EPOS

END-USER MANUAL
EPOS Connect

Content

1. Introduction

1.1 Product overview

EPOS Connect is an easy to use desktop application that enables an end-user to keep EPOS UC devices connected to the PC and updated with the latest available firmware.

It is a plug and play solution that interfaces with EPOS USB audio devices seamlessly with a range of softphones via the embedded drivers.

Personal settings need to be configured when running the application for the first time. Thereafter, EPOS Connect ensures that your headset interfaces with the softphone seamlessly.

The device firmware, software and settings available in EPOS Connect are deployed by the IT administrator in the company.

1.2 Scope of the document

This document provides installation steps and a description of functionalities available in the desktop application EPOS Connect.

1.3 Intended audience of this document

The EPOS Connect Guide is intended for end-users.

2. System requirement

2.1 Hardware requirement

To run the EPOS Connect application, your computer must meet the following minimum requirements:

– Processor: Minimum 1.6 gigahertz (GHz) or faster processor

– RAM: 2 gigabytes (GB) RAM

– Hard disk space: 500 MB

2.2 Operating system requirements

Windows operating systems Win 7 and newer are supported.

2.3 Device service

For the IT administrator to be able to deploy updates and perform asset management to the end-users, the EPOS Connect application must be running in the background on an end-user PC.

The EPOS Connect will run in the background and monitor for any connected EPOS devices.

EPOS Connect application uses port numbers 41095 & 41096 to communicate with the EPOS Connect service. Ensure that these port numbers are available and are not blocked by any other application like firewall, endpoint protector, security tool for functioning of the application. End user can customize the port numbers to be used by changing the config file at C:\ProgramData\EPOS\EPOS Connect\Config\IPCConfig.txt

3. Installing EPOS Connect

3.1 Installed by an IT administrator
The most common way of having EPOS Connect installed onto an end-user PC is via remote installation by the company's IT administrator. If you have EPOS Connect remotely installed on your computer, you just need to start up the software EPOS Connect (a shortcut to the application will be present on the desktop). EPOS Connect will automatically be started when the PC is booted.

Note: If the remote machine already has HeadSetup™ installed, please ensure to
        uninstall HeadSetup™ before deploying the EPOS Connect.

3.2 Manual installation by the end-user
Download the installer from Eposaudio.com/epos-connect and Install the application.

4. Getting started

EPOS Connect can be started from a shortcut located on your desktop, or from the start menu. The application will automatically be started when your PC is booted, and will keep running in the background until closed. It is advised not to close the application for the IT administrator to be able to administer devices, end-users and the application itself.

When EPOS Connect is running, it can be accessed by right-clicking the application icon located in the notification bar.

Double click on the icon to view the application or right click on the EPOS icon and select "Open."

The following menus are available in EPOS Connect:
– Home
– Details
– Updates
– Settings
– Options

Clicking on close icon in the top-right corner of the application will hide the window. Clicking on minimize will hide the application and create a icon for this application on task bar.

4.1 Home
The home tab in the application will display information of the devices that are connected to the PC.

Each device shown has a "Details" button. This will lead to detailed information about the device.

If an update to a device is available, an update icon appears in the widget accompanied with this symbol.

It is possible to set the default headset to be used for communications in the home / Details page by selecting the checkbox of Default Headset."

4.2 Details

In the menu **"Details"** a detailed product description for each connected device is shown. In case of SDW, DW, SD and D 10 base stations and BTD 800 dongle,

information related to the connected headsets is also shown.

4.3 Updates

In the menu **"Updates"** all connected devices are listed together with a status about the installed firmware and available updates. EPOS Connect will periodically perform a check to identify if your IT administrator has released an update for a device. If so, the update button next to the relevant device will become active.

4.4 Settings

In the menu "Options," it is possible to access settings available in the application.

The Settings tab in the application displays the information about the configuration of the EPOS devices connected to the PC.

If Tenant Admin deploy any configuration to EPOS devices, then those configurations will be applied for the corresponding devices and shown in the Settings tab.

Tenant Admin can choose the preference of the features while deploying configuration package to the user.

End-user can view, edit and save the configuration based on preference deployed in the package by the Tenant Admin.

– Tenant preference configuration feature is always disabled and user can't change those features.

– User preference configuration feature is always enabled and end-user can change those features according to his/her preference and can click on the save button to apply those features to the device.

