

Plantronics Manager Pro™

Reporting and Firmware Management— Set up and Get started Guide

How to easily deploy and start to use Manager Pro
and Asset Analysis Software-as-a-Service

WELCOME TO PLANTRONICS MANAGER PRO™ SOFTWARE-AS-A-SERVICE FOR UP TO 250 USERS

Plantronics Manager Pro	
Home	3
POLICY	
Firmware	7
Software	3
INVENTORY	
Plantronics	116
Non-Plantronics	170
Groups	40
Users	120
Hosts	1225
REPORTS	
Library	11
ADMIN	
Accounts	

Steps to initial deployment, management tasks and Asset Analysis reporting

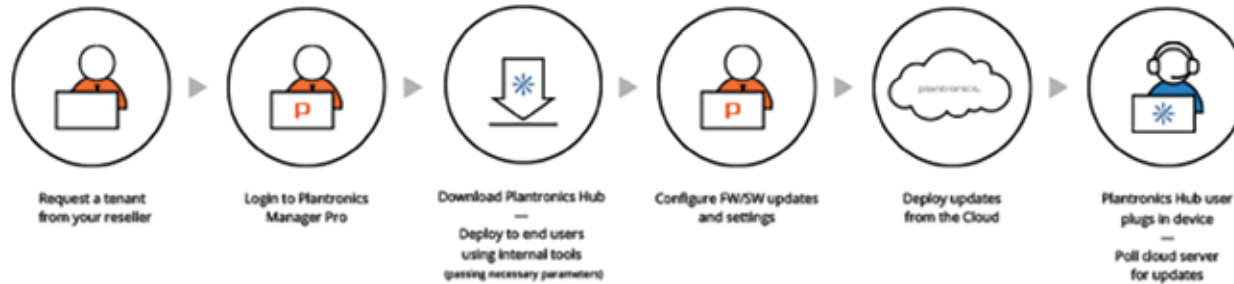
- Access your Welcome Manager Pro Tenant email and set up Manager Pro software on your IT Administrator's desktop (Slide xyz)
- Ensure HUB is deployed to at least 10-20+ desktops connected to Manager Pro. Users need softphone headsets and be actively using them
- Test out the Policy firmware defining device default firmware and settings (Slides x, y, z)
- Run each of the five Asset Analysis reports and answer the 'Ask yourself' questions (Slides x, y, z)
- Connect with Plantronics Account Manager for more assistance to maximize deployment, gain learning and/or build demo tenant (Slide x)

Policy Firmware

Asset Analysis Reports

HOW TO HAVE A SUCCESSFUL DEPLOYMENT EXPERIENCE WITH PLANTRONICS MANAGER PRO™

The image below depicts the basic steps for getting up and running with Plantronics Manager Pro and Plantronics Hub.



Step	Activity	Check point
1.	Generate installer file from ADMIN > Plantronics Hub	Windows 32 and 64 bit available along with Mac OS
2.	Download your pre-configured Hub installer file and deploy to your organization using your normal IT tools	No directory path is required if you intend to execute the command from the directory containing the MSI
3.	Confirm that the Hub client is talking to your Plantronics Manager Pro tenant. From the newly installed hub client select Help > Support > Troubleshooting Assistance	Ensure that under Last attempt it displays Success

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TEST OUT DEVICE PRE-CONFIGURATION EXERCISE FOR IT ADMINISTRATOR

Ask yourself...

- How do I give all my users a consistent experience?
- How can I stop my users from changing certain headset settings?
- How do I disable the smart sensor settings for my contact centre users?

Policy Firmware

TEST OUT DEVICE FIRMWARE UPDATE EXERCISE FOR IT ADMINISTRATOR

Ask yourself...

- How do I ensure I am running the latest firmware release?
- How can I take advantage of bug fixes/updates?
- How can I future proof my estate?

Policy Firmware

TEST OUT AND TROUBLESHOOT END USER ISSUES FOR IT ADMINISTRATOR

Ask yourself...

- How can I remotely support my end users?
- How do I know what settings my end users have?
- How do I know which device my end user has?

Users

TEST ASSET ANALYSIS—DEVICE INVENTORY REPORT

Ask yourself...

- What range of audio devices are being used in my environment?
- Which agents/users are not using the allocated audio devices?
- Are there unapproved Audio devices in my enterprise?
- What devices are sitting dormant/not being used by the user?
- What can be learned from this Analytical report that improves performance and maximizes headset deployment in my enterprise?

