Content

1. Introduction 4
   1.1 Product overview 4
   1.2 Scope of the document 4
   1.3 Intended audience of this document 4

2. System requirement 4
   2.1 Hardware requirement 4
   2.2 Operating system requirements 4
   2.3 Device service 4

3. Installing Sennheiser HeadSetup™ Pro 5
   3.1 Installed by IT administrator 5
   3.2 Manual installation by the end-user 5

4. Getting started 6
   4.1 Home 7
   4.2 Details 8
   4.3 Updates 8
   4.4 Settings 10
   4.5 Options 13
   4.6 System Tray Options 14

5. Uninstalling Sennheiser HeadSetup™ Pro 15
   5.1 Uninstalling using the control panel 15
   5.2 Uninstalling using the setup file 15
1. Introduction

1.1 Product overview
Sennheiser HeadSetup™ Pro is an easy to use desktop application that enables an end-user to keep Sennheiser UC devices connected to the PC and updated with the latest available firmware.

It is a plug and play solution that interfaces with Sennheiser USB audio devices seamlessly with a range of softphones via the embedded drivers.

Personal settings need to be configured when running the application for the first time. Thereafter, Sennheiser HeadSetup™ Pro ensures that your headset interfaces with the softphone seamlessly.

The device firmware, software and settings available in Sennheiser HeadSetup™ Pro are deployed by the IT administrator in the company.

1.2 Scope of the document
This document provides installation steps and a description of functionalities available in the desktop application Sennheiser HeadSetup™ Pro.

1.3 Intended audience of this document
The Sennheiser HeadSetup™ Pro Guide is intended for end-users.

2. System requirement

2.1 Hardware requirement
To run the Sennheiser HeadSetup™ Pro application, your computer must meet the following minimum requirements:

- Processor: Minimum 1.6 gigahertz (GHz) or faster processor
- RAM: 2 gigabytes (GB) RAM
- Hard disk space: 500 MB

2.2 Operating system requirements
Windows operating systems Win7 and newer are supported.

2.3 Device service
For the IT administrator to be able to deploy updates and perform asset management to the end-users, the Sennheiser HeadSetup™ Pro application must be running in the background on an end-user PC.

The end-user with a unique email address must be enrolled to an active directory to have Sennheiser HeadSetup™ Pro installed.

The Sennheiser HeadSetup™ Pro will run in the background and monitor for any connected Sennheiser devices.
3. Installing Sennheiser HeadSetup™ Pro

3.1 Installed by an IT administrator
The most common way of having Sennheiser HeadSetup™ Pro installed onto an end-user PC is via remote installation by the company’s IT administrator. If you have Sennheiser HeadSetup™ Pro remotely installed on your computer, you just need to start up the software Sennheiser HeadSetup™ Pro (a shortcut to the application will be present on the desktop). Sennheiser HeadSetup™ Pro will automatically be started when the PC is booted.

Note: If the remote machine already has Sennheiser HeadSetup™ installed, please ensure to uninstall Sennheiser HeadSetup™ before deploying the Sennheiser HeadSetup™ Pro.

3.2 Manual installation by the end-user
If you are requested by an IT administrator to manually install Sennheiser’s HeadSetup™ Pro, the Sennheiser HeadSetup™ Pro installer and a file named TenantConfiguration.dat will be provided to you. The files should be placed in same folder.

If you are a freeware user then you get the Sennheiser HeadSetup™ Pro installer from the Sennheiser website.

Step 1: Right click on the setup icon and select “Run as administrator.”
Step 2: If asked for permission to make changes to your system, accept by clicking “OK.”
Step 3: Select your preferred language for Sennheiser HeadSetup™ Pro.
Step 4: When the Sennheiser HeadSetup™ Pro Welcome window of the installation wizard appears, click “Next.”
Step 5: A license agreement page will appear. Read it and if acceptable, Click “Accept” and “Next.”
Step 6: A ready to install page will appear. Click “Install” to start the installation.
Step 7: When the “Installation completed” window appears, remember to select the create shortcut to create an icon on the desktop. Click “Finish” to close
Step 8: If asked for uninstall Sennheiser HeadSetup™ in order to proceed with the installation of Sennheiser HeadSetup™ Pro, then please uninstall Sennheiser HeadSetup™ and try to install Sennheiser HeadSetup™ Pro again.
4. Getting started

Sennheiser HeadSetup™ Pro can be started from a shortcut located on your desktop, or from the start menu. The application will automatically be started when your PC is booted, and will keep running in the background until closed. It is advised not to close the application for the IT administrator to be able to administer devices, end-users and the application itself.

When Sennheiser HeadSetup™ Pro is running, it can be accessed by right-clicking the application icon located in the notification bar.

Double click on the icon to view the application or right click on the Sennheiser icon and select “Open.”

The following menus are available in Sennheiser HeadSetup™ Pro:

- Home
- Details
- Updates
- Settings
- Options

Clicking either on or in the top-right corner of the application will hide the window.

