

# Release Notes

## EPOS Connect

**Release Date:01-09-2020**

**Version:** 4.1.1.909 (Service Release)

### 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.

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## Software Release History

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**Release Date:09-07-2020**

**Version:** 4.1.0.352

### 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 (Service Release)

#### 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

#### 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 (Service Release)**

### 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**

## 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**

## 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 (Service Release)****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****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**

#### **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 (Service Release)**

#### **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**

## 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 HeadSetup™ Pro)

## Known Issues:

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