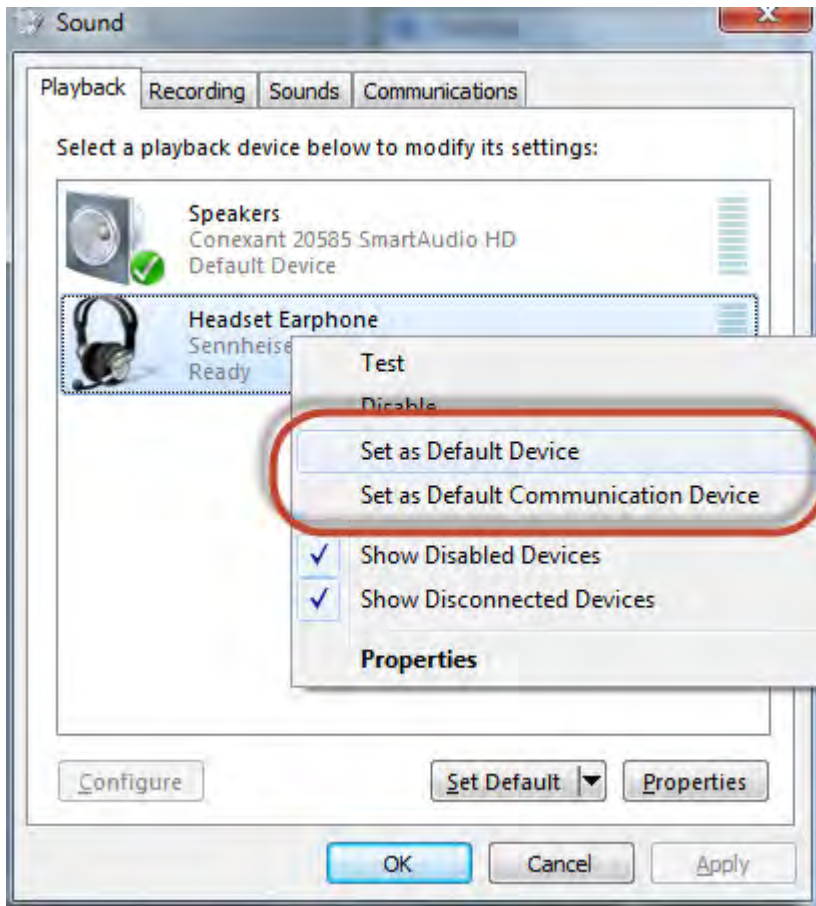


FAQ – BTD 800 USB

Q: Why don't I have any sound via the BTD 800 USB?

A1: When you insert BTD 800 USB, it may not be chosen as default device automatically. This must be done in the sound settings:

