

Install Notes for Plantronics Hub™ for Windows and Mac v3.11.2

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Installation of Plantronics Hub for Windows

Plantronics Hub

Plantronics Hub for Windows/Mac is a stand-alone application providing call control, settings management, update and battery level notifications and mute alerts.

Windows

The Plantronics Hub for Windows application can be launched from the Windows Start Menu or from the Plantronics icon in the bottom right notification area (user initiated modification required)¹. The Plantronics Hub application will run in the background at start up and uses minimal system resources.

Mac

Once the Plantronics Hub for Mac application is installed, a Plantronics headset icon should appear in the upper right menu.

Permissions

Administrative rights are required to install this application.

With Plantronics Hub for Windows, you may be prompted by Windows UAC to allow the installation of this software. Select yes to continue the installation.

Windows Hardware Requirements

CPU

Core 2 Duo or Athlon X2 at 2.4 GHz

Memory

Between 20-50mb of Private Working Set

¹ Select Customize Notifications from the Windows Control Panel and modify the Plantronics software to “show icon and notifications”



Hard drive

Requires approximately 70mb

Supported Platforms for Mac

MacBook Pro
MacBook Air
iMac
Mac Mini
Mac Pro

Plantronics Hub for Android and iOS Support

Click here for Plantronics Hub for Android and iOS [requirements](#) .

Bandwidth Requirements

The bandwidth requirements vary based upon the type of update that is being downloaded from Plantronics Manager. Firmware updates are relatively small and require minimal bandwidth for the download. The Plantronics Hub application is larger and consumes more bandwidth than firmware updates.

Software Prerequisites

Plantronics Hub for Windows requires Microsoft .net 4.0 and Windows Installer 4.5. Information on Windows Installer 4.5 can be found [here](#).

Plantronics Hub for Mac does not have any prerequisites.

Operating Systems

Supported

Windows 7, Windows 8.x (Desktop Mode), Windows 10 (Desktop Mode)

Mac OS versions El Capitan (10.11), Sierra (10.12) and High Sierra (10.13)

Virtualized Environments (VDI)

Plantronics Hub now supports certain VDI configurations. For example:

- Microsoft Skype for Business running Windows operating system and in Citrix XenDesktop and XenApp environments
- Certain versions of Cisco Jabber VXME running on Windows operating system and in Citrix XenDesktop environment
- Certain models of HP and Dell Wyse thin terminals as well as normal PCs/laptops re-purposed for VDI
- Support is available regardless of whether Plantronics Hub is installed or not

For further information on VDI support please contact Plantronics by visiting https://www.plantronics.com/content/dam/plantronics/documents-and-guides/en/user-guides/Plantronics_Support_for_VDI.pdf.

Browser

Plantronics Hub does not have any dependencies on the browser and therefore has no browser requirements.

Network Requirements

Ports & Protocols

Plantronics Hub for Windows uses SSL, port 443 to provide notification and download of updates. If this port is not open, you will not be able to receive notifications of available updates.

Softphone and Media Player Compatibility

Plantronics Hub for Windows

- Avaya Aura Agent Desktop v7.0 31.1.13.69
- Avaya Communicator V.2.1.4.84
- Avaya Communicator for Microsoft Lync v6.4.0.7
- Avaya Equinox v3.4.0.152.46
- Avaya IP Softphone V6.0 SP9 and V5.2 SP5
- Avaya IP Agent V7.0 SP8 and V6.0 SP18
- Avaya one-X Communicator R6.2 SP12-P12 (6.2.12.22)
- Avaya one-X Agent v2.5.11.0
- BroadSoft Communicator v22.3.1.193 [configuration tips](#)
- Cisco IP Communicator V.8.6.6 [configuration tips](#)
- Cisco Jabber 11.9.3 and 12.0.1
- Cisco UC Integration for Microsoft Office Communicator (CUCIMOC) V8.0 (3)
- Cisco UC Integration for Microsoft Lync (CUCI-Lync) v11.6.5
- Cisco Unified Personal Communicator (CUPC) V8.6.4
- Genesys Workspace Desktop Edition v8.5.126.07 [configuration tips](#)
- Genesys Workspace Web Edition v8.5.202.23 [configuration tips](#)
- Microsoft Office Communicator R2 3.5 (3.5.6907.268)
- Microsoft Lync 2015 – v15.0.5049.1000
- Microsoft Skype for Business 2016 v16.4717.1000
- NEC Univerge SP350 v6.11.0.0 and V6.10.0.0
- ShoreTel Communicator v14.2 (Additional configuration required for the ShoreTel TAPI Driver. Contact your system administrator)

- Skype v7.41.0.101. (Later versions of Skype consumer are not supported by Plantronics Hub for remote headset call control.)
- SwyxIt! v10.40.2694 and v11.10.1.0

Plantronics Hub for Mac

- Avaya one-X Communicator V2.0.2.3
- Avaya Equinox v3.4.0.148.31
- Cisco Jabber v11.9.3 and 12.0.1
- Skype 7.59.37. (Later versions (v.8.x) of Skype consumer are not currently supported by Plantronics Hub for remote headset call control.)

