

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

Plantronics Manager and Plantronics Manager Pro Version 3.9.1

March 27, 2017: Plantronics Manager and Plantronics Manager Pro 3.9.1 Maintenance Release

What's New – General

n/a

What's New – Reports

n/a

Deprecated Features

n/a

Resolved Issues

- Deployment packages created for DA70/80 and Backbeat in 3.7 cannot be deleted in 3.8
- Preconfigure New Product - search by 'Type' doesn't work
- Plantronics Manager Pro: Warn administrator when attempting to change Admin Reporting settings
- Apply Default Policy option shouldn't override Custom policy Deployment Type and Source option if updates for default policy are retracted
- Plantronics Manager Pro: Some links in Company snapshot did not work in Plantronics Manager Pro
- Opening a new page doesn't cancel request of old page
- Plantronics Manager Pro: Downloaded DOC file from reports in Plantronics Manager Pro adds extra page
- Firmware policy page is loaded incorrectly
- Restore Defaults adds an empty selection in 'Version' dropdown list
- Setting enabled after installation of latest FW won't be compliant with already scheduled policy until policy is updated again
- Time when FW was updated is not displayed in 'Firmware Updated' field
- Policy FW/SW form – Instructions to Users should be hidden instead of disabled when Automatic option is chosen for Deployment Type
- Voyager Focus: Wrong value shown as default for Mute Reminder setting
- Voyager 5200: Wrong value shown as default for Mute Reminder setting
- Voyager Focus and 5200: When Mute Reminder set to 'Audible Reminder - When I Start Speaking', only a dash appears as its value
- Policy: Custom Policy should not have the "Apply Default Policy" if the default policy is not active
- Plantronics Manager Pro: Acoustic Events Report showing Microsoft Lync instead of S4B
- Plantronics Manager Pro: Deleted Non Plantronics device isn't removed from Device Distribution report
- Blackwire 725: When Mute Reminder set to 'Audible Reminder - When I Start Speaking', no value is displayed for secondary parameter
- Blackwire 725: When policy deployed locking Mute Reminder to Audible Reminder - When I Start Speaking, setting ends up locked to On-Screen Reminder - When I Start Speaking
- Don/Doff presence settings removed from SW policy
- Plantronics Manager Pro: Acoustic Incident report should include all acoustic events, not just those that have been limited.

