

# Install Notes for Plantronics Hub™ for Windows and Mac v3.21

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## Installation of Plantronics Hub for Windows

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### Plantronics Hub

Plantronics Hub for Windows/Mac is a stand-alone application providing call control, settings management, update and battery level notifications and mute alerts.

#### Windows

The Plantronics Hub for Windows application can be launched from the Windows Start Menu or from the Plantronics icon in the bottom right notification area (user-initiated modification required)<sup>1</sup>. The Plantronics Hub application will run in the background at start up and uses minimal system resources.

#### Mac

Once the Plantronics Hub for Mac application is installed, a Plantronics headset icon should appear in the upper right menu.

### Permissions

Administrative rights are required to install this application.

With Plantronics Hub for Windows, you may be prompted by Windows UAC to allow the installation of this software. Select yes to continue the installation.

### Windows Hardware Requirements

#### CPU

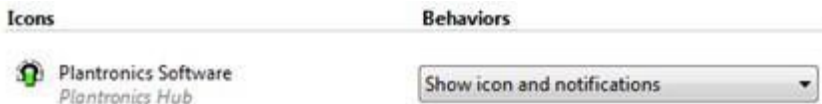
Core 2 Duo or Athlon X2 at 2.4 GHz

#### Memory

About 160 Mb of Private Working Set

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<sup>1</sup>Select Customize Notifications from the Windows Control Panel and modify the Plantronics software to “show icon and notifications”



### Hard drive

Requires approximately 200 Mb

## Supported Platforms for Mac

MacBook Pro

MacBook Air

iMac

Mac Mini

Mac Pro

## Plantronics Hub for Android and iOS Support

Click here for Plantronics Hub for Android and iOS [requirements](#).

## Bandwidth Requirements

The bandwidth requirements vary based upon the type of update that is being downloaded from Plantronics Manager. Firmware updates are relatively small and require minimal bandwidth for the download. The Plantronics Hub application is larger and consumes more bandwidth than firmware updates.

## Software Prerequisites

Plantronics Hub for Windows requires Microsoft .net 4.0 and Windows Installer 4.5. Information on Windows Installer 4.5 can be found [here](#).

Plantronics Hub for Mac does not have any prerequisites.

## Operating Systems

### Supported

Windows 7, Windows 8.x (Desktop Mode), Windows 10 (Desktop Mode)

Mac OS versions High Sierra (10.13), Mojave (10.14), Catalina (10.15)

### Virtualized Environments (VDI)

Plantronics Hub now supports certain VDI configurations. For example:

- Microsoft Skype for Business running Windows operating system and inCitrix XenDesktop and XenApp environments
- Certain versions of Cisco Jabber VXME running on Windows operating system and in Citrix XenDesktop environment

- Certain models of HP and Dell Wyse thin terminals as well as normal PCs/laptops repurposed for VDI
- Support is available regardless of whether Plantronics Hub is installed or not

For further information on VDI support please contact Plantronics by visiting <https://www.poly.com/content/dam/www/products/services/cloud/plantronics-manager-pro/doc/support-for-vdi-en.pdf>.

## Browser

Plantronics Hub does not have any dependencies on the browser and therefore has no browser requirements.

## Network Requirements

### Ports & Protocols

Plantronics Hub for Windows uses SSL, port 443 to provide notification and download of updates. If this port is not open, you will not be able to receive notifications of available updates.

## Softphone and Media Player Compatibility

### Plantronics Hub for Windows

- ☐ Avaya Aura Agent Desktop v7.031.1.13.69
- ☐ Avaya Communicator V.2.1.4.84
- ☐ Avaya Communicator for Microsoft Lync v6.4.0.9
- ☐ Avaya Equinox v3.5.5.113.24
- ☐ Avaya one-X Communicator R6.2 SP13 (6.2.13.2)
- ☐ Avaya one-X Agent v2.5.12.0
- ☐ Avaya IX Workplace
- ☐ BroadSoft Communicator v22.3.1.193
- ☐ Cisco IP Communicator V.8.6.6
- ☐ Cisco Jabber 11.9.3, 12.5 (32-bit and 64-bit)
- ☐ Cisco Unified Personal Communicator (CUPC) V8.6.4
- ☐ Genesys PureCloud 8.41.1
- ☐ Genesys Workspace Desktop Edition v8.5.126.07
- ☐ Genesys Workspace Web Edition v8.5.401.05
- ☐ Microsoft Office Communicator R2 3.5 (3.5.6907.268)
- Microsoft Lync 2015 – v15.0.5127.1000
- ☐ Microsoft Skype for Business 2016 v16.4834.1000

