

Plantronics Manager

User Guide, v3.10.2

Contents

Setup	3
Request and establish an account	3
Create a network share	3
Download and deploy Plantronics Hub for Windows	3
Adding Plantronics Hub to a system image	4
Download and deploy Plantronics Hub for Mac	4
Basics	6
Change the polling cycle	6
Prepare for the first firmware update deployment	6
Change the location of the network share	6
Add a new product	7
Check device inventory	7
Create groups	8
Manage hardware and software policies	9
Update hardware, software or settings	10
Troubleshooting	12
Installation	12
Upgrading and updates	13
Functionality	14
Infrastructure	14
Appendix	15
Automatic and silent update support	15
Silent updates: Devices that require "unplug/replug"	15
Single versus multiple-component products	15
"Special mode" settings that can only be configured by the user	17
Support	18

Setup

After you establish your Plantronics Manager account, you must download and deploy Plantronics Hub, the client software, to your users. Plantronics Hub is the key to all activities.

Here are the required steps for setup.

- 1 Request and establish an account.
- 2 Create a network share.
- 3 Download and deploy Plantronics Hub.

Request and establish an account

- 1 Contact your Plantronics reseller to request an account.
When the tenant setup is completed by Plantronics, you will receive an email with account information.
IMPORTANT *During this process, the information provided establishes the primary contact administrator. This can be changed later, by going to **Admin > Accounts > Administrators**.*
- 2 Login to the URL provided in the email to establish your account.

Create a network share

Before you install Plantronics Hub, create a shared file location directory on a file server in your environment with read access to all Plantronics Hub users. This information is required for installation. This shared directory hosts update and settings archive files and is used by Plantronics Hub clients to poll for updates that need to be installed on their system or devices.

If needed, this parameter can be changed through Plantronics Manager later.

Download and deploy Plantronics Hub for Windows

Plantronics Hub, the client software, must be installed on your user's systems to populate your tenant.

- 1 Ensure that previous versions of Plantronics software such as Plantronics Spokes or PURE have been uninstalled.
- 2 With the Plantronics Manager Pro open, go to **Admin > Plantronics Hub > Plantronics Hub Deployment | WIN**.
- 3 Following the instructions, generate your tenant-specific installer. This may take a few minutes.
IMPORTANT *The installer generates an MSI using the latest version of Plantronics Hub.*

NOTE *If you don't know if your user requires a 32- or 64-bit .msi file, there is an executable version of the Plantronics Hub installation file that incorporates both the 32- and 64- bit .msi files. See **Troubleshooting > Installation**.*

- 4 Download the installer with the link provided or alternatively, check **Home > Notifications** for an alert informing you that the package is ready.
- 5 Deploy Plantronics Hub manually or with a software distribution system.
 - To deploy Plantronics Hub without a desktop shortcut, add the additional parameter **HIDEDESKTOPSHORTCUT=1** in the command line. Below is an example.

```
msiexec /i PlantronicsHubInstaller_x32.msi HIDEDESKTOPSHORTCUT=1
```

Languages supported for Plantronics Hub (Windows only)

Plantronics Hub can be installed in over 20 different languages.

For a list of supported languages, read the Install Notes for Plantronics Hub or in Windows, look in the directory C:\Program Files (x86)\Plantronics\Spokes3G\locales. Plantronics Hub is installed in the language specified in the System Preferences "Language and Text" settings of the computer on which Plantronics Hub is being installed when the locale is supported. When the locale is not supported, Plantronics Hub is installed in English.

Run Plantronics Hub in a different locale

To specify a different locale for Plantronics Hub, use the "-lang" option with one of the supported locales. The supported locales are listed in the directory C:\Program Files (x86)\Plantronics\Spokes3G\locales on Windows.