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

2

- Under policy configuration, when you click on "groups", the page is navigated to home page instead of groups page for Plantronics Manager
- Sometimes locking of a software setting to a specific value does not take Policy | Firmware | Deployment Source | Local The example text needs to be changed
- Blackwire 315.1/325.1: When Mute Reminder set to 'Audible Reminder - When I Start Speaking', no value displayed
- BackBeat Pro 2: Description for Wearing Sensor (MASTER) setting misleading and inconsistent with Plantronics Hub's Description
- Plantronics Manager Pro: No Call Activity value for Activity filter on Device Adoption report display results for All Activity instead of No Call Activity results
- If device is not compliant Plantronics Hub should send latest setting updates even if last update id is the latest
- Plantronics Manager Pro: Anti Startle Settings: Inconsistency in name and description between Plantronics Hub and Plantronics Manager Pro
- Plantronics Manager Pro: Read-only admin cannot see software settings in software policies
- SW Policy is marked as non-compliant although is compliant when administrator disables and/or locks all Softphones within the policy by clicking All checkbox on the top of table
- Policy - Make Policy Names Case Sensitive
- Newly applied SW policy isn't compliant after deactivation of higher SW policy although SW settings from new policy are applied on Plantronics Hub
- Plantronics Manager Pro: Past Week filter isn't properly applied for all reports with date filter
- Plantronics Manager Pro: Clicking on FW compliance bar results in non-transient error if a host of any of the used devices affected by the policy in question was deleted
- Plantronics Manager Pro: Improperly displayed 'Tenant Display Name' in CSV(Entire Dataset)
- Plantronics Manager Pro: 'Device State' filter should be disabled on Device Inventory report for pie chart view
- Plantronics Manager Pro: Inconsistency between 'Display Version' and 'Version Installed' in Version Status report
- Software version in Policy Details section contains extra characters "0 |"
- Subscription About section missing one category and text about Platform.
- Version Info drop down needs a "?" More info icon
- Plantronics Manager Pro: Subscriptions About area still shows Event Suite in description not Data Access Suite
- Remove "Spokes Software" from initial login screen
- Plantronics Manager Pro: Company snapshot's Device inventory links are directing to wrong page
- Backbeat Sense: Mute Reminder is ' - ' in Compliance page
- Plantronics Manager: Home: Downloads category is missing in Configure Notification dialog
- Incorrect images for Blackwire 315.1 and 325.1
- Plantronics Manager Pro: Primary Contact Admins should not be able to unsubscribe from email notifications
- Plantronics Manager Pro: About Reports Library Section text is incorrect
- All Software Version #s to be supplemented by Build #.
- Tenant welcome emails should have "Sign into" instead of "Log into"
- Need UI to be obvious that an update is available for deployment in policy area
- Create Windows Plantronics Hub installer pack timestamp always shows current date time
- Plantronics Manager: Can't poll update and settings when policy has special characters in name
- Mute Reminder setting not available for Voyager Focus.
- Plantronics Manager Pro: Version Status report pulls incorrect data into "Firmware Deployed" field in CSV Entire Dataset download
- Plantronics Manager Pro: Software Version shown in all reports should follow std format

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

3

- Plantronics Manager Pro: Version Status CSV for SW has extra empty column
- Plantronics Manager Pro: Non-Plantronics devices still displays active users even if they are deleted from INVENTORY>Users section
- Plantronics Manager Pro: Missing filters on Version Status report for Firmware and Software and old format of software version is present within table
- Plantronics Manager Pro: FW Version Status report only shows devices that have been used in a call
- Plantronics Manager Pro: Hosts table has "multiple" for software value
- Plantronics Manager Pro: After a user is deleted on migrated tenant, the user can't be authenticated again on the tenant
- Update the General Email Notification template footer
- Removed any tooltips that provided no value
- Back button not working as expected in the Policy area
- Plantronics Manager Pro: Need to provide more warning for read only admin configuration
- Improved workflow for creating custom Plantronics Hub installer for Mac
- Release type added to Home page update notification
- Plantronics Manager Pro: Device Distribution Report: PID and Serial # columns are mismatched
- Changing device setting policy from Active to Inactive results in Plantronics Hub user not being able to unlock settings
- Plantronics Manager Pro: Groups are incorrectly displayed in Device Distribution report
- Plantronics Manager Pro: Device Distribution Report's Table page could contain only 5 devices instead of 10
- Plantronics Manager: In FW & SW policy, Tool tip does not provide any info to IT

Known Issues

- Policy: Devices such as the Encore that do not have firmware update capability, still show the firmware configuration area in the policy.
- Voyager Legend, Voyager Pro UC2, Blackwire C710/720: "Special Mode" settings available in all of these devices are not configurable until a firmware update is made available by the IT Admin. In Plantronics Manager Pro, this means the IT admin must enable the default policy (or create a custom) for each of these devices and specific a firmware version OR set version to "apply latest from Plantronics". In Plantronics Manager, IT must download a firmware archive for each of these devices and place it in their identified file share. If a firmware update file is not downloaded/deployed, the end user will get an error message when attempting to modify any of these settings.
- Blackwire 725: When policy set to lock Mute Reminder to Audible Reminder, Plantronics Hub uses the On-Screen Reminder instead and it is locked.
- Report: Some filters are not applied properly on child pages when viewing the Device Distribution and Device Adoption reports.
- Plantronics Manager: User cannot change language if IT has set the FW update to "Retain User Setting" in the Policy archive file.
- Report: TWA Report showing events when system is shut down
- PLT Manager 3.8.4 & 3.9: downloaded DOC table for Version Status, Firmware doesn't have headlines
- PLT Manager Pro: Manual group with at least 51 users can't be deleted
- Report: Top 25 User filter option doesn't display all relevant users on the Conversation details report
- Blackwire 725: Voice offered as a selectable value for Mute On/Off Alerts setting, but voice not supported on HS
- Blackwire: Dial Tone setting cannot be set or locked to OFF
- Report: Softphone version report not showing last used date for inactive devices

