



Your guide to getting started with Plantronics Manager Pro

Welcome to Plantronics Manager Pro, the powerful Software-as-a-Service that lets you monitor, manage and maintain your headsets with ease. This step-by-step guide will help you get Plantronics Manager Pro up and running quickly.

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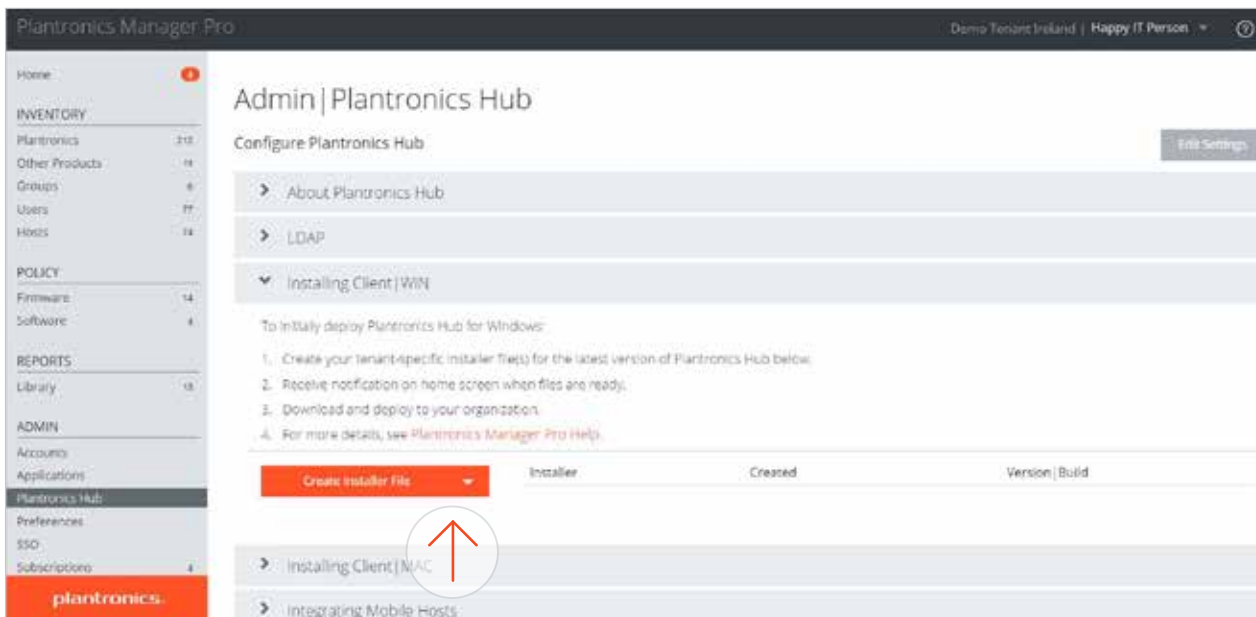
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Access Plantronics Manager Pro and deploy Plantronics Hub to end users

Recently you received a welcome email from **admin@plantronics.manager.com**. It includes a link to the Plantronics Manager Pro tenant that has been set up for you along with your login credentials. With its built-in installer, Plantronics Manager Pro makes deployment easy. See the steps below on how to install or watch the video (in English only) [here](#).



Go to the letter, open the link and log in. Now you can go ahead and deploy the Plantronics Hub client to your users' desktops.

