

ADMIN GUIDE

EPOS Manager

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1. Introduction

1.1 Product overview

EPOS Manager is a cloud-based multi-tenant server application used for managing and supporting EPOS devices in Enterprise environments.

Companies signing up for a tenant (company) account will gain access to an easy to manage system, from where enrolled EPOS Connect clients (End-users) in the organization can be managed.

A company IT administrator can easily track EPOS devices in the environment from any machine, push configurations and quickly deploy software and firmware updates to a vast number of users.

EPOS Manager: Administering devices, end-users and associated client application.

EPOS Connect: End-user client application, providing local update service for connected devices.

1.2 Attributes of EPOS Manager

EPOS Manager enables a tenant administrator in an organization to:

- Manage assets by providing full status overview
- Locate devices and fetch device details from anywhere.
- Identify devices in the organization having an outdated version of firmware
- Accomplish uniform attributes throughout the environment by deploying firmware/software updates
- Read and set settings on EPOS devices from anywhere.
- Identify underutilized devices to fully use the inventory, hence optimizing the benefit of the device investment.

1.3 Scope of the document

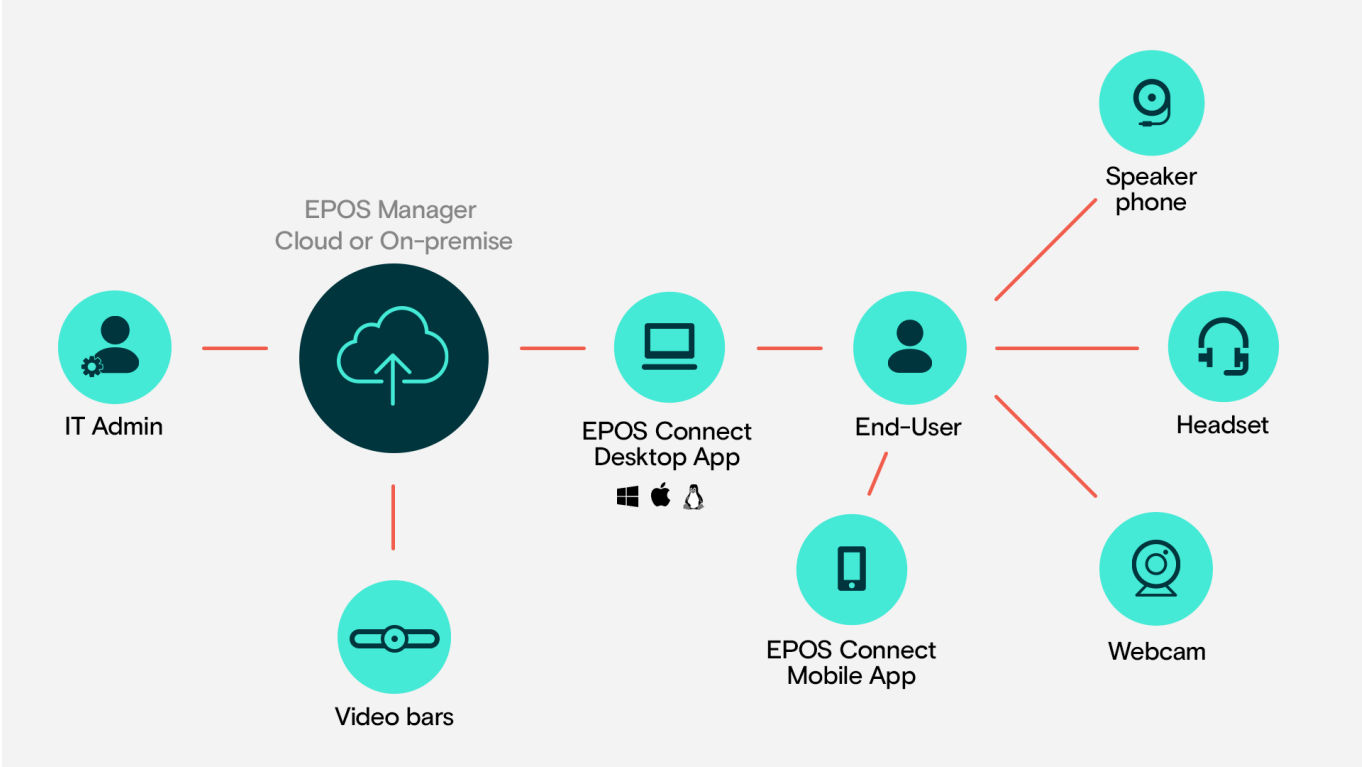
This document contains an overview of EPOS Manager features and how to perform tenant administrative tasks using the EPOS Manager.

1.4 Intended audience of this document

This document is intended for the selected Tenant Administrator. The tenant administrator will be able to manage deployed devices from EPOS.

1.5 EPOS Manager Workflow

The following diagram shows the basic workflow of the EPOS Manager (used by Tenant Administrator) and EPOS Connect (used by end-users) applications.



2. Getting started

2.1 Registration

If you have not yet applied for access to the EPOS Manager, this is done using the form available on the EPOS webpage.

www.eposaudio.com/epos-manager

Fill in the form and submit it. After submission, a confirmation email will be sent to the applicant with login steps.

2.1.1 Signing up

To sign up, following company information is required:

- Company name
- Tenant name
- Admin first name
- Admin surname
- Admin contact number
- Admin email address
- Number of users
- Country
- Solution

Please read the Licence Agreement | Data Processing Agreement | Privacy Notice carefully. Select the “I agree” option and sign up.

After submission, a confirmation email will be sent to the applicant with login steps.

2.1.2 Logging in

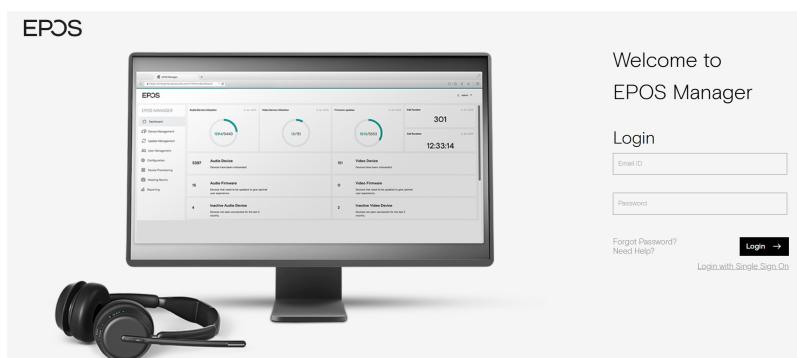
Post registration, you can log in by using your email address as the username and the desired password. For connecting to EPOS Manager, following browsers are recommended:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox.

For connecting to EPOS Manager from a Mac OS, Safari browser is recommended.

Log into EPOS Manager at:

<https://enterprise.eposaudio.com>



2.1.3 Single Sign On (SSO)

EPOS Manager supports Single Sign On using Open ID Connect protocol. Once set up, EPOS Manager can be

accessed by selecting 'Login with Single Sign On' link from the login page.

To set up Single Sign On for your organization you need to create an openid connect client in your organization's identity provider (in most cases it is Azure Active Directory). Once the openid connect client is created, you will need the ClientID, secret, metadata url of the client to set up Single Sign On in EPOS Manager. Kindly refer to section 2.3.1.2 Configuring Single Sign On (SSO)

Creating an OpenID connect client depends on the identity provider used by your organization and to create this client you need the following redirect URI

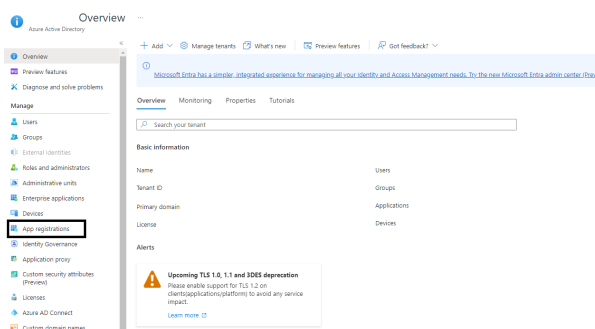
<https://eposmanagersso01.b2clogin.com/eposmanagersso01.onmicrosoft.com/oauth2/authresp>

If your identity provider is Azure Active Directory then a guide to create an OpenID connect client is available in section 2.1.3.1

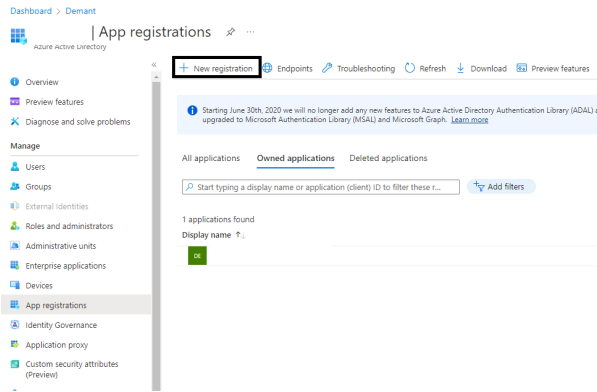
2.1.3.1 OpenID connect client in Azure Active Directory

To create an OpenID connect client in Azure Active Directory kindly follow the following steps.