To exit the application, select “Exit” in the menu “Options.”
4.1 Home
The home tab in the application will display information of the devices that are connected to the PC.

If no devices are connected to the USB port, the “Home” window will only display the Sennheiser HeadSetup™ Pro application information.

If a Sennheiser supported device is connected to the PC via a USB port, the connected device and its connected Sennheiser devices will be shown and product information will be displayed.

The multiple device widgets view of connected devices will help you to manage updates efficiently. The number of shown subjects per page is set to a maximum of four devices. If the number exceeds four, navigation arrows will help you to view additional connected devices and their respective options.

Each device shown has a “Details” button. This will lead to detailed information about the device.

If an update to a device is available, an update icon appears in the widget accompanied with this symbol.

It is possible to set the default headset to be used for communications in the home / Details page by selecting the checkbox of Default Headset.”
4.2 Details
In the menu “Details” a detailed product description for each connected device is shown. In case of SDW, DW, SD and D 10 base stations and BTD 800 dongle, information related to the connected headsets is also shown.

For additional device information, click the URL in the details page, which will access the latest available device information at www.sennheiser.com/cco

4.3 Updates
In the menu “Updates” all connected devices are listed together with a status about the installed firmware and available updates. Sennheiser HeadSetup™ Pro will periodically perform a check to identify if your IT administrator has released an update for a device. If so, the update button will next to the relevant device become active.
The IT administrator can choose to deploy a “**Forced Update**” to a device to ensure that an important update will be performed immediately. A popup box will inform you that an important update to a device is about to be performed. If a call is active, the user can choose to postpone the update up to three times.

If the update is accepted, possible active calls will be terminated and the update will be executed.

**Note:** The following warning window will appear if you try to update a Bluetooth device like Sennheiser PRESENCE™ not connected to an USB port using a USB cable.

The following window appears when you try to update more than one wired headset connected to the same PC.
4.4 Settings
In the menu “Options,” it is possible to access settings available in the application.

The Settings tab in the application displays the information about the configuration of the Sennheiser devices connected to the PC.

If Tenant Admin deploy any configuration to Sennheiser devices, then those configurations will be applied for the corresponding devices and shown in the Settings tab.

Tenant Admin can choose the preference of the features while deploying configuration package to the user.

End User can be able to view, edit and save the configuration based on preference deployed in the package by the Tenant Admin.
- Tenant preference configuration feature is always disabled and user can’t change those features.
- User preference configuration feature is always enabled and end user can change those features according to his/her preference and can click on the Save button to apply those features to the device.

The end-user also has an option to restore the configuration to default settings. This can be achieved by clicking on the Restore default button.

Sennheiser HeadSetup™ Pro also supports an additional feature under “Settings” tab with the separate tab called ‘Softphone’. The user can select his default headset/softphone, ON/OFF pause media, configure Windows sound, audio settings, etc.

The settings are enabled with no devices connected and loaded with default softphone tab which provides the way to set the default headset and default softphone.
Softphone tab Features

- Default HeadSet - This drop-down box lists all the connected USB headsets. The selection here determines which headset to use for communication. You can select the headset and make it a default headset by clicking the Save button.

- Default soft phone for outgoing calls – This drop-down box lists all the supported softphones installed on the computer. The selection sets the default softphone, which will be used for making outgoing calls.

- Disable headset call control – Check Disable Call Control box and click on the Save button to enable this feature. When enabled, call control from the default headset will be used only for Microsoft Office Communicator. This feature will not be available if Microsoft Office Communicator is not installed and running.

- Disable Call Control option will be hidden when the headset supports the dual softphone feature

- Pause Media – Controls the function of media players when receiving a softphone call

- Always Audio – Enable audio link so that audio can be transferred to the headset regardless of whether a call is active on the softphone.
Windows Sound and Audio Settings – Clicking the Configure button opens the Windows audio device control panel. This control panel allows you to change default audio input and audio output devices to play sounds. This option is helpful for supported softphones that use Windows default audio input and audio output devices to play sounds.

Warning message for non-dual softphone – the headset will inform the user if the selected default headset is not supporting the Dual softphone feature.

Note: With SDW 5000 Series as Default HeadSet, User can view Additional Configuration "Softphone Integration"

This is a support for Busy Light Integration with Softphone status and busy indication in Softphone

On Setting Busy light option to enable. Busy light integration option is displayed which has following options,

1. Manual
   a. Red – User can set the Busy Light to Busy Status
   b. Yellow – User can set the Busy Light to Away Status
   c. Green – User can set the Busy Light to Available Status

2. Softphone Integration – Current Softphone status (Busy, Away & Available) will be applied on the Busy Light

3. Headset Integration only – with settings, SDW 5000 series device will determine the status of Busy Light

4. Off – Turns Off the Busy Light

HeadSet Sync Status – Enable/Disable the synchronization of the busy state of the headset to the softphone

Mute Notification – Enable/Disable a notification in case speak is detected while you are on mute.