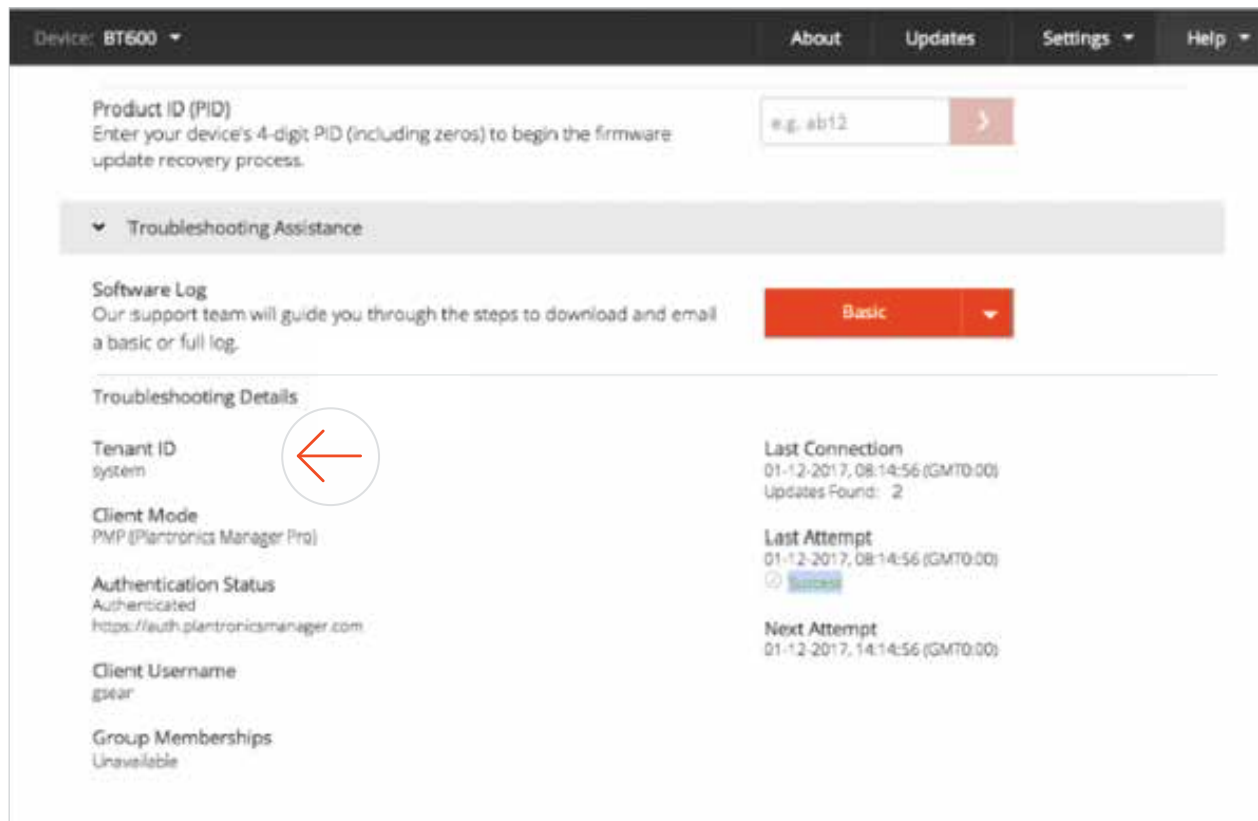


Remove any existing versions of Plantronics Hub previously installed on users' desktops.

Click on Create Installer File from the Plantronics Hub menu options. This will create a preconfigured installer file that you can then deploy to end users via your usual deployment tools. As each new hub client checks in, the user count within Plantronics Manager Pro will increase.