1. Navigate to Azure Active Directory in Azure portal (portal.azure.com)
2. Select App registrations

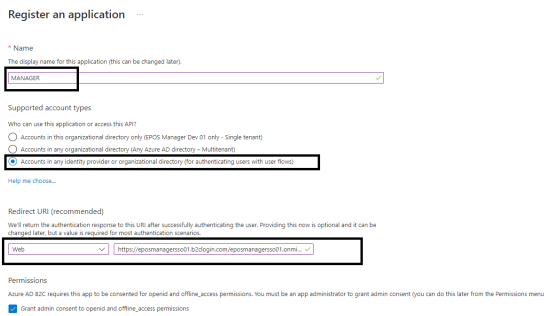


3. Click on New registration

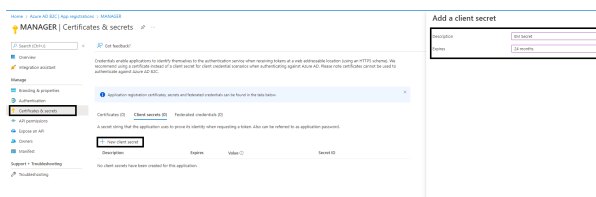


4. Provide a display name (any name) for the application, select the supported account types and provide the following redirect URI : (<https://eposmanagersso01.b2clogin.com/eposmanagersso01.onmicrosoft.com/oauth2/authresp>) and click on register

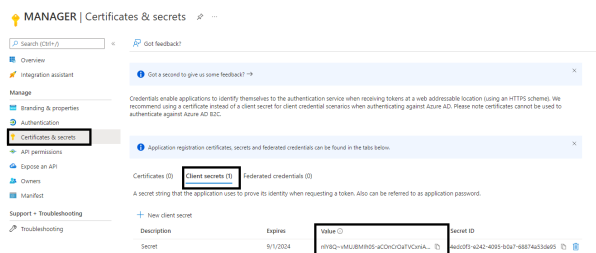
Note: Redirect URI provided above cannot be navigated



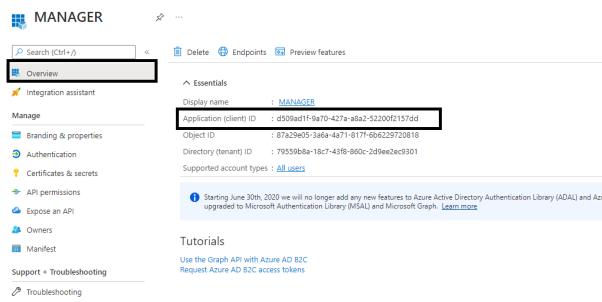
5. In the registered application select Certificates & secrets and click on New Client secret and provide a description and a expiry time and click on ok.



6. The newly created secret will be shown as below. The secret value should be copied and used as the secret for SSO provisioning in EPOS Manager.



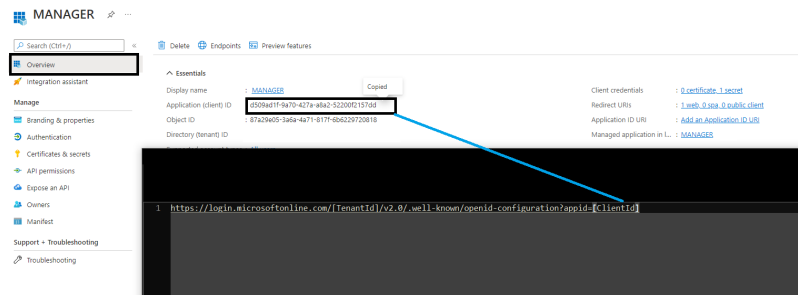
7. In the overview tab of the created application, you can find the client ID which can be copied and used as the ClientID for SSO provisioning in EPOS Manager.



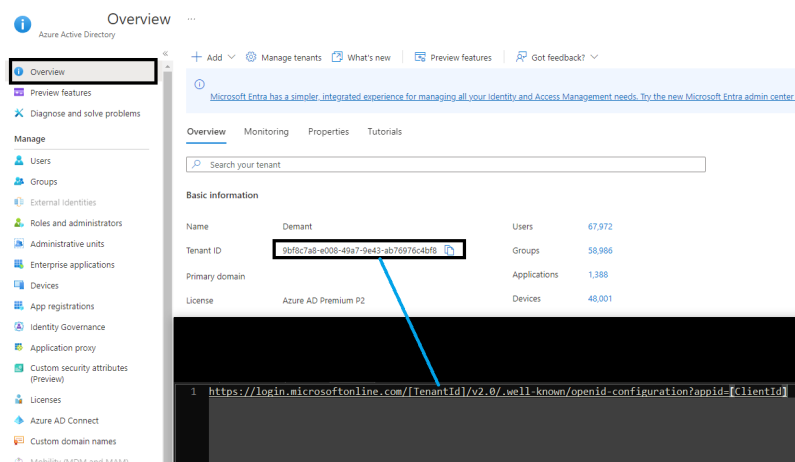
8. Metadata URL can be formed using the ClientID retrieved in previous step and the tenantID of the Azure Active Directory

URL format : "https://login.microsoftonline.com/[AAD-TenantID]/v2.0/.well-known/openid-configuration?appid=[ClientID]"

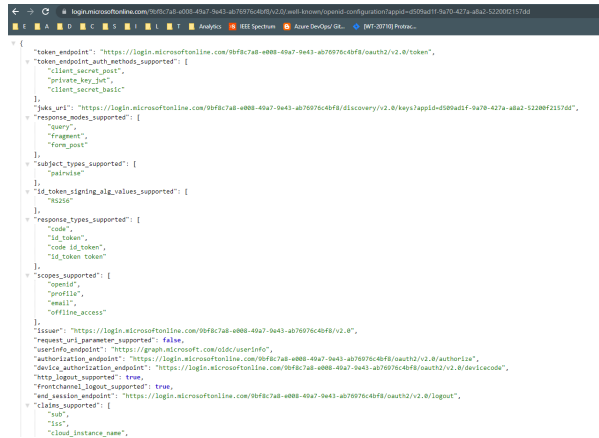
a. ClientID – can be retrieved as described in the previous step and can be replaced as below



b. AAD-TenantID – can be retrieved by selecting the overview of the Azure Active directory and to be replaced as below



c. To verify that the Metadata URL is formed correctly it can be navigated and a json document will be displayed as below



```
{
  "token_endpoint": "https://login.microsoftonline.com/96f8c7ab-e888-49a7-9a43-ab76976c4bfb/authorize/v2.0/token",
  "token_endpoint_auth_methods_supported": [
    "client_secret_post",
    "private_key_jwt",
    "client_secret_basic"
  ],
  "jwks_uri": "https://login.microsoftonline.com/96f8c7ab-e888-49a7-9a43-ab76976c4bfb/authorize/v2.0/keys?appid=d589ad1f-9a78-427a-8842-5228ff5175d1",
  "response_modes_supported": [
    "query",
    "fragment",
    "form_post"
  ],
  "subject_types_supported": [
    "pairwise"
  ],
  "id_token_signing_alg_values_supported": [
    "RS256"
  ],
  "response_types_supported": [
    "code",
    "id_token",
    "code_id_token",
    "id_token token"
  ],
  "scopes_supported": [
    "openid",
    "profile",
    "email",
    "offline_access"
  ],
  "issuer": "https://login.microsoftonline.com/96f8c7ab-e888-49a7-9a43-ab76976c4bfb/v2.0",
  "request_uri_parameter_supported": false,
  "userinfo_endpoint": "https://graph.microsoft.com/oidc/userinfo",
  "authorization_endpoint": "https://login.microsoftonline.com/96f8c7ab-e888-49a7-9a43-ab76976c4bfb/authorize/v2.0/authorize",
  "device_authorization_endpoint": "https://login.microsoftonline.com/96f8c7ab-e888-49a7-9a43-ab76976c4bfb/authorize/v2.0/devicecode",
  "http_logout_supported": true,
  "frontchannel_logout_supported": true,
  "end_session_endpoint": "https://login.microsoftonline.com/96f8c7ab-e888-49a7-9a43-ab76976c4bfb/authorize/v2.0/logout",
  "claims_supported": [
    "sub",
    "iss",
    "cloud_instance_name"
  ]
}
```

2.1.4 Forgot password

In case the login password has been forgotten, click "Forgot Password?" Type in the registered email address and select Submit. A response email with a URL link will be sent to the registered email address. You can reset the password by following the URL provided in the response email sent.

