

Plantronics Manager™ v3.5

Firmware Updates with Smaller Footprint Software Installation

INTRODUCTION

Plantronics Manager is a multi-tenant SaaS application an IT Administrator can use to configure device firmware updates (DFU) for their Plantronics headset users. When installed, Plantronics Hub polls the IT-defined network share in search of firmware updates. When an applicable update is discovered, the end user is prompted to install the firmware update.

With this release, IT Administrators have the option to install Plantronics Hub on their users' systems in "DFU mode." When installed in this manner, Plantronics Hub does not provide call control and consumes fewer resources.

Some of the benefits of installing Plantronics Hub in DFU mode include:

- Client is installed with a smaller footprint, consuming fewer resources.
- A device can run in "stand alone" mode as if Plantronics Hub is not installed.
- Includes the necessary components to connect to Plantronics devices and apply firmware updates.

FIRMWARE UPDATES WITHOUT A FULL INSTALLATION OF PLANTRONICS HUB SOFTWARE

If you decide that your enterprise wants to install Plantronics Hub in DFU mode in order to use only its firmware update component, the process for doing so is described in the [Plantronics Manager Guide for Mass Firmware Updates](#). Please refer to this document for the following information:

- Requesting a Plantronics Manager tenant and establishing your account.
- Creating a shared file location for posting updates.
- Downloading the Plantronics Hub installer and deploying it to end users in device firmware update mode.
- Deploying firmware updates to end users.
- Determining the success or failure of a firmware update by executing a query against the Plantronics WMI Provider (optional.) The Plantronics WMI Provider must be installed separately.
- Uninstalling Plantronics Hub (optional) until the next device firmware update is needed.