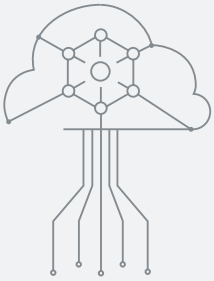
Plantronics Manager Pro and Plantronics Manager Distributor ordering guide

Step-by-step process



User data is stored in four data center locations. Plantronics Amazon Web Services regions include:

- United States
- Australia
- Singapore
- Ireland

CUSTOMER CONSIDERATIONS

BUILDING THE CORRECT CONFIGURATION

For enterprise headset environments, Plantronics offers two services that provide IT Managers with easy-to-use tools to configure settings and update firmware: Plantronics Manager Pro and Plantronics Manager.

- **Plantronics Manager Pro**
  Plantronics Manager Pro connects to each premises device through Plantronics Hub and stores device information, configuration, and telemetry in the Plantronics cloud. Each customer has one or more tenants where this information is stored securely and privately. Equipped with reporting tools, it allows IT Managers to better understand their environment and adjust accordingly. Most customers will want the enhanced visibility, control, and insights provided with Plantronics Manager Pro.

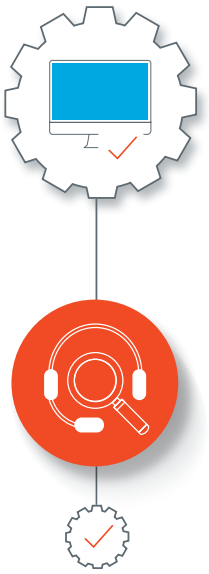
- **Plantronics Manager**
  Plantronics Manager does not store inventory or configuration information. Plantronics Hub is not connected to the Plantronics cloud, so all updates/configuration files are deployed to a local file server for distribution inside a firewall. However, the system administrator should use a web browser and connect to the Plantronics cloud to operate Plantronics Manager.

TENANTS REQUIRED

A "tenant" is the secure logical entity where a customer's data is stored. Each tenant is mutually exclusive and should be ordered separately. Multiple tenants may meet customers' needs for:

- Scalability and performance
- Global support
- Administrative security
- Legal compliance
- Distributed management

HOW TO ORDER SOFTWARE FROM PLANTRONICS



01 Respond to a request for quotation from your Reseller.

02 Receive the purchase order containing the Plantronics Entitlement Request Tool ID (PERT ID) from your Reseller.

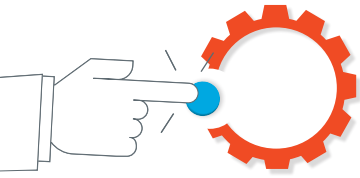
03 Open up a purchase order with Plantronics. Be sure to quote the PERT ID in the text field. Do not combine any hardware with this order.

04 Plantronics will cross-reference your purchase order with the Entitlement Request. If the order is correct, Plantronics will accept it.

05 Plantronics will ship the login credentials to you, your Reseller, and the End Customer. Plantronics will invoice you.

06 Verify the credentials are correct; then invoice your Reseller.

HOW TO RENEW AND UPGRADE ORDERS FOR PLANTRONICS MANAGER PRO



01 Renewals are processed as new orders. Repeat steps 1 to 6 above.

THINGS TO CONSIDER

- SaaS orders should be submitted to Plantronics on a separate purchase order.
- Software is an optional purchase and cannot be associated with device orders.
- Your Reseller should learn to use the Plantronics Entitlement Request Tool to request an ID that follows the subscription process from beginning to end.
- All software orders should be submitted to Plantronics with the PERT ID that was granted to your Reseller at the time they requested software entitlements from Plantronics.
- Both offers are exclusively available as annual subscriptions.

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