Product Bulletin

Microsoft Windows® Vista™ Compatibility

Distribution: Plantronics partners & customers

Plantronics Compatibility Statement

Microsoft's launch of the Windows Vista operating system earlier this year was met with much anticipation and fanfare, but like most major new operating system launches Vista has proven to have its share of problems for which Plantronics products are not immune.

The majority of Plantronics products are not impacted by the Windows Vista release, and for those that are, problems have been relatively minor. Below is a summary of Windows Vista issues and status to date.

Hardware / Headsets:

Issue: "Muted Microphone" The microphone is muted in Vista the first time the headset is plugged in, so needs to be un-muted before use.	**Products Affected:** DSP series (50, 100, 300, 400, 500) .Audio products bundled with the DSP50 adapter .Audio 550 GameCom Pro 1 CS50/CS60-USB
Resolution Status: Workaround Un-muting the microphone is only required once (when connecting the headset to the same USB port subsequently) as Vista remembers these settings. The one-time workaround is as follows: - In the control panel open the Sounds control item - Select the 'Recording' tab - Highlight the microphone for the Plantronics headset affected - Click the 'Properties' button - Select the 'Levels' tab - Click on the mute icon to un-mute the microphone - Close all windows A more permanent fix for this issue which does not require the workaround above is under investigation and will be addressed in the next revision of this document.	

Issue: "Bluetooth adapter" Version 1p15 of the Plantronics Bluetooth adapter is not compatible with Vista.	**Products Affected:** Voyager USB
Resolution Status: Upgrade required Check the back of the Bluetooth adapter to the right of the product label for the adapter version number. Version 1p15 is not compatible with Vista. Version 1p23 and higher are compatible with Vista. Note: The .Audio 910 is Vista compatible, including the later adapter versions from launch.	

Issue: **"Missing Bluetooth Drivers"**	Products Affected:
When <u>any</u> Bluetooth headset is paired with the native Vista PC Bluetooth software stack, Vista malfunctions and requests a disc to be installed from the "device manufacturer".	Potentially any Bluetooth headset from any manufacturer when paired with the native Vista Bluetooth stack—including Plantronics Bluetooth headsets.

Resolution Status: Alternative Bluetooth connectivity available
To avoid potential problems with Microsoft Vista's Bluetooth software stack, consider using a Vista compatible Plantronics .Audio 910 or Voyager USB Bluetooth headset that includes its own Bluetooth adapter which does not depend on Vista's Bluetooth software.

Note: Currently there is no patch available from Microsoft for this issue.

Issue: **"Phantom Driver"**	Products Affected:
"New Hardware Found" wizard opens when the headset is connected, requesting a driver to be installed.	DA50

Resolution Status: Workaround
A driver is not necessary for DA50 to operate and the wizard should be cancelled. To avoid having the request appear every time the headset is connected, there is an option to tell Vista not to request the driver again, which is recommended.

No further resolution to this issue is being investigated at this time.

Software

Issue: **"Mute Sync"**	Products Affected:
Manually muting a headset that interfaces to PerSonoCall software will not show "muted" status in the Vista audio mixer.	PerSonoCall 2.11.4 (current release) and previous releases that ship with CS60-USB, .Audio 910, Voyager-USB, and any Avaya branded versions of these products.

Resolution Status: Fix planned for version 2.11.5 to be released May, 2007
The headset "microphone mute" functionality works correctly but the status in Vista is not shown correctly. Upgrading to PerSonoCall version 2.11.5 will resolve this issue, when available.

Issue: **"PerSono Support, Other"**	Products Affected:
PerSono and PerSonoPro software is currently not Vista compatible.	All PerSono and PerSonoPro software versions.

Resolution Status: None
No Vista support is planned for these software versions. PerSonoCall is the only PerSono software that is Microsoft Vista compatible.