

EPOS



END-USER MANUAL

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 settings to the users of EPOS Connect. This is achieved by EPOS Manager in combination with EPOS Connect.

2. System requirement

2.1. Windows

2.1.1. 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

2.1.2. Operating system requirements

Windows operating systems Win10 and Win11.

2.2. MAC

2.2.1. 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

2.2.2. Operating system requirements

Mac operating system 15.x and 26.x

2.3. Chrome

Chrome OS is not supported.

2.4. Prerequisite

If a socket filter application is 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.

2.5. 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 IPConfig.txt file.

3. Installing and Uninstalling EPOS Connect

3.1. Installed by an IT administrator

The most common way to install EPOS Connect on an end-user computer is through remote installation by the company's IT administrator.

Note that if the remote machine already has HeadSetup™ installed, please uninstall HeadSetup™ before deploying EPOS Connect.

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

For MSI installation, two MSI files are required. First install EPOS Connect MSI followed by DSEASDK MSI.

If MSI installation is used for remote deployment, set the custom MSI parameter 'AUTOLAUNCH_ENABLED=0' during DSEASDK MSI installation. AutoLaunch.exe available in EPOS Connect program files folder can be used to start services in the logged user context post installation.

To install locally using MSI, open Command Prompt as Administrator and run
msiexec /i "<PATH>\<filename.msi>"

Additionally, ensure that Microsoft Visual C++ 2015-2019 Redistributable (x86) version equal to or greater than 14.26.28720 is present for EPOS Connect MSI installation to function normally.
If a higher or equivalent version of DSEASDK is already installed, only EPOS Connect 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. Trouble shooting

The **Connection Status** section available under the **Help** tab, displays the status of the server connection along with details of the associated tenant.

In the **Help** tab, under the **EPOS Support** section, click **Download Logfiles** to generate a log package.
Share the generated log package with your IT administrator or EPOS Support to assist with troubleshooting when required.

To uninstall EPOS Connect on macOS, click the EPOS Connect menu bar icon and select **Uninstall**.

Contact Information

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