

Softphone compatibility guide



Unified Communications

EPOS works with strategic alliance partners to ensure that our headsets and speakerphones are easy to deploy and are fully compatible with all major Unified Communications platforms and desk phones. EPOS works with strategic alliance partners to ensure that our headsets and speakerphones are easy to deploy and are fully compatible with all major Unified Communications and collaboration as well as contact center platforms and desk phones. Compatibility guide indicates that call control functionality has been is in place either as a plug-and-play or via EPOS Connect.



Take control of your call

EPOS offers an extensive range of wired and wireless headset solutions and speakerphones that enable remote call control with the leading softphone brands and Unified Communications solutions. We have developed different solutions to match the requirements from our partners.



Plug-n-Play

EPOS headsets and speakerphones work plug-n-play enabling full call control. No need for any additional installations – just plug in and talk!

EPOS Connect

EPOS Connect ensures that EPOS headsets and speakerphones work seamlessly with various leading softphones and give you access to latest firmware updates and personalized settings.



Plugin download

Our headset software for PC and Mac ensure that your headsets work seamlessly with the leading softphone platforms.

So your headset and speakerphone are always updated with the latest software and you can take full control of the call functions (receive/end calls, adjust volume, mute, etc.) and experience remarkably rich natural sound from the moment you plug in.

For more information about available plugins read more: eposaudio.com/en/us/enterprise/software/plugins

Audio devices

EPOS headsets and speakerphones can also work as an audio device if the remote call control is not supported for the specific softphone.

VDI Compatibility

EPOS works with leading Thin client OS partners to enable audio, call control and presence recognition for our audio devices.



EPOS Softphone Compatibility Guide

Windows



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
8x8 Virtual Office Desktop ver. 6.77 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Alcatel-Lucent IP desktop softphone vR11.0.66 or higher	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹
Alcatel-Lucent Opentouch Conversation v2.3 or higher	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹
Amazon Chime 4.30 or higher ⁵	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Avaya Aura v7.0.2 or higher	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹
Avaya Communicator for Microsoft Lync v6.4.0.6 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Broadsoft UC One v21.0 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Cisco Jabber v11.0 or higher	(Plug-n-Play) ^{2,3}	(Plug-n-Play) ^{2,3}	(Plug-n-Play) ^{2,3}	(Plug-n-Play) ^{2,3}
innovaphone Software Phone v12r2	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Microsoft Teams	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Microsoft Teams Room	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Mitel MiVoice 2380/1560 v4.2.0.0 or higher	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹
NSoftphone Premium v8.0.0 or higher	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹
Samwin v7.2.0.1 or higher	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹
Skype v 6.3.XX. to 7.40.0.104	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Skype for Business 2015/2016	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Starface UCC v6.0.2.12 or higher	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹
Unify OpenScape v7R1.47.14 or higher	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹	(Plug-n-Play) ¹
Unify Circuit Desktop Client for Windows v1.2.2002 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Unify Circuit Web Client for Chrome v1.2.2002 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Webex by Cisco ^{6,7}	- ⁸	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Zoom v4.5.4 or higher	(Plug-n-Play) ⁴	(Plug-n-Play) ⁴	(Plug-n-Play) ⁴	(Plug-n-Play) ⁴

1. Based on EPOS Connect SDK
 2. From Cisco Jabber version 11, EPOS headsets and speakerphones have fully integrated call control functionality
 3. Based on EPOS Connect SDK. For older versions, the Cisco Jabber plugin can be downloaded at: eposaudio.com/en/enterprise/software/plugins
 4. To support dual softphone functionality with Skype for Business, you need to install EPOS Connect
 5. EPOS has a total of 6 devices certified: devices.amazonaws.com/search?kw=EPOS&page=1
 6. To enable multiple softphone feature with Cisco Jabber and Microsoft Teams, you need to install EPOS Connect.
 7. Call control is enabled for EPOS devices (see the list here: help.webex.com/en-us/nrivbbab/Webex-Details-about-Headset-Support)
 8. Available soon



