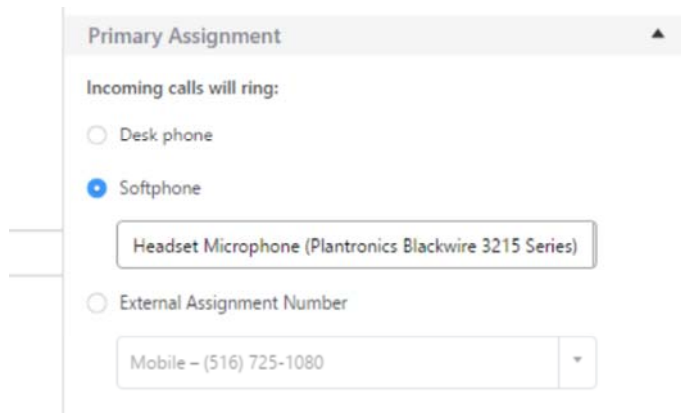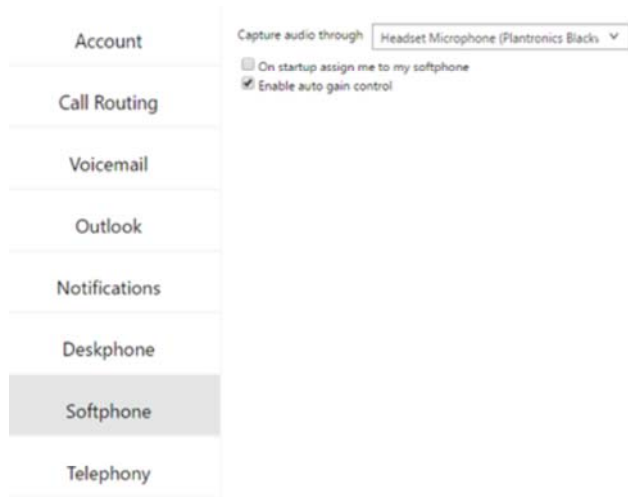# Fw: softphone

Jimmy Lang

Fri 9/27/2019 3:05 PM

To:Jimmy Lang <jlang@nacworx.com>;

From: Jimmy Lang
Sent: Friday, September 27, 2019 2:51 PM
To: Jonathan.Higgins@icrinc.com
Subject: Re: softphone

FYI, Figured it out. In Windows 10, first make sure the Connect app says Headset for both settings. Then in Widows 10 Sound Settings, there is a spot for app volume and devices and set Mitel Connect and Plantronics to use usb headset specifically. See print screens below. The audio ringtone comes out the system speaker but as soon as the call is connected it jumps to the headset.

Account	Capture audio through Headset Microphone (Plantronics Black ⌄
Call Routing	☐ On startup assign me to my softphone ☑ Enable auto gain control
Voicemail	
Outlook	
Notifications	
Deskphone	
Softphone	
Telephony	

Primary Assignment ▲

Incoming calls will ring:

○ Desk phone

● Softphone

> Headset Microphone (Plantronics Blackwire 3215 Series)

○ External Assignment Number

> Mobile – (516) 725-1080 ⌄

Advanced sound options

App volume and device preferences
Customize app volumes and the speakers or devices they use.

⌂ App volume and device preferences

Adjust the master volume to change all sounds. You can adjust volume for specific apps and system sounds as a percentage of the master volume.

Master volume

🔊 ———————●——— 78

Output

Speakers (Realtek... ∨)

Input

Headset Micropho... ∨)

App	Volume		Output	Input
🦊 Mozilla Firefox	🔊 ————————●	100	Default ∨	Default ∨
✳ Plantronics Software	🔊 ————————●	100	Headset Earphon ∨	Headset Microph ∨
📞 Mitel Connect	🔊 ————————●	100	Headset Earphon ∨	Headset Microph ∨
🖥 System sounds	🔊 ————————●	100	Default ∨	Default ∨
✉ Connect Softphone - Message (HTML)	🔊 ————————●	100	Default ∨	Default ∨
🌐 Internet Explorer	🔊 ————————●	100	Default ∨	Default ∨

Reset to the Microsoft recommended defaults.

[Reset]

From: Jimmy Lang
Sent: Friday, September 27, 2019 10:09:29 AM
To: Jonathan.Higgins@icrinc.com
Subject: Re: softphone

Troubleshooting Third Party Headsets on Connect Client Softphone

Jun 3, 2019 · Informational

CONTENT
General:
1. Check the firmware version of the headset is the latest.
This can only be done by connecting the headset to a device with the headset manufacturer's software application installed e.g. Plantronics Hub or Jabra Direct.
2. Ensure all drivers are the latest.
Both Jabra and Plantronics release numerous driver updates over the course of a year. It has been found these releases resolve a high proportion of field reported issues.
3. Check battery level of wireless headsets.
Low battery levels can affect range and quality.
4. Bluetooth pairing.
It has been found if the headset and laptop are not in communication for an extended period of time then the headset may become "unpaired". Carry

out the headsets pairing procedure.

