

Release Notes

EPOS Connect for Win & Mac

Release Date: 07-07-2022

Version: **7.3.O.32229 (Win), 7.3.O.32229 (Mac)**

New features:

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

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.

Software Release History

Release Date: 16-05-2022

Version: **7.2.O.29083 (Win), 7.2.O.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.O.24484 (Win), 7.1.O.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.O.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

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.

Release Date: 09-09-2021

Version: **4.6.1.1521 (Win)**

New features:

- N/A.

Changes and bug fixes:

- Fixed EPOS Connect Installation issues in Windows 7 PC.
- Support for Web socket protocol on machines with 32-bit based processor.
- Support to automatic answer 2nd incoming call with Cisco Jabber for Impact D 10.
- Support to cancel outbound external calls (PSTN) with Avaya Workplace Client.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 26-07-2021

Version: **6.1.O.16511 (Mac)**

New features:

- Support EPOS Devices including New ADAPT 100 series, ADAPT 200/300/400/500 series.
- Support for new softphones – Webex Teams and CXone-MAX.
- Support for updating the device with local firmware file.

Changes and bug fixes:

- Input monitoring access is not required.
- SDK upgrade is not required. The pop up of requiring SDK update will not be shown.

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.

Release Date: 26-07-2021

Version: **4.6.O.1483 (Win)**

New features:

- Support for new softphones – Webex Teams and CXone-MAX.
- Support for new devices – D Series.
- Support to configure Auto power-off for ADAPT 200/300/400/500 series.

- Support to enable AU limiter for ADAPT 130/130T/160/160T/1X5/1X5T.

Changes and bug fixes:

- Fixed uninstall failure of .msi installer for Win 10.
- Fixed high CPU usage issue when EPOS Connect is running with MS Teams for some cases.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 17-05-2021

Version: **4.5.O.1295 (Win)**

New features:

- Support for new devices –Adapt 200 series and Command260 PTT.
- Support to adjust side tone for Adapt 660.
- Support to set uninterrupted music from mobile phone in BTD 800 when a Bluetooth headset is paired with BTD 800 and mobile phone.

Changes and bug fixes:

- Minimize batch file execution during the startup.

Known Issues:

- EPOS Connect is not able to uninstall correctly when user installed via EPOS Connect .MSI installer.
- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 07-04-2021

Version: **4.4.O.1230 (Win)**

New features:

- Support for new devices – new ADAPT 100 series.
- Support to configure ANC and Voice Prompt for ADAPT 300 series, ADAPT 400 series and ADAPT 500 series.

Changes and bug fixes:

- Change to show application icon in windows taskbar when the application is minimized.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 25-02-2021

Version: **6.O.O.8888 (Mac)**

New features:

- Support EPOS Devices including IMPACT 100 Series, IMPACT 200 Series, IMPACT 600 Series, IMPACT D10 Series, IMPACT DW Series, IMPACT SD Series, IMPACT MB Pro, ADAPT 100 Series, ADAPT 600 Series, BTD 800 series, EXPAND 30/80 Series, SC 40/SC 70 Series.
Notice: Legacy MB Pro, BTD 800 and MB660 are not supported.
- New user interface with optimized user experience.

Changes and bug fixes:

- N/A

Known Issues:

- N/A

Release Date: 27-11-2020

Version: **4.2.2.1053 (Win)**

New features:

- Support for 8X8, Amazon Chime and Fuze to be set as default softphone by end user.

Changes and bug fixes:

- The legal entity of the solution is changed from Sennheiser Communications A/S to EPOS Group A/S.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 07-10-2020

Version: **4.2.0.974 (Win)**

New features:

- Support for new devices - IMPACT SDW D1 USB, PC 8.2 USB

Changes and bug fixes:

- Fixed the EPOS Connect installation failure on new machine.
- Fixed the firmware update failure of MB Pro series, BTD 800 series in windows 10 PC.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 01-09-2020

Version: **4.1.1.909 (Win)**

New features:

- Support for new devices - EXPAND 20, EXPAND 30 series, EXPAND 80 series, EXPAND 80 Mic, IMPACT SDW D1 USB, BTD 800 USB-C
- Support for new softphone - Miralix Softphone, version 5.3.56 or higher, Genesys Pure Connect (Interaction Connect) v 2019 R3.