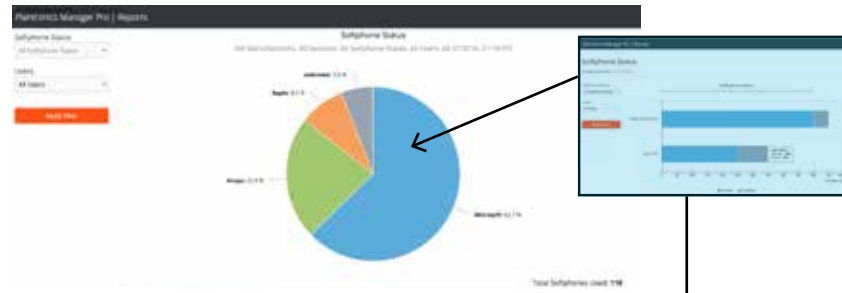


Click and drill down in bar graph further to view Device model breakdown

TEST ASSET ANALYSIS—SOFTPHONE STATUS REPORT

Ask yourself...

- Which PLT supported softphones are used in my environment?
- What versions of PLT supported softphones are deployed?
- What % of my agents/users are using certain softphones?
- What can be learned from this Analytical report that improves performance and maximizes headset deployment in my enterprise?



Click and drill down in pie chart further to view Application version

TEST ASSET ANALYSIS—VERSION STATUS REPORT

Ask yourself...

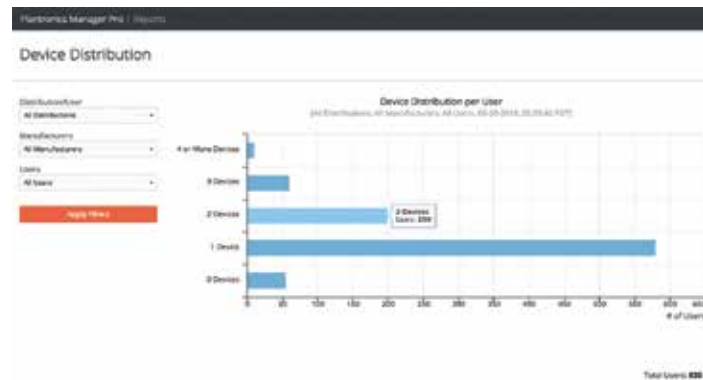
- How many agents/users using devices on prior versions of firmware?
- How many agents/users are on prior versions of Plantronics Hub?
- Experiences deploying firmware and upgrades to all agents with devices
- What can be learned from this Analytical report that improves performance and maximizes headset deployment in my enterprise?



TEST ASSET ANALYSIS—DEVICE DISTRIBUTION REPORT

Ask yourself...

- Are there users who have not yet used their devices?
- Are there users who are not using the organization standard device?



CUSTOMER TECHNICAL SUPPORT PROGRAM

How does NFR Support from Plantronics operate?

- If unable to resolve in house, Partner opens a Service ticket with their regional Plantronics Technical Support center quoting the **Entitlement ID number (Contract number)** for reference
 - NA
 - Europe Africa
 - Asia Pacific
 - Latin America

Plantronics 2nd Tier support

- Provides Password resets
- Answers License Entitlement queries
- Trouble shooting HUB and PMP installation
- Automated Contract Expiry Reminder emails sent to customer to drive annual renewals, cc Reseller/Distributor contacts from Entitlement



Low level of enquiries over past 2 years relate to licensing entitlement issues and password resets.

WHAT NEXT?

If you have any further questions about set up, software functionality, latest features, data security or technical issues:

- Speak to your Plantronics Reseller representative who provides 1st level support
- Visit plantronics.com for more detailed set up/operating instructions
- If you need to upgrade to higher user band during your 12 month subscription?
- Speak to your Plantronics Reseller representative

If you need to be notified of your contract renewal dates in advance?

- Plantronics has automated a 90/60/30/14 day prior to expiry email reminder system so encourage you to discuss your annual renewal with your Reseller

Four ways to find out more about Manager Pro with Asset Analysis:

1. Call your local Reseller who organized Try and Buy program
2. Call your local Plantronics Sales Manager or office in your region
3. Email your local Plantronics Inside Sales Team
4. Email swsalessupport@plantronics.com to be redirected to the right Plantronics regional office