EPOS Softphone Compatibility Guide

Windows



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
3CX Phone v15 or higher	(Call control with 3CX plugin) ¹	(Call control with 3CX plugin) ¹	(Call control with 3CX plugin) ¹	(Call control with 3CX plugin) ¹
3CX Web Client v16	(Call control with EPOS Connect)	(Call control with EPOS Connect)	(Call control with EPOS Connect)	(Call control with EPOS Connect)
Alcatel-Lucent Rainbow v1.55 or higher	(Call control with EPOS Connect) ³	(Call control with EPOS Connect) ³	(Call control with EPOS Connect) ³	(Call control with EPOS Connect) ³
Amazon Connect	(Call control with EPOS Connect) ³	(Call control with EPOS Connect) ³	(Call control with EPOS Connect) ³	(Call control with EPOS Connect) ³
Avaya Equinox v3.2.2.2 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Avaya Communicator v2.1.0.69 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Avaya One-X Agent v2.5.58020.0 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Avaya One-X Communicator v5.2.0.14 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Avaya IX Workplace for Windows v3.7 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Avaya Workplace for Windows v3.12 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Cisco CUCI Lync v11.6 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Cisco IP Communicator v8.6.2 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
CounterPath X-Lite v4.9.8, Bria X 1.2 and Bria v4.8 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Genesys Cloud	(Call control with EPOS Connect)	(Call control with EPOS Connect)	(Call control with EPOS Connect)	(Call control with EPOS Connect)
Genesys Engage Desktop Edition v8.5.120.06 or higher	(Call control with Genesys WDE plugin) ⁴	(Call control with Genesys WDE plugin) ⁴	(Call control with Genesys WDE plugin) ⁴	(Call control with Genesys WDE plugin) ⁴
Genesys PureConnect - Interaction Connect version 2019 R3 patch 1	(Call control with Genesys PureConnect plugin) ⁶	(Call control with Genesys PureConnect plugin) ⁶	(Call control with Genesys PureConnect plugin) ⁶	(Call control with Genesys PureConnect plugin) ⁶
Mitel MiCollab Desktop client v8.0.3 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Mitel MiCollab Web Client v8.0.15 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Mitel MiCloud Telepo v4.8.0.3636 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²
Mitel MiVoice 2380/1560 v4.2.0.0 or higher	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²	(Call control with EPOS Connect) ²

1. The 3CX plugin is available at: eposaudio.com/en/us/enterprise/software/plugins
 2. EPOS Connect is available at: eposaudio.com/en/us/enterprise/software/plugins
 3. For more information please visit: eposaudio.com/en/dk/enterprise/partnerships/strategic-alliance-partners/amazon-connect
 4. Genesys WDE plugin is available at: eposaudio.com/en/us/enterprise/software/plugins
 5. ZyDesk client (running on the user's PC) shall be version 6.9.54.0 or higher
 6. eposaudio.com/en/dk/enterprise/software/plugins



EPOS Softphone Compatibility Guide

Windows



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
Mitel MiCollab Desktop client v8.0.3 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Mitel MiCollab Web Client v8.0.15 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Mitel MiCloud Telepo v4.8.0.3636 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
NICE Cxone	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Octopus NetPhone v10.30.2092.0 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Pascom UC client v17.09 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
SAP CCtr v7.0 SP3 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Sinch Contact Pro	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Swyxit! v10.30.2114.0 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
ShoreTel Communicator v14.2 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Zylinec Attendant Console v6.0 u3 or higher	(Call control with EPOS Connect) ^{1,2}	(Call control with EPOS Connect) ^{1,2}	(Call control with EPOS Connect) ^{1,2}	(Call control with EPOS Connect) ^{1,2}
Zylinec Service Center v6.0 u3 or higher	(Call control with EPOS Connect) ^{1,2}	(Call control with EPOS Connect) ^{1,2}	(Call control with EPOS Connect) ^{1,2}	(Call control with EPOS Connect) ^{1,2}
Zylinec Contact Center v6.0 u3 or higher	(Call control with EPOS Connect) ^{1,2}	(Call control with EPOS Connect) ^{1,2}	(Call control with EPOS Connect) ^{1,2}	(Call control with EPOS Connect) ^{1,2}

1. EPOS Connect is available at eposaudio.com/software
 2. ZyDesk client (running on the user's PC) shall be version 6.9.54.0 or higher