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

4

Plantronics Manager and Plantronics Manager Pro Version 3.9

January 25, 2017: Plantronics Manager and Plantronics Manager Pro 3.9 General Distribution Release

What's New - General

- Preconfigured MSI's: 32/64bit Plantronics Hub MSI installers preconfigured with the necessary parameters to connect to the proper tenant are now downloadable from within Plantronics Manager/Pro. Windows Only.
- Manage by Policy: Software and firmware updates and settings can now be managed by Policy. A default policy is created for each hardware and software product that can be customized. Users will now be in/out of compliance based upon the policy assigned.
- Admin Roles Updated: Added ability to create read only admins. All fully privileged admins can create additional admins. Concept of "primary admin" being the only one with permissions to create other admins has been deprecated.
- Version Numbers Simplified: Plantronics Hub and Plantronics Manager/Pro will display a simplified version number and the build number will be shown separately allowing the version seen in the About area to align with the publically marketed version.
- Company Name Visible/Configurable: The name of your tenant is now visible in the Plantronics Manager/Pro interface allowing you to easily distinguish between tenants. The display name is configurable by the Admin.
- Improved Communications: All emails to Plantronics Manager/Pro administrators have been updated and going forward, admins will only receive a single email when a new version of Plantronics Hub is released.
- Active/Inactive/Out of Service: These categories are now populated based upon the last detected date rather than the last used date.
- Target Softphone: Sorted in alpha order.
- Support Info Updated: All support info in Plantronics Manager/Pro updated.
- Last Polled: Date updated for multi-user hosts
- Users/Hosts Updated: Tables in UI are updated for consistency
- Add AWS location to Company Profile area in Plantronics Manager/Pro
- Change name of Setting from: "Aware for Skype and Lync" to "Aware for Microsoft" in Plantronics Manager/Pro

What's New – Reports

Asset Analysis Suite - Updated

- Device Inventory Report - Updated
 - New filter for viewing all PLT DECT or BT devices in the environment
 - Report now puts devices in the following categories of Active/Inactive/Out of Service based upon the device last detected date rather than the device last used date providing IT will better inventory accuracy. Also aligns better with the non-Plantronics devices providing apples to apples comparisons.
- Device Distribution Report (New!): View the distribution of devices among users, including PLT and non-PLT devices, and users without a detected device.

Usage Analysis Suite – All New (Subscription Required)

- Call Summary: Understand device usage patterns including headset calls made/received and call duration.

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

5

- Common Actions: Identify user behavior patterns related to Mute, Volume and Quick Disconnect functionality that may hold insights for training and performance.
- Device Adoption: Discover adoption patterns of Plantronics products across your organization.

Conversation Analysis Suite – All New (Subscription Required)

- Conversation Details: Improve the quality of conversations by identifying individuals and/or physical locations where the % time of over talk during conversations is higher than normal.

Acoustic Analysis Suite – All New (Subscription Required)

- Acoustic Events: Review history of acoustic events that occurred during conversations using Plantronics products.
- Daily Noise Exposure: Identify Time-Weighted Average (TWA) configurations that may be causing user experience issues.

