



## Plantronics Hub v3.10.1

September 25, 2017: Plantronics Hub for Windows/Mac v3.10.1 Release

### What's New

- Added support for Citrix XenApp.

### Resolved Issues

- Improved handling of authentication via proxy.
- Fixed issue that caused Cisco Jabber to crash on exit of Jabber app.
- Resolved issue in Hub for Mac that prevented Avaya Equinox from being saved as targeted softphone.
- Added missing Volume Level Tones setting to Hub for Windows/Mac for Voyager 5200.
- Resolved issue on upgrades that resulted in option for Avaya Equinox to be excluded from the list of supported softphones in the Softphones and Media Players section in Hub for Mac.

### Known Issues

- Intermittent lost audio issue that requires a re-start of Plantronics Hub for Windows when USB headset or BT 600 adapter is unplugged and re-plugged.
- With BroadSoft Communicator v22.0.0.1166 and v22.0.0.1329, call control may fail intermittently.
- On Windows 7 systems, BT300 (PID 416) updates may fail. Users should utilize MyHeadset Updater tool.
- On Swedish SE Voyager Legend (PID 0123) user cannot change from Swedish voice prompts to another language.
- Blackwire 500 Series, DA 80 and BT600 intermittently may not enumerate in Plantronics Hub.
- Restore Defaults feature on Voyager 8200 Series may not restore all default settings.
- On Plantronics Hub for Mac, the call end button on the headset may not reliably work during a softphone call on Voyager 8200 with a BT600 and on Blackwire C320, C720.
- Unplugging the following devices during the firmware update process may result in the recovery process not working correctly: Blackwire C315, C325.
- After wearing sensor is turned off for Blackwire 710/720, Plantronics Hub still shows sensor-dependent settings as ON yet they do not work.
- The Savi 700 Series may display advanced settings that are not supported by the headset.
- When using the call button to flash between an active call and a call on hold using Avaya Communicator 2.1, both calls may be put in a hold state and may require using the softphone user interface to resume the call.

## Plantronics Hub v3.10.0

July 20, 2017: Plantronics Hub for Windows/Mac v3.10.0 Release

### What's New

- Added support in Plantronics Hub for Windows/Mac for Avaya Equinox v3.1.1.2.
- Added support in Plantronics Hub for Windows for Genesys Workspace Desktop Edition v8.5.116.12. Please [click here](#) for configuration details.
- Added support for Voyager 3200 Series.
- Added support for Voyager 8200 Series.
- Added new option on DA 70/80/90 Series, to the "On Device Disconnect" feature to allow users the ability to put device on hold, lock their screen or do nothing on a quick disconnect action.
- Added new Sidetone setting, with three volume level options, to Voyager Focus.
- Added support in Plantronics Hub for Windows for Microsoft Skype for Business and Cisco Jabber VXME in certain VDI environments, as shown below



- For further information on VDI support, please contact Plantronics by visiting [www.plantronics.com/contactsupport](http://www.plantronics.com/contactsupport)
- Support is available regardless of Plantronics Hub being installed or not
- Certain models of HP and Dell Wyse thin terminals as well as normal PCs/laptops re-purposed for VDI.
- Certain versions of Cisco Jabber VXME running on Windows operating system and in Citrix XenDesktop environment
- Microsoft Skype for Business running Windows operating system and in Citrix XenDesktop environment

### Resolved Issues

- Fixed issue with erroneous message to “insert the Plantronics software disc to continue the installation” in Plantronics Hub for Mac.
- Fixed crash issue in Plantronics Hub for Mac that resulted from disabling Avaya oneX Communicator while softphone is running.
- Fixed issue during upgrades of Plantronics Hub for Mac that resulted from not updating a third-party library.
- Fixed issue during firmware settings update set by Plantronics Manager Pro administrator on Voyager Focus.
- Resolved issue in Plantronics Hub for Windows that occurs during a firmware update on Savi 700 or D100 if no headset is attached.
- Fixed issue on Voyager 5200 Series during firmware updates that resulted in voice prompt language defaulting to US English. After a firmware updated, device retains user’s language preference.
- Fixed firmware update issue on the Savi 700 Series that could result in issues including loss of advanced settings in the settings tab, loss of audio during calls, and missing or incorrect notifications.