From a Windows command line, follow these steps:

- 1 Change to the directory where the Plantronics Hub application is hosted. For example, use this command: `cd C:\Program Files (x86)\Plantronics\Spokes3G\`
- 2 Start the Plantronics Hub executable with the `-language=<locale>` option. For example: `PLTHub.exe -language=fr-FR` (for French). Plantronics Hub opens in the specified locale language.

Install Plantronics Hub in a different language

- 1 To specify a language other than the default, `en_US`, when installing Plantronics Hub, use the `/lang` option with the Microsoft-defined locale identifier like this:
`PlantronicsHubInstaller.exe /lang <locale_id_dec>`
For example, to install Plantronics Hub in Spanish - Mexico, run the installer like this:
`PlantronicsHubInstaller.exe /lang 2058`

NOTE Options for `<locale_id_dec>` are documented at msdn.microsoft.com/en-us/goglobal/bb964664.aspx. Use the decimal values, not the hex.

- 2 If you want to run Hub in a different language other than OS, you can create a batch scripting and force it to run during system boot-up (as a part of login scripting)

IMPORTANT The language needs to be part of the 20 languages that Plantronics supports. Specify the language details in bold below.

```
@echo off
taskkill /F /IM PLTHub.exe
cls
cd C:\Program Files (x86)\Plantronics\Spokes3G\
START PLTHub.exe -language= es-ES -m
Exit
```

Adding Plantronics Hub to a system image

The Plantronics Hub client should NOT be installed or captured in a base image. Instead, install Plantronics Hub during the imaging task sequence or a post-imaging step after the base image has been applied to the system.

Plantronics Hub for Windows installs a unique identifier (registry key) called the SystemID that prevents users from being duplicated in Plantronics Manager Pro when Plantronics Hub is removed and then reinstalled on the same system. If Plantronics Hub is installed on a base image, this SystemID will be duplicated on each system. In this case, Plantronics Manager Pro associates all users to the same SystemID causing inventory and insights to no longer be accurate.

Download and deploy Plantronics Hub for Mac

Plantronics Hub, the client software, must be installed on your user's systems to populate your tenant.

- 1 Ensure that previous versions of Plantronics software such as Plantronics Spokes or PURE have been uninstalled.
- 2 With the Plantronics Manager Pro open, go to **Admin > Plantronics Hub > Plantronics Hub Deployment | MAC**.
- 3 Download the Mac.dmg by clicking on the button.
- 4 Extract the .zip file by double-clicking on it (one of the files will be a .dmg file).

- 5 Copy the full path of the directory for the location of the .dmg.
- 6 To generate your tenant-specific installer script, click the "Create Installer Script" button.
IMPORTANT *The installer generates a script using the latest version of Plantronics Hub.*
- 7 Paste the .dmg directory path into the script generator.
- 8 Copy, paste and run the generated installer script from Terminal (**Go > Utilities > Terminal**). This establishes the relationship between Plantronics Hub and your tenant.
- 9 Deploy Plantronics Hub manually or with a software distribution system.

Basics

Change the polling cycle

The default Plantronics Hub polling cycle is six hours. During the first six months of installation, the recommended polling cycle is once every hour.

To change the polling cycle, go to **Policy > Software**. Click into a policy, choose **Policy Configurations > Software Settings > Administrator Settings > Polling Frequency**.

Prepare for the first firmware update deployment

Before you can deploy updates to users, you must populate the file share information in Plantronics Manager and download the update archive file to the location specified in the NETWORK_SHARE parameter used to install Plantronics Hub.

