

EPOS



ONBOARDING MANUAL

EPOS X OVOC Device Manager

1. Enable EPOS Data in your OVOC Device Manager solution

Pre-requirement:

AudioCodes OVOC (One Voice Operation Center) 8.0.2000 or above.

1.1 Product overview

1. How to enable EPOS data for OVOC Device Manager users who have not used EPOS Manager before.

Follow the steps:

- Open OVOC Device Manager and select **'EPOS'** in the navigation bar.
- Choose **'Tenant'** in manual and select **'Login'**. Add your information in the template.
- Once the template is filled out, you can access EPOS data. This requires the installment of EPOS Connect on end clients.

- Download EPOS Connect (desktop app) from EPOS Manager. (Notice: EPOS Connect can be downloaded directly from OVOC's new release by the end of Dec,2021)
- Login to EPOS Manager with your registered email address: <https://enterprise.eposaudio.com/#/login>
- Go to **'Manage Updates'**-> **'Pending Updates'** and **'Approve'** EPOS Connect for your OS-> download EPOS connect from **'Software Updates'**.

Manage Updates

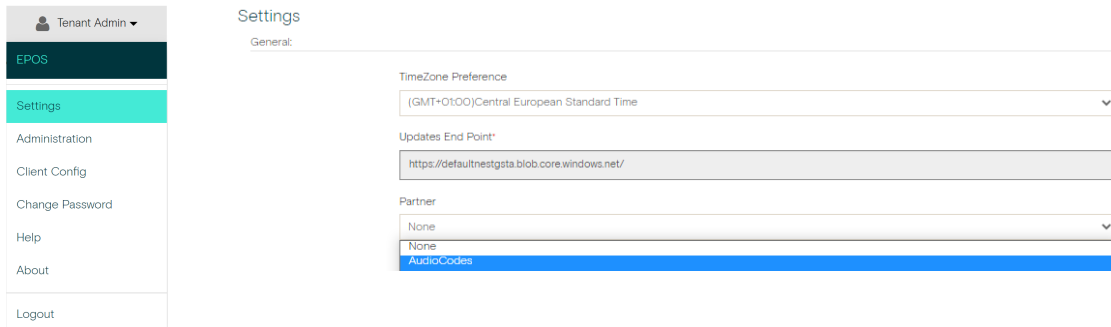
Firmware Updates	Software Updates	Pending Updates	Rejected Updates	Deployment Status
Versions Show Latest Deploy				
Application	Software Version	Release Notes		
<input type="checkbox"/> EPOS Connect for MAC	6.0.0.8888			
<input type="checkbox"/> EPOS Connect for Win	4.6.1.1521			

- Deploy EPOS Connect via IT tools like SCCM.
- Once EPOS Connect is installed on all machines, EPOS device data will be shown in OVOC Device Manager.

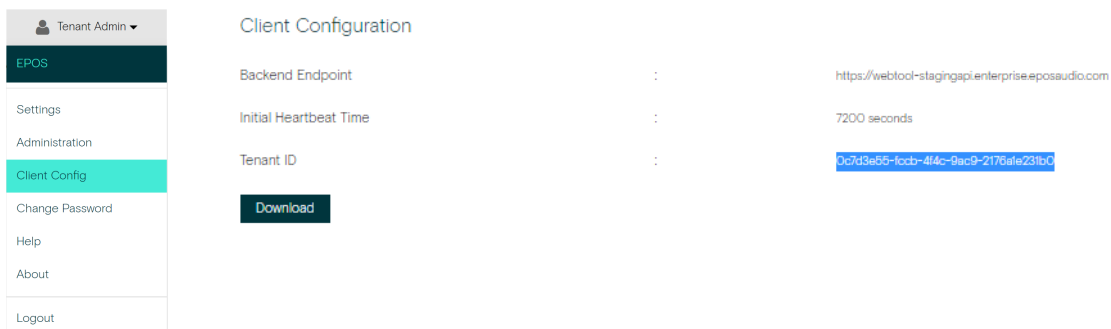
2. How to enable EPOS data in OVOC Device Manager for existing EPOS Manager user.

Follow the steps:

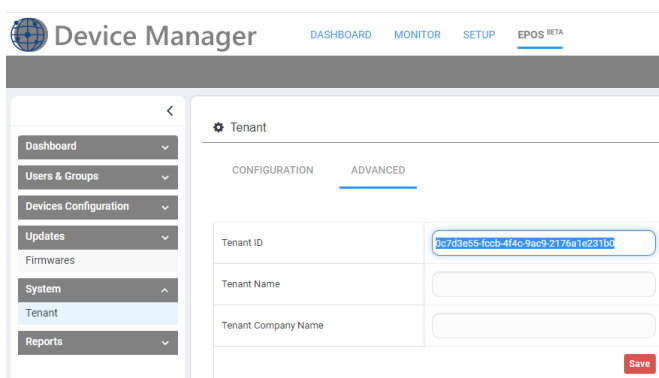
- Login to EPOS Manager: <https://enterprise.eposaudio.com/#/login>
- Go to **'Settings'** and select **'AudioCodes'** as partner in EPOS Manager



- Go to **'Client config'** and copy your EPOS Manager Tenant ID.



- Paste Tenant ID in OVOC's Device Manager **'Tenant Advanced'** area.



- EPOS device data will be shown in OVOC Device Manager.

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.

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8:00 – 17:00

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T +86 1057319666
9:00 – 18:00

**Hong Kong S.A.R.,
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T +85 234128400
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India
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9:00 – 18:00

Japan
T +81 364 068 919
9:00 – 18:00

New Zealand
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Singapore
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9:00 – 18:00

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