Transfer Call – Enable/Disable call transfer to mobile phone functionality. This can be triggered by holding smart button on SDW base station or clicking on Transfer Call button

Currently Transfer Call functionality is supported with Skype for Business/Microsoft Lync
4.5 Options
In the menu “Options,” it is possible to access settings available in the application.

“Update Mode”
You can set the Update Mode to the following two categories:

1. “Normal Mode” is the default automatic update mode. When an update to your installed device is deployed by your IT administrator, the device specific update button will be activated. Simply press the “Update” button to execute the device update. If buttons are greyed out, no updates are available.

2. “Update from file” can be set if a manual update of a device is required. Select this mode if the IT administrator puts available firmware updates in a shared location. Selecting “Update from file” will prompt the location of the firmware files to be used. When a firmware has been selected, the “Update” button will be activated in the “Updates” view.
“Language”
Select your preferred available language to be used in the application.

Supported languages in the current release:

<table>
<thead>
<tr>
<th>English - US</th>
<th>Japanese</th>
</tr>
</thead>
<tbody>
<tr>
<td>Danish</td>
<td>Italian</td>
</tr>
<tr>
<td>Dutch</td>
<td>Portuguese</td>
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<tr>
<td>French</td>
<td>Russian</td>
</tr>
<tr>
<td>German</td>
<td>Spanish</td>
</tr>
<tr>
<td>Korean</td>
<td>Turkish</td>
</tr>
</tbody>
</table>

“Help – Logfile”
The log contains technical details for Sennheiser HeadSetup™ Pro activities. If technical support related to the behavior of the application is requested, the log can be saved to a text file and mailed to your technical support for possible error tracing.

Select “Exit” to terminate the application.

“Help – Send Logs”
Clicking the Send Logs menu item will open an Email where the logfile is attached. This can be used to send log information to the IT department or to Sennheiser support in case that is needed.

“Help – User guide”
Clicking this menu item opens.

“the user guide Check for Updates”
Clicking the Check for updates menu item will trigger the application to check for new updates or configurations available. The application will also automatically check for these based on a predetermined interval, so generally it is not required to do this manually unless instructed to.

“Exit”
Select Exit to terminate the application.

4.6 System Tray Icons
Four different icons represent the different application status.

- ![Icon](image)
  No devices are connected.

- ![Icon](image)
  Default headset is connected and is idle (no call/call on hold/ringing).

- ![Icon](image)
  Default headset is connected and call is active.

- ![Icon](image)
  Default headset is connected and muted while call is active.

Note: Call status is not supported for the Skype for Business softphone.
5. Uninstalling Sennheiser HeadSetup™ Pro

The following two methods can be followed to uninstall Sennheiser HeadSetup™ Pro application from the system.
1. Using the Control Panel.
2. Using the Setup file.

5.1 Uninstalling using the control panel
Step 1: Open Control Panel.
Step 2: Select Programs.
Step 3: Click “Uninstall a Program from Programs and Features.”
Step 4: Select the Sennheiser HeadSetup™ Pro file and click on the “Uninstall” button in the control panel window.
Step 5: In the Programs and Features dialog box, click “Yes.”
Step 6: A progress bar will track the uninstalling of the application.

5.2 Uninstalling using the setup file
Step 1: Open Sennheiser HeadSetup™ Pro installer folder from the given location.
Step 2: Right click on the setup icon and select “Run as administrator.”
Step 3: A welcome window will appear. Click “Next.”
Step 4: Select “Remove” in the program maintenance window and click “Next”.
Step 5: Click “Remove” in the “Remove the program” window.
Step 6: The “application is uninstalled” information window appears. Click “Finish” to close the setup window.
Contact information
Support Portal: www.sennheiser.com/cco-support
E-mail: hsuphelp@senncom.com
Phone: Find your local support phone number and opening hours here below.

Asia-Pacific
Australia
T +61 2 9910 6700
8:00 - 17:00

China
T +86 1057319666
9:00 - 18:00

Hong Kong S.A.R., China
T +85 234128400
9:00 - 18:00

India
T 1 800 200 3632
9:00 - 18:00

Japan
T +81 364 068 905
9:00 - 18:00

New Zealand
T +64 (9) 580 0489
8:00 - 17:00

Singapore
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9:00 - 18:00

South Korea
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10:00 - 18:00

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T +43 720880857
8:00 - 17:00

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Denmark
T +45 89882841
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Finland
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8:00 - 17:00

France
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8:00 - 17:00

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T +36 14088056
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8:00 - 17:00

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8:00 - 17:00

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T +352 27860234
8:00 - 17:00

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T +31 20-8090956
8:00 - 17:00

Norway
T +47 23961052
8:00 - 17:00

Russia
T 8800-1008557
8:00 - 17:00

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8:00 - 17:00

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T +46 844680895
8:00 - 17:00

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8:00 - 17:00

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8:00 - 17:00

United States
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Middle East / Africa
United Arab Emirates
T 800 035703844
8:00 - 17:00