IMPORTANT

If you do not populate the file share settings in Plantronics Manager, future updates of Plantronics Hub software may overwrite the network share location value with a null value

Here are the steps you need to accomplish this setup:

- 1 Make sure that the file share location you specified when you installed Plantronics Hub exists and has the correct permissions.
- 2 In Plantronics Manager, click "Admin: Plantronics Hub."
- 3 Click the "Edit Settings" button.
- 4 Optionally, populate your LDAP Server data in order to use that information to group users for targeted update deployments.
- 5 Enter the "Shared File Location" for your "Network Share." This is the value specified in the NETWORK_SHARE parameter used to install Plantronics Hub.
It specifies the location on your local server where you will post firmware updates and where Plantronics Hub client applications will poll to retrieve firmware updates. You do not need to use quotation marks in this field. Only the most recent version of the client configuration archive file will reside on the Network Share, so overwrite an existing file if prompted to do so. This directory also contains deployed firm ware and software update archive files and device and software setting deployment archive files which will each have unique file names. These are some rules for the network share location:
 - Always download the created file to the root of the network share location, NOT a subdirectory.
 - NEVER change the names of the archive files deployed from Plantronics updates.
 - Always leave the archive files zipped.
- 6 Click the "Save" button to save your entries.
- 7 Click the "Download Archive File" button and save the updated Archive File to the location specified in the NETWORK_SHARE parameter used to install Plantronics Hub.
The next time a user restarts their computer or their Plantronics Hub client polls for updates, this archive file will be installed.

Change the location of the network share

If you want to change your "Shared File Location," you need to enter the value you want to change to in the "Shared File Location" field and then deploy the archive file to value specified previously, such as when you installed Plantronics Hub. The following steps describe the process:

- 1 Make sure that you directory that you want to specify as the new Shared File Location exists and is accessible to end users.
- 2 In Plantronics Manager, click "Admin: Plantronics Hub." Click the "Edit Settings" button.
- 3 Optionally, enter the details of your LDAP Server so that you can use your LDAP data to group users by department or location.
- 4 Enter the shared file location you want to use from here forward into the "Shared File Location" box. No quotes are necessary when entering the path into this field. This location will be referred to as the "new" shared file location.

- 5 Click the "Download Archive File" button and save this file to the location currently specified as the Network Share, which may be the location specified in the NETWORK_SHARE parameter when you installed Plantronics Hub. This location will be referred to as the "original" location. Only the most recent version of the client configuration archive file will reside on the Network Share, so overwrite an existing file if prompted to do so.

Plantronics Hub clients will be polling the "original" location for updates, so the archive file with the new "Shared File Location" has to be accessed from the "original" location in order to change the server to the "new" location.

Add a new product

In order to receive firmware and software update notifications from Plantronics, you must first add the Plantronics products that your organization has deployed. You will only receive update notifications for those products added to this page.

To add a new product, go to **POLICY > Firmware > Add New Product**.

After a new product has been added, a default policy is automatically created. For more information on maintaining policies, see [Maintain firmware and software policies](#).

Check device inventory

You can get a listing of all corded or USB devices using the Plantronics WMI Provider.

To discover the devices that are connected to Plantronics Hub, install the WMI Provider on the end user's computers and write a query that returns this information. For more detailed information, read the "Plantronics WMI Provider Guide" at www.plantronics.com/us/support/pm-enterprise-support/index.jsp.

The flow is briefly described below:

- 1 Deploy the Plantronics WMI Provider to all end users.
The IT Administrator deploys the WMI Provider by downloading the file from Plantronics Manager and placing the file in the network file share location. The next time an end user restarts their computer or their Plantronics Hub client polls for updates, the WMI Provider will be installed on their system.
- 2 Run a WMI Query.
Get device information by executing a WMI query against the Plantronics WMI Provider. Example queries are provided below. Plantronics USB devices are queried using the Plantronics WMI Provider classes in the namespace "root\Plantronics." To query the Plantronics WMI Provider information about USB devices, use the Plantronics_USBDevice class. To query the Plantronics WMI Provider for a listing of all Plantronics USB devices, use the Plantronics_USBDevice class. You can run queries on any of the data captured by this class:

Property	Data type	Description
ID	uint64	[Key]
PID	uint64	Product ID
ProductName	string	Product Name
SerialNumber	string	Serial number
Firmware Version	string	Version of firmware on the device
Corded	boolean	True if the headset is attached with a cord, False otherwise, such as when connected with a dongle.

