Release Notes
EPOS Connect for Win & Mac

Release Date: 05-10-2023

Version: 7.7.0.44457(Win), 7.7.0.44457(Mac)

New features:

- Support for Multiple calls on Zoom.
- Support for new devices: IMPACT USB-ED CC 01 AUL and CEHS-CI 02 V2.

Changes and bug fixes:

- Security improvements
- HeadSetup Pro application is restricted for upgrade to EPOS Connect version 7.7.0 or higher.
- Fixed the issue of Server and DSEA SDK connection details not displaying and call control functionality not working in EPOS Connect when MAC are rebooted.
- Fixed the issue of DSTNY softphone (versions 5.9.1 and above) not listed under Default Softphone in EPOS Connect.

Known Issues:

- Firmware update fails when Bluetooth headset is paired with BTD 800 or BTD 800a and headset does not get connect back to the dongle.
  (Work Around: Need to repair the device and can be updated by connecting through cable.)
- Cloud and local updates are not working for Presence device when connected through BTD 800.
  (Work Around: Device can be updated by connecting through cable.)

Software Release History

Release Date: 07-07-2023

Version: 7.6.1.42114(Win), 7.6.1.42114(Mac)

New features:

- N/A

Changes and bug fixes:

- Fixed the issue of devices not being detected in EPOS Connect when MAC 13 OS machines are rebooted.
- System and security improvements.

Known Issues:

- Cloud and local updates are not working for Presence device when connected through BTD 800. (Work Around: Device can be updated by connecting through cable.)

Release Date: 01-06-2023

Version: 7.6.0.40680(Win), 7.6.0.40680(Mac)

New features:

- Support for new IMPACT 1000 series.

Changes and bug fixes:

- Fixed the recovery mode issue of ADAPT 660 AMC.
- Fixed custom ringtone update issue of UI 20 BL USB (Busy Light).
- Fixed silent update issue for IMPACT SDW D1 dongle with firmware version v0067.
- Fixed the firmware update issue for IMPACT DW series from version 135, 145 and 147.

Known Issues:

- Cloud and local updates are not working for Presence device when connected through BTD 800. (Work Around: Device can be updated by connecting through cable.)
- For Mac OS 13 machine, EPOS Connect will not work after reboot the machine.
  Work around is to restart the service, this will work till the next reboot. Steps are given below.
  Open the terminal, then at the command prompt, first unload the running service
  " sudo launchctl unload /Library/LaunchDaemons/com.EPOS.EPOSConnect.plist ".
  Second load the service by running this command:
  " sudo launchctl load -w /Library/LaunchDaemons/com.EPOS.EPOSConnect.plist ".

Release Date: 09-05-2023

Version: 7.5.0.39710 (Win), 7.5.0.39710 (Mac)

New features:

- Support for new IMPACT 5000 series.

- Support for new SDK 12.0 (call control unit)

- Support for new application languages: Simplified Chinese and Traditional Chinese.

- Support for Pan & Tilt for EXPAND Vision 1 and S6.

Changes and bug fixes:

- Improved experience to move application window.

- Changes via new SDK 12.0

  o Support Auto mode for default softphone: Auto-set the first detected softphone as default softphone, when there is no user preference.

  o Remove 'Default headset': Headset selection is handled directly from softphone.

  o Mute notification controls of IMPACT 5000 series have been moved to Base Station setting page.

- Listen mode can be used when ADAPT 200/300/400/500 series are connected via BTD 800.

- Usage mode of BTD 800 series can be configured when connected to IMPACT SDW base station with firmware version 1.8.42 and above.

- Fixed the issue of battery information not being displayed for C50.

- System improvements.

Known Issues:

- Cloud and local updates are not working for Presence device when connected through BTD 800. (Work Around: Device can be updated by connecting through cable.)

- Usage mode of BTD 800 series can only be configured when connected to IMPACT SDW base station with firmware newer than 2.x.

- Custom ringtone update for UI 20 BL USB (Busy Light) is not working. User can choose between three ringtones available on the device.

- For Mac OS 13 machine, EPOS Connect will not work after reboot the machine.

  Work around is to restart the service, this will work till the next reboot. Steps are given below.

  Open the terminal, then at the command prompt, first unload the running service

  " sudo launchctl unload /Library/LaunchDaemons/com.EPOS.EPOSConnect.plist ".

  Second load the service by running this command:

  " sudo launchctl load -w /Library/LaunchDaemons/com.EPOS.EPOSConnect.plist ".

Software Release History

Release Date: 30-03-2023

Version: 7.4.1.38952 (Win), 7.4.1.38952 (Mac)

New features:
- N/A.