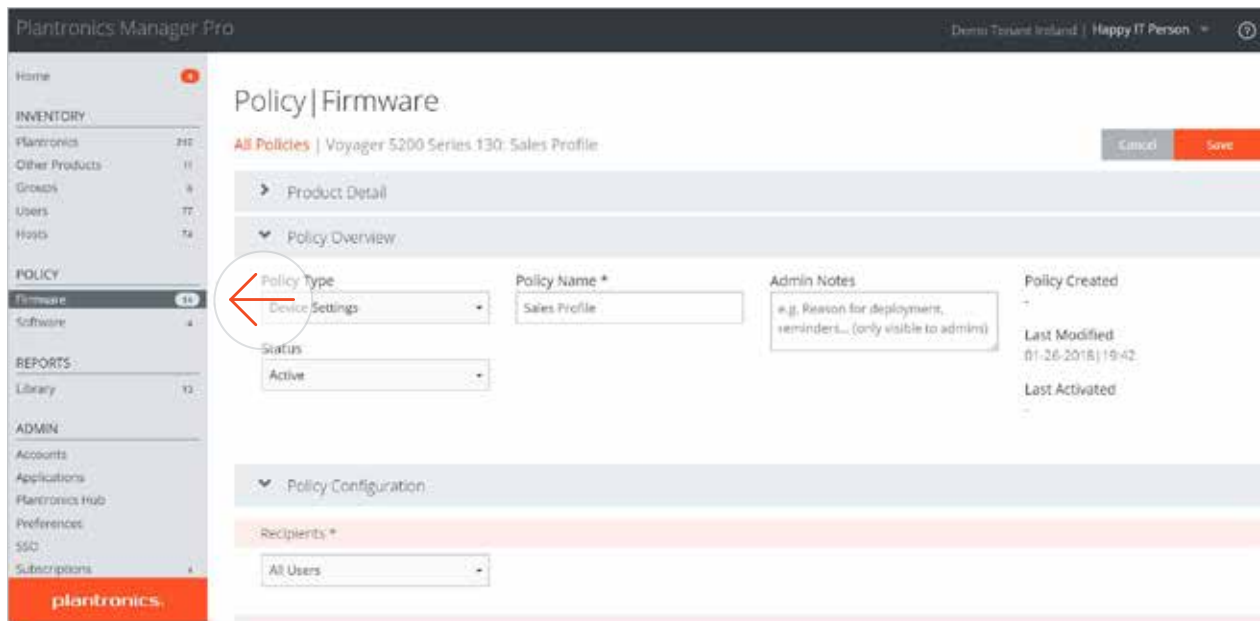
To check that an end user's client is communicating with the correct tenant, click on the Plantronics Hub client icon in the menu bar at the bottom of the screen.



Click on the **Help > Support** dropdown menu, scroll down to the Troubleshooting option and check that their tenant ID matches the ID of your tenant. If it says "system," the user is connected to the Plantronics consumer tenant. You need to uninstall their existing Plantronics Hub application and install the correct version.

Set device policies and compliance

Plantronics Manager Pro makes it easy for you to set firmware and software policies and monitor compliance across your organization. See the screenshots below or watch the video (in English only) [here](#).



You can set a firmware policy for each headset model and apply it to individual users or groups. The next time a user plugs in their headset, it's preconfigured and in compliance.

