The UC standard version of this product will be available in Q2 of 2011 (estimated May/ June).

2. What would happen if you use this product with Skype or softphones from Avaya or Cisco prior to the standard UC version release?

Until the standard UC version is available, users will only get call control with Microsoft Office Communicator and Lync. It is possible to use Calisto 800 as an audio device for other softphones, but all call control would have to be done through the softphone itself and not Calisto 800.

The version of PURE that is in the market today does not “talk” to Calisto 800 so you would not have call answer/end, dialing or muting with any of the softphone that are supported by PURE (Skype, Cisco, Avaya, IBM, etc.)

3. What are the various SKU’s for this series?

	Calisto 820	Calisto 825	Calisto 830*	PA50
				
Connects To	PC, Mobile Phone	PC, Mobile Phone	PC, Mobile Phone, Home Landline	Calisto 820/830
MSRP	\$179.95	\$259.95	\$199.95	US \$79.95
Models Difference	Includes: USB cable, Kensington Lock	Includes: USB cable, PA50 Wireless Mic & charging base, Kensington Lock	Includes: USB cable, Analog/landline Port, RJ11 cable, AC adapter	PA50 Wireless Mic & charging base

4. Why isn’t there a bundle for the 830 with the wireless mic?

A Calisto 835 (3-in-1 with wireless mic) bundle is in development and will launch with UC versions in Q2 of 2011.

5. What accessories will be available with the product?

- PA50 Wireless Mic & dock (for P820/830)
- Carrying case
- QD-to-Dual 3.5mm cable for H-Top support
- AC adapter (for Calisto 820/825, included with 830)
- Micro-USB PLT headset charge cable

6. Is this a replacement for Calisto Pro?

The Calisto 800 Series is not a direct replacement for Calisto Pro. While there are some similarities (connectivity, phone functions), there are many differences based on lessons learned from Calisto Pro and gearing the product towards Plantronics' strategic opportunity – Unified Communications.

Here are some other key differences:

- Calisto Pro was marketed for in-home mobility (DECT handset) while Calisto 800 Series is not really a mobile solution (Bluetooth range gives freedom of movement – but not long range)
- Calisto 800 Series is optimized for UC and the enterprise worker, particularly MS OCS while Calisto Pro was geared toward use with Skype and other consumer softphones
- Calisto 800 Series was designed to be a hands-free alternative (speakerphone) to headsets while Calisto Pro was very headset-centric
- Calisto Pro did not connect to the user's mobile phone -- the BT headset was, while Calisto 800 Series connects directly to the user's mobile phone

7. Will this product replace the Calisto 420?

No, the Calisto 420 speakerphone was designed to be a more portable solution for 360° small group conferencing on the PC only. The Calisto 800 Series is a premium speakerphone that offers multi-device connectivity and hands-free options.

8. Can you explain the speakerphone microphone pick-up pattern?

The Calisto 800 speakerphone features a bi-directional microphone which offers:

- 240° Mic total coverage with 120° in front and back of unit
- Over 50% less room echo than with omni directional 360° Speakerphones
- Less background noise pick-up from sides (where keyboard is typically located)



9. What type of microphone is in the PA50, omni directional, or other? And what is the radius pick up?

The wireless mic has two bi-directional switching microphones giving a full 360 degrees of voice pickup. Due to the switching nature of the microphones, only the microphone closest to the voice is activated at any given time, which provides advanced noise-cancellation.

10. What is the range of the wireless microphone?

The wireless mic is Bluetooth v2.1 with a wireless range of up to 33ft. This is not designed to be a long range wireless option, but to facilitate freedom of movement and in-room mobility

11. What's the range for optimal sound quality (transmit) when NOT using the wireless mic?

Since the Calisto 800 is designed to be a personal communication device, optimal pickup is 120 degrees in back and front of the unit up to a distance of 5 feet. Audio will start to drop off the further away from the unit you go.

12. Would any Bluetooth headset work with the Calisto speakerphone?

The product supports standard Bluetooth headsets however Plantronics headsets will give a richer experience, for example charging indication, call control synchronization, etc.

13. Why does it have two 3.5mm connectors for use with a corded headset?


The 3.5 mm headset jacks offers a low cost privacy option for someone who wants to quickly plug in a headset or even ear bud headphones to switch from the speaker. There is also an adapter that Plantronics makes that is a QD-to-Dual 3.5mm cable for H-Top support.