For more information please visit: eposaudio.com/en/enterprise/software/plugins



EPOS Softphone Compatibility Guide

Mac



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
8x8 Virtual Office Desktop v6.7.7 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Alcatel-Lucent Rainbow v1.55 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Amazon Chime 4.30 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Avaya Equinox v3.2.2.2 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Avaya Communicator for Microsoft Lync v6.4.0.6 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Cisco Jabber v11.7 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
CounterPath X-Lite 4.9.8, Bria X 1.2 and Bria v4.8 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Genesys PureCloud	(Call control with EPOS Connect)	(Call control with EPOS Connect)	(Call control with EPOS Connect)	(Call control with EPOS Connect)
Microsoft Teams v1.2.00.22654	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Mitel MiCollab v8.0 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Mitel MiCloud Telepo v4.8.0.3636 or higher	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
NICE Cxone	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹	(Call control with EPOS Connect) ¹
Skype v6.3.X.X. to v7.40.0.104	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Unify Circuit Desktop Client for Windows v1.2.2002 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Unify Circuit Web Client for Chrome v1.2.2002 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Webex by Cisco ^{2,3}	- ⁴	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)

1. EPOS Connect for Mac (HeadSetup) is available at: eposaudio.com/software
 2. To enable multiple softphone feature with Cisco Jabber and Microsoft Teams, you need to install EPOS Connect.
 3. Call control is enabled for EPOS devices (see the list here: help.webex.com/en-us/nrivbbab/Webex-Details-about-Headset-Support)
 4. Available soon

Compatibility

EPOS Headset Compatibility Guide is a tool to help you find EPOS solutions (headsets and/or connectors) that works with your device(s).

Do you need help choosing, or need assistance setting up your product?
 If so, please visit: eposaudio.com/compatibility-guide



EPOS VDI Softphone Compatibility Guide

IGEL OS



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
Cisco Jabber 12.9 and higher*	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
MS Teams v. 1.3.00.21759 and higher	Audio	Audio	Audio	Audio
Skype for Business 2016 and higher	Audio, Call Control	Audio, Call Control	Audio, Call Control	Audio, Call Control
Webex 41.12 and higher	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
Zoom v. 5.8 and higher	Audio	Audio	Audio	Audio



EPOS VDI Softphone Compatibility Guide

HP ThinPro



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
Cisco Jabber 12.9 and higher*	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
MS Teams v. 1.3.00.21759 and higher	Audio	Audio	Audio	Audio
Skype for Business 2016 and higher	Audio, Call Control	Audio, Call Control	Audio, Call Control	Audio, Call Control
Webex 41.12 and higher	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
Zoom v. 5.8 and higher	Audio	Audio	Audio	Audio



EPOS VDI Softphone Compatibility Guide

Dell Wyse ThinOS



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
Cisco Jabber 12.9 and higher*	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
MS Teams v. 1.3.00.21759 and higher	Audio	Audio	Audio	Audio
Skype for Business 2016 and higher	Audio, Call Control	Audio, Call Control	Audio, Call Control	Audio, Call Control
Webex 41.12 and higher	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
Zoom v. 5.8 and higher	Audio	Audio	Audio	Audio



EPOS VDI Softphone Compatibility Guide

eLux



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
Cisco Jabber 12.9 and higher*	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
MS Teams v. 1.3.00.21759 and higher	Audio	Audio	Audio	Audio
Skype for Business 2016 and higher	Audio, Call Control	Audio, Call Control	Audio, Call Control	Audio, Call Control
Webex 41.12 and higher	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
Zoom v. 5.8 and higher	Audio	Audio	Audio	Audio



EPOS VDI Softphone Compatibility Guide

NoTouchOS



Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
Cisco Jabber 12.9 and higher*	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
MS Teams v. 1.3.00.21759 and higher	Audio	Audio	Audio	Audio
Skype for Business 2016 and higher	Audio, Call Control	Audio, Call Control	Audio, Call Control	Audio, Call Control
Webex 41.12 and higher	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition	Audio, Call Control, Presence recognition
Zoom v. 5.8 and higher	Audio	Audio	Audio	Audio

Compatibility

Audio Plug-and-play for audio on your EPOS Devices

Call control Answer, reject, mute, unmute, hold, unhold a call - with a simple click on the audio device

Presence recognition Let your colleagues know if you are in a call or free to talk with the EPOS USB Busylight

* Call Control features with Cisco Jabber VDI are enabled based on request.

Please reach out to softwarevdi-help@eposaudio.com for information about Call Control on Cisco Jabber VDI.

THE POWER OF AUDIO

EPOS

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