Deprecated Features

- Location Data: Removed the email address and location fields from the user profile in Plantronics Manager Pro. Location was based upon IP address which is no longer collected. This was done to minimize the collection personally identifiable data and alleviate any security concerns surrounding the storage of this data in the cloud.
- Sensor Based Presence Settings: Removed two settings, “When headset is on, set presence to:” and “When headset is off, set presence to:”. These settings were not working as consistently as expected and were removed from the product.
- WinAmp Support: Pausing WinAmp audio upon the arrival of an incoming call is no longer supported. WinAmp was determined to no longer be significantly used in the enterprise and support was therefore no longer required.
- Primary Admin: In Plantronics Manager Pro 3.8 and prior, the primary administrator was the only admin with the authority to create additional admins. This limitation has been removed and the roles have been simplified. The concept of a Primary Admin no longer exists. We now have an Administrator role with full privileges and all Administrators can create additional admins. We have introduced the concept of a primary contact which must be assigned to one admin at all times provided Plantronics with an emergency contact.
- Silent Updates/Scheduling of Updates: In an attempt to improve upon the existing update methodology, we have introduced a new Deployment Type as specified in the What’s New – General area. This new method, “Automatic – Install at Hub Restart” is intended to replace silent/scheduling of updates until improved methods can be introduced.

Resolved Issues

- Deployment packages created for DA70/80 and Backbeat in 3.7 cannot be deleted in 3.8
- Report: Version Status Firmware report doesn't drill down to table
- Plantronics Manager: Custom installer doesn't get updated if network share changes in tenant
- Plantronics Manager: Hub is not authenticated after installing with installer string
- Report: Device inventory reports are not exporting summary .CSV file
- Report: CSV dataset download notification isn't present, if 'Tenant Display Name' contains spaces
- Report: Devices are present in Version Status report even if user is deleted
- Report - Common Actions Summary report - Products dropdown list on 'Quick Disconnect Usage' tab, doesn't contain all necessary products

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

6

- Report: Device Inventory report isn't working with Internet Explorer
- Report: Monthly filter is missing for Conversation Details report
- DA90: 1 of 2 settings not getting updated from a deployed PM Pro Settings Package
- Software version is displayed in wrong format on few places
- 'First detected' field for device on Inventory > userprofile isn't updated correctly
- Plantronics Manager: Unable to delete device
- Report: Conflicts detected - deletion of user doesn't remove associated data from report
- Report: Devices in 'Device Inventory' report are displayed even if they are deleted from selection
- Adding 'All Groups' doesn't allow save until some other action is made
- PLT Manager:Inventory|Plantronics Delete product button is present at end of the row
- Report: INVENTORY>Plantronics - Search products by Type doesn't work if selection is "Corded Bluetooth"
- Changes made in group details still persists even if "Cancel" button is pressed
- Report: Call summary is permanently loading graphs
- Report: Device Inventory report shows only 8 Non Plantronics devices in the table, instead of 10
- Newly created admin gets configured notifications
- Cannot drill down into SW snapshot
- Report: Endless loading spinner is displayed when applying report filters after expiration of server session
- Report: DA80, DA70 are not deleted from Acoustic Events report, after they are deleted on pro tenant
- Reports: Custom period search is not working properly
- Non Transient Error is displayed when devices series are removed from server in sequence
- Report: Some reports have blank columns for specific rows
- Search by type is not working when trying to preconfigure a device
- Report: Conflicts Detected report- group search for date range, or before date, returns zero results
- PLT Manager Pro: generates incorrect dmg file name for Macintosh
- PLT Manager: Active users are not reloaded after clicking on "Inactive" and "Active" links respectively
- Report: Device Inventory Filter values aren't applied correctly
- Sensor settings are Inconsistently displayed on server and client when Master sensor setting is turned off on client side
- Savi 7xx: PC Audio Bandwidth value of "Narrowband" inconsistently presented as "Off"
- PLT Manager Pro: In User Profile - Host doesn't have status
- PLT Manager: "Forgot password" dialog has extra field to populate
- PLT Manager: Pro tenant hangs when EIT edit user's phone number with "-"
- DA90: Build code is not shown in PMPro for top and base
- PLT Manager Pro: Last Updated time is present after a device is registered the first time
- PLT Manger Pro: Version Status report doesn't display the latest status for BT600 FW