2.2 Deployment of the EPOS Connect

The end-user application "EPOS Connect" must be installed on end-user machines required to be managed via the EPOS Manager.

A suitable system management software like (SCCM / Jamf Pro) is recommended for deploying the client software.

Files that need to be deployed to end-user machines are:

- EPOS Connect installer
(Available from the menu "Update Management - Software Updates")
- TenantConfiguration.dat file
- (This file is automatically downloaded as part of zip file but is manually available from the tenant admin menu\ClientConfig)

EPOS Connect supports the following variants:

- EPOS Connect for Win
- EPOS Connect for MAC
- EPOS Connect for VDI and thin clients

Clients can use any of these variants based on the organizations infrastructure.

2.2.1 Retrieving client files for the first time.

Navigate to Software Updates layout using "Update Management" menu.

Look for EPOS Connect. If you cannot see it in the list, use the Search option by typing EPOS Connect.

In this view, you have the possibility of downloading the latest EPOS Connect client to your local machine by clicking the download icon.

Once clicked, the download starts automatically or prompts you for options (depending on your browser settings). (Often to the Download folder)

Once downloaded, please create a folder where you unpack the downloaded file. After unpacking the file, folder should now contain the following files for Windows: (version number can vary).

1. EPOSConnect_x.x.x.x.exe
2. PackageInfo.xml
3. product details.txt
4. TenantConfiguration.dat
5. WebToolAgent.xml
6. WebToolAgentReleaseNote.tx

EPOS Connect for Win latest version supports msi installer and can also be downloaded from the same view. It will contain the following files for Windows:

1. DSEASDK.msi
2. EPOSConnect_x.x.x.x.msi
3. PackageInfo.xml
4. product details.txt
5. TenantConfiguration.dat
6. WebToolAgent.xml
7. WebToolAgentReleaseNote.txt

Both msi need to be installed on the machine. EPOS Connect msi needs to be installed for firmware updates and device configuration. DSEA SDK msi needs to be installed for call control support. The sequence of installation is EPOS Connect MSI followed by DSEA SDK MSI. The custom MSI parameter 'AUTOLAUNCH_ENABLED=0' has to be set for the DSEA SDK MSI installation.

EPOS Connect for MAC installer can be downloaded following the same steps as for EPOS Connect for Win.

2.2.2 Installing the client manually for the first time

From the installation folder where you placed the installation files and the TenantConfiguration.dat file, run the exe/pkg file. (Administration rights to the machines are required.)

Follow the guide and complete installation.

Start the application by clicking the EPOS Connect shortcut on the desktop - or find it by typing EPOS Connect in the search program under the Windows menu. On MAC you can start the application by typing EPOS Connect in the AppFinder and launching it.

Please leave time for the product to initialize and negotiate with the cloud service. Usually it takes a few minutes, but in a few cases it can take up to 5 minutes.

Log in to your web portal and click on the User Management menu item. Your user automatically gets added to the system after the negotiation has taken place.

Updating already installed clients:

When an update to EPOS Connect is released from EPOS, the application will be available in Update Management -> Software Updates menu.

you can deploy the update from "Software Update" menu.

Deploying an update of the EPOS Connect client:

PC/MAC client:

When deploying an update to end-users via EPOS Manager, the end-users must have administrator rights for being able to update their installation. If end-users do not have administrator rights on their machine, the EPOS Connect application must be deployed to end-users using a suitable system management deployment tool.

Mass Deployment

The ability to distribute software to a number of users or computers from a centralized location has become a requirement for many administrators. The software is installed without the administrator physically visiting each machine. An administrator can use system management software to control a user's environment.

EPOS Connect installation support silent installation and uninstall.

Windows:

The command line arguments used for the silent installation of the EPOS Connect application installer is:

```
EPOSConnect_x.x.x.xxxxx.exe /S /v/qn
```

For silent uninstallation of the EPOS Connect, run command from the location of installer file:

```
EPOSConnect_x.x.x.xxxxx.exe -silent -uninstall
```

For silent uninstallation of SDK, run command in admin mode from the location of installer file:

```
wmic product where name="DSEA SDK" call uninstall /nointeractive
```

Note: The silent installation does not trigger the application to start, so a restart of the PC is required to start up application. If an administrator wishes to start the application after silent installation he should launch the below exe after installation.

32 bit OS: C:\Program Files\EPOS\EPOS Connect\AutoLaunch.exe

64 bit OS: C:\Program Files (x86)\EPOS\EPOS Connect\AutoLaunch.exe

MAC:

The command line arguments used for silent installation of the EPOS Connect: installer -pkg EPOSConnect.pkg -target /

For silent removal of EPOS Connect Application it is recommend that you use the uninstall script as part of EPOS Connect Application. Open the terminal and run the below command:

```
/Library/Application Support/EPOS/EPOS Connect/uninstall.sh
```

Product Code (Windows Only)

The Product details.txt files contain the Product Code. This is used for detection validation.

2.2.3 Firewall Setup

Open firewall port 443 over tcp outbound for the below endpoints:

For accessing application URL's:

<https://enterprise.eposaudio.com>

<https://uiapi.enterprise.eposaudio.com>

<https://api.enterprise.eposaudio.com>

<https://video.enterprise.eposaudio.com>

For accessing static content

(device image, description, software and firmware):

<https://update.eposstorage.com>

For Logging:

<https://agentlog.table.core.windows.net/>

2.3 EPOS Manager Layout

The layout of EPOS Manager is divided into sections as described below.

2.3.1 Login information

The login information will give the administrator access to settings, administrator can also view the currently logged in tenant name and company name. download the account unique "TenantConfiguration.dat" file, change credentials and terminate the current session.

In the dropdown menu, select the option that corresponds to the required function to be performed.

2.3.1.1 Settings

System settings are displayed here.

General settings:

- "Time Zone Preference" – can be set according to relevant location.
- "Updates End Point address" – Server address to updates. Not configurable
- "Partner" - choose the partner who will get access to your EPOS Manager tenant for device management and data insights. Configurable.

Client settings:

Name	Description	Configurable (Able to be changed by Tenant Admin)
Back End Point	Server address of EPOS Manager API to which the EPOS Connect will be connecting to	Not Configurable
Video End Point	Server address of the Video API microservice to which EPOS Connect for Video will be connecting to	Not Configurable
Tenant ID	Tenant specific system ID.	Not Configurable
Heart Beat	Interval in Sec. for client polling EPOS Manager for updates.	Not Configurable
Update mode	Enable option for Update from file on clients. This is by default disabled so end-user will not have the option to select upgrade from file.	Configurable Note: Not applicable for EPOS Connect for VDI and thin clients as Update from File is not supported.
Allow Downgrade	Enable option for Allow Downgrade of the firmware. This is by default disabled as EPOS always recommend to run on the latest firmware version.	Configurable

Please note that changes made in settings will be applicable for all users

Advanced data privacy configurations

Collect Personal Data	Collect Personal Data is selected by default as EPOS always recommend to collect user records. Deselecting this option can cause hard delete of all the users related to that tenant.	Configurable
Anonymize with AD	If IT admin switches to anonymize with AD then admin can use AD groups to push the update and EPOS Connect will not send the user information to the EPOS Manager.	Configurable
Anonymize without AD	If IT admin switches to anonymize without AD then admin cannot able to push the updates to AD group. EPOS Connect should never talk to AD and send the data back to the server. Also, in 'User Management' section 'AD Group' menu will be hidden.	Configurable

Note: Admin can customize what personal information can be collected with Anonymize with AD and Anonymize without AD options.

Collect Reports:

Call Statistics	<p>By default call statistics settings is set to collect and agent should consider the setting of call statistics for sending data. If the IT admin unchecks this option, delete all the table data related to the call activity and stop generating the Call Activity Reports for that tenant. Also, 'Call Activity' related data shown in 'Dashboard' section will be displaying lock-icon.</p>	Configurable
-----------------	---	--------------

Softphone Statistics	<p>By default softphone statistics settings is set to collect and agent should send the softphone list to the server after receiving the changes in the heartbeat. If the IT admin unchecks this option,delete all softphone related information from the database and stop generating the Softphone Reports for that tenant.</p>	
----------------------	---	--

Note: Not applicable for EPOS Connect for VDI and thin clients as reports feature is not supported

Custom message for EPOS Connect end users based on device support status:

Not Support devices	<p>Select default or custom message. If Admin selects custom option, he/she can enter the custom message up to 250 characters.</p>	Configurable
---------------------	--	--------------

Conditional Support devices	Select default or custom message. If Admin selects custom option, he/she can enter the custom message up to 250 characters.	Configurable
-----------------------------	--	--------------

2.3.1.2 Configuring Single Sign On (SSO)

This is the main view of the 'Single Sign On' layout, showing all the provisioned domain(s) information.

