

Calisto™ Pro Series FAQ

General Questions

1. What is Calisto Pro Series and what are its benefits?

The Plantronics Calisto Pro Series is no ordinary home office phone! It is a hands-free home phone with an integrated multi-function Bluetooth® headset that answers landline, VoIP and even mobile calls. In addition to Plantronics best-of-class sound quality and comfort, it includes many exciting features that address the need for “hands-free mobility” in the home office and beyond. The Calisto Pro Series features a compact handset with innovative “flip-up” waist clip, a built-in speakerphone as well as the capability to transfer up to 200 names x 3 numbers each from Outlook into the phone.

2. Who is the Calisto Pro Series target customer?

Calisto Pro Series primarily targets Home-based professionals. Extensive market research conducted by Plantronics has identified a significant gap in the communications solutions available to Home Professionals today. Calisto Pro Series was designed to offer the first simple and reliable solution that lets Home-based professionals multi-task in the home office and beyond regardless of the communications devices they are using. The Calisto Pro Series headset can answer calls from a regular landline, a PC-based VoIP phone service such as Skype™, and a Bluetooth enabled mobile phone.

3. How many ways can Calisto Pro Series handle calls?

Calisto Pro Series can answer landline and VoIP calls using the Calisto headset, the handset, or the handset’s built-in speakerphone. Mobile phone calls are directly answered from the Calisto headset. In other words, Calisto Pro Series allows Home Professionals to manage multiple communication devices multiple ways for maximum freedom and versatility!

4. What are the wireless technologies used in Calisto Pro Series? What are the benefits?

Calisto Pro Series features both DECT™ 6.0 and Bluetooth wireless technologies.

The DECT 6.0 is a new wireless technology used between the handset and the base which lets users roam up to 300 feet from the base for unsurpassed mobility. Because it uses a new voice-dedicated radio frequency recently made available by the United States FCC (1.9 GHz), it also has the significant advantage of being interference-free with Wi-Fi networks and home appliances. DECT 6.0 is also known for offering superior voice clarity.

The Bluetooth wireless technology is used between the headset and the portable handset and allows up to 33 feet range between the two. Bluetooth technology also allows the headset to answer calls from Bluetooth enabled mobile phones as long as both are within a 33 foot range.

5. Despite all its built-in technology, how can Calisto Pro Series be simple to use?

Given that Home-based professionals generally have no access to IT Help, achieving “simplicity” in the user experience is critical. The first way of achieving simplicity, is to truly integrate the handset and headset with the charging base. This allows users to stow, charge and access both devices in one place, thus avoiding the need for separate charging devices.

The second way simplicity is achieved is by making the interaction between the headset and handset integrated and intuitive. One way we do this is having the headset pre-paired to the Calisto handset at the factory, which means no pairing actions are required from the user. Furthermore, a simple press of the headset button allows the user to transfer a call from the Calisto handset to the headset regardless of whether it is a landline or VoIP call. This action is confirmed by a “headset” symbol displayed on the handset screen when a call is active. Transferring the call back to the handset or speakerphone is done by pressing the “handset” and “speaker” keys prominently featured on the handset. Those keys light up to indicate that the call has been successfully transferred.

A third way of making Calisto Pro truly intuitive is by leveraging some of the mobile phone features that consumers are familiar with. This includes for example Missed/ Dialed/ Answered Caller ID logs or the "Save to Phonebook" prompt at the end of a call.

Superior Sound Quality and Comfort

1. What features of Calisto Pro Series guarantee best-of-class sound quality?

By combining an extended boom (mouthpiece) and a superior noise-canceling microphone design, the Calisto Pro Series Bluetooth headset offers the most efficient background noise cancellation in the industry as well as best-of-class voice clarity. As a benchmark, the Calisto headset offers more background noise cancellation than any regular phone handset.

The long boom design combined with good ear coupling is also especially critical for use in VoIP applications as it greatly reduces the risk of hearing echo on the other end of the call. The good ear coupling also prevents the callers voice from leaking and traveling along the boom (which can be a problem with short booms) and then being sent back in the microphone, thus creating a "feedback" loop.

The handset includes a high-quality, high-output speakerphone that also works when docked in the base due to the base "acoustic well" design.

Finally, the DECT 6.0 wireless technology provides interference-free communications in the home as its 1.9 GHz frequency range is reserved for voice communications only. That means that users will not experience interference from devices like wireless network equipment, home appliances and other wireless devices – as can occasionally happen with 900 MHz and more often with 2.4 GHz products. Plantronics believes that this new frequency band is the best technology for wireless voice products.

2. Why is the microphone boom on the Calisto Pro Series headset longer than most Bluetooth headsets?

The Calisto headset's extended boom offers significant audio advantages over short boom headsets as it picks up the user's voice directly from the source while blocking significantly more background noise than short boom headsets.

3. Does Calisto Pro Series have DSP – digital signal processing?

Thanks to its extended boom, the Calisto headset does not need DSP technology to offset some of the shortcomings related to short booms. On the receive side, the Calisto headset offers good coupling to the ear thanks to its proven in-the-ear interface design which is leveraged from Plantronics best selling Explorer™ headsets.

