Plantronics Hub v3.22.1

July 15, 2021:
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What's New

- Implemented support for Encore Pro 515/525/545, DA75 and DA85

Resolved Issues

- Resolved an issue that prevented Call Control from working with Zoom

Known Issues

- Teams mute not always obeying user mute request via Teams GUI (and sometimes via headset) when Hub is running
- Call control fails to work correctly for all Poly headsets when using Cisco Webex
- When using some softphones, ignoring a call while a Calisto 5300 is muted can result in the loss of mute synchronization between the speakerphone and Windows/Hub
- When using Zoom for macOS the headset call control button may not work reliably for the first call. If this occurs the Zoom GUI can be used. Call control using the headset button will work reliably for subsequent calls.
- For MDA200 and MDA400 QD Series, firmware updates are available using Plantronics Hub for Windows only. Plantronics Hub for Mac does not support firmware updates for these devices.
- On the MDA220 (Product ID 0xAD04), the serial number is not reported correctly in Plantronics Hub for Windows and Mac. It is also not accurately reported to Plantronics Manager Pro.
- Lost audio connections may occur if the BT600 is unplugged and then plugged back in. Users must shut down Plantronics Hub and re-start it to regain audio connection.
- During a firmware update, if an MDA220 becomes bricked, Plantronics Hub can no longer detect the device.

- Support for local firmware update for BT300 (Product ID = 417) is not available.
- On Cisco Jabber call, audio unmutes when user joins a non-audio Skype for Business meeting.
- 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.
- 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.
- To ensure accurate data in Plantronics Manager Pro reports, customers using Avaya Equinox should open the softphone client prior to opening Plantronics Hub for Windows.