The following details can be found in the view:

- Domain Name
- Status
- Type
- Created On

Admin can delete a specific domain from the system using the delete icon button available in the grid 'Action' column.

To add a new domain, click on 'Add Single Sign On Domain' button and fill in the required information.

2.3.1.2.1 Add Single Sign On Domain

Enter domain to setup Single Sign On

Note : Atleast one admin should be available in that domain for the tenant to proceed with provisioning that domain

To provision a domain the following information is required:

- Type (OpenID Connect is supported in EPOS Manager)
- ClientID (Id of the Open ID Connect client)
 - For Azure Active Directory refer to 2.1.3.1 point 7
- Client Secret (Secret of the Open ID Connect client)
 - For Azure Active Directory refer to 2.1.3.1 point 6
- Email Claim (Name of the Email claim eg: "email")
- Metadata URL (OpenID connect discovery endpoint)
 - For Azure Active Directory refer to 2.1.3.1 point 8
- Single Sign On Platform (Identity provider platform used in your organization - Azure Active Directory, Okta, etc.)

Once the domain is successfully verified and enabled the domain can be used for Single Sign On.

2.3.1.3 Administration

EPOS Manager enables the possibility to create more admin users with different roles and privileges to manage this application.

Note: Only the administrator created on signup can create more admin users.

2.3.1.3.1 View Admins

The tab 'View Admins' is in the main view of the 'Manage Admin' layout, showing all the admins information.

The following details can be found in the view:

- Admin Name
- Role
- Email ID
- Contact
- Country
- Region
- Created On
- Created By

You can edit or permanently delete a specific admin from the database using the icon buttons available in the grid 'Action' column.

To create a new admin, click 'Add Admin' button available in the 'Manage Admin' layout and fill in the required information.

2.3.1.3.2 Add/Edit Admin

To create new admin or update admin, following information is required:

- Admin First Name
- Admin Last Name
- Admin Email ID
- Admin Contact Number
- Region
- Country
- Time Zone
- Role

After filling in all the required details, click on 'Add' button to submit the details. Once details submitted successfully, E-mail(s) sent to newly created user to reset password. 'Admin Email ID' is not editable in Edit Admin.

Three different roles are supported:

- Power User
(Provides full permissions for all the features except no access to 'Administration' feature)
- Internal User
(Provides read-only permission for all the features except no access to 'Administration' feature)
- Tenant Admin
(Logged-In Tenant details will be displayed in View-Admin grid and Delete action will be hidden for the same)

2.3.1.3.3 Transfer Ownership

To transfer the ownership to other admin, click on edit icon of admin to which you want to transfer the ownership, then click on 'Transfer Ownership' button.

2.3.1.4 Client config

A Tenant account specific Token (TenantConfiguration.dat) can be downloaded here, for deploying to end-user installations.

- The token must be deployed to end-user machines when installing the EPOS Connect client.
- The token ensures that the clients are allowed to connect the tenant-specific account on the EPOS Manager system.
- The token is required for clients to be managed and to receive updates from the IT administrator.

The token (TenantConfiguration.dat) contains Tenant account specific information, ensuring a secure connection between the end-user application and the tenant-specific account. Once downloaded, the TenantConfiguration.dat file is encrypted and cannot be read.

- Backend Endpoint (address of the server with which the EPOS Connect will communicate)
- Initial Heartbeat Time (The value set in "Heart Beat" indicates the duration in seconds for when the EPOS Connect will contact the server and check for available FW and SW updates).
- Tenant specific ID

2.3.1.5 Change password

The administrator can change the account password at any time. Go to the tenant drop-down menu and select "Change Password"

2.3.1.6 Help

Documentation and user guides for the system can be accessed by selecting "Help."

2.3.1.7 About

Select "About" to learn about system information. The following system info will be shown:

- Company Name
- Tenant Name
- Version
- Build
- Date of the application.

2.3.1.8 Logout

To secure account details and eliminate misuse of the system, select Logout after finishing tasks in the system.

2.3.2 Grid settings

In Grid Settings, the listed column view can be arranged.

A user can customize the field columns by changing the following settings:

- Column properties
- Display selections
- Column display order

The changes made in the grid will be valid only for that specific machine and specific browser until that specific browser's application data is cleared.

2.3.2.1 Row count

"Number of rows" per page to be viewed can be set by clicking the drop-down button.

2.3.2.2 Display selections

Including, excluding and order of displayed fields can be set in the grid settings view.

Add to the Selected Column from the Available Column.

Remove from the Selected Column to the Available Column.

Add all fields to the Selected Column from the Available Column.

Remove all fields from the Selected Column to the Available Column.

2.3.2.3 Column display order

The column display order in the Selected Columns box determines the display order in the final view. Top to bottom order in the list box makes the change in reference of left to right order in the display. Once the column selection is highlighted in the Selected Columns, the column display order can be changed using the following functions.

Move the selected column up in the list box
(left in the final display).

Moves the selected column down in the list box
(right in the final display).

To get the default settings, click "Restore Default Settings."

2.3.3 Search

Use the Search bar to quickly search for a specific attribute in the current view.

2.3.4 Information fields

The information field shows the result of the chosen main menu and associated tabs. The listed order can be sorted alphabetically and numerically in ascending or descending order.

To change the order of sorting, click on the field name to change the displayed order.

2.3.5 Page navigation

Navigating multiple pages in EPOS Manager is easily accessed at the bottom of the displayed view.

2.3.6 Application menu

The left menu includes submenus that display specific information when selected:

- Dashboard
- Device Management
- Update Management
- User Management
- Configuration
- Device Provisioning
- Meeting Rooms
- Reporting

The selected menu will always be highlighted

3. Dashboard

Dashboard gives the overall analysis of audio and video devices, version updates and call activity etc.

The dashboard contains the following categories:

- Audio Device Utilization
- Video Device Utilization
- Firmware updates
- Total Calls
- Total Call Time
- Audio Device
- Video Device
- Audio Firmware
- Video Firmware
- Inactive Audio Device
- Inactive Video Device
- Application Software
- Audio Device Allocation

3.1 Audio Device Utilization

This chart gives the information about the count of audio devices that have been active in the last 3 months to the total number of audio devices.

3.2 Video Device Utilization

This chart gives the information about the count of video devices that have been active in the last 3 months to the total number of video devices.

3.3 Firmware updates

This chart gives the information about the count of devices that are up to date with the latest firmware to the total number of devices.

3.4 Total Calls

The total call count indicates the number of calls made in a day.

3.5 Total Call Time

The total call time indicates the duration of calls made in a day.

Note:: Total Calls and Total Call Time are not supported by EPOS Connect for VDI and thin clients.

3.6 Audio Device Shows the count of onboarded audio devices. Clicking it navigates to the All Devices screen.

3.7 Video Device Shows the count of onboarded video devices. Clicking it navigates to the All Devices screen.

3.8 Audio Firmware Shows the count of audio devices that need to be updated to give optimal user experience.

Clicking it takes you to the All Devices screen, listing those devices.

3.9 Video Firmware Shows the count of video devices that need to be updated to give optimal user experience.

Clicking it takes you to the All Devices screen, listing those devices.

3.10 Inactive Audio Device Shows the count of audio devices not seen connected for the last 3 months.

Clicking it takes you to the All Devices screen, listing those devices.

3.11 Inactive Video Device Shows the count of video devices not seen connected for the last 3 months.

Clicking it takes you to the All Devices screen, listing those devices.

3.12 Application Software Shows the count of software that needs to be updated to give optimal user experience.

Clicking it takes you to Update Management -> Software Updates list.

3.13 Audio Device Allocation Shows the count of Users who received audio devices.

Clicking it takes you to the Users screen, listing those users.

Note: Video Device/Video Firmware/Inactive Video Device will be visible if the organization has any video devices.

4. User Management

This menu is for managing users having the client application EPOS Connect installed on their local machine.

The user are automatically created in the system the first time the EPOS Connect is started on the end-user machine.