4. What makes the Calisto Pro Series a comfortable headset?

The Calisto Pro Series headset leverages Plantronics' years of expertise in user-tested ergonomics. It more specifically uses the proven Explorer ear interface whose design has offered all day comfort to many consumers for years.

In addition, the Calisto headset is very lightweight (0.65 oz.) and can barely be felt on the ear, making it the ideal headset for those long conference calls requiring excellent sound quality.

Phone Functionality

1. Can I speak into the handset if I do not want to use the headset?

Yes, the Calisto Pro Series handset works like any cordless phone handset with standard "Talk" and "End" keys. In general, Calisto Pro Series allows the user to answer calls 3 ways: via the headset, the speakerphone or the handset.

2. What is the Calisto handset range?

Due to the DECT 6.0 technology, the Calisto Pro Series handset has a range of up to 300 feet from the charging base. However, the range can vary significantly depending on the home layout (number of walls, construction materials etc.).

3. Does the Calisto handset have a speakerphone?

Yes, the handset includes a high-quality, high-output speakerphone that can also be used when docked in the base thanks to the charging base's "acoustic well" design.

4. Does Calisto Pro Series have an answering machine? Does it support voicemail?

Calisto Pro Series does not have an answering machine but supports voicemail - via a voicemail indicator - for users who subscribe to that service through their telephone service provider. Plantronics market research shows that the large majority of Home-based Professionals either prefers voicemail service over answering machines or has no preference.

5. Does Calisto Pro Series support Caller ID, Call Waiting and 3-way Conferencing?

Yes, Calisto Pro Series supports Caller ID, Call Waiting and 3-way Conferencing provided users subscribe to those services from their telephone service provider.

6. Does the Calisto handset include a waist clip? Why is the Calisto Pro Series handset worn upside down?

Unlike most traditional cordless handsets, the Calisto handset is designed to be compact in order for the user to easily and comfortably carry it around using the integrated waist clip. The handset is worn upside down so the user can flip the handset up to easily view Caller ID or "dial on the go".

The waist clip is not removable but consumers can purchase a battery door that does not have an integrated waist clip as an accessory.

7. Are there different ringtone choices? Can I download ringtones?

There are 10 ring tones the user can choose from to assign to friends or family. There is also a distinctive VoIP ring tone that is preset and makes incoming VoIP calls easy to identify. However, Calisto Pro Series does not allow downloading custom ring tones from the PC into the handset.

8. Is there a way to locate the Calisto handset if it is away from the base?

There is a convenient handset locator button on the charging base. When you press the "Locate" button in the handset charging cradle, the handset will ring. Once you find the handset, you can press any key to stop the ringing.

Headset Functionality

1. What is the Calisto headset range?

The Calisto headset is a Bluetooth headset and therefore needs to be within 33 feet of the Calisto handset in order to remotely answer a call. This is why it is recommended to use the Calisto portable handset and headset as a wearable "duo" in order to enjoy maximum hands-free mobility.

The Calisto headset also needs to be within 33 feet of a Bluetooth mobile phone in order to remotely answer mobile calls.

2. How do I switch calls between the Calisto headset, speakerphone and handset?

At any time during a call, the user can easily transfer a call by either pressing the "handset" key, the "speakerphone" key or the button on the headset. Both the "handset" and "speakerphone" keys light up to confirm that they are active. A "headset" symbol appears on the handset screen if the audio is "active" in the headset.

3. How do I answer landline, mobile and VoIP calls using the headset?

A simple press of the button on the headset is all it takes to answer a call whether it is a landline, mobile or VoIP call. When a call comes in depending on the source of the call, the Calisto handset, the mobile phone or the PC rings (handset and PC will both ring when a VoIP call comes in) to inform the user. In addition, the headset emits 3 beeps indicating an incoming call, which is convenient if the user is wearing the headset away from the handset, PC or mobile phone. This allows users to avoid being tethered to the PC or carrying around multiple phones so they don't miss an important call!

4. Can I use the headset with my mobile phone both inside and outside home?

The Calisto headset has multi-point technology, which allows the user to alternatively answer calls from both the Calisto Pro Series handset (landline or VoIP calls) and a Bluetooth mobile phone. This requires both devices to each be within 33 feet of the headset as well as the Calisto headset to be paired once with the mobile phone of choice.

This means that:

- At home: the Calisto headset can pick up both the landline (or VoIP) calls as well as the incoming mobile calls by just pressing the headset button.
- On the road: the Calisto headset works with any Bluetooth mobile phone just as any traditional Bluetooth headset would. Since the headset connects directly with the mobile phone, there is no need to bring along the Calisto handset.

5. What is the headset talk time and features?

The headset offers up to 8 hours of talk time and up to 240 hours of standby time. The headset includes call answer/end control, volume adjustment, redial and voice dialing. All of these features work across landline, VoIP and mobile calls except for voice dialing (which is only available for use with mobile phones) and redial from the headset (which is not available for VoIP calls).