14. How can you tell the difference between Calisto 820/825 & 830?

The products in the lineup are the Calisto 820/825 (PC & mobile connectivity), Calisto 830 (PC, mobile and home landline connectivity) and the PA50 wireless mic. The Calisto 825 is a model that bundles a pre-paired PA50 wireless mic with a Calisto 820 base.

You can identify the Calisto 820 from the 830 by turning the device upside down and looking at the cable slots. Going from left to right Calisto 820/825 has an AC power port, USB port and a Kensington lock port (which allows the device to be locked down if used in a common area). The Calisto 830 has an AC power port, USB port and a port for RJ-11 (home landline) connection.

15. How can I tell when the audio is being routed to the wireless mic?

When the microphone on the speakerphone base is active, the white light on the front of the device (under the Plantronics logo) will light up. When you transfer the microphone to the wireless mic, the light will not be lit and the wireless mic will glow red during a call. Also when the wireless mic is active, an icon  will appear at the top of the Calisto screen.



16. Can I switch between calls without having to hang up on the call I'm on?

Yes, using the controls on the speakerphone, you can place a mobile call on hold to answer a PC or landline call. You can use the menu navigation to switch between your calls. You cannot join calls together however.

17. How many call log entries will the product hold?

The product will store up to 100 call log entries. When you reach the limit, the new entries will overwrite the oldest.

18. How many contacts can I put in the favorites list?

You can store up to 25 contacts in your favorites list. You can create a favorite from an ended call, from the call log, or manually.

19. Can I use the product to access my voicemail? On which devices?

You can access voicemail from your Calisto for both your analog landline (Calisto 830 model only) and your softphone, if the softphone application supports this feature.

20. How is the Calisto 800 powered?

The Calisto 800 series can be powered using the USB cable or AC adapter. The Calisto 830 includes an AC power adapter, which can be purchased as an accessory for the Calisto 825 or 820.

21. Why was the Calisto 820 and 825 built with a Kensington lock (and what is that by the way)?

The Calisto 820 and 825 with the PC and mobile phone connectivity can be used in private corporate offices or in shared conference spaces like huddle rooms. The Kensington lock feature allows these units to be locked down for use in common areas.

A Kensington lock (also called Kensington Security Slot or K-Slot) is a small, metal-reinforced, oval hole found on many small or portable electronics equipment such as laptops and video projectors. It is used for attaching a lock-and-cable apparatus, in particular those from Kensington Computer Products Group.



22. Can I use the Calisto 830 with my office line at work?

No, the landline connection in the Calisto 830 is for use with home landline/analog phone lines. It is not compatible with digital phone lines found in corporate office environments. If you would like to use the Calisto 830 as your business phone in your corporate office, you should verify that your IT department can provision an analog extension line for your office.

23. I have a 2-line phone system at home, will Calisto 830 work with both lines?

While the Calisto 830 would not interfere with your 2-line system, it will only work with one line.

24. The audio quality of speakerphones in the past has been poor. How does this compare or exceed in quality?

The product meets the strict requirements of TIA920 and Lync certification – the audio quality was very well received in beta trials with 84% of users giving the product 6 or 7 out of a scale of 7.

25. Where is the DSP/Echo Cancellation processing occurring (for speakerphone and wireless mic)?

Digital signal processing occurs in both the speakerphone base and the wireless microphone.

26. How does the BT headset know to whether to associate with the Calisto base or the Laptop or mobile phone Bluetooth when in your home office?

A single connection headset will stay connected to one device unless the device moves out of range or is manually disconnected. To change a headset connection, simply disconnect from the phone and it will not connect again to that phone unless it is done manually. A paired (but disconnected) headset will be recognized by Calisto and a request will be shown on the screen to accept the connection. Calisto offers a Bluetooth menu to select between paired devices if more than one is available.

A multi-point headset can connect with up to two devices at once (i.e. mobile phone and Calisto speakerphone). It can be used to answer a ringing call on either device with which it is connected.

Some mobile phones will only connect to one device at a time. If a cell phone is paired to both a headset and the Calisto, you must disconnect the headset from the mobile phone before the phone can connect to the Calisto. The exceptions to this are the Plantronics Voyager Pro+ and Voyager Pro UC, these are “Calisto aware” and will proactively disconnect themselves from single connection mobile phones and connect to Calisto if the user selects this option from the Calisto menu.