4.1 Users

For the user to be created in the system, the information FirstName, LastName and Email address needs to be available. This will happen automatically by the client querying the AD. If this information is not available or empty, the user will be created using the machine login name as username and email address as a combination of login name and domain name or id generated by the EPOS Connect client. Information such as Office, Country and City will also be queried. If no information is available the user information will stay blank.

The Administrator can manually add this information on the user if desired by clicking the edit icon on every user.

User have an option to export the data by clicking on the excel icon on the top right corner

The users screen view will have the following details

- User
(User information is the combination of First Name and Last Name)
- E-mail
- Client Version
- Client Type – Host Type
- No of Device(s)
(Will have the number of devices associated with the user)
- Last seen
- Current User Login
- Action
(Have options to edit or delete the user)

For much more information, Tenant or IT Admin can click on user name link to view Detail(s), Device(s) & Machine(s).

The Details tab view contains the following details

- First Name
- Last Name
- E-mail
- Client Version
- Client Type
- Last seen
- Country
- Office
- City
- Current User Login

The Devices tab view contains the following details

- Device Name
- FW Version
- Registered User
- Current User
(Gives info if the current user using that device)
- Last Seen

The Machines tab view contains the following details

- Machine Name
- Operating System
- OS Version
- Model
- System Type
- Processor Name
- Client Version
- Client Type – Logs

On expanding the 'Machine Name', details of the softphone installed in that machine will be displayed.

Logs for a machine can be initiated by clicking the "Request" button. Request can be cancelled using the "Cancel" button. Once the logs are available email will be sent to the tenant and sub admins of that tenant. Available Logs can be downloaded using the download icon (Logs will be available for download within 2 hours of request). If a log is requested for the next time, old logs can be downloaded until the new logs are available for the download.

4.2 Manual group

When deploying a FW or SW update, this must be done to a group.

(In case just one user is to receive an update, add the user to an empty group)

The Manual Group allows the tenant administrator to organize users into groups.

Example: A tenant administrator can choose to create groups for indicating departments, locations, floors, etc.

For creating a new group, click "Create New Group."

Select New Group from group type and fill in the following details:

- Group name
- Group description
- Group Type (Custom/All/Location)
- Location (applicable only for Location option)

Select the Custom Users option from the Group Type for enabling the manual selection.

Add relevant users to a group by selecting users enrolled into the system and transfer to the group member list.

To quickly identify a specific user in the system, use the search bar located above the users list to search for the user to be added to the group. To remove user(s) from a group, click the "x" icon in the action column inside the group member list.

Select the All Users option from the Group Type if you want all users registered in the system to receive the updates, also users added in the future. Enabling this All Users option will overrule any other selecting you might have made and will disable the grids for manual selection.

Select the Location option from the Group Type if you want UserGroups based on a dynamic location-based filter. Location dropdown contains Office, City and Country. When selected the search bar will get enabled. Use search bar to search and list the location based user(s) in the below user grid.

Once group information and users have been added,5.4 Removed Devices click "Create" to save the created group.

You can edit, hide or permanently delete a specific group. To edit the parameters for a group, click the edit icon.

When a change to group parameters has been performed, click "Save" to apply changes.

Note:

- System will do wildcard search for listing user(s) based on searched location. For eg:- If searchtext is "den" user(s) with locations denmark and sweden will be listed.
- System will not allow to create usergroup with empty search text for location based usergroup.
- Change in user's location will be automatically detected and its corresponding location based usergroups will be updated automatically by system.

4.3 AD group

The AD Group allows the tenant administrator to create, view and edit user groups reflecting the Active Directory (AD) distribution lists used in their organization.

The AD Group created in EPOS Manager can be used by EPOS Connect to determine if the end-user belongs to the Active Directory distribution list or not and make the update or configuration available.

4.4 Inactive Users

It helps to manage the inactive users in the system for a certain span of time period and option provided to filter inactive users based on different time period.

Following are the different time periods:

- 1 Month
- 3 Months (Default)
- 6 Months
- 1 Year

Delete option is provided in the layout to delete the users.

Note: EPOS Connect supports only direct group membership to determine if the end-user belongs to the Active Directory distribution list.

The following details can be viewed:

- AD group name
- Creator
- Date and time

You can edit, hide or permanently delete a specific AD group.

To create a new AD group, select the Create AD Group button. Fill in the AD Group Name (reference name in EPOS Manager and should start with the syntax AD_*) and AD Search String. Click Add to create the new AD group.

Note: As an example, the below stated information is required to be filled in the "Create AD Group" window to create an AD Group.

AD Group Name: AD_GroupIdentifier


AD Search String: CN=GroupIdentifier,OU=Group,OU=Department, OU=Organization, OU=Operating region,DC=Root domain,DC=com (AD search string for the distribution list. You can use the Windows Tool ADEplorer to identify the AD search string to be used.)

Where

CN = Common name

OU = Organizational unit Name

DC = Domain component.

To edit an AD Group, click the  edit button and make the desired changes for the AD Group Name and AD Search String.

Click "Save" to apply the changes.

Note: It is not possible to edit an AD Group if there are active deployments using the group.

It is required to stop deployments, edit and then resend the deployment.

Note: EPOS Connect for MAC and EPOS Connect for VDI and thin clients do not support AD Groups.

4.5 Deleted users

Users deleted from the "User" list will be placed under the "Deleted User" tab.

A tenant administrator can choose to either permanently delete a user from the system, or to restore the user.

If a user resides in the "Deleted users" list, the EPOS Connect client belonging to the user will no longer be able to receive updates.

If a user is permanently removed from the "Deleted Users", all user specific information and historical data about usage is deleted.

User have an option to export the data by clicking on the excel icon on the top right corner

Select the "Restore User" button to move the user from the deleted users list to the Users list and the user will be able to receive updates again.

Select the "Delete User" button to permanently delete the user from the system.

5. Device Management

This menu is for managing the assets deployed in the organization.

You can view the details by clicking on the particular asset.

5.1 All Devices

"All Devices" is the main view, shows all EPOS devices.

The following details can be found in the view:

- Device Name
- Meeting Room
- Vendor
- Type of device
- Device ID
- FW Version (update available icon/release notes is shown when a new update is available)
- Current User
- Last Seen
- Host Name

For even more detailed information about a device, click on the device name and find the following information about the device.

- Device name
- Status of device
- Type
- Device ID
- Firmware Version (update available icon/release notes is shown when a new update is available)
- First seen
- Last used date
- Last user
- Request Logs (redirects to the user machine details)
- Meeting Room (link will navigate to the meeting room view page.)
- Country
- Office
- City
- First Contact FW Version
- First Contact IP Address
- Last Contact IP Address
- Current User Login
- Current User Email

Note: Deployment can be done on click of update available icon.

Video devices support single device deployment along with All.

Single Device deployment - Deploys the update to the selected video device.


All Devices deployment - Deploys to all the devices of the selected device type.

Refer (section 6 update Management for deploy window options).

The "Configuration" in the details page shows list of configuration settings for the device.

Click on the edit icon to perform device specific configuration deployment (only for video devices).

Tenant configuration deployment takes priority over the device specific config deployment (based on the latest deployed time)

An  icon will be displayed next to the setting value if there is a difference between the tenant/device deployed configuration to the configuration of the device. Following actions can be done to sync the values.

1. Connect device to network
2. Wait for the heartbeat (every 2 hours) or sync immediately:
 - Video app on device - Click 'Device Setting'-'Device Sync'-'Sync Now'
 - Desktop app - Click 'Update overview'-'Check for updates'.
3. Upgrade to the latest firmware.
4. Contact support team.

In the case of conflict, device value will be shown in the tooltip.

The "ConnectedTo" tab in the details page shows which products are connected to each other with an easy way to navigate between the products by clicking the hyperlink of the product in the connected to list.

Note :

1. Configuration tab will display only if there is any configuration settings available for that device.
2. ConnectedTo tab will display only if device is connected to other device.

To Remove Device, select device and click on the "Remove" button, once we click on that a pop-up information appears and the following details will be displayed:

- Status (shows that device is Active or Inactive)
- Device Name
- Device ID
- Vendor
- Description (used to add the reason to remove device)

The removed device can be viewed by clicking the "Removed Devices".

Note: Remove button functionality works same in "Active Devices" and "Inactive Devices" tab.

To change the meeting room, select the devices in the adjacent box of the same row and click on 'Change Meeting Room' button. Select meeting room from dropdown and click the Save button. To remove the meeting room, select the devices in the adjacent box of the same row and click on 'Change Meeting Room' button. Remove the meeting room and click the Save button.

Note: If you associate a device to a meeting room which is already associated to another meeting room, then that device will be disassociated from previous meeting room. One device can associate to one meeting room at a time.