Known Issues

- Blackwire 725: When policy set to lock Mute Reminder to Audible Reminder, Plantronics Hub uses the On-Screen Reminder instead and it is locked.
- Report: Deleted non-PLT device still showing in Device Distribution Report
- Report: Acoustic Events report showing MS Lync instead of Skype for Business
- Report: Version Status Firmware report doesn't drill down to table
- Report: Some filters are not applied properly on child pages when viewing the Device Distribution and Device Adoption reports.

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

7

- Short version of Plantronics Hub is not showing properly/consistently throughout the Plantronics Manager Pro UI.
- Device Policy, Active Devices label in Table: The Active Devices label is incorrect. This column actually doesn't show number of active devices, but rather number of all user devices for which policy is applicable, and it is the count that is used in compliance calculations (if multiple users are using the same device, than for one user that device may be compliant, but for other non-compliant, and we want to show all information).
- Plantronics Manager: User cannot change language if IT has set the FW update to "Retain User Setting" in the Policy archive file.
- Report: TWA Report showing events when system is shut down
- Voyager Focus: Setting Master sensor setting to Off does not disable/lock all sub-settings for sensors.
- PLT Manager 3.8.4 & 3.9: downloaded DOC table for Version Status, Firmware doesn't have headlines
- PLT Manager Pro: Manual group with at least 51 users can't be deleted
- Report: Top 25 User filter option doesn't display all relevant users on the Conversation details report
- Blackwire 725: Voice offered as a selectable value for Mute On/Off Alerts setting, but voice not supported on HS
- Blackwire: Dial Tone setting cannot be set or locked to OFF
- Report: Version status report doesn't display simple version of Plantronics Hub
- Report: Softphone Status CSV table has misplaced data
- Blackwire 7xx: Anti-Startle(Plantronics) default value is incorrect
- Option for sending Automatic SW Update for MAC Client should be disabled on EIT side

Report: Softphone version report not showing last used date for inactive devices

SaaS Version 3.8.4

October 24, 2016: Plantronics Manager and Plantronics Manager Pro 3.8.4 Maintenance Release

What's New

- New settings available for the Blackwire 725 (requires Plantronics Hub 3.8.4 releasing week of November 14, 2016)
- Eliminated the storage of personally identifiable information from our databases for consumer users
- Added support for the Backbeat Pro 2 (requires Plantronics Hub 3.8.4 releasing week of November 14, 2016)
- Increased capacity to 50K users per tenant

Known Issues

- Deployment packages created for DA70/80 and Backbeat in 3.7 cannot be deleted in 3.8
- After doing a Plantronics Manager Pro lock followed by an unlock of the Mobile Audio Bandwidth setting, the setting does not display in Hub
- Microsoft Edge browser form auto-fill feature causes calendar in Plantronics Manager Pro to not be accessible

SaaS Version 3.8.2

Jul 21, 2016: Plantronics Manager/Manager Pro 3.8.2 Maintenance Release

What's New

Not Applicable

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

8

Resolved Issues

- Table columns are sorted opposite to wanted order
- Media Players must not be displayed in the Softphone Status report
- Disabled Report's Initial View button is clickable
- Report's Custom Period Calendar dates aren't refreshed properly
- Device Inventory Report is showing "null" for non-Plantronics devices without manufacturer name
- Device Inventory report: It is not possible to download data in CSV format for non-Plantronics devices
- Download CSV option is missing for Version Status Software Report' Table Insight
- Filtered Softphone statuses are reset after selection of stacked bar on displayed insight
- Reports generating more pages than required for hosting content