The WMI Query (WML) examples shown below are used to query Plantronics USB devices.

Sample queries	How to query Plantronics WMI provider
Get all Plantronics USB devices (connected and/ or disconnected)	<pre>select * from Plantronics_ USBDevice</pre>
Get all Plantronics corded products	<pre>select * from Plantronics_ USBDevice where Corded = True</pre>

Create groups

The purpose of defining user groups is to make it easy to deploy firmware/ software/settings updates to the appropriate users in your organization. In Plantronics Manager, groups are based on LDAP group queries that you define. Each installation of Plantronics Hub polls the deployment server on a regular basis and compares with the group definitions to determine to which groups a user is assigned.

Create an LDAP Group

Create a group based on criteria already defined in your LDAP database. LDAP-created groups will automatically include users that satisfy the stated LDAP Query. Clients are updated the next time there is a client poll or when they stop and restart Plantronics Hub. Both of these events authenticate the user. At that point, the Inventory > Users listing will be updated to reflect the group with the highest priority to which the user belongs.

- 1 From the Inventory > Groups > All Groups page, click "Create Group."

- 2 To create an LDAP group, select "LDAP," and then click the "Create Group" button.
- 3 Enter "Group Details."
Here are a few examples you might wish to use as a basis for creating your LDAP queries. Check your company's LDAP documentation for help writing LDAP queries.

1 For Open LDAP:

```
Group: Users in the Sales Force: (&(objectCategory=person)(objectClass=s=inetOrgPerson)(uid=$user$(department=*sales*))
Group: Users in Human Resources: (&(objectCategory=person)(objectClass=s=inetOrgPerson)(uid=$user$)(department=*hr*)(department=*Human Resources*))
Group: Users Located in Building 345, Santa Cruz, CA: (&(objectCategory=person)(objectClass=s=inetOrgPerson)(uid=$user$(physicaldeliveryofficename=US-SantaCruz)(streetaddress=345*))
Group: Users in "Sales" located in office "US-SantaCruz": (&(objectCategory=person)(objectClass=s=inetOrgPerson)(uid=$user$(department=*sales*)(physicaldeliveryofficename=US-SantaCruz))
Group: Users either in "Sales" or located in Santa Cruz: (&(objectCategory=person)(objectClass=s=inetOrgPerson)(uid=$user$)((department=*sales*)(physicaldeliveryofficename=US-SantaCruz)))
```

2 For Active Directory:

```
Group: Users in the Sales Department: (&(objectCategory=person)(objectClass=user)(sAMAccountName=$user$(memberof=CN=Sales, OU=Groups, DC=domain, DC=com))
Group: Users in "Sales" located in office "US-SantaCruz":
(&(objectCategory=person)(objectClass=user)(sAMAccountName=$user$(memberof=CN=Sales, OU=Groups, OU=US-SantaCruz, OU=Americas, DC=domain, DC=com))
```

IMPORTANT The *(sAMAccountName=\$user\$)* field is required for all LDAP queries. Plantronics Hub replaces this pattern with the user's account name and checks to determine if the user belongs to a particular group.

- 4 Click the "Save" button to create the group.
No further action is needed to add members to the group. When Plantronics Hub applications poll for updates, users will be added to the group if they meet the criteria.
- 5 To confirm that the correct users are added to the group after the polling cycle has completed, select the group from the Inventory > Groups list and view "Group Membership."

Manage hardware and software policies

Hardware and software policies define Plantronics device and application settings and updates.

A policy:

- applies to all users, until customized for a specific group
- is active once it is saved and downloaded to the network share (it is initiated the next time the polling cycle occurs)
- can be edited, deleted or copied
- **To create a new hardware or software policy**, choose:
 - Create a new policy by going to Policy > Hardware/Software > Create New Policy (button in the upper right).
 - Copy and modify a policy by hovering over the target policy and click the Copy icon at the far right. Updates to copied policies do not affect the original policies.