Plantronics Manager Pro Demo Tenant Ireland | Happy IT Person

Home 4

INVENTORY

- Plantronics 212
- Other Products 11
- Groups 8
- Users 77
- Hosts 74

POLICY

- Firmware 14**
- Software 4

REPORTS

- Library 13

Policy | Firmware

All Policies | BT600 2f7: Default

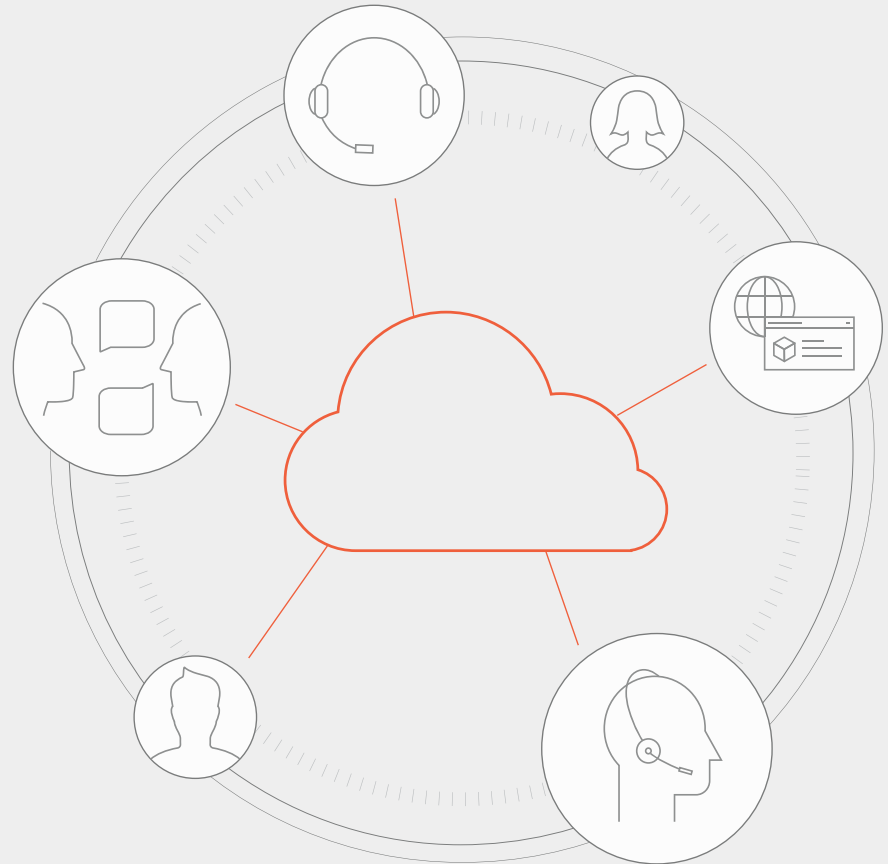
Username contains Enter term... Filter Clear Show 10 | 100

Device	Compliance	Username	Firmware	OS	Software Build	Last Updated
BT600-462A5774BE54...	● Compliant	bboward	1215	Microsoft Windows 7 Enterprise, Service Pack 1	3.9.0 47768	-
BT600-E18FG38FD9196...	● Compliant	bboward	1215	Microsoft Windows 10 Enterprise 2015 LTSB	3.10.0 6359	08-03-2017 10:14
BT600-479ED2895A997...	● Non-Compliant	bboward	1221	Microsoft Windows 10 Enterprise 2015 LTSB	3.10.0 6359	08-03-2017 15:27

For each user, you can check headset policy, modify default settings and monitor compliance. Clicking on non-compliance lets you drill down for details.

Access reports from the Asset Management and Adoption Analysis Suite

Your Plantronics Manager Pro subscription includes the Asset Management and Adoption Analysis Suite, which has eight reports that provide the insights you need to manage headset inventory, keep software and firmware up-to-date and support productivity company-wide.



DEVICE ADOPTION

- Track adoption patterns of Plantronics devices across your organization.
-

[Watch Video](#)

DEVICE DISTRIBUTION

- Identify users who are not using their device and users with non-approved devices.
-

[Watch Video](#)

DEVICE INVENTORY

- Get a real-time overview of Plantronics and non-Plantronics devices, users, hosts and groups.
-

[Watch Video](#)

INCOMPATIBLE PRODUCTS

- Identify known compatibility conflicts between installed softphones and Plantronics Hub.
-

[Watch Video](#)

POLICY COMPLIANCE

- Monitor users' compliance with firmware and software policies you have defined.
-

SOFTPHONE ADOPTION

- View status of all softphones being used with Plantronics products across the organization.

[Watch Video](#)

USER ACTIVITY

- Understand device usage patterns, including incoming and outgoing calls and call duration.

[Watch Video](#)

VERSION STATUS

- Identify users with out-of-date versions of firmware or Plantronics Hub.

[Watch Video](#)

Technical support

If you need help resolving a technical issue with Plantronics Manager Pro or Plantronics Hub, please contact your Plantronics reseller. If your reseller is unable to resolve your issue, he or she will open a service ticket with the regional Plantronics Customer Care.

You can also visit [Plantronics.com](https://www.plantronics.com) for **user guides** and helpful how-to videos.