5. Headset density.

All manufacturers have recommendations around headset density (the number of active devices in a given area). Many DECT headsets will emit a tone in the earpiece if they are "searching" for a free channel.**

Bluetooth headsets will usually play a message in the earpiece to indicate it is "unable to pair"**

6. Interference.

Particularly with Bluetooth, but not exclusively, interference can cause havoc with audio and range performance. Refer to manufacturer guidelines.

7. Turn off any sleep mode settings. Whilst these can increase battery life they can also cause clipped or missing speech.

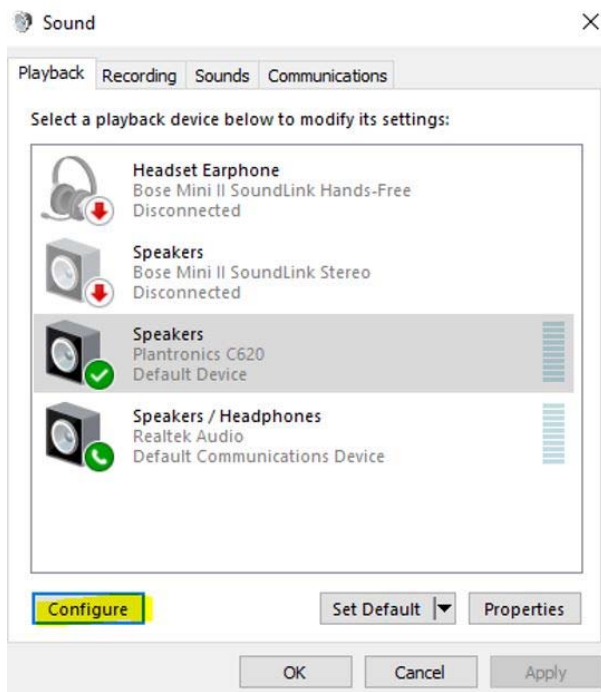8. Review Mitel release notes for both system software and handset firmware for known issues and solutions.

** Note -- check individual manufacturers for details.

Softphone specific:

There are multiple settings in Windows which may affect headset performance and reliability.
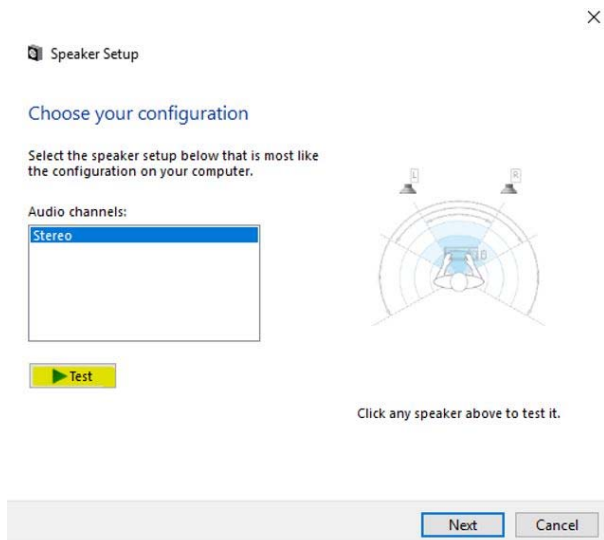
1. Verify the headset is visible by checking in Control Panel\Sounds

You should see the make and model of the headset in use. If you don't you may not have the correct device drivers installed or the USB port may not have recognized the device.
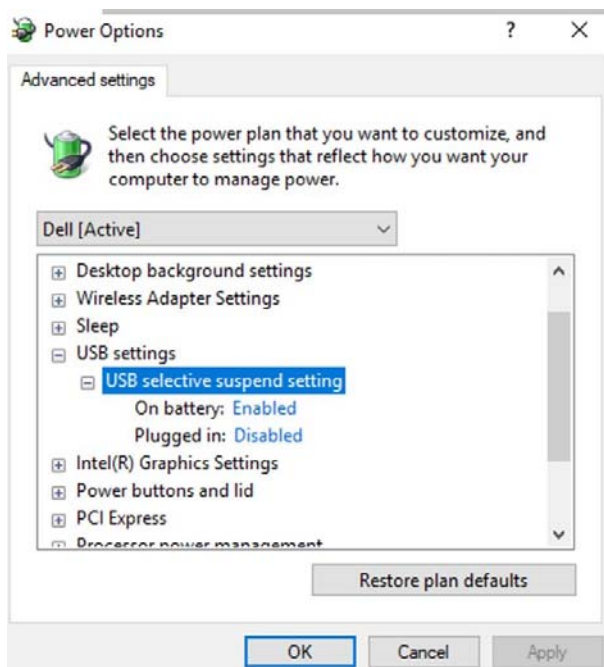

