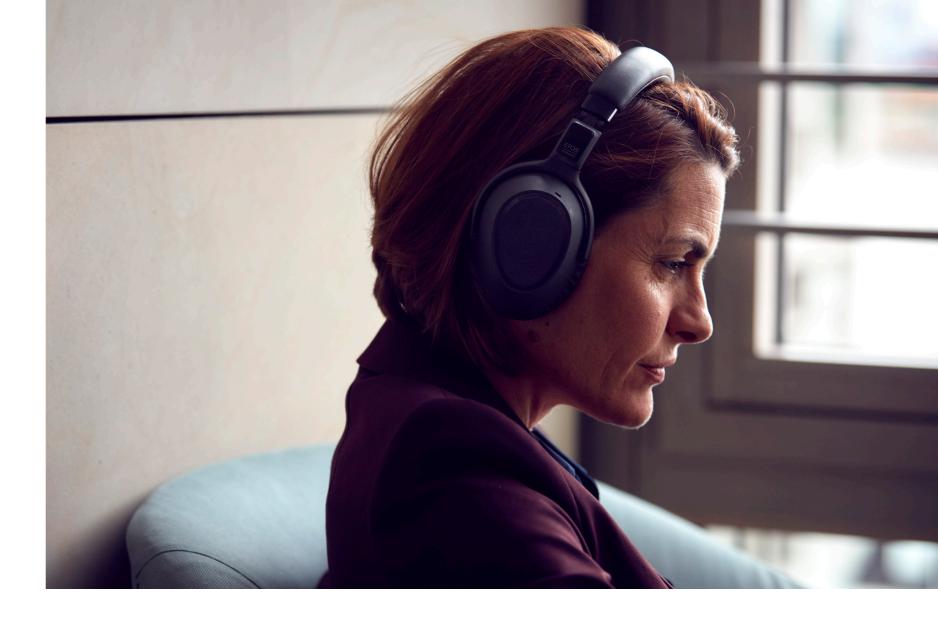# Softphone
compatibility guide

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. Our headsets are designed to maximize the performance of your chosen communications solution by seamlessly delivering the ultimate in sound, design quality and productivity enhancing features.

EPOS headsets and speakerphones are thoroughly tested with our partners for compatibility and optimal acoustic performance. Based on the test results, our products are certified by our partners.

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.

HeadSetup™ & Softphone plugins

HeadSetup™ or specific softphone plugins ensure that your EPOS headsets always work seamlessly with your chosen softphone platforms.

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.

Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
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]
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]
Cisco Webex	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
innovaphone Software Phone v12r2	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Microsoft Teams v.1.2.00.22654	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Microsoft Teams Room v 4.0.105.0	(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 8.0.0 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]
SAP CCtr v7.0 SP3 or higher	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Skype v 6.3.X.X. to 7.40.0.104	(Plug-n-Play) [4]	(Plug-n-Play) [4]	(Plug-n-Play) [4]	(Plug-n-Play) [4]
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)
Zoom v4.5.4 or higher	(Plug-n-Play) [5]	(Plug-n-Play) [5]	(Plug-n-Play) [5]	(Plug-n-Play) [5]

1. Based on EPOS Connect SDK
2. From Cisco Jabber version 11, Sennheiser 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: www.eposaudio.com/software
4. End-of-life July, 2021
5. To support dual softphone functionality with Skype for Business, you need to install EPOS Connect

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)
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]
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 4.9.8, 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 PureCloud	(Call control with EPOS Connect)	(Call control with EPOS Connect)	(Call control with EPOS Connect)	(Call control with EPOS Connect)
Genesys Pure Workspace 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]
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 4.8.0.3636 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]

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

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 4.8.0.3636 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]
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]
Swyxlt! 10.30.2114.0 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 version 14.2 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]
Zylinc 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]
Zylinc 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]
Zylinc 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 www.eposaudio.com/software
2. ZyDesk client (running on the user's PC) shall be version 6.9.54.0 or higher

---

EPOS Softphone Compatibility Guide
Mac

Enterprise Softphones	Wireless DECT Series	Wireless Bluetooth® Series	Wired USB Series	Speakerphone Series
Alcatel-Lucent Rainbow v. 1.55 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 11.7 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 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 v.1.2.00.22654	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)	(Plug-n-Play)
Mitel MiCollab 8.0 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 4.8.0.3636 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]
Skype v 6.3.X.X. to 7.40.0.104	(Plug-n-Play) [2]	(Plug-n-Play) [2]	(Plug-n-Play) [2]	(Plug-n-Play) [2]
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)

1. EPOS Connect is available at: www.eposaudio.com/software
2. End-of-life July, 2021

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

THE POWER OF AUDIO

EPOS