NOTE Firmware and settings are hardware policies.

- **To preconfigure a device that has not been deployed**, go to Policy > Hardware/Software > Create New Policy . Unclick the "Show my tenant's devices only" box to choose from devices that are not in your current environment.

Update hardware, software or settings

- **To edit a policy**, go to **Policies > Hardware/Software** and click on the policy.
- **To deploy a policy**, click on "Download Firmware/Software/Settings Archive" button. Changes will be initiated after the policy is downloaded to your network share and the next polling cycle occurs.
TIP *Leave the archive files zipped and do not change the file names once downloaded.*
- **To delete a policy**, hover over the policy to reveal the Remove icon at the far right.

Hardware and software update notifications appear in **Home > Notifications**. The deployment of the update is determined by the product policy:

- when = "Deployment type"
 - what = "Version"
- 1 To deploy hardware or software updates, choose:
 - Go to **Home > Notifications** and click on the new hardware/software update
 - Create a new policy by going to **Policy > Hardware/Software > Create New Policy** (button in the upper right).
 - 2 Click on "Download Firmware/Software/Settings Archive" button. Changes will be implemented after the policy is downloaded to your network share and the next polling cycle occurs.
TIP *Leave the archive files zipped and do not change the file names once downloaded.*

Silent updates

Silent updates allow hardware updates to be applied after hours without requiring the user to initiate the update. Silent updates can have two different behaviors depending upon the type of device being updated.

Behavior 1 | Devices that require "unplug/replug" after a silent update In order to register an update (and, in some cases, to be recognized by Windows), some devices contain chipsets that must be "reset" following a hardware update which can only be accomplished by unplugging and replugging the device. Silent hardware updates for these devices are applied during the upgrade window as expected but the next user to log into that computer is prompted to unplug and replug the device. If the user does not do this, the update will not be registered. A list of the devices that have this requirement is listed in Appendix Silent updates: Devices that require "unplug/replug".

Behavior 2 | Devices that do NOT require "unplug/replug" after a silent update The majority of Plantronics devices do not have the "reset" requirement. For these devices, updates occur during the specified window and upon completion, the update is registered. Users will not be required to do anything to the device at next login. This is applicable to all devices other than those listed in Appendix Silent updates: Devices that require "unplug/replug".

Preparing for Success Regardless of the device being updated, a successful update requires that the policy has been in place long enough (typically one polling cycle) to ensure all applicable Plantronics Hub systems have "checked in" and polled the file share to find the update. Once the update has been found, it is stored on the system, waiting for all conditions to be met. The update attempts to run during the configured window daily until successful.

Host System Requirements

- **RECOMMENDED** To ensure that no users are logged in, initiate a system reboot using your system management app prior to the start time of the silent update
- Leave systems powered on and not in hibernation or sleep mode.
- Connect only the target device
- Disconnect all other Plantronics devices (see "additional considerations" section below for multi-piece devices)

Additional considerations

- **Multi-piece devices** The silent update will not be successful if any other Plantronics device is plugged in. For example, with the Voyager Focus UC, if the Voyager Focus charging station is plugged into computer via USB and headset is docked and the BT600 USB Bluetooth adapter is also plugged in, this constitutes two devices. The device not being updated needs to be removed during a silent update. It is recommended that for these devices you deploy the policies so the schedules do not overlap (for example, deploy BT600 during week 1 and Voyager Focus during week 2)

Tips for hardware and software updates

- Ensure both archives (hardware/software and settings) are downloaded when implementing a policy.
- After archives are downloaded, leave the files zipped.
- After archives are downloaded, do not change the file names.
- **Test an update** Create a new policy for a specific group to test a hardware or software update. You can later edit the policy to extend to other groups or simply deactivate it.
- **Limitations of "Automatic on Plantronics Hub Restart"** If "Automatic on Plantronics Hub Restart" is selected for Deployment Type, a firmware/software update automatically occurs when the user restarts Plantronics Hub.

