EPOS

END-USER MANUAL

EPOS Connect

for MAC

Content

1. Introduction

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

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

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

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

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

1.3 Intended audience of this document
The EPOS Connect Guide is intended for end-users.

2. System requirement

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

– MacBook (primo 2015 or newer)

– MacBook Air (medio 2012 or newer)

– MacBook Pro (medio 2012 or newer)

– Mac mini (ultimo 2012 or newer)

– iMac (ultimo 2012 or newer)

– iMac Pro (2017)

– Mac Pro (ultimo 2013, medio 2010 and medio 2012)

2.2 Operating system requirements
Mac operating system 10.14 and 10.15 are supported.

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

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

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

3. Installing EPOS Connect

3.1 Installed by an IT administrator

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

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

3.2 Manual installation by the end-user

Download the installer from Eposaudio.com/epos-connect and Install the application.

4. Getting started

EPOS Connect can be started by clicking on the application icon and select "Open". The application will automatically be started when your computer is booted, and will keep running in the background until closed. It is advised not to close the application for the IT administrator to be able to administer devices, end-users and the application itself.

When EPOS Connect is running, it can be accessed in Launchpad or Applications.

The following menus are available in EPOS Connect:

– Home

– Details

– Updates

– Settings

– Help

Clicking on minimize icon will minimize the Application window and clicking on close icon will remove the application from the recent apps list.

4.1 Home

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

On clicking on the device name or the device image, detailed information about the device can be viewed.

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

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

4.2 Details

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

information related to the connected headsets is also shown.

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

4.3 Updates

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

"Check for Updates"

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

4.4 Settings

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

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

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

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

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

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

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

EPOS Connect also supports an additional feature under "**General Settings**" tab with Headset and Softphone settings. The user can select his default headset/softphone,

Softphone tab Features

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

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

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

4.5 Help

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

4.5.1 EPOS Support

"Language"

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

Supported languages in the current release:

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

"Download logfiles"

Clicking the Download logfiles menu item will generate the logfile package. This can be used to send log information to the IT department or to EPOS support in case that is needed.

"Help – User guide"

Clicking this menu item opens.

Contact email

Clicking this menu item opens an Email.

"Exit"

Select Exit in the tray bar terminate the application.

4.5.2 Connection Status

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

4.5.3 License Agreement

In the License Agreement tab, the details of the end user license can be viewed by clicking on "End User License" and the details of the third party software can be viewed by clicking on "Third Party Software"

EPOS

Contact information

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

ASIA-PACIFIC
Australia
T +61 2 9910 6700
8:00 - 17:00

China
T +86 1057319666
9:00 - 18:00

Hong Kong S.A.R., China
T +85 234128400
9:00 - 18:00

India
T 1 800 200 3632
9:00 - 18:00

Japan
T +81 364 068 919
9:00 - 18:00

New Zealand
T +64 (9) 580 0489
8:00 - 17:00

Singapore
T +65 6408 5143
9:00 - 18:00

South Korea
T +82 1544 1699
10:00 - 18:00

Europe
Austria
T +43 720880857
8:00 - 17:00

Belgium
T +32 28080784
8:00 - 17:00

Denmark
T +45 89882841
8:00 - 17:00

Finland
T +358 942450352
8:00 - 17:00

France
T +33 170610386
8:00 - 17:00

Germany
T +49 3030808045
8:00 - 17:00

Hungary
T +36 14088056
8:00 - 17:00

Iceland
T +353 15262572
8:00 - 17:00

Ireland
T +353 15262572
8:00 - 17:00

Luxembourg
T +352 27860234
8:00 - 17:00

Netherlands
T +31 20-8080956
8:00 - 17:00

Norway
T +47 23961052
8:00 - 17:00

Russia
T 8800-1008557
8:00 - 17:00

Spain
T +34 911238085
8:00 - 17:00

Sweden
T +46 844680895
8:00 - 17:00

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T +41 315281132
8:00 - 17:00

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T +44 2035144072
8:00 - 17:00

LATIN AMERICA
Brazil
T +55 1143807556
8:00 - 17:00

Mexico
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8:00 - 17:00

NORTH AMERICA
Canada
T 1-800-895-7412
8:00 - 17:00

United States
T 1-800-895-7412
8:00 - 17:00

MIDDLE EAST/AFRICA
United Arab Emirates
T 800 035703844
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