View full list of supported softphones here:

<http://www.plantronics.com/us/support/supported-softphones/>

Media Players

Windows Media

iTunes

Supported Devices

APU-75

APU-75D

APU-76

BackBeat PRO

BackBeat PRO 2

BackBeat SENSE

Blackwire 200 Series

Blackwire 300 Series

Blackwire 400 Series

Blackwire 500 Series

Blackwire 600 series

Blackwire 700 Series

Blackwire 3210 Series

Blackwire 3215 Series

Blackwire 3220 Series

Blackwire 3225 Series

Blackwire 5210 Series

Blackwire 5220 Series

Calisto 600 Series

Calisto 800 Series

Calisto 7200
Calisto 240
Clarity 340
CS50/60-USB
DA45
DA70
DA70-UC
DA80
DA90
EncorePro 500 USB Series
EncorePro 700 USB Series
Entera USB
MDA200 Audio Switcher
MDA220 USB
MDA400 QD Series
Savi 400 Series
Savi 700 Series
Voyager 3200 Series
Voyager 5200 Series
Voyager 6200 Series
Voyager 8200 Series
Voyager Edge Series
Voyager Focus UC
Voyager Legend UC
Voyager Pro UC

Supported Languages

English – US
English – UK (en-GB)
Finnish (fi)
French – Canada (fr-CA)
French (fr)
German (de)
Italian (it)
Japanese (ja)
Korean (ko)
Norwegian (no)
Portuguese – Brazil (pt-BR)
Portuguese – Portugal (pt-PT)

Spanish – Mexico (es-MX)

Spanish – Spain (es-ES)

Swedish (sv)

Turkish (tr)

Chinese – Simplified (zh-CN)

Chinese – Traditional (zh-TW)

Danish (da)

Dutch (nl)

Russian (ru)

Upgrading from Previous Releases

If you are upgrading from Spokes 2.x, you must uninstall Spokes 2.x before installing Plantronics Hub 3.x.

Upgrading from Plantronics Hub 3.x to the latest version of Plantronics Hub can be done in place. No uninstall is required.

New Installations of Plantronics Hub for Windows

Plantronics Hub for Windows can be installed manually using the Plantronics Hub install file.

New Install of Plantronics Hub for Mac

Plantronics Hub for Mac can be installed manually using the Plantronics Hub dmg file.

Uninstalling Plantronics Hub for Windows

Uninstalling Plantronics Hub for Windows can be done manually from the Windows Control Panel. Device settings that were customized will remain intact as those settings are saved to the device.

Possible Files Remaining on System When Using the Plantronics Hub exe

After cancelling an install or uninstalling Plantronics Hub for Windows using.exe, some files may remain and require manual removal. Use the following search parameters to locate the Plantronics files that can safely be removed:

- OldMHUUninstaller_*.log
- Plantronics_Hub_Software_*.log

Below are examples of the files that you may find on your system.

EXE Remnants

Name
C:\Users\Tester\AppData\Local\Temp\
OldMHUUninstaller_20170126190851.log
OldMHUUninstaller_20170126190851_0_OldMHUUninstallerMSI.log
OldMUHHninstaller_20170126192051.log
OldMUHHninstaller_2017012619205_0_OldMHUUninstallerMSI.log
Plantronics_Hub_Software_20170126190809.log
Plantronics_Hub_Software_20170126190809_1_PLTHUB_x64.log
Plantronics_Hub_Software_20170126192003.log
Plantronics_Hub_Software_20170126192003_0_PLTHUB_x64.log

Possible Files Remaining on System When Using the Plantronics Hub MSI's

After cancelling an install or uninstalling Plantronics Hub for Windows with 32/64 bit MSI, some files may remain and require manual removal. Below are examples of the files that you may find on your system.

MSI Remnants

Name
C:\Program Files (x86)\Plantronics\
C:\Program Files (x86)\Plantronics\Spokes3G\
C:\Users\Tester\AppData\Local\Plantronics\
C:\Users\Tester\AppData\Local\Plantronics\logs\

Plantronics Created Registry Entry

Plantronics also creates a key called System ID in:

HKEY_LOCAL_MACHINE\SOFTWARE\PLANTRONICS

This key is used to uniquely identify the Plantronics Hub user and is not deleted when Plantronics Hub for Windows is uninstalled. This key prevents a user from being duplicated in the Plantronics Manager Pro database if there is an uninstall and then re-install of Plantronics Hub. Removing this registry key and reinstalling Hub will cause this user to be created a second time in the Plantronics Manager Pro database and it is therefore recommended that the registry key NOT be removed by Hub users who are part of an enterprise tenant using Plantronics Manager Pro. This key is not collected for consumer tenants.

For more details, please see the Plantronics Privacy Policy.

<http://www.plantronics.com/software-privacy-data-collection>

Uninstalling Plantronics Hub for Mac

Drag the Plantronics Hub icon from the Applications folder to the trash.

Possible Files Remaining on System Following an Uninstall

Additional folders, sub-folders and files may require manual removal. Navigate to the following location to remove them:

Name:	Full path: %@
Plantronics	/Users/>user</Library/Application Support/Plantronics
Plantronics Hub	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub
logs	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Logs
Spokes.log.txt	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Logs/Spokes.log.txt
Plantronics	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics
NotificationsSchedule.json	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/NotificationsSchedule.json
SpokesUser.config	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/SpokesUser.config
updateData.json	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/updateData.json
Plantronics-Inc..Plantronics-Hub.plist	/Users/>user</Library/Preferences/Plantronics-Inc..Plantronics-Hub.plist
FWUpgrade	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/FWUpgrade
Spokes.config	/Users/<user>/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Spokes.config

Possible Files Remaining on System When Plantronics Hub for Mac Is Cancelled

Cancelling during an installation of Plantronics Hub for Mac may leave some folders and a “Plantronics Software” disk image still mounted.

Manually eject the Plantronics Software disk image by dragging it to the trash.