RESTRICTION *The target device must be attached via USB at Plantronics Hub restart.*

IMPORTANT *See the Appendix Products that do not support automatic updates.*

- **Previous version limitations** If a user has a later version of Plantronics Hub than what is specified in a policy, the user is kept at the later version and not restored to an earlier version. Silent updates will not work for Hub clients prior to 3.10.2.
- **Automatic file format detection** Three Windows formats (32-bit and 64-bit .msi and .exe files) are deployed with a software update; Plantronics Hub detects and downloads the correct format.
- **Apply latest version from Plantronics** With this version setting, updates are passed directly from Plantronics to the user.
- **Unlock a setting** Any setting changed from the default is locked, greyed out from the user's view in Plantronics Hub, with a note "Managed by IT administrator." To unlock the setting, edit the policy, change the value setting to "Retain User's Setting/Retain Device Setting." (This unlocks the setting but does not change it back to the original default value.)
- **Special mode settings** There are special mode settings for several products that can only be configured by the user, not by a policy. See the Appendix for details Special mode settings that can only be configured by the user.

Troubleshooting

Installation

Is there a way to see the network file share Plantronics Hub is attempting to connect to?	From the Plantronics Hub client select Help > Support and expand the troubleshooting details section. All connection information is housed in this area.
How does Plantronics Hub know which tenant to connect to?	Ensure you install the version of Plantronics Hub that is provided from within your tenant. Using the clients available from within your tenant will ensure the correct tenant connectivity.
What services/processes run at start up on the Windows operating system?	PLTHub.exe is the Plantronics Hub process that runs at start up providing all of the functionality expected from Plantronics Hub. PlantronicsUpdate.exe is also a process that runs at start up. This process allows Windows users without administrative permissions to upgrade Plantronics Hub.
Does Plantronics Manager/ Plantronics Manager Pro need to connect to my LDAP server?	<p>Plantronics Manager & Plantronics Manager Pro do not directly connect to your LDAP or Active Directory servers. This information is passed to, and used by, the Plantronics Hub application for the purpose of user group identification. If the LDAP information is not populated, the Plantronics Hub application will attempt to auto-discover your LDAP server.</p> <p>User groups in both Plantronics solutions are based upon LDAP queries. The creation of these user groups require a group name and a corresponding LDAP query. These LDAP queries are copied to the end users system in the form of JSON files. The Plantronics Hub application uses this LDAP information to run a query on the logged in user to determine that users LDAP attributes and to which group they might belong.</p>
How often does the Hub client query LDAP?	LDAP is queried each time the Plantronics Hub software starts up. Also, during the normal poll cycle, if changes to any of the LDAP groups in Plantronics Manager has been detected, an LDAP query is initiated.
Where are the configuration files located?	Windows ~\AppData\Local\Plantronics\SpokesUser.config \ProgramData\Plantronics\Spokes3G\Spokes.config Mac ~/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/SpokesUser.config /Applications/Plantronics Hub.app/Contents/Frameworks/Spokes3G.framework/Versions/A/Resources/Spokes.config
How is the Plantronics Hub installation language determined?	Plantronics Hub is installed in the language specified in the Windows "Regions and Languages" settings. When the locale is not supported, Plantronics Hub is installed in English.
Can I run and/or install Plantronics Hub in a different language?	Plantronics Hub can be installed in over 20 different languages. Please see Install Plantronics Hub in a different language and Run Plantronics Hub in a different locale.
How often does Plantronics Hub check for configuration changes?	This is called the polling interval and can be found in the Software Settings area of both solutions. This interval can be configured differently for each user group if needed. The default is every 6 hours.

What is the timeout for Plantronics Manager and Manager Pro? The timeout is set to one hour. After one hour re-authentication is required.