- 🔗 Microsoft Teams
  - NEC Univerge SP350 v6.11.0.0 and V6.10.0.0
- 🔗 Shoretel Communicator v14.2 (Additional configuration required for the Shoretel TAPI Driver. Contact your system administrator)
  - SwyxIt! v10.40.2694 and v11.10.1.0
- 🔗 Zoom Meetings v4.4.6

#### Plantronics Hub for Mac

- Avaya one-X Communicator v2.0.2.3
- Avaya Equinox v3.5.5.112.18
- Cisco Jabber v11.9.3 and 12.5
- Zoom Meetings v4.4.6

View full list of supported softphones here:

<https://www.poly.com/us/en/support/supported-softphones>

#### Media Players

Windows Media

iTunes

## Supported Devices

APU-75

APU-75D

APU-76

BackBeat PRO

BackBeat PRO 2

BackBeat SENSE

Blackwire 200 Series

Blackwire 300 Series

Blackwire 400 Series

Blackwire 500 Series

Blackwire 600 series

Blackwire 700 Series

Blackwire 3210 Series

Blackwire 3215 Series

Blackwire 3220 Series

Blackwire 3225 Series

Blackwire 3300 Series  
Blackwire 5210 Series  
Blackwire 5220 Series  
Blackwire 7225 Series  
Blackwire 8225  
Calisto 600 Series  
Calisto 800 Series  
Calisto 3200 Series  
Calisto 5200 Series  
Calisto 5300 Series  
Calisto 7200  
Calisto 240  
Clarity 340  
CS50/60-USB  
D200  
DA45  
DA70  
DA70-UC  
DA80  
DA90  
EagleEye Mini USB Camera  
EncorePro 500 USB Series  
EncorePro 700 USB Series  
Entera USB  
MDA200 Audio Switcher  
MDA220 USB  
MDA400 QD Series  
Poly Sync Series  
Savi 400 Series  
Savi 700 Series  
Savi 8200 Series  
Voyager 3200 Series  
Voyager 4200 Series  
Voyager 5200 Series  
Voyager 6200 Series  
Voyager 8200 Series  
Voyager Edge Series  
Voyager Focus UC  
Voyager Legend UC  
Voyager Pro UC

## Supported Languages

English – US

English – UK (en-GB)  
Finnish (fi)  
French – Canada (fr-CA)  
French (fr)  
German (de)  
Italian (it)  
Japanese (ja)  
Korean (ko)  
Norwegian (no)  
Portuguese – Brazil (pt-BR)  
Portuguese – Portugal (pt-PT)  
Spanish – Mexico (es-MX)  
Spanish – Spain (es-ES)  
Swedish (sv)  
Turkish (tr)  
Chinese – Simplified (zh-CN)  
Chinese – Traditional (zh-TW)  
Danish (da)  
Dutch (nl)  
Russian (ru)

### [Upgrading from Previous Releases](#)

If you are upgrading from Spokes 2.x, you must uninstall Spokes 2.x before installing Plantronics Hub 3.x.

Upgrading from Plantronics Hub 3.x to the latest version of Plantronics Hub can be done in place. No uninstall is required.

### [New Installations of Plantronics Hub for Windows](#)

Plantronics Hub for Windows can be installed manually using the Plantronics Hub install file.

### [New Install of Plantronics Hub for Mac](#)

Plantronics Hub for Mac can be installed manually using the Plantronics Hub dmg file.