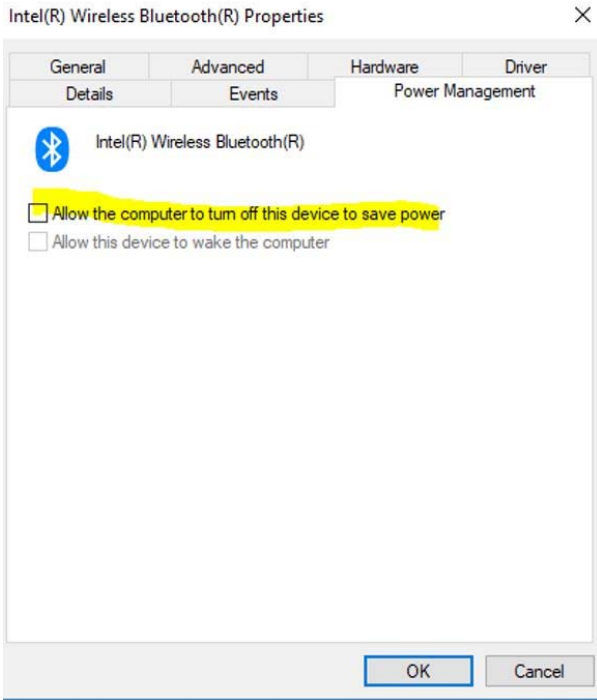2. Click on Configure and perform an "Audio Channels" Test.

This should play audio in the headset.

3. Control Panel\Power Options\Edit Plan Setting\Change advanced power settings
Recommend – USB settings\USB selective suspend settings = Disabled.

4. Control Panel\Device Manager\Bluetooth – look for your PC/laptop's Bluetooth adapter or application.
Right click and select Properties – go to power management and disable "Allow the computer to turn off this device to save power"
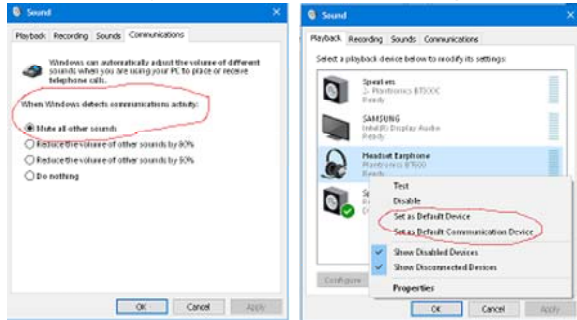

 JOE HAS A DOC. AS WELL WILL SEND IT TO YOU

CONTENT
Windows Sound Settings in the Control Panel has a Communications tab that provide options to enable a user to define how they want the system to manage a communication device.
A communication device is used primarily for placing or receiving telephone calls on the computer such as a headset.
Note: The example screens below show the settings that are available for a user in Windows.

When a user plugs in a device, Windows automatically detects the device. The user must then manually select the intended use of the device such as a communications device for handling phone calls or a multimedia device for music playback. As an example, if a user configures a communications device in Windows Sound Settings, the user can then configure an application, for example, the Connect client softphone, to use the device for phone calls.
To use the Communications option for the Softphone in the Primary Phone Assignment Setting, the following use cases can be met with proper configuration in both Windows and the Connect client:

Use Case 1

Situation: User has Plantronics device and wants music and calls both on their Plantronics device but wants music to stop when a call arrives.
Use Case 1 Solution:

1. In Windows Sound Settings:

    a) Set the Plantronics device as the Default Device or Default Communications Device. Do this for Playback and Record tab.
    Note: A device cannot be set as both Default Device and Default Communication Device. A device can either be Default Device or Default Communication Device.

    b) Set the Communications device to mute all other sounds in Communication tab.
2. In Connect Client Settings, set the Softphone to use the headset or communication device.

Use Case 2

Situation: User wants to have default audio on the speakers (for music apps) and Connect Client Softphone calls on their headset ensuring the speakers stop playing for a incoming call.
Use Case 2 Solution:

1. In Windows Sound Setting:

a) Set the PC Speakers as the Default Device
b) Set the headset device as Default Communications Device. Do this for Playback and Record tab
c) Set the Communications device to mute all other sounds in Communication tab

1. In Connect Client Settings, set the Softphone to use the Communications device.

Example screen capture of Connect Client Softphone Setting: