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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Access Plantronics Manager Pro and deploy Plantronics Hub to end users

Recently you received a welcome email from customer.success@plantronics.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 email, open the link and log in. Now you can go ahead and deploy the Plantronics Hub client to your users’ desktops.
Initial Plantronics Manager Pro setup

Important before following the next step and deploying Plantronics Hub to your users—please review the data pseudonymization options. Pseudonymization of username and hostname is enabled by default, these two fields are pseudonymized using encryption resulting in unique yet anonymous values. This pseudonymization can be disabled at any time, but a cleaner approach would be to decide this before deploying Plantronics Hub. Using real username and hostnames provides additional context and adds significant value to Plantronics Manager Pro as a management platform. Please consult your company policy on the collection and storage of personal information before disabling anonymization.

Now is also a good time to configure any LDAP queries or user attributes that you want to use to create groups for reporting and device management. These attributes can be configured at any time, but doing so now ensures you get immediate value. These attributes can be used even with user anonymization enabled.

For further details refer to the Plantronics Manager Pro admin guide here.
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 Connection status option and check that their tenant ID matches the ID of your tenant. If it shows “system,” the user is connected to the Plantronics consumer tenant. You need to uninstall their existing Plantronics Hub application and replace it with the version you downloaded from your tenant.
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.
For each user, you can check headset policy, modify default settings and monitor compliance. Clicking on non-compliance lets you drill down for details.
App Center

Expand the reach of your Plantronics Manager Pro data by connecting to a trusted application created by an approved software partner.
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.

DEVICE DISTRIBUTION

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

DEVICE INVENTORY

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

INCOMPATIBLE PRODUCTS

• Identify known compatibility conflicts between installed softphones and Plantronics Hub.
POLICY COMPLIANCE
• Monitor users’ compliance with firmware and software policies you have defined.

SOFTWARE ADOPTION
• View status of all softphones being used with Plantronics products across the organization.

USER ACTIVITY
• Understand device usage patterns, including incoming and outgoing calls and call duration.

VERSION STATUS
• Identify users with out-of-date versions of firmware or Plantronics Hub.
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 for user guides and helpful how-to videos.