EPOS

EPOS Connect

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1. Introduction

EPOS Connect is a desktop application that enables the user to update EPOS devices with the latest available firmware, configure the device to the preferred settings and connect EPOS devices seamlessly with the range of softphones.

The IT administrator in a company may deploy firmware and specific setting to the users of EPOS Connect. This is achieved by EPOS Manager in combination with EPOS Connect.

2. System requirement

2.1. Windows

Hardware requirement
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

Operating system requirements
Windows operating systems Win10 and Win11.

2.2. MAC

Hardware requirement
Your computer must meet the following minimum requirements:

– Processor: Minimum 1.6 gigahertz (GHz) or faster processor
– RAM: 4 gigabytes (GB) RAM
– Hard disk space: 500 MB

Operating system requirements

Mac operating system 12.x, 13.x and 14.x

2.3. Chrome

Chrome OS is not supported.

Prerequisite

If a socket filter application installed (comes with some VPNs, like Cisco socket filter which comes with Cisco AnyConnect), it adds DNS proxy changes and content filtering which blocks certain packets. If you are facing issues like connecting to server, make necessary changes in the cisco socket filtering to stop blocking EPOSConnectAgent. The issue will be resolved automatically after changes.

2.4. Device service

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

EPOS Connect application uses port number 41096 to communicate with the EPOS Connect service. Ensure that this port number is available and is not blocked by firewall, endpoint protector, security tool etc.

Port number to be used by EPOS Connect may be changed in the IPCConfig.txt file.

3.   Installing and Uninstalling EPOS Connect

3.1. Installed by an IT administrator

The most common way of having EPOS Connect installed onto an end-user computer is via remote installation by the company's IT administrator.

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

When installing using EXE, EPOS Connect and DSEASDK installer are merged into one EXE file already. DSEASDK is used for call control functions.

When installing using MSI, two MSI files are required to install, and the sequence of installation is EPOS Connect MSI followed by DSEASDK MSI. The custom MSI parameter 'AUTOLAUNCH_ENABLED=0' has to be set for the DSEASDK MSI installation.

If a higher or equivalent version of DSEASDK is already present during installation, only EC will be installed.

3.2. Manual uninstallation by the end-user

Uninstalling EPOS Connect will only remove EPOS Connect.
If Call Control feature is not in use, uninstall DSEASDK explicitly.

4.   Getting started

EPOS Connect will be automatically started when your computer is booted and will be 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.

The following menus are available in EPOS Connect:

4.1. Home

The "Home" page displays information of the devices that are connected to the machine.

An update icon appears when an update is available for a device.

A default device for communications can be selected by the checkbox next to the device.

4.2. Details

The "Details" page shows a detailed product description for each connected device. This page is opened by clicking a device on "Home" or by selecting the device name from the top bar.

Information related to headsets is also shown when connected to a base station and a dongle.

Additional info on the product can be viewed by clicking on "Product Webpage".

4.3. Update Overview

The "Update Overview" page lists the status of stilled firmware and available updates for all connected devices. If an update is available, download/update icon will appear next to the listed device.

"Check for Updates"
Clicking the "Check for updates" menu item will trigger a check for new updates or configurations available.

"Update from file"

"Update from file" is used if a manual update of a device is required. The firmware shall be in zipped format. "Update from file" will prompt the user to location the firmware file to be used. When the file has been selected, the "Update" button will be active in the "Updates" view.

4.4. Settings

"Settings" page allows the user to view, edit and save configuration of the connected devices. The configuration options may be defined by the IT administrator of the company.

The user may restore the configuration to default settings by clicking on the "Restore Settings" button.

"General Settings" The user can select his default softphone.

4.5. Help

The Help tab in the application displays the information about the EPOS Support, Connection Status and the License Agreement.

"Language"
Select your preferred language to be used in the application.

Supported languages in the current release:
English - US, Japanese, Danish, Italian, Dutch, Portuguese, French, Simplified Chinese & Traditional Chinese German, Spanish, Korean, Turkish.

"Download logfiles"
Clicking this item will generate the log file package. This can be used to send log information to the IT department or to EPOS support in case if it is needed.

"User guide"
Clicking this item opens this document.

"Contact email"
Clicking this item opens an E-mail addressed to EPOS.

"Connection Status"
The Connection Status tab displays the status of the Server Connection and the details of the tenant.

"License Agreement"
The License Agreement tab provides access to end user license details of the third-party software.

4.6. Tray

A tray icon for EPOS Connect can be seen in taskbar.
"Open"
    Opens EPOS Connect when clicked.
"Exit"
    Clicking on exit will terminate the application.
"Uninstall"
    Use it for uninstalling the application (only applicable for MAC machine).

Contact Information

E-mail: software-help@eposaudio.com
Website: https://www.eposaudio.com/support