Changes and bug fixes:

- Fixed the issue where bypass proxy configuration is not being detected correctly in EPOS Connect.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.

- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 09-07-2020

Version: **4.1.0.352 (Win)**

New features:

- Support for Sidetone settings in ADAPT 360, ADAPT 460, ADAPT 460T, ADAPT 560 devices.
- Support for new softphone - Avaya IX Workplace.
- Support for UI 20 BL USB and UI 10 BL for presence status of Zoom.

Changes and bug fixes:

- IMPACT 5000 Series: "Fast Link" feature is renamed to "Open Audio Link" to give the user a better understanding of what the feature does. When this feature is enabled, a permanent audio link between headset and base station is established for fast response when the headset is undocked. The headset LED will turn red when undocked.
- Fixed EPOS Connect not showing ZyDesk as default softphone in settings.
- Fixed language preference file is not found error.
- Fixed EPOS Connect freeze issue upon unlocking the computer.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 20-05-2020

Version: **4.0.2.11 (Win)**

New features:

- None

Changes and bug fixes:

- Fixed the issues related to SDW series firmware update.

- Fixed the headset status sync feature with D10/DW/SD Series.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 06-04-2020

Version: **4.0.0.77 (Win)**

New features:

- New UI for EPOS Connect.
- Support for new devices - ADAPT 360, ADAPT 460, ADAPT 460T, ADAPT 560, ADAPT 660
- Support for call on hold notification setting in SDW Series.
- Support for optimized mode for noisy environment setting in MB Pro Series
- Support for mute tone setting in DW, SD and D10 Series.
- Support for headset status sync feature for DW, SD and D10 Series.
- Support for Bluetooth usage mode settings in Dongle.
- Support for volume limiter setting in SC 100 Series.
- Support for UI 10 BL for presence status of Microsoft Teams and Cisco Jabber.

Changes and bug fixes:

- Fixed the issue where user is not registered to the tenant using EPOS Connect, if email address is not configured in Active Directory.
- Fixed the issue of firmware update failure of MB 660, BTD 800 & MB Pro Series in Windows 10 PC.
- Fixed bugs occurring when using with Telia Touchpoint.
- Fixed softphone co-existence issues with Microsoft Teams.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 31-01-2020

Version: **3.3.12030 (Win)**

New features:

- None

Changes and bug fixes:

- Fixed the issue where username is shown in the wrong format in HeadSetup™ Pro Manager.
- Fixed the issue that HeadSetup™ Pro crashes when using Avaya Aura Agent Desktop.
- Fixed the issue where large network data traffic is observed when using HeadSetup™ Pro.
- Fixed the issue where HeadSetup™ Pro is unable to connect to the cloud solution from OS in Japanese language.
- Fixed the issue where HeadSetup™ Pro is causing USB and network port conflicts when devices are connected to Dell WD19TB docking station.
- Fixed call control related issues with SwyxIT softphone.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 20-11-2019

Version: 3.3.12020 (Win)

New features:

- Support for new softphone: Microsoft Teams
- Support UI 20 BL USB to sync with presence status of Microsoft Teams

Changes and bug fixes:

- Support 'update from file' when the firmware file is in network share folder.
- Fixed the issue that UI 20 BL USB devices are not reflecting presence status of Skype for Business (Japanese language).
- Fixed the issue that call control is not working with Cisco IP communicator.
- Fixed the issue where UI 20 BL USB was not syncing correctly with Cisco Jabber.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 28-10-2019

Version: 3.3.12013 (Win)

New features:

- Support for new device - SP30T.