Do I have to use Plantronics Manager Pro to host the update for my firmware and software? Can I use my own internal tools instead? Yes and no. Updates to Plantronics Hub can be deployed completely independently of Plantronics Manager Pro. You can download the version of the .msi you need, and use your own internal deployment tools to push the update to your users. Firmware updates must be discoverable by Plantronics Hub and therefore Plantronics Manager Pro must be involved. But, during the configuration of a policy, you can change the default Deployment Source from "Plantronics Server" to be your own network share or web server. The path to this location must be entered into Plantronics Manager Pro. Plantronics Manager Pro will then inform Plantronics Hub that it must source this update from this new location.

Can I pass parameters to the .exe version of the Hub installer? I don't know if my user requires 32- or 64-bit. We do provide an executable version of the Plantronics Hub installation file that incorporates both the 32- and 64- bit .msi. Unfortunately, this file is not available preconfigured with your tenant parameters. To install using this .exe, you will need to pass these custom parameters as arguments to the PlantronicsHubInstaller.exe. Examples are shown below. You will need to identify the proper values for your tenant by reviewing Plantronics Manager/Pro > Admin > Accounts > Company Profile.
PlantronicsHubInstaller.exe TENANT_ID="Timbaktu"
SERVER_URL="https://system-api.plantronicsmanager.com"
TENANT_TOKEN="G1r6rM-xz7aV3oIM6fX89K5-RbnadmH2SkYZmd3S3aM26s1RxHT7YWeuzAjdNrPL"
NETWORK_SHARE="\\MyServer\SharedDirectory"

Upgrading and updates

How often does Plantronics release new software updates for Plantronics Manager Pro/ Plantronics Manager and Plantronics Hub? We release two major updates a year and maintenance releases every 9 weeks as needed.

Is it possible that all the users could receive an update notification and attempt to download at the same time? It is highly unlikely. Plantronics Hub looks for updates based upon the Polling Frequency which is every 6 hours by default. The "countdown" is initiated based upon the start time of the Plantronics Hub process.

How big are the archive files in Plantronics Manager? All settings modifications and all FW/SW updates are provided as a zip file when downloaded from Plantronics Manager. Firmware updates can range between 35k and 20mb. The majority of our firmware updates are around 3mb. The largest file you would download from Plantronics Manager would be an update to Plantronics Hub. This would be approximately 45mb. Of course you do not have to use Plantronics Manager as your deployment system for updates to Plantronics Hub. You could download the update from Plantronics.com and deploy from your own deployment system.

I am no longer using Plantronics Manager/Plantronics Manager Pro. Now my users are not getting firmware/software update notifications. Uninstall the enterprise Plantronics Hub version, install the consumer (.exe) version (plantronics.com/software) and users will continue to get notifications.

Functionality

How does battery life get reported in Plantronics Hub? Some devices show talk time remaining while others show a percentage	There are hardware/firmware limitations across device families that don't currently allow Hub to report battery status in the same way for all products. Most of our bluetooth products have a calculated "coulomb counter" that reports remaining talk time in minutes. The DECT products currently report in very rough percentages only (e.g. 0, 25, 50, 75, 100).
I've created a custom group and I noticed the users I added to this group are also in the "All Users" group. Which group will take precedence?	Custom groups will take precedence over the "All Users" group.
Does the end user need internet access for call control features?	No. The end user can manage device and software settings and gain the call control feature benefits without having internet access. IT will not be able to manage users without internet access and these users will not benefit from update notifications.
Do firmware updates vary by region/country?	It could be that a firmware update contains a modification that only applies to a particular region/country but the update is made available to everyone.

Infrastructure

Who is the hosting provider?	Amazon Web Services
How is the multi-tenant application architected?	Due to privacy and security concerns, we cannot provide much information without a signed NDA. Using these MSDN definitions, our MySQL is "shared database, separate schemas", but our MongoDB is "shared DB, shared schema."
What language is Plantronics Manager, Plantronics Manager Pro, and Plantronics Hub written in?	Plantronics Manager & Plantronics Manager Pro is written in Java and Javascript. The Plantronics Hub is written in C, C++, HTML and Javascript.