The end-user also has an option to restore the configuration to default settings. This can be achieved by clicking on the **Restore default** button.

EPOS Connect also supports an additional feature under **"Settings"** tab with the separate tab called 'Softphone'. The user can select his default headset/softphone, ON/OFF pause media, configure Windows sound, audio settings, etc.

Softphone tab Features

– Default headset – This drop-down box lists all the connected USB headsets. The selection determines which headset to use for communication. You can select the headset and make it a default headset by clicking the Save button.

– Default soft phone for outgoing calls – This drop-down box lists all the supported softphones installed on the computer. The selection sets the default softphone, which will be used for making outgoing calls.

– Disable headset call control – Check Disable Call Control box and click on the Save button to enable this feature. When enabled, call control from the default headset will be used only for Microsoft Office Communicator. This feature will not be available if Microsoft Office Communicator is not installed and running.

  – **Disable Call Control option will be hidden when the headset supports the dual softphone feature**

– Pause Media – Controls the function of media players when receiving a softphone call

– Always Audio – Enable audio link so that audio can be transferred to the headset regardless of whether a call is active on the softphone.

– Windows Sound and Audio Settings – Clicking the Configure button opens the Windows audio device control panel. This control panel allows you to change default audio input and audio output devices to play sounds. This option is helpful for supported softphones that use Windows default audio input and audio output devices to play sounds.

– Warning message for non-dual softphone – the headset will inform the user if the selected default headset is not supporting the Dual softphone feature.

Note: With few EPOS devices ex. IMPACT 5000 Series as Default HeadSet, User can view Additional Configuration "Softphone Integration"

This is a support for Busy Light Integration with Softphone status and busy indication in Softphone

On Setting **Busy light** option to enable. **Busy light integration** option is displayed which has following options,

1. **Manual**

    a. **Red** – User can set the Busy Light to Busy Status

    b. **Yellow** – User can set the Busy Light to Away Status

    c. **Green** – User can set the Busy Light to Available Status

2. **Softphone Integration** – Current Softphone status (Busy, Away & Available) will be applied on the Busy Light

3. **Headset Integration only** – with settings, SDW 5000 series device will determine the status of Busy Light

4. **Off** – Turns Off the Busy Light

HeadSet Sync Status – Enable/Disable the synchronization of the busy state of the headset to the softphone

Mute Notification – Enable/Disable a notification in case speak is detected while you are on mute.

Transfer Call – Enable/Disable call transfer to mobile phone functionality. This can be triggered by holding smart button on SDW base station or clicking on Transfer Call button

Currently Transfer Call functionality is supported with Skype for Business/Microsoft Lync

4.5 Options
In the menu "Options," it is possible to access settings available in the application.

"Update Mode"
You can set the Update Mode to the following two categories:

1. **"Normal Mode"** is the default automatic update mode. When an update to your installed device is deployed by your IT administrator, the device specific update button will be activated. Simply press the "Update" button to execute the device update. If buttons are greyed out, no updates are available.

2. **"Update from file"** can be set if a manual update of a device is required. Select this mode if the IT administrator puts available firmware updates in a shared location. Selecting "Update from file" will prompt the location of the firmware files to be used. When a firmware has been selected, the "Update" button will be activated in the "Updates" view.

"Language"

Select your preferred available language to be used in the application.

Supported languages in the current release:

English – US	Japanese
Danish	Italian
Dutch	Portuguese
French	Russian
German	Spanish
Korean	Turkish

"Help – Logfile"

The log contains technical details for EPOS Connect activities. If technical support related to the behavior of the application is requested, the log can be saved to a text file and mailed to your technical support for possible error tracing.

"Help – Send Logs"

Clicking the Send Logs menu item will open an Email where the logfile is attached. This can be used to send log information to the IT department or to EPOS support in case that is needed.

"Help – User guide"

Clicking this menu item opens.

"Check for Updates"

Clicking the Check for updates menu item will trigger the application to check for new updates or configurations available. The application will also automatically check for these based on a predetermined interval, so generally it is not required to do this manually unless instructed to.

"Exit"

Select Exit to terminate the application.

EPOS

Contact information

Support Portal:	eposaudio.com/enterprise-support
E-mail:	software-help@eposaudio.com
Phone:	Find your local support phone number and opening hours here below.

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