Changes and bug fixes:

- Fixed the issue that HeadSetup™ Pro crashes when using Cisco Jabber.
- Fixed the issue that updates/configurations are not received by machines which are connecting to VPN.
- Fixed the issue that silent update happens outside of the update deployment window.
- Fixed the issue that mandatory update is not initiated for the users who missed the silent update during the deployment window.
- Fixed the issue that HeadSetup™ Pro is unable to connect to HeadSetup™ Pro Manager due to MAC ID mismatch.
- Fixed the issue that HeadSetup™ Pro Manager shows the wrong machine name.
- Fixed the issue that 'Send Logs' feature does not work sometimes.
- Fixed the issue that D10/DW/SD series headsets are not recognized or recognized very slowly in HeadSetup™ Pro.
- Fixed the issue that D10 PHONE headset is always shown as inactive in HeadSetup™ Pro Manager.
- Fixed the issue that old SDW firmware versions are shown as 'up to date' in HeadSetup™ Pro for freeware users.
- Fixed the issue that HeadSetup™ Pro Manager keeps pushing out mandatory update sometimes even after the deployment has been cancelled.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 20-08-2019

Version: 3.2.11230 (Win)

Changes and bug fixes:

- In silent update mode, SDW series device firmware can be updated only when both base and headset are detected.
- Fixed the issue that HeadSetup™ Pro is freezing during SDW firmware update.
- Fixed the issue when user updates the DW series firmware using 'update from file'.
- Fixed the issue that the connection to HeadSetup™ Pro Manager when user switches between different tenants.
- Fixed the application crash issue via MSVCR120.dll.
- Fixed the issue of call control not working when using Cisco Jabber and Skype together.
- Fixed several Headsetup™ Pro crashing issues.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 08-07-2019

Version: 3.2.11218 (Win)

New features:

- Sennheiser HeadSetup™ Pro is able to be launched by IT admin after SCCM deployment.

Changes and bug fixes:

- Fixed the issue that Alcatel softphone is only recognised in HeadSetup Pro, if it is launched after HeadSetup Pro software.
- Fixed the issue that HeadSetup™ Pro UI is not able to launch for PC with Firefox.
- Fixed the issue that HeadSetup™ Pro crashes on first launch by user when it is deployed by SCCM.
- Fixed the issue that update of BTD 800 devices fails and device is stuck in Device upgrade mode.
- Fixed the issue that device not seen in Default Headset list in the softphone tab.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.
- For all wired USB devices, user needs to manually reconnect the device after firmware upgrade to see the updated firmware version. This is also applicable for silent updates.

Release Date: 15-05-2019

Version: 3.1.10810 (Win)

New features:

- Support for new devices:
- SDW 50x3/50x4 series.
- Support for Amazon Connect.
- Support for Bluetooth multipoint connectivity settings in MB 660 Series.

Changes and bug fixes:

- Remove Lock/Unlock paired devices setting in Personal Mode for SP 30 series.
- Firmware update is not allowed for SDW series device during a call.
- Fix the call control issue with 3CX softphone.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.

Release Date: 22-03-2019

Version: 3.0.10127 (Win)

Changes and bug fixes:

- Fixed the issue where Windows Defender falsely reported a trojan as part of HeadSetup Pro. For computers where this happened, the file was quarantined and some Sennheiser headsets did not register with HeadSetup™ Pro. The new version replaces the affected dll-file and the system works as designed.
- UI 20 BL USB supports additional languages - Polish, Norwegian, Swedish for Skype for Business and Cisco Jabber software to reflect the presence status.
- Reduced firmware/software update pop-up notifications. The pop-up notification only shows once when turn on HeadSetup™ Pro or headset connect to PC.
- Sidetone not visible issue on SDW series headsets has been fixed.
- Cisco IP Communicator launch showing error pop-up related to Sennheiser HeadSetup™ Pro has been fixed.
- User Preferences will not be saved for SP series.

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.

Release Date: 13-02-2019

Version: 3.0.10118 (Win)

New features:

- Support for new devices:
- SC 100 series, SDW 503x/506x series and SP 30 series.
- Support for new softphones:
- Avaya Aura Agent Desktop
- Support for Cisco Jabber Presence status on Sennheiser UI 20 BL USB.

Bug fixes:

- Sennheiser UI 20 BL USB device shows yellow when default headset is during firmware upgrade.
- With SDW Series only Skype for Business set as primary softphone comes to foreground.
- UI 20 BL USB will not reflect the status of non-English Skype for Business software. (Support 11 languages as supported in HeadSetupTM Pro)

Known Issues:

- UI 20 BL USB will not reflect the status of Cisco Jabber incoming messages.