Changes and bug fixes:
- Fixed the issue with Avaya Workplace placing calls on hold.
- Fixed the firmware update issue for IMPACT SDW 5000 series from version 1.3.47.

Known Issues:
- Cloud and local updates are not working for Presence device when connected through BTD 800. (Work Around: Device can be updated by connecting through cable.)
- Usage mode of BTD 800 series can only be configured when connected to IMPACT SDW base station with firmware newer than 2.x.
- Custom ringtone update for UI 20 BL USB (Busy Light) is not working. User can choose between three ringtones available on the device.
- For Mac OS 13 machine, EPOS Connect will not work after reboot the machine.
  Work around is to restart the service, this will work till the next reboot. Steps are given below.
    Open the terminal, then at the command prompt, first unload the running service
      " sudo launchctl unload /Library/LaunchDaemons/com.EPOS.EPOSConnect.plist ".
    Second load the service by running this command:
      " sudo launchctl load -w /Library/LaunchDaemons/com.EPOS.EPOSConnect.plist ".

Release Date: 30-01-2023

Version: 7.4.0.37648 (Win), 7.4.0.37648 (Mac)

New features:
- Support for new devices: EXPAND Vision 1M.
- Support to show battery status for MB Pro series, ADAPT 600 series and SP 30/40 series.
  Notice: ADAPT 200/300/400/500 series will be supported when the new firmware is available.

Changes and bug fixes:
- Fixed the wrong translations of the voice prompt language setting in Japanese for EXPAND 80.

- Fixed the issue that check for update is failed when username contains some special characters.
- SC 1x5, SC 130/160 and PC 8.2 supports recovery mode.
- Add Voice prompts and clear pairing list functions for IMPACT MB Pro 1/2 series.
- Add Room experience feature for IMPACT MB Pro 2 series.
- System improvements on CPU consumption and Memory usage.

Known Issues:

- Cloud and local updates are not working for Presence device when connected through BTD 800. (Work Around: Device can be updated by connecting through cable.)
- Usage mode of BTD 800 series can only be configured when connected to IMPACT SDW base station with firmware newer than 2.x.
- Custom ringtone update for UI 20 BL USB (Busy Light) is not working. User can choose between three ringtones available on the device.
- For Mac OS 13 machine, EPOS Connect will not work after reboot the machine.
  Work around is to restart the service, this will work till the next reboot. Steps are given below.
  Open the terminal, then at the command prompt, first unload the running service
  " sudo launchctl unload /Library/LaunchDaemons/com.EPOS.EPOSConnect.plist ".
  Second load the service by running this command:
  " sudo launchctl load -w /Library/LaunchDaemons/com.EPOS.EPOSConnect.plist ".

Release Date: 18-10-2022

Version: 7.3.2.35483 (Win), 7.3.2.35483 (Mac)

New features:

- N/A.

Changes and bug fixes:

- Fixed call control issues for SwyxIT.
- Fixed call control issues and call activity data for MiVoice.

Known Issues:

- Cloud and local updates are not working for Presence device when connected through BTD 800. (Work Around: Device can be updated by connecting through cable.)
- Usage mode of BTD 800 series can only be configured when connected to IMPACT SDW base station with firmware newer than 2.x.

- Custom ringtone update for UI 20 BL USB (Busy Light) is not working. User can choose between three ringtones available on the device.
- Some long Non-English contents on Vision 1 setting page cannot be fully displayed.

Release Date: 12-09-2022
Version: 7.3.1.34512 (Win), 7.3.1.34512 (Mac)

New features:
- Support for new devices: EXPAND Vision 1 and S6.

Changes and bug fixes:
- Fixed the UI issue that shows very small size when EPOS Connect is launched with 4K display.
- Fixed the firmware update issue for IMPACT SDW 5000 series US and JP variants from version 1.3.51.
- Fixed the issue for Swyxlt when updating from DSEASDK 10.4.1 or earlier versions.
- Updated UI 20 BL USB (Busy Light) integration to be compatible with the latest version of Microsoft Teams 1.5.00.17656 and higher versions.
- In DSEASDK, fixed an issue during install/uninstall by using shell script instead of command prompt.

Known Issues:
- Cloud and local updates are not working for Presence device when connected through BTD 800. (Work Around: Device can be updated by connecting through cable.)
- Usage mode of BTD 800 series can only be configured when connected to IMPACT SDW base station with firmware newer than 2.x.
- Custom ringtone update for UI 20 BL USB (Busy Light) is not working. User can choose between three ringtones available on the device.
- Some long Non-English contents on Vision 1 setting page cannot be fully displayed.