Known Issues

- Deployment packages created for DA70/80 and Backbeat in 3.7 cannot be deleted in 3.8
- After doing a Plantronics Manager Pro lock followed by an unlock of the Mobile Audio Bandwidth setting, the setting does not display in Hub
- User doesn't have call control with Spokes Client builds: 3.6.51067.19545 and 3.5.51064.19461 and Jabber versions lower than 11 due to latest changes of Jabber dll implementation
- Short Key Press call button does not enable dial tone if there is a call on hold with BT600
- If, when receiving an incoming call to your bluetooth-connected mobile phone, the headset is already worn, or if the Auto-Answer setting is Off when putting on the headset while the incoming mobile call is received, you do not hear a voice prompt asking you to "Answer" or "Ignore" the call
- "Service 'Plantronics Update Service' (PlantronicsUpdateService) failed to start" occasionally when attempting to update Plantronics Hub
- Placing calls using Skype 7.11 or later and a Plantronics display device sometimes doesn't complete call
- Presence changes in Lync/S4B may not work, if KB2999226 update is not installed via Windows Update.
- Microsoft Edge browser form auto-fill feature causes calendar in Plantronics Manager Pro to not be accessible

Version 3.8

May 9, 2016: Plantronics Manager/Manager Pro 3.8

What's New

- Plantronics Manager/Manager Pro: Simpler Plantronics Hub deployment
- Plantronics Manager/Manager Pro: **Admin > Accounts** expanded to include Subscriptions element to support new annual subscription model
- Plantronics Manager Pro : Classification of active and inactive devices and users
- Plantronics Manager Pro: Reports moved in navigation from **Admin > Reports** to top level option
- Plantronics Manager Pro: Changes to Previously Available Reports
 - Previously available reports are now available in graphical format and consolidated
 - Reports renamed and consolidated
 - Device Inventory (Plantronics) now Device Inventory
 - Device Inventory (non-Plantronics) now Device Inventory
 - Devices Unused now Device Inventory
 - Firmware Compliance now Version Status
 - Software Compliance now Version Status

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

9

- Softphone usage now Softphone Status
- Conflicts Detected (new report available as of 3.8)
- Plantronics Manager Pro: Introduction of four new Data Analysis Suites options in UI
- Asset Analysis (Available in 3.8)
 - Device Inventory
 - Softphone Status
 - Conflicts Detected
 - Version Status
- Usage Analysis (Coming soon)
- Conversation Analysis (Coming soon)
- Acoustic Analysis (Coming soon)

Resolved Issues

- Deployed Software Settings Not Accepted
- Silent Update asks for permission
- Tenant Token field is truncated
- Inventory User Profile: Settings that are locked should be identified as such
- "Installed firmware" is not being displayed on "History|Updates<particular update>"
- Cancel available after changing password and it should not be
- Table Sorting in Plantronics Manager Pro should reset pagination if not on table's first page
- Inconsistent subheading for Blackwire 325.1
- Inconsistency between Plantronics Manager Pro and Plantronics Manager when removing updates/settings
- Search should be disabled until table content is loaded
- Search module isn't restarted when search filter is changed
- User should be able to close Device Details and Settings dialogue on the top of dialogue
- Doubled warning messages for retracted update are sent if update was saved
- Recipients aren't listed on Notification details page under History section
- Refreshing captcha image reset all populated data on the dialogue
- The user interface does not provide any way for the IT Administrator to differentiate exe from msi
- Voyager Focus: When wearing sensor turned off and then back on, wrong resulting values occur for sensor-dependent device settings if deployed Settings Package are used to turn sensor off
- Plantronics Manager: not possible to delete expired notification
- Search by device name returns an error
- For some devices, product name contains product type next to it
- Missing URLs on Admin|Plantronics Hub page
- Plantronics Manager Pro allows deployment of an empty settings' change list
- Vertical escalation of privilege issue for non-primary admins
- Voyager Focus: Client UX changes to Mobile Audio Bandwidth not implemented in Plantronics Manager Pro
- IT admin not able to pre-configure DA80 in Plantronics Manager
- Plantronics Manager: History|Updates - removed update has download icon that is not working
- Voyager Focus: The adapter's firmware version erroneously presented as the headset's firmware version in Inventory screen
- Plantronics Manager: in the Configure section, tooltip is not present
- Plantronics Manager 3.8: incorrect full names for Plantronics Hub in **Configure|Settings->Software**