### Known Issues

- With BroadSoft Communicator v22.0.0.1166 and v22.0.0.1329, call control may fail intermittently
- On Windows 7 systems, BT300 (PID 416) updates may fail. Users should utilize MyHeadset Updater tool.
- On Swedish SE Voyager Legend (PID 0123) user cannot change from Swedish voice prompts to another language.
- Blackwire 500 Series, DA 80 and BT600 intermittently may not enumerate in Plantronics Hub.
- Restore Defaults feature on Voyager 8200 Series may not restore all default settings.
- On Plantronics Hub for Mac, the call end button on the headset may not reliably work during a softphone call on Voyager 8200 with a BT600 and on Blackwire C320, C720.
- Some Voyager Bluetooth headsets intermittently may not display in the Hub user interface. Typically, re-starting Plantronics Hub will resolve the issue.
- Unplugging the following devices during the firmware update process may result in the recovery process not working correctly: Blackwire C315, C325.
- After wearing sensor is turned off for Blackwire 710/720, Plantronics Hub still shows sensor-dependent settings as ON yet they do not work.
- The Savi 700 Series may display advanced settings that are not supported by the headset.
- When using the call button to flash between an active call and a call on hold using Avaya Communicator 2.1, both calls may be put in a hold state and may require using the softphone user interface to resume the call.

### Plantronics Hub v3.9.4

January 2017: Plantronics Hub for Windows/Mac v3.9.4 Release

### What's New

- Fixed audio issue with Savi 700 Series and Savi 400 Series resulting from a logic error in the tuning parameter update that occurred after a device firmware update using Hub v3.9.2. Note: To



## HUB RELEASE NOTES

access the most recent firmware for these products, users must update to Plantronics Hub v3.9.4 or above.

- Updated certificate to fix issue with the Plantronics Hub REST Service API on Chrome v58.
- Fixed intermittent issue with Plantronics Legend during firmware update or language change. Note: To access the most recent firmware upgrade for Plantronics Legend, users must update to Plantronics Hub v3.9.4 and above.
- Fixed issue with Unicode characters when creating LDAP groups. Plantronics Hub for Win/Mac will now recognize group names with Unicode characters.

### Known Issues

- Call control on Cisco Jabber versions prior to v11.x are not functional.
- Settings that appear on both headset and BT300 adapter may not synchronize correctly when changed.
- If Plantronics Savi 700 Series or Savi 400 Series headset firmware or tuning is not correctly read from device (for example, battery is empty), device can't register to the server.
- After wearing sensor is turned off for Blackwire 710/720, Plantronics Hub still shows sensor-dependent settings as ON yet they do not work.

### Plantronics Hub v3.9.2

April 18, 2017: Plantronics Hub for Windows/Mac v3.9.2 Release

### What's New

- Fixed an issue in the recovery process during a firmware update on both the MDA200 and MDA220 on a Windows 10 system. Note: To access the most recent firmware update for these products, users must update to Plantronics Hub v3.9.2 or above.
- Fixed an issue with Savi 700 Series and Savi 400 Series products during the firmware update process on Windows systems. Note: To access the most recent firmware for these products, users must update to Plantronics Hub v3.9.2 or above.
- Fixed an issue with remote call control on Swyx Netphone Client 9.40.1635 and higher on Windows systems.
- Fixed an issue on Blackwire Series products during a firmware update on Windows systems. Note: To access the most recent firmware update for these products, users must update to Plantronics Hub v3.9.2 or above.

### Known Issues

- Excessive performance degradation on Plantronics for Hub in Plantronics Manager.
- When a call is on hold, a button press will not generate a dial tone with Microsoft Skype for Business.
- Call control on Cisco Jabber versions prior to v11.x are not functional.
- Initiating calls with Microsoft Skype on a Plantronics device dial pad is not reliable.
- Settings that appear on both headset and BT300 adapter may not synchronize correctly when changed.
- If Plantronics Savi 700 Series or Savi 400 Series headset firmware or tuning is not correctly read from device (for example, battery is empty), device can't register to the server.
- After wearing sensor is turned off for Blackwire 710/720, Plantronics Hub still shows sensor-dependent settings as ON yet they do not work.
- Plantronics Hub for Mac doesn't apply LDAP settings from spokes.config. It instead uses system's (user) LDAP settings.
- Plantronics Hub users are not notified of a new software update unless a device is currently plugged into the system.

