Plantronics DA80 Audio Processor

User Guide

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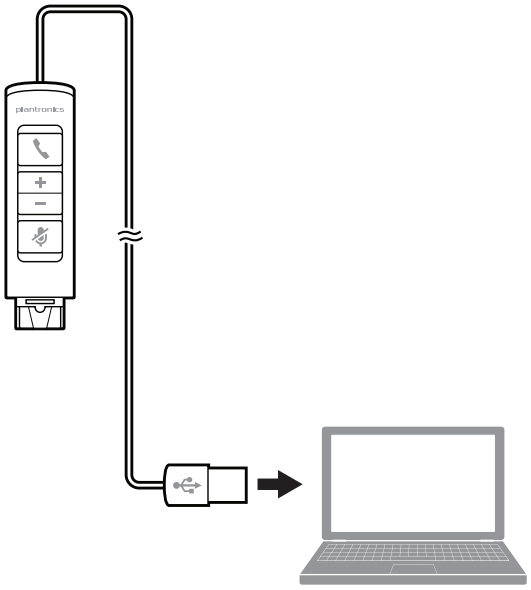
Welcome

Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your Plantronics DA80 Audio Processor.

Please refer to the safety instructions for important product safety information prior to installation or use of the product.

Power

Powering the USB Audio Processor



The USB Audio Processor is automatically powered on upon inserting into the USB port of the computer.

Plantronics Spokes Software

Plantronics Spokes software provides the link between your headset and the softphone application on your computer. Spokes software provides the ability to remotely detect and answer/end a call from your softphone application via the headset call button.

Install Plantronics Hub

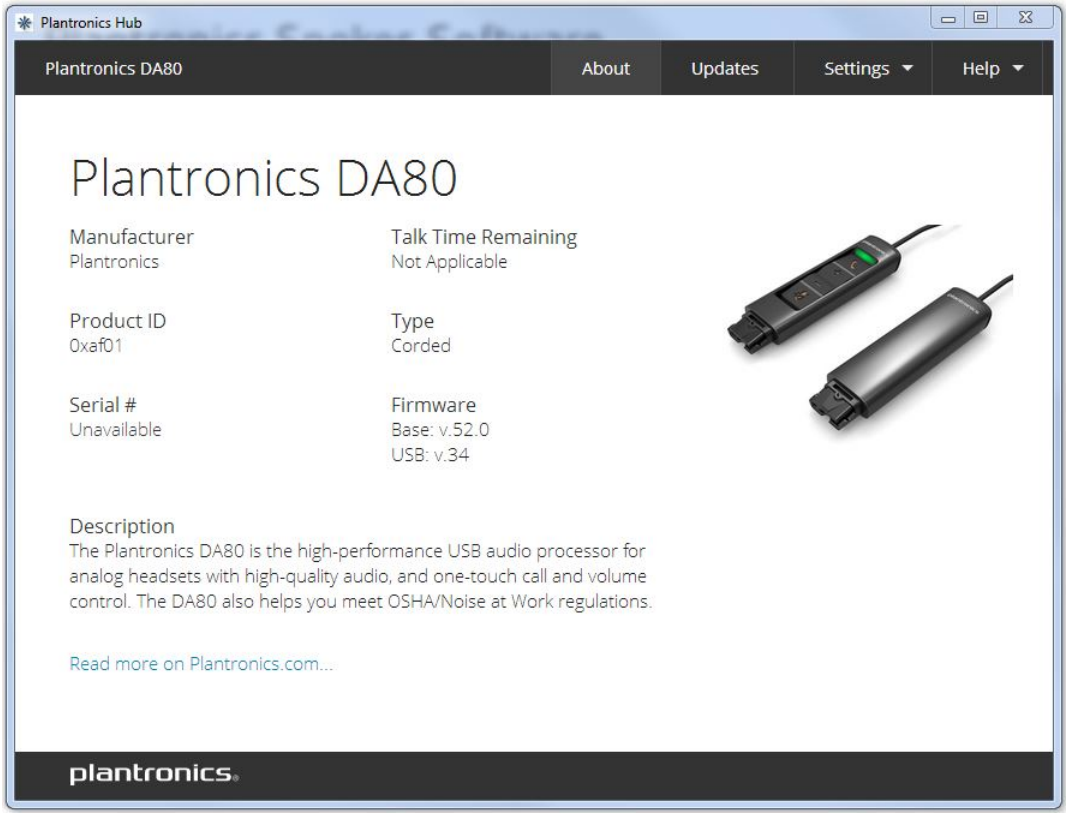
To access the Plantronics Hub, load Plantronics software by visiting plantronics.com/us/support/software-downloads/ and click on download button.