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

10

- Tenant Disabled dialog is not being displayed
- Plantronics Manager Pro 3.8: Inventory|Users - username is missing tooltip
- Plantronics Manager 3.8: Configure|Updates - when silent update is selected, "Instructions to Users" field is present
- Newly plugged Non-Plantronics devices are displayed in the Device Inventory reports when Non Plantronics device feature is disabled
- Mute Reminder Description: small difference between server and client
- Table column spacing make contents unreadable in Host/Jobs table
- When installing updates locally full file name required
- BT300C adapter (for Calisto 620 speakerphone) Product name incorrect on Plantronics Manager Pro inventory page
- Plantronics Manager 3.8: Space is accepted when setting password for tenant
- Plantronics Manager 3.8 Pro: it is not possible to delete a sent package
- When a device's firmware is updated with new settings, those settings don't appear in PM Pro unless the device is deleted and re-detected
- EU is not being re-authenticated after host deletion

Known Issues

- Deployment packages created for DA70/80 and Backbeat in 3.7 cannot be deleted in 3.8
- After doing a Plantronics Manager Pro lock followed by an unlock of the Mobile Audio Bandwidth setting, the setting does not display in Hub
- User doesn't have call control with Spokes Client builds: 3.6.51067.19545 and 3.5.51064.19461 and Jabber versions lower than 11 due to latest changes of Jabber dll implementation
- Short Key Press call button does not enable dial tone if there is a call on hold with BT600
- If, when receiving an incoming call to your bluetooth-connected mobile phone, the headset is already worn, or if the Auto-Answer setting is Off when putting on the headset while the incoming mobile call is received, you do not hear a voice prompt asking you to "Answer" or "Ignore" the call
- "Service 'Plantronics Update Service' (PlantronicsUpdateService) failed to start" occasionally when attempting to update Plantronics Hub
- Placing calls using Skype 7.11 or later and a Plantronics display device sometimes doesn't complete call
- Presence changes in Lync/S4B may not work, if KB2999226 update is not installed via Windows Update.
- Microsoft Edge browser form auto-fill feature causes calendar in Plantronics Manager Pro to not be accessible

Version 3.7

December 3, 2015: Plantronics Manager/Manager Pro Version 3.7

What's New

- Significant improvement in overall defect density and improved stability to help improve business process efficiency
- Additional functionality to support the Plantronics Hub for Mac Client and an increase of enterprise deployment capabilities

Resolved Issues

- SW/FW Compliance reports have double EU data
- Incorrect column label on **Inventory > Hosts > Jobs** page
- Manager Pro: Compliance reports for firmware and software are empty, when updates are not sent to all users
- Firmware updates can't be sorted correctly by update name
- Misleading detail explanation on "Update Status" dialog when update fails with reason "unsupported"
- Plantronics Device Inventory Report is not being generated
- Message "Too short" is displayed before entering any value to change password field
- Auto-answer setting description needs to be updated
- Blackwire 725: Auto-answer setting needs to be supported
- Device settings inconsistencies between Server and Client
- Intermittent server error
- Groups should be sorted by priority in group picker in Deployment Details section
- Blackwire 700 Series device settings on Users page are not consistent with Hub
- No simple way to navigate back to starting page
- Password rules not applied consistently with password help
- Mac Software update can't be distinguished from Windows Software Update
- Local deployment path validation
- Manager Pro: "About this Update" section has incorrect information of platform for Mac updates
- Users cannot be exported through UI on Plantronics tenant
- Multiple server UI issues detected on Mozilla Firefox
- Misleading Hostname tooltip is displayed
- When any sensor-based sub-setting is set or locked to ON when creating a Settings Pack, Wearing Sensor should be also be set or locked to ON
- "Hours on Phone Per Day" setup need to be restricted if Daily Noise Exposure Limiting is set to OFF
- In the Snapshots section, there are firmware versions show for devices that aren't applicable.
- Group prioritizing not working correctly
- Length of 1st column in Settings Package Softphones & Media Players list needs expansion so entries can be distinguished
- Avaya Communicator for Microsoft Lync SP missing from Configure Settings Pack and user Target Softphone info
- Softphone & Media Player Modules table is disappearing from the User Host section
- Miscellaneous bug fixes and improvements