'Device Type' filter is added with a multiselect option and supports the following device types filter

- Wireless DECT
- Wired USB
- Wireless BT
- Speakerphone
- Video

By default, 'All' will be applied.

'FW Up to Date' filter is added to support filtering devices that are up to date with the latest firmware and supports the following options

- All - Yes - No

By default, 'All' will be applied.

5.2 Active Devices

Active Devices shows the details of devices which are active in the system for a certain span of time period and an option is provided to filter active devices based on different time period.

The view includes the following details:

- Device Name
- Meeting Room
- Vendor
- Type
- Device Id
- FW Version
- Current User
- Last Seen
- Host Name

Following are the different time periods:

- 1 Month
- 3 Months (Default)
- 6 Months
- 1 Year

A device can be removed by selecting it from the “Active Devices” list.

5.3 Inactive Devices

It helps to manage the inactive devices in the system for a certain span of time period and an option is provided to filter inactive devices based on different time period.

The view includes the following details:

- Device Name
- Meeting Room
- Vendor
- Type
- Device ID
- FW Version
- Current User
- Last Seen
- Host Name

Following are the different time periods:

- 1 Month
- 3 Months (Default)
- 6 Months
- 1 Year

An inactive device can be removed by selecting it from the “Inactive devices” list.

5.4 Removed Devices

It shows details of all the removed devices.

Devices taken out for maintenance, or discarded can be removed from the system by using the **“Removed devices”** tab.

Once a device is removed from the “All Devices”, “Active Devices” and “Inactive Devices” tab, device will be moved to the **“Removed devices”** tab.

The view includes the following details:

- Device Name
- Meeting Room
- Device ID
- Firmware Version
- Current User
- Type of the device
- Last used time and date
- Reason for removal
- Host Name

Select a device which you would like to delete and then click on the “Delete Device” button.

6. Update Management

In the “Update Management” menu, actions for deploying software and firmware updates to users and devices enrolled into the system

Software deployment: EPOS Connect client from EPOS.

Firmware deployment: Device specific firmware from EPOS.

To manage software and firmware in EPOS Manager,

Go to the menu “Firmware Updates,” or Software Updates.

Locate release to be deployed.

Click the deploy icon in the Action column.

Deploy multiple software/firmware updates to multiple user groups/all devices by selecting the check box(s) against each software/firmware and then click on the Deploy button which is above the grid and next to versions.

In the deploy window:

- Device deployment - Device(s): Device(s)-Version.
- Software deployment - Application(s): Application(s)-Version.
- Deploy To supports following options User Group/All/Single Device.

Tooltip

User Group - Deploy to all users in the specified User Group(Only for audio devices)

Note : EPOS Connect will receive AD group deployments limited to 5 AD groups for every 2 hours.

All (Devices) - Deploy to all registered devices of the selected type

All (Software) - Deploy to all users of the selected application

Single Device - Deploy to a single device(Only for single video device deployment)

Note : The "All" tooltip depends on whether the deployment is being applied to a device or an application (Software).

- Select if the release should be mandatory to user(s) or deployed as optional to user(s). or deployed as silent to user(s). Silent update is only applicable for firmware updates.
- Select the schedule for when the update will be available or start.
- Select default or custom message (applicable only for mandatory updates). If Admin selects custom option, he/she can enter the custom message up to 250 characters.
- Deploy.

In case of deploying important mandatory updates in the organization, a "Mandatory Update" can be initiated. This ensures that an important update to a device cannot be ignored by end-users, by only allowing the end-user to postpone the update. Reminder will pop up every hour, maximum three times. After the third time the update will take place automatically.

In case of deploying updates which should happen without any user interaction or when the user is logged off from the machine, a "Silent Update" can be initiated. This ensures that an update happens silently in the defined Update Window. After the end date, the "Silent Update" will behave as a mandatory update for the end user.


Note : Silent update is not supported if the machine is in sleep mode or turned off.


All Devices deployment - Deploys to all the devices of the selected device type.


To schedule the date and time, click in the box and select the date and time as required.


To select the date, click on the specific day in the month of the year.

Default is set to current date and time is set to 10 minutes later.

To select the time, click the  clock button (the format for selecting time is < hour > < minutes >)

To return to the date selection, click the  calendar button.

It is possible to download the software or a firmware locally by clicking the download  icon.

To discard any version of the software or firmware, click on the reject  icon.

User can filter the data using the versions and devices dropdowns.

Versions dropdown has two options

- Show Latest: gives the highest Firmware version list.
- Show All: will display all the records

Devices dropdown has two options.

- Show All: will display all firmware version list.
- Connected: will display firmware list related to connected devices.

The following details are available in the view:

- Device name or software name targeted by the update

- Type of device
- Version of the firmware/software
- Release notes for the update
- Date and time of receiving the update

6.1 Software updates

Under the “Software Updates,” new versions of the end-user software “EPOS Connect” will be available for deployment in your organization.

User can filter the data using the versions dropdown which has two options.

- Show Latest: gives the highest Software version list.
- Show All: will display all the records

The following details can be viewed:

- Release notes
- Date and time of receiving the update notification.
- Source from where the update has been sent.

From the column “Action,” you can deploy, download or delete the software released from EPOS. EPOS Connect for Win latest version supports msi installer and can be downloaded.

Deploy multiple Software updates to multiple user groups by selecting the check box(s) against each Software and then click on the Deploy button which is above the grid and next to versions.

Refer (section 6 Update Management for deploy window options).

Note: When deploying a software update of the client a warning will be presented. This is because the EPOS Connect software requires administrative rights for installation. This has the following impact. For users without administrative rights on their machine, they will be prompted to enter user credentials and password for a user with the right permissions.

For user with administrative rights the user can still be prompted with a “Do you want allow the following program to make changes to this computer” message box. This is default windows behavior caused by the UAC settings. This can be removed by changing the UAC settings to Never notify, but this is not recommended. The user has to click yes for the software to install.

The recommended way of updating the software is to use a mass deployment tool such as SCCM / Jamf Pro.

6.2 Firmware updates

Under the “Firmware Updates,” new device-specific firmware releases from EPOS will be available for deployment in the organization.

To benefit from device firmware improvements and enhanced functionality released via updates from EPOS, it is highly recommended to keep devices in the organization updated.

User can filter the data using the versions and devices dropdowns.

Versions dropdown has two options

- Show Latest: gives the highest Firmware version list.
- Show All: will display all the records

Devices dropdown has two options.

- Show All: will display all firmware version list.
- Connected: will display firmware list related to connected devices.

The following details about the release can be viewed:

- Device name of the device to be upgraded
- Type of the device which can be firmware
- Latest version of the firmware in the device
- Release notes by clicking on the associated icon
- Date and time of receiving the update notification
- Source from where the update is sent.

From the column "Action," you can deploy, download or delete the software released from EPOS.

Deploy multiple Firmware updates to multiple user groups/all devices by selecting the check box(s) against each Firmware and then click on the Deploy button which is above the grid and next to versions.

Refer (section 6 Update Management for deploy window options).

6.3 Deployment Status

All active deployment jobs are listed in this view.

Cancel Job - Admin can select the job(s) and click on Cancel Job to cancel the selected jobs.

Cancel All Jobs - Admin can cancel all active jobs.

The following information is presented here:

- Job Created : Time stamp the job was created.
- Type: The job type. (Currently only Update)
- Device: The device, software targeted with this job.
- Group name: The name of the group the update is sent to.
- Version: Version of the software or firmware that was deployed.
- Devices Reached: KPI of the distribution.
- Update success: KPI of update being completed
- The "Device Reached" KPI represents:

Gray

Color as status is not yet available

- It is a background job, it collects the KPI status and display one of the below status after some time interval.

Green





Color as download success.

Red

Color as download not yet done.

On hovering over the color bar, it shows the number of devices for which the firmware download was a success or not yet downloaded.

The "Upgrade Status" KPI represents:

-  Gray Color as status is not yet available
 - It is a background job, it collects the KPI status and display one of the below status after some time interval.
-  Green Color as upgrade success
-  Red Red color as upgrade failed
-  Orange Orange color as upgrade pending.

When clicking the color bar or device link will bring you to the details page.

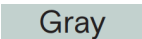


Note: The KPI information is only rendered after 60 minutes and will therefore only be available thereafter.

6.4 Deployment details

The deployment details page gives you more specific information of the actual status.