6. How does Calisto Pro Series handle a second incoming landline, mobile or VoIP call?

In the following situations, the user can toggle back and forth between the 2 calls by pressing the "Talk/Flash" key on the handset.

- Landline call is active with a 2nd incoming landline call (requires Call Waiting service from the telephone service provider)
- Landline call is active with a 2nd incoming VoIP call
- VoIP call is active with a 2nd incoming landline call

With below situations that involve a mobile call, it is required for users to first end the current call by pressing the headset button once and then pick up the new incoming call by pressing the headset button again.

- Landline (or VoIP) call is active with a 2nd incoming mobile call
- Mobile call is active with a 2nd incoming Landline (or VoIP) call

7. Can I pair a different Bluetooth headset for use with the Calisto handset?

Yes, a different Plantronics headset can be paired with the Calisto Pro Series handset. It is not recommended to pair other non-Plantronics headsets as both the sound performance and the headset interaction with the unit are not guaranteed. In addition, unless the headset paired with the Calisto handset supports Multi-point capability, it will not be able to answer both landline and mobile calls.

9. Is there a way to locate the Calisto headset if it is away from the base?

You can use the "locate headset" menu in the handset to help locate the headset. The handset screen will indicate whether the headset is within 33 feet of the handset or not.

10. Can I use a corded headset with the Calisto handset?

Yes, the Calisto Pro Series has a 2.5mm headset jack on the side of the handset. As soon as the corded headset is plugged in, the audio is transferred to the corded headset instead of the Calisto headset.

VoIP Capability

1. How does Calisto's VoIP capability work? What VoIP services does it support?

Calisto Pro Series connects to the PC via the USB cable provided. The included PerSonoCall VoIP Utility software is installed once on the computer and then lets users answer VoIP calls remotely from the PC by just pressing the button on the headset. During an incoming VoIP call, the handset displays "Internet Incoming Call" and rings with a distinctive VoIP ring while the headset emits 3 beeps in the user's ear. Calisto Pro Series supports both Skype and Yahoo! Voice.

2. Can I remotely dial a VoIP call using the Calisto handset?

Calisto Pro Series does not allow the user to dial VoIP calls from the handset either using "Buddy Lists" or services such as SkypeOut. Instead, it allows the user to dial from the PC, transfer the call to the headset/headset/speakerphone and then walk away. However, Calisto Pro can remotely answer VoIP calls from both Skype and Yahoo! Voice thus guaranteeing users don't miss important calls when away from the PC.

Outlook Phonebook Utility

1. What is the Calisto Pro Series Outlook Phonebook Utility software that came with my Calisto Pro Series?

The Outlook Phonebook Utility software allows the user to transfer up to 200 Outlook contacts with 3 numbers each (work/mobile/home) from their PC into the Calisto Pro Series handset. Once the software is installed on the computer, it retrieves the list of contacts from Outlook and allows the user to simply "check" which contacts to transfer into the phonebook. Users can use the software to update their phonebook at any given time.

2. Can the content of the Calisto handset's phonebook be transferred back to Outlook?

No, Outlook contacts can be transferred from the Outlook program into the Calisto handset. However, the reverse is not possible. This guarantees that the contacts in Outlook cannot be mistakenly compromised.

3. What versions of MS Outlook does the Outlook Phonebook Utility software support?

The Outlook Phonebook Utility supports Outlook 2000, 2002, 2003, 2007 as well as Outlook Express.

4. Can I transfer my mobile phone's phonebook into Calisto Pro Series?

No, you cannot do this at this time. However, after a call on the Calisto handset ends, Calisto Pro Series prompts the user to save any new Caller ID into the phonebook, thus making it quicker to populate the phonebook.

Security

1. How does Calisto Pro Series keep my calls private?

Both the DECT 6.0 and Bluetooth technologies use advanced encryption techniques in order to keep calls very secure and prevent eavesdropping.

Compatibility and System Requirements

1. Does Calisto Pro Series work with Office PBX systems?

Calisto Pro Series can only be used on a business telephone system if the system has analog extension ports. Plugging Calisto Pro Series into digital phone systems may cause damage to the system and/ or the unit.

2. Is Calisto Pro Series compatible with digital lines such as Vonage or Comcast?

Calisto Pro Series is a home cordless phone that works with standard PSTN analog telephone lines. However, similar to any cordless phone, it will work with broadband/ internet digital home phone services such as Vonage or Comcast. In this case, the user needs to plug the telephone cord provided into the "ATA" device (analog to digital converter box) provided by Vonage or Comcast, instead of the regular wall phone outlet.

3. Does Calisto Pro Series support 2 lines?

Calisto Pro Series only supports one phone line but can be used alongside other 1 line or multi-line phones in a home office. A splitter is provided for that purpose.

4. What Operating Systems does Calisto Pro Series support?

Calisto Pro Series supports Microsoft Windows 2000, XP and Vista.