Start Hub

To start Hub, click Start > Programs > Plantronics > Hub

Hub Tabs

When you first start Plantronics Hub the About Tab will be displayed. If you have at least one Plantronics device connected to your computer using a USB connector you will see an image of your device along with some information about that device. You will also see tabs across the top of the application that read "About", "Updates", "Settings", and "Help" which are described below.



	About Tab Provides information about your connected device or devices; switch between devices or set primary device (pull down menu, upper left, appears when multiple devices present).
	Updates tab Check for device firmware and Hub software updates; get information about updates when available, install as necessary
	Settings tab Configure available settings for your device or devices, Hub software
	Help tab Support, contact, and troubleshooting information and resources

Use your headset

Answer, end and make calls with Spokes

To make a call: dial the number via your softphone application.

To answer or end a call: press the answer/end button

For softphones not compatible with Spokes: check the Spokes compatibility list at www.plantronics.com/media/downloads/SoftphoneCompatibility.pdf for the most current information.

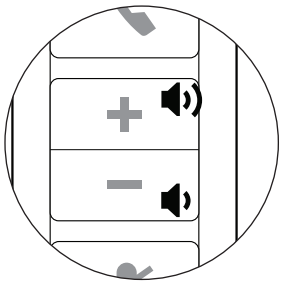
If your softphone is not currently supported by Spokes, answer/end via pressing the call button on the headset will not function; you must answer the call from the softphone.

Put a call on hold

If your softphone has this feature, holding down the answer/end button for 2 seconds will place the call on hold. Refer to your phone's user guide for additional features available while on hold. Pressing the answer/end button will take the call off hold.

Adjust volume

To increase listening volume, press the upper end (+) of the volume button. To decrease the listening volume, press the lower end (-).

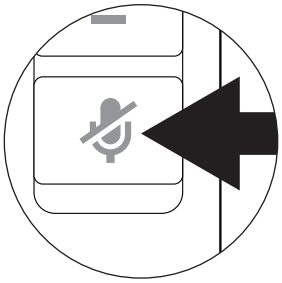


To adjust the listen or speak volume of the softphone, please refer to the softphones user documentation.

To adjust the listen or speak volume of the audio device on the computer, use the Sound and Audio Device section of the control panel.

Mute a call

During a call, briefly press the mute button to mute the microphone. When muted, the mute indicator light will be lit.



To unmute press the button again.

Troubleshooting

My headset does not work with the DA80 I am using on my PC. (I cannot answer or disconnect from the headset call button.)	1 Check compatibility list at www.plantronics.com/media/downloads/SoftphoneCompatibility.pdf to ensure your softphone is compatible for remote answer and disconnect. 2 When a PC goes into standby or hibernation, the USB audio processor is no longer powered on. Be sure your PC is in an active state. 3 Be sure you have the Spokes software installed.
I cannot hear the caller.	1 The USB audio processor is not set as the default audio device. Use the audio setting in Windows under Sounds and Audio Devices to select DA80 as the audio device. 2 Listening volume is too low. Press the volume up button on the headset.
Callers can not hear me.	1 Headset is muted. Press the mute button on the headset to unmute the microphone. 2 Headset microphone boom aligned incorrectly. Align headset boom with your mouth. 3 The USB audio processor is not set as the default audio device. Use the audio setting in Windows under Sounds and Audio Devices to select DA80 as the audio device.
Sound in headset is distorted. I can hear echo in headset.	1 Lower the listen volume on your softphone until the distortion disappears. 2 Adjust volume on headset.
The other headset I was using to listen to music does not work any more.	1 The USB audio processor will set itself as the default audio device in Windows. Use the audio setting in Windows under Sounds and Audio Devices to change the device used for audio.
My headset stops responding to button presses.	1 When a PC goes into standby or hibernation, the USB audio processor is no longer powered on. Be sure your PC is in an active state.

NEED MORE HELP?

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Patents pending

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