- Scheduled Time: The schedule time that was given when deployed.
- Update: The name of the device or software and its new version.
- Deploy Group: The name of the group the update is sent to.
- Devices Reached: KPI of the distribution.
- Update success rate: KPI of update being completed.
- Deploy Type: Update type deployed to end-users Mandatory/Optional/Silent
- Deployment Start Date: The date from when Silent update is applicable.
- Deployment End Date: The date when Silent update period ends.
- Update Window: Updates will be applied only during this time interval

The "Device reached " KPI represents:

-  Gray Color as status is not yet available
 - It is a background job, it collects the KPI status and display one of the below status after some time interval.
-  Green Color as download success.
-  Red Color as download not yet done.

On hovering over the color bar, it shows the number of devices for which the firmware download was a success or not yet downloaded.

The "Upgrade Status" KPI represents:

-  Green Color as upgrade success
-  Red Color as upgrade failed

Orange Color as upgrade pending.

“Update Success” tab displays the devices for which deployment succeeded.

“Update failure” tab displays the devices for which deployment failed. (Update was downloaded and the update attempt was done)

“Update pending” tab displays the devices for which update is pending. Download had been done but update has not yet started.)

Device not Reached tab displays the devices which have not yet downloaded the update.

7. Configuration

EPOS Manager enables the possibility to read the settings of the connected devices and softphone settings of EPOS Connect.

Using the tool, a user is able to push configurations and lock specific settings on the end users devices by pushing a configuration package.

In the current example we will be pushing a regulatory compliance setting to a group. The flow is very similar to a firmware update so the prerequisites are the same.

Before start using the configuration please ensure that the devices are updated with the latest firmware.

7.1 Configuration Overview

The configuration overview page is designed to have a one place to see and easily compare a configuration setting. The page lists all devices that are applicable for a configuration and gather all the settings in one place.

In Configuration overview layout, implemented 'Device Type' filter and currently this filter supports to filter on below device types

- Wireless DECT
- Wired USB
- Wireless BT
- Speakerphone
- EPOS Connect
- Video

By default, 'Wireless DECT' filter will be applied

In this view all configurable devices are listed and you can do a global search to filter on either devices, users or deployed configuration package.

The deployed pack column shows if and what configuration package has been pushed to the specific device.

Now, we can see configuration package version numbers.

Shows the number of configuration parameters available on the product. Clicking it will open up a view of all the configurations and their value on the product.

If the number shows 0 it means that the device did not support any configuration. Most likely because the firmware version is not supporting it. Suggestion is to update to latest firmware.



For comparing a single value, it is possible to click the drop down on the title bar to select 1 of the available configurations. The grid now changes to only show the selected configuration and value. This provides an easy way to compare many devices quickly just by looking.

7.2 Device Configurations

The device Configuration contains a list of all raw device configuration packages. These packages will be read only when all values are empty.

User can filter the data using the versions and devices dropdowns.

Versions dropdown has two options

- Show Latest: Will show highest version followed by the latest timestamp of the received On / Uploaded On column.
- Show All: will display all the records.

Devices dropdown has two options.

- Show All: will display all device packages.
- Connected: will display packages related to connected devices.

7.2.1 Duplicate configuration package

For editing the package and choosing the values of the configuration it is needed to create a copy of the package. This is done by clicking the Copy icon on the line, providing a new pack name and clicking Save.

A new package is then added and an Edit icon is shown on the line.

7.2.2 Edit configuration package

Once the package is duplicated it is now editable and a small edit icon will appear.

Package can now be duplicated again, deployed, edited or deleted.

Clicking the edit button opens the package to allow setting the values.

The values can be selected by opening the drop down. When a selection have been made a graphical representation is shown for the device MMI where available. When selecting a value and deploying it, the given value will be locked on the end user device and the user will not be able to change the value themselves, not even by changing the physical switch. To release the setting again (so the end user can decide setting), you need to choose the blank value and redeploy the package.

When settings have been selected, remember to click the "Save" button.

7.2.3 Deployment Configuration

Once package is ready, deploy the package using the deploy icon.

Deploy multiple software/device configuration to multiple user groups by selecting the check box(s) against each software/device configuration and then click on the Deploy button which is above the grid and next to versions.

In the deploy window:

- Device Configurations - Device(s): Device(s)-Version.
- Software Configurations – Pack Name(s): Pack Name(s)-Version.
- Deploy To supports following options User Group/All.

Tooltip

User Group - Deploy to all users in the specified User Group(Only for audio devices).

All (Devices) - Deploy to all registered devices of the selected type.

All (Software) - Deploy to all users of the selected package.

Note: The "All" tooltip depends on whether the deployment is being applied to a device or an application (Software).

- Deploy.

The configuration will happen silently on the end user device on the next heartbeat.

7.2.4 Deployment Status

Very similar to the firmware deployment it is possible to follow the status of the deployment. (Referring to the section 6.3).

Cancel Job - Admin can select the job(s) and click on Cancel Job to cancel the selected jobs.

Cancel All Jobs - Admin can cancel all active jobs.

Clicking the specific job gives more detail regarding who is missing a deployment and potential reason.

Reasons are often due to a firmware is not supporting configuration. Please update to latest update.

7.3 Software Configuration

The Software Configuration contains a list of all raw EPOS Connect softphone configuration packages. These packages will be read only when all values are empty.

User can filter the data using the versions dropdown which has two options.

- Show Latest: Will show the highest version followed by the latest timestamp of the received On / Uploaded On column.
- Show All: will display all the records

All grid action use cases like duplicating, editing and deploying the packages are similar to the 'Device configurations' grid action use cases. (Referring to the section 7.2.1 to 7.2.4)

8. Device Provisioning

This menu is used for provisioning of smart devices with the IT Admin preferred settings using Quick Connect Codes. You can view the details of Quick Connect Code and Create/Edit Quick Connect Code.

8.1 Quick Connect Codes

The following details can be found in the view:

- Code
- Communication App
- Quick Connect Name
- Active
- Devices Used
- Devices Allowed
- Expiry Date
- Date Created

You can edit or permanently delete a specific Quick Connect Code using the icon buttons available in the 'Action' column.

You can even copy QR Code using the copy icon in the 'Action' column.

'Active' column in the grid states whether the Quick Connect Code is active or not and can be used to provision devices.

To update Quick Connect Code click on 'Code' in the grid or edit icon.

To create a new Quick Connect Code, click on 'Create Quick Connect Code' button available in 'Quick Connect Codes' layout and fill the required information.

8.2 Create/Edit Quick Connect Code

To create the new Quick Connect Code, the following information is required.

- Quick Connect Name
- Expiry Date
- Number of Devices Allowed
- Select Models
- Communication App
- Language
- Timezone
- Timeformat
- Admin Password
- System Web Access Code
- Status of System Web Access

After filling the required details click on Create button to create the Quick Connect Code and stays in the same page with details filled and QR code generated.

Cancel button redirects to previous page (to list of Quick Connect Codes).

Users can download QR Code (downloads.png) or Copy QR code.

9. Meeting Rooms

Tenant admins can create meeting room(s) and associate their devices to the meeting room. You can View/Edit/Remove the details of a meeting room.

The following details can be found in the view:

- Meeting Room Name
- Devices Attached - Expand to view the Device Name, FWVersion (update available icon/release notes is shown when a new update is available)
- FW Update Available

Sorting is provided on "Meeting Room Name" column and default records will be in ascending alphabet order of "Meeting Room Name".

Device Management --> Device details page can be used to associate/disassociate a device to a meeting room.

You can view the associated devices to a particular meeting room in the View Meeting Room page. You can edit or remove a specific Meeting Room using the icon buttons available in the 'Action' column.

Note: Deployment can be done on click of update available icon.

Video devices support single device deployment along with All.

Single Device deployment - Deploys the update to the selected video device.

All Devices deployment - Deploys to all the devices of the selected device type.

Refer (section 6 Manage Update for deploy window options).

9.1 Create Meeting Room

To create a new Meeting Room, click on 'Create Meeting Room' button from 'Meeting Rooms' view page and provide a name for the meeting room and click on Create button.

9.2 View Meeting Room

To see the details of devices attached to a meeting room, click on meeting room name in Meeting Rooms grid view.

The following details can be found in the 'View Meeting Room':

- Status (Active/Inactive)
- Device Name
- Device ID
- FW Version (update available icon/release notes is shown when a new update is available)
- Action

You can navigate to the Device page by using the Device Name link and associate/disassociate a device. You can remove the device by clicking on Remove option available under 'Action' column.

User will navigate to device detail page on click of "Device Name" in meeting room view page.


User can see the FW version, Release notes under FW Version column if any update is available.

10. Reporting

Reporting offers an in-depth analysis of existing conditions in the company.

The reports have two sub-menus showing the details of the following:

- Client
 - User
 - Device
 - Call activity
 - Softphone

A chart being viewed can be downloaded or printed by clicking the  icon shown at the right top corner of the chart's interactive region.