## Uninstalling Plantronics Hub for Windows

Uninstalling Plantronics Hub for Windows can be done manually from the Windows Control Panel. Device settings that were customized will remain intact as those settings are saved to the device.

### Possible Files Remaining on System When Using the Plantronics Hub exe

After cancelling an install or uninstalling Plantronics Hub for Windows using.exe, some files may remain and require manual removal. Use the following search parameters to locate the Plantronics files that can safely be removed:

- OldMHUUninstaller\_\*.log
- Plantronics\_Hub\_Software\_\*.log

Below are examples of the files that you may find on your system.

### *EXE Remnants*

Name
C:\Users\Tester\AppData\Local\Temp\
OldMHUUninstaller_20170126190851.log
OldMHUUninstaller_20170126190851_0_OldMHUUninstallerMSI.log
OldMUHHninstaller_20170126192051.log
OldMUHHninstaller_2017012619205_0_OldMHUUninstallerMSI.log
Plantronics_Hub_Software_20170126190809.log
Plantronics_Hub_Software_20170126190809_1_PLTHUB_x64.log
Plantronics_Hub_Software_20170126192003.log
Plantronics_Hub_Software_20170126192003_0_PLTHUB_x64.log

### Possible Files Remaining on System When Using the Plantronics Hub MSI's

After cancelling an install or uninstalling Plantronics Hub for Windows with 32/64 bit MSI, some files may remain and require manual removal. Below are examples of the files that you may find on your system.

### *MSI Remnants*

/Users/<user>/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Spokes.config
--

/Users/<user>/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Spokes.config
--

/Users/<user>/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Spokes.config
--

### Plantronics Created Registry Entry

Plantronics also creates a key called System ID in:

HKEY\_LOCAL\_MACHINE\SOFTWARE\PLANTRONICS

This key is used to uniquely identify the Plantronics Hub user and is not deleted when Plantronics Hub for Windows is uninstalled. This key prevents a user from being duplicated in the Plantronics Manager Pro database if there is an uninstall and then re-install of PlantronicsHub. Removing this registry key and reinstalling Hub will cause this user to be created a second time in the Plantronics Manager Pro database and it is therefore recommended that the registry key NOT be removed by Hub users who are part of an enterprise tenant using Plantronics Manager Pro. This key is not collected for consumertenant.

For more details, please see the Plantronics Privacy Policy.

<https://www.poly.com/us/en/legal/privacy/privacy-policy>

### Uninstalling Plantronics Hub for Mac

Drag the Plantronics Hub icon from the Applications folder to the trash.

### Possible Files Remaining on System Following an Uninstall

Additional folders, sub-folders and files may require manual removal. Navigate to the following location to remove them:

<b>Name:</b>	<b>Full path: %@</b>
Plantronics	/Users/>user</Library/Application Support/Plantronics
Plantronics Hub	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub
PLTScheduledUpdates directory	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics
ScheduledUpdates.json	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics
logs	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Logs
Spokes.log.txt	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Logs/Spokes.log.txt
Plantronics	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics
NotificationsSchedule.json	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/NotificationsSchedule.json

SpokesUser.config	/Users/>user<a/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/SpokesUser.config
updateData.json	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/updateData.json
Plantronics-Inc..Plantronics-Hub.plist	/Users/>user</Library/Preferences/Plantronics-Inc..Plantronics-Hub.plist
FWUpgrade	/Users/>user</Library/Application Support/Plantronics/Plantronics Hub/Plantronics/FWUpgrade
Spokes.config	/Users/<user>/Library/Application Support/Plantronics/Plantronics Hub/Plantronics/Spokes.config
com.PlantronicsUpdateService.plist	/Library/LaunchDaemons/com.PlantronicsUpdateService.plist
SpokesUpdateService	/usr/local/libexec/SpokesUpdateService
PltDaemon.log	/var/log/PltDaemon.log

### Possible Files Remaining on System When Plantronics Hub for Mac Is Cancelled

Cancelling during an installation of Plantronics Hub for Mac may leave some folders and a “Plantronics Software” disk image still mounted.

Manually eject the Plantronics Software disk image by dragging it to the trash.