Known Issues

- [Deployed Software Settings Not Accepted](#)
- [Silent Update Asks for Permission](#)

Version 3.6

July 26, 2015: Plantronics Manager Pro Version 3.6

What's New

- "Non-Plantronics Device Inventory" access now available from main nav

Resolved Issues

- Drilling down into device count brings user to a misleading screen
- Table columns are not sortable upon clicking headers
- Hub for Mac is not finding update
- Improperly formatted entries in rules.json file causes file validation to fail
- Old, outdated updates shown on EIT landing page of new tenant
- Entering Special Character ("") into First Name Field results in blank EIT page after login
- Non-Plantronics devices are not being displayed
- PIDs are missing for Blackwire 7xx in Plantronics Manager Pro and Plantronics Manager
- Miscellaneous bug fixes and improvements

Known Issues

- [New Primary Admin Not Prompted to Establish Password](#)

Version 3.5

May 13, 2015: Plantronics Manager Pro Version 3.5

What's New

- Simplified deployment of Plantronics Hub using MSI parameters
- Plantronics Aware for Lync merged into Plantronics Hub
- MSI installation files for Plantronics Hub available in both 32 and 64bit
- Inventory capability for non-Plantronics devices

Resolved Issues

- Company name displayed instead of tenant name (v3.5.117490.0)
- Groups aren't sorted by priority on User Host page (v3.5.117490.0)
- Avaya Communicator can't be displayed as Target Softphone on Plantronics Manager (v3.5.117490.0)
- New Account link expires too soon (v3.5.117490.0)
- Welcome email cannot be regenerated (v3.5.117490.0)
- IT admin is not able to see all user hosts (v3.5.117490.0)
- Non-Plantronics inventory can show incorrect devices, and sometimes times out while loading page (v3.5.117490.0)
- Dashboard user interface improvements
- Additional miscellaneous bug fixes and enhancements

Version 3.4

March 2, 2015: Plantronics Manager Pro Version 3.4

What's New

- New intuitive, simple to navigate interface
- Subscription capability for notifications
- New notification types

Plantronics Manager and Plantronics Manager Pro Versions 3.9.1 and earlier.

13

- Custom update messages to your users
- Updated all reports with more applicable fields and ensured accuracy of data

Resolved Issues

- Manager Pro displays a different device 'description' than Hub for the same device
- Session expires after an hour regardless of user actions
- Report inconsistencies
- Forgot password flow improved
- Admin rights are required for advertised updates
- Additional miscellaneous bug fixes and enhancements

Version 3.2

October 31, 2014: Plantronics Manager Pro Version 3.2

Resolved Issues

- Manager Pro which contains many devices doesn't produce device inventory report
- Get a server error when clicking on a user in Manager Pro
- IT admin not receiving emails when updates added to Manager Pro
- Manager Pro doesn't send updates and settings
- "Caused by" code is displayed when table is opened in the new window
- Export is limited to 100 users
- Selecting the Devices menu option opens the "preconfigure device" window