To select the desired output format, click the icon and select the relevant option.

The below stated options are available to the tenant:

1. PNG image
2. JPEG image
3. PDF document
4. SVG vector image

Click the legends to show or hide the values in the existing chart.

An active user for a monthly statistics is defined as:

“Someone who has used the EPOS Connect at least once during the month”

An active user for daily statistics is defined as:

“Someone who has used the EPOS Connect at least once during the day”

Note: All the data for the reports is with reference to the Greenwich Mean Time (GMT).

10.1 Client

The Client share pie chart will show the share of EPOS Connect variants.

The Client version share pie chart shows the version of the EPOS Connect being used based on the Client Type filter selected.

10.2 Users

The total number of active and inactive users will display an index with a standard goal and help to identify inactive devices. A status summary of deployed EPOS Connect client software compared to available versions is also available.

10.2.1 User Overview

“User overview” will show the daily statistics summary of the total number of active/inactive users in a week.

The pointer can be placed over any section of the day column for the exact key values.

10.3 Device

Evaluating the statistics of the devices used by the end-user reflects the device usage by the company.

The device menu does a competitive analysis based on the competitors and the product criteria.

10.3.1 Device Overview

There are different series of devices used by the end-users. "Devices overview" help to find out the usability index of the active devices on a daily basis.

- Wired ED headsets (analog headsets)
- Wireless DECT headsets
- Wireless BT headsets (Bluetooth products)
- Wired USB headsets
- Speakerphones
- Video

The trend of the active devices can be seen on a weekly basis.

10.3.2 Other devices

The "Other Devices" menu shows the usage of EPOS products as well as devices from competitors.

Click on a segment to explode that segment for a better understanding of the comparison.

10.3.3 Device adoption

An overview shows a clear synopsis of the total number of devices (active/inactive) with the following active devices of the series.

The following active vs. inactive devices under series are shown in the chart.

- Wired ED headsets (analog headsets)
- Wireless DECT headsets
- Wireless BT headsets (Bluetooth products)
- Wired USB headsets
- Speakerphones
- Video

The chart identifies the number of devices that have not connected in three different time ranges and the following selections are available:

- Monthly: the chart shows a full calendar month.
- Half Yearly: the chart shows a six calendar months.
- Yearly: the chart shows a full calendar year.

By clicking the specific product group in the graph, it is possible to get a detailed overview of the product models under the groups.

10.3.4 Headsets per User

This report overview shows the user count based on the number of headsets being used.

10.3.5 Update Overview

The overview will show the percentage of the devices which are having the latest version to the ones which are yet to be updated. The firmware version approved by the tenant is taken as reference to calculate the percentage.

10.4 Call Activity

Evaluating the statistics of the call activity of the end-user reflects the call activity statistics by the company.

The Call activity menu does an analysis based on the call type and call duration of softphones and devices.

Note: Not Supported by EPOS Connect for VDI and thin clients.

10.4.1 Call Overview

Call overview gives the analysis about the number of incoming and outgoing calls attended during the specified period.

Following are the different time period filters can be applied on the chart

- Last week: the chart shows the number of calls attended daily basis for the last seven days
- Last Month: the chart shows the number of calls attended daily basis for the last month i.e. last thirty days.
- Monthly: the chart shows the number of calls attended monthly basis for the last one year
- Half Yearly: the chart shows the number of calls attended half yearly basis for the last one year
- Yearly: the chart shows the number of calls attended yearly basis for last one year

By clicking on a specific series/bar in the chart, more details of the call for the corresponding time period will be displayed in the table view.

The following details can be found in the table view.

- User Name
- Softphone Name
- Softphone Version
- Device
- Type
- Start Time
- End Time
- Duration

The user has an option to export the data to an excel sheet by clicking the excel icon present on the top right side

10.4.2 Call Duration – Device

Call duration–Device tab gives the information about the call duration of different devices during the specified period.

Following are the different time period filters can be applied on the chart

- Last week: the chart shows call duration for which each device used on daily basis for the last seven days
- Last Month: the chart shows call duration for which each device used on daily basis for the last month i.e. last thirty days.
- Monthly: the chart shows call duration for which each device used on monthly basis for the last one year
- Half Yearly: the chart shows call duration for which each device used on half yearly basis for the last one year
- Yearly: the chart shows call duration for which each device used on yearly basis for the last one year

By clicking on a specific item in the chart the drilldown data for the corresponding time interval will be displayed in the table where all the details of the call for the different **devices** will be displayed

The following details can be found in the table view.

- User Name
- Softphone Name
- Softphone Version
- Device
- Type
- Start Time
- End Time
- Duration

The user has an option to export the data in the table to an excel sheet by clicking the excel icon present on the top right side.

10.4.3 Call Duration – Softphone

Call duration–Softphone tab gives the information about the call duration of different softphones during the specified period.

Following are the different time period filters can be applied on the chart

- Last week: the chart show call duration for which each softphone used on daily basis for the last seven days
- Last Month: the chart shows call duration for which each softphone used on daily basis for the last month i.e. last thirty days.
- Monthly: the chart shows call duration for which each softphone used on monthly basis for the last one year
- Half Yearly: the chart shows call duration for which each softphone used on half yearly basis for the last one year
- Yearly: the chart shows call duration for which each softphone used on yearly basis for the last one year

By clicking on a specific item in the chart the drilldown data for the corresponding time interval will be displayed in the table where all the details of the call for the different **softphones** will be displayed

The following details can be found in the view.

- User Name
- Softphone Name
- Softphone Version
- Device
- Type
- Start Time
- End Time
- Duration

The user has an option to export the data in the table to an excel sheet by clicking the excel icon present on the top right side.

10.5 Softphone

Softphone overview shows the statistics of the different Softphones used spread across the company.

Note: Not Supported by EPOS Connect for VDI and thin clients.

10.5.1 Softphone Adoption

Softphone adoption gives the analysis of the UC and CC clients using the different softphones of different brands. This section has three charts.

SOFTPHONE BRAND SHARE: This report gives the information about percentage of total softphones of different brands.

SOFTPHONE SHARE: This report gives the information about the percentage of total users using different softphones for a given brand.

Filter option is available to change the brand and filter the specific data for the selected brand.

SOFTPHONE VERSION: The report gives the information about the number of users using a specific version softphone used.

Filter option is available to change the softphone and filter the specific data for the selected softphone.

By clicking on a specific chart series/bar in the above charts, more details will be displayed in table view.

The following details will be included in the table view.

- User Name
- Softphone
- Version
- Host Name
- Model
- Operating System
- OS version
- System Type

Three filter options in the table view, to filter based on Brand, Softphone and Version.

The user has an option to export the filtered data to an excel sheet by clicking the excel icon present on the top right side.

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.

ASIA-PACIFIC

Australia

T +61 2 9910 6700
8:00 – 17:00

Denmark

T +45 89882841
8:00 – 17:00

Spain

T +34 911238085
8:00 – 17:00

China

T +86 1057319666
9:00 – 18:00

Finland

T +358 942450352
8:00 – 17:00

Sweden

T +46 844680895
8:00 – 17:00

Hong Kong S.A.R., China

T +85 234128400
9:00 – 18:00

France

T +33 170610386
8:00 – 17:00

Switzerland

T +41 315281132
8:00 – 17:00

India

T 1 800 200 3632
9:00 – 18:00

Germany

T +49 3030808045
8:00 – 17:00

United Kingdom

T +44 2035144072
8:00 – 17:00

Japan

T +81 364 068 919
9:00 – 18:00

Hungary

T +36 14088056
8:00 – 17:00

LATIN AMERICA

Brazil

T +55 1143807556
8:00 – 17:00

New Zealand

T +64 (9) 580 0489
8:00 – 17:00

Iceland

T +353 15262572
8:00 – 17:00

Mexico

T +52 5553502401
8:00 – 17:00

Singapore

T +65 6408 5143
9:00 – 18:00

Ireland

T +353 15262572
8:00 – 17:00

NORTH AMERICA

Canada

T 1-800-895-7412
8:00 – 17:00

South Korea

T +82 1544 1699
10:00 – 18:00

Luxembourg

T +352 27860234
8:00 – 17:00

United States

T 1-800-895-7412
8:00 – 17:00

EUROPE

Austria

T +43 720880857
8:00 – 17:00

Netherlands

T +31 20-8080956
8:00 – 17:00

MIDDLE EAST/AFRICA

United Arab Emirates

T 800 035703844
8:00 – 17:00

Belgium

T +32 28080784
8:00 – 17:00

Russia

T 8800-1008557
8:00 – 17:00