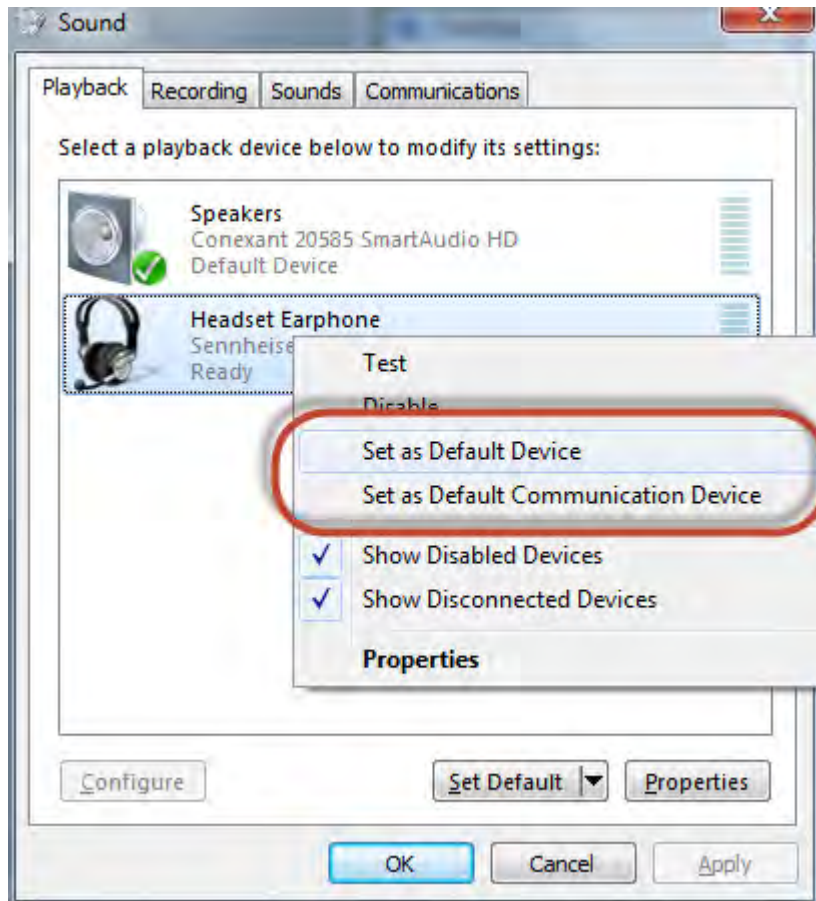


A2: Your BTD 800 USB needs to be paired to your Bluetooth headset:



Q: Can I choose manually between my internal sound card and my BTD 800 USB?

A: You can manually choose sound cards for either music & entertainment or for communications in the sound settings:



Q: What is the Windows/Mac requirements for using the BTD 800 USB?

A: The UUSB 8 is specifically designed to run on Windows/Mac platforms using native sound drivers. No separate driver is therefore required

Q: Do I need a separate driver to use the BTD 800 USB?

A: The sound card chip in the BTD 800 USB uses a native sound card driver and is installed automatically when it is plugged into a USB port. The control interface uses HID (Human Interface Device) which is also standard and is therefore installed automatically

Q: how can I adjust gain levels?

A: By default, both microphone gain and speaker output is set to 100%. This can be reduced in the sound settings

Q: What does "Wideband" mean?

A: "Wideband" refers to the frequency range supported by the headset when transmitting and receiving sound. According to the TIA* (Telecommunications Industry Association), wideband is defined as 150-6800 Hz.

Q: What if Windows/Mac does not recognize the BTD 800 USB?

A: Problems with driver recognition can be due to a number of issues:

- Windows/Mac needs to be updated or repaired—try running Windows/Mac update
- The driver conflicts with others USB devices—if you are using a USB hub try connecting directly to a USB port on your PC/Mac
- Virus and spy-ware has been known to disable USB ports. Check for virus and spy-ware

To determine whether the USB sound card chip is defective, please try it out on another computer.

Q: Can I use BTD 800 USB for call control on VoIP applications?

A: HeadSetup gives you access to call control on certain VoIP applications such as Skype – See more details about the softphones supported by HeadSetup here: www.sennheiser.com/cco/software

Note: MS Lync is plug&play and HeadSetup should not be installed.

Q: What is the difference between BTD 800 USB and BTD 800 USB ML?

A: The BTD 800 USB ML is optimized for Microsoft Lync, and is recommended for that specific application.

Q: Can I use the BTD 800 USB ML for non-Lync applications?

A: Yes, however BTD 800 USB ML is optimized for Lync.

Q: Will the BTD 800 USB plug into a UC endpoint such as a SNOM or POLYCOM phone if it has a USB port?

A: This is dependent on the specific phone. If the phone supports native audio drivers, there is a good chance. However, call control requires the phone to handle HID commands correctly – See headset compatibility for further details: <http://en-de.sennheiser.com/telephone-headset-compatibility>

Q: Can I upgrade the firmware of the BTD 800 USB USB and BTD 800 USB USB ML?

A: The software 'Sennheiser Updater' can handle firmware updates, if any are present.