### Plantronics Hub version 3.9.1

February 9, 2017: Plantronics Hub v3.9.1 Windows/Mac

### Important Note

Plantronics Hub for Windows v3.9.1 is available to download on Plantronics.com only and will not be made



available on the Plantronics Manager and Plantronics Manager tenants. Plantronics Hub for Mac v3.9.1 is now available for download in Plantronics Manager and Plantronics Manager Pro as well at [plantronics.com](http://plantronics.com).

### Resolved Issues

Fixed an issue with a REST API Certificate Error.

### Plantronics Hub version 3.9

January 25, 2017: Plantronics Hub v3.9 Windows/Mac

### What's New

#### Resolved Issues Known Issues

- When a call is on hold, a button press will not generate a dial tone with Microsoft Skype for Business.
- Call control on Cisco Jabber versions prior to v11.x are not functional.
- Initiating calls with Microsoft Skype on a Plantronics device dial pad is not reliable.
- Settings that appear on both headset and BT300 adapter may not synchronize correctly when changed.
- If Plantronics Savi 700 Series or Savi 400 Series headset firmware or tuning is not correctly read from device (for example, battery is empty), device can't register to the server.
- After wearing sensor is turned off for Blackwire 710/720, Plantronics Hub still shows sensor-dependent settings as ON yet they do not work.
- Plantronics Hub for Mac doesn't apply LDAP settings from `spokes.config`. It instead uses system's (user) LDAP settings.
- Plantronics Hub users are not notified of a new software update unless a device is currently plugged into the system.
- Added support for the MDA220 USB – PID: AD04.
- Added support for firmware updates and settings changes to Plantronics Hub for Win/Mac for Voyager Legend, BT300, Voyager PRO UC and Blackwire 710/720.
- Added Multi-device support for Skype for Business. Hub now provides users with call control for multiple devices without the user requirement to define a "primary device" in Hub.
- Created new setting to allow user to enable/disable the "Answering Call" Voice Prompt.
- Added "Active Call Audio" setting for Voyager headset products. Users can select the action (Transfer Audio to Mobile Phone, Mute Microphone, Do Nothing) that they would like the headset to take when they remove it from their head during an active call.
- Added a new option to Volume Level Tones setting that allows a DA80 or DA90 user to disable volume up/down in Hub and hear only the tone for the minimum or maximum levels. Users have the following options: At every level, Minimum & Maximum Only.
- Added Skype for Business certification compliance for DA Series. Provides a new setting that allows users in a call to put that call on hold when they perform a QD break when using a DA Series product.
- Added support for Calisto 620 with the BT600. Both BT600 and BT300 now support the Calisto 620. Both settings and firmware updates are supported. Please note that the Calisto 620 will be visible in Hub and Plantronics Manager Pro ONLY if the end user plugs the Calisto into the laptop via the USB cable.
- Added setting to DA Series to allow user to manage mute tones.
- Added opt-in for users before sending optional usage data to Plantronics. This data is used to see how the application is used and make appropriate application improvements. Users can see exactly what information Plantronics gathers. In addition, Plantronics now supports best practices for data collection.
- Improved privacy practices to now remove most files during a Cancel or Uninstall process. Any remaining files are listed for users in the Install Notes and in the Privacy Policy so they can manually remove them.
- Added support for new PID for Blackwire 725 – PID: 0xC034
- Added new software features to Blackwire 725 including Mute Reminder, Mute On/Off alerts and Volume Level Tones.