Release Date: 07-07-2022
Version: 7.3.0.32229 (Win), 7.3.0.32229 (Mac)

New features:
- Support for MAC OS 12.
- Support for new devices: COMMAND 260 USB PTT and ATC-C3 HS.

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Changes and bug fixes:

- Fixed the issue that sidetone value in EPOS Connect does not match when the sidetone is changed from Windows PC.
- Enable Call control functions for Swxyit on Expand 40 series.

Known Issues:

- Cloud and local updates are not working for Presence device when connected through BTD 800. (Work Around: Device can be updated by connecting through cable.)
- Usage mode of BTD 800 series can only be configured when connected to IMPACT SDW base station with firmware newer than 2.x.
- Custom ringtone update for UI 20 BL USB (Busy Light) is not working. User can choose between three ringtones available on the device.

Release Date: 16-05-2022

Version: **7.2.0.29083 (Win), 7.2.0.29083 (Mac)**

New features:

- Support for new devices - ADAPT 660 AMC, EXPAND 40 Series, C10, C20, C50.
- Support for Call control functionalities for BroadSoft on MAC.

Changes and bug fixes:

- Support for 1 hour auto power-off settings for ADAPT 200/300/400/500 Series devices.
- Fixed the grey EPOS Connect screen issue for non-admin users.
- Fixed the device reset issue during Voice Prompt language change.
- When BTD 800 (dongle) is in 'share mode', Connected Bluetooth headset requires manual repairing with dongle after Over-the-air (OTA) firmware update.

Known Issues:

- EPOS Connect "Desktop shortcut" is getting created even if the "Create Desktop shortcut" option is not selected in the EPOS Manager screen.
- Sidetone value in EPOS Connect does not match when the sidetone is changed from Windows PC. (Work Around: The Sidetone value can be changed from the EPOS Connect UI.)
- Cloud and local updates are not working for Presence device when connected through BTD 800. (Work Around: Device can be updated by connecting through cable.)

- Custom ringtone update for UI 20 BL USB (Busy Light) is not working. User can choose between three ringtones available on the device.

Release Date: 24-01-2022

Version: 7.1.0.24484 (Win), 7.1.0.24112 (Mac)

New features:

- New UI for EPOS Connect Windows application.
- Support new softphone for Mac – Zoom.
- Support configurable Auto power off function for IMPACT 5000 series headset (only when it is undocked) and ADAPT 200,300,400,500 series.
- Support more mute notification types of IMPACT 5000 series: Visual (pop-up), Visual+Audible, off.
- Support mute notification interval of IMPACT 5000 series: when I start to speak, 1 min, 5 min, 10 min.

Changes and bug fixes:

- Usage mode of BTD800 is supported when connected with IMPACT 5000 base station.
- Device detection and call control issues seen on non-English machines with EPOS Connect 7.1.0.24112.

Known Issues:

- The preferred language of the application is not retained when software upgrades are done from versions less than 7.1.0 to versions 7.1.0 or higher.
  (Work Around: The user has to select the preferred language after software update.)
- Sidetone setting for IMPACT 5000 series headsets may not be presented in the application's device setting list on some of machines where device detection takes time.
   Work Around: The sidetone can be changed using windows sound settings.)
- Update for IMPACT 5000 series devices will fail, when updating IMPACT 5000 base station and BTD 800 (only when connected with base station) on the same time.
  (Work Around: User just need to click the update/retry again, firmware update will work.)
  Notice: Firmware Silent update mode will not be impacted.
- To change 'HID Commands' setting for IMPACT 5000 series devices will need manual reboot (power supply + USB connection) to activate the change immediately.
- Custom ringtone update for UI 20 BL USB (Busy Light) is not working. User can choose between three ringtones available on the device.

Release Date: 07-10-2021

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Version: **7.0.0.19631 (Mac)**

New features:
- Support Mac OS v11.x (Big Sur).
- Support EPOS Devices IMPACT 5000 series, IMPACT D series, IMPACT D1 USB, ADAPT Presence Series, EXPAND 80 Mic, UI 20 BL USB (busy light).
  Notice: Legacy MB Pro, BTD 800 and MB660 are supported.

Changes and bug fixes:
- Support to configure mute notification type for IMPACT 5000 series and the interval to trigger the mute notification.

Known Issues:
- Tenant connection is possible disconnected when the proxy setting of enterprise network is disable. User needs to click 'Connect' in the home page of EPOS Connect application when proxy is enabled again.