Appendix

Automatic and silent update support

	Not supported	Supported
Automatic updates	Blackwire C310	All other devices
	Blackwire C315	
	Blackwire C315.1	
	Blackwire C320	
	Blackwire C325	
	Blackwire C325.1	
	Blackwire C435	
	Blackwire C510	
	Blackwire C520	
	Calisto 610	
	Savi 7xx series	
	Savi 400 series	
Silent updates	All devices (Windows only)	

Silent updates: Devices that require "unplug/replug"

In order to register an update (and, in some cases, to be recognized by Windows), the following devices contain chipsets that must be "reset" after a hardware update which can only be accomplished by unplugging and replugging the device. Silent hardware updates for these devices are applied during the upgrade window as expected but the next user to log into that computer is prompted to unplug and replug the device. If the user does not do this, the update will not be registered.

Blackwire C310/C320

Blackwire C315/C325

Blackwire C435

Blackwire C510/C520

Blackwire C725

Blackwire 3200 series

Blackwire 5200 series

Calisto 610/620

MDA 100

MDA 200

MDA 220

Single versus multiple-component products

A silent or automatic update will fail if more than one USB Plantronics device is found. To avoid an update failure, deploy a policy for each component on separate daily schedules with specific instructions to the user.

For more information, see [Update hardware, software or settings](#).

Examples of single products

Example of multiple-component product

Product list

Voyager 3200
Voyager 5200
Voyager Edge
Voyager Legend
Blackwire products
Savi 400 and 700 series
DA 70/80/90

Voyager 3200 UC
Voyager 5200 UC
Voyager Edge UC
Voyager Legend UC
Voyager Focus UC

"Special mode" settings
that can only be
configured by the user

The products below support "special mode" settings. These settings can only be configured by a user and not by a policy.

TIP A latest firmware version archive must be deployed on the network share for settings to be configurable by the user.

Blackwire 710/720

- Mute reminder
- Language

Voyager Legend

- Answer/Ignore
- Caller ID
- Mute Off alert
- Mute reminder
- Language
- Wearing sensor
- HD voice
- Streaming audio

Voyager Pro UC

- Mute off alert
- Language
- Wearing sensor
- Streaming audio

Support

EN 0800 410014	FI 0800 117095	NO 80011336
AR +44 (0)1793 842443*	FR 0800 945770	PL +44 (0)1793 842443*
CS +44 (0)1793 842443*	GA 1800 551 896	PT 800 84 45 17
DA 80 88 46 10	HE +44 (0)1793 842443*	RO +44 (0)1793 842443*
DE Deutschland 0800 9323 400 Österreich 0800 242 500 Schweiz 0800 932 340	HU +44 (0)1793 842443*	RU 8-800-100-64-14 +44 (0)1793 842443*
EL +44 (0)1793 842443*	IT 800 950934	SV 0200 21 46 81
ES 900 803 666	NL NL 0800 7526876 BE 0800 39202 LUX 800 24870	TR +44 (0)1793 842443*

**Support in English*

For warranty details, go to plantronics.com/warranty.

NEED MORE HELP?

plantronics.com/support

plantronics[®]
Simply Smarter Communications™

Plantronics, Inc.

345 Encinal Street
Santa Cruz, CA 95060
United States

Plantronics BV

South Point Building C
Scorpius 140
2132 LR Hoofddorp, Netherlands

© 2017 Plantronics, Inc. Blackwire, Plantronics, Savi, and Spokes are trademarks of Plantronics, Inc. registered in the US and other countries, and Plantronics Hub and Plantronics Manager are trademarks of Plantronics, Inc. Mac is a trademark of Apple Inc. registered in the US and other countries. Microsoft, Lync, Skype, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are the property of their respective owners.

Patents: US 7,376,123

207471-06 (12.17)