- Added support for new PIDS for Blackwire 310/320 – PID:
  - 0xc038
  - 0xc039
  - 0xc03E
  - 0xc03F
  - 0xc04A
  - 0xc04B
  - 0xc04E
  - 0xc04F
  - 0xc050
  - 0xc052
- Updated Plantronics Hub user interface so the application version number displayed on Plantronics Hub's About screen is now consistent with the version displayed in Plantronics Manager Pro.
- Moved the "Softphone Call Control" setting in Plantronics Hub to the Support page.
- Plantronics Hub no longer collects or sends the user's IP address or email address.
- Removed the Updates Found setting in the Hub Troubleshooting section.
- Removed sensor-based presence settings. Users will no longer be able to set a presence status based on whether the headset is on their head or off.
- Removed support for WinAmp Media Player.
- Improved reliability of notifications for headset firmware updates that have already been updated.
- Improved memory management for Plantronics Hub.
- Improved reliability of call control with Sametime.
- Improved reliability of Hub shutdown behavior.
- Improved reliability of firmware update notifications for devices connected via BT600.
- Improved synchronization of settings when changes are made on Plantronics Hub for Android/iOS to show the changes more quickly in Plantronics Hub for Mac/Windows.
- Improved reliability for Calisto 240 during silent update process.
- Improved installation reliability with Mac OS X.
- Improved reliability of call control with recent Cisco Jabber versions.
- Improved reliability of headset firmware version reported in Plantronics Manager Pro.
- Improved reliability of authentication process in proxy environments.
- Improved reliability in Plantronics Hub for Mac when recovering from network connection issues.
- Improved integration with BroadSoft client application.
- Improved reliability of call control with Blackwire 725 and Microsoft Skype for Business.
- Fixed intermittent failure of call control for SwyxIt! v10.x.
- Fixed an issue where the headset LED continued flashing and the hold tone continued to play when ending a call on hold for Blackwire 315/325.
- Fixed an intermittent crashing issue when a Plantronics Voyager 5200 Series is connected simultaneously to a PC via the BT600 and a USB cable.
- Fixed an issue with loss of call control in Swyxit! client when Swyxit client was closed and then re-opened.
- Fixed a timing issue for Smart Lock notifications when there is a Quick Disconnect for DA Series device on Windows 10 system.
- Fixed an issue with BT600 device with settings not being sent to Plantronics Manager/Pro after a Restore Defaults action.
- Fixed an issue with call control on BackBeat PRO+.
- Fixed an issue on Mac OS where firmware update process did not complete successfully if the system entered sleep mode during the firmware update process.
- Fixed an issue to refresh headset information when a new DA Series device is plugged in after a quick disconnect.
- Fixed an issue with firmware status not reliably reported to Plantronics Manager/Pro.
- Fixed an issue with audio routing when using Cisco Jabber when two headsets are connected.
- Fixed an issue with BT600 and Voyager 5200 Series crashing when a firmware update process initiated.



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- Fixed an issue with call control when using IBM Sametime when auto-login is enabled.
- Fixed an issue that allowed a firmware update to begin during an active call.
- Fixed an issue that prevented Plantronics Hub runtime SDK from being deployed to folders with non-ASCII characters.
- Fixed an issue with some settings not appearing for Blackwire 725.
- Fixed an issue during a silent uninstall of Plantronics Hub.
- Updated HTTPS REST to use SHA-2 instead of SHA-1.
- Excessive performance degradation on Plantronics for Hub in Plantronics Manager.
- When a call is on hold, a button press will not generate a dial tone with Microsoft Skype for Business.
- Call control on Cisco Jabber versions prior to v11.x are not functional.
- Initiating calls with Microsoft Skype on a Plantronics device dial pad is not reliable.
- Limitation with Cisco Jabber when there are more than two calls, user cannot reliably move between all three calls with Flash feature.
- Settings that appear on both headset and BT300 adapter may not synchronize correctly when changed.
- If Plantronics Savi 700 Series or Savi 400 Series headset firmware or tuning is not correctly read from device (for example, battery is empty), device can't register to the server.
- After wearing sensor is turned off for Blackwire 710/720, Plantronics Hub still shows sensor-dependent settings as ON yet they do not work.
- Restoring Defaults in Plantronics Hub for Plantronics Blackwire 710/720 does not restore two settings (Mobile Phone Ringtone and the Anti-Startle) to their default.
- Plantronics Hub for Mac doesn't apply LDAP settings from spokes.config. It instead uses system's (user) LDAP settings.
- Plantronics Hub users are not notified of a new software update unless a device is currently plugged into the system.

### Earlier Versions

Earlier versions of the release notes can be found [here](#).