END-USER MANUAL

Amazon Commercial Connect

May 2023

Content

1. Introduction

Amazon Commercial Connect is a desktop application that enables the user to update Amazon Commercial devices with the latest available firmware, configure the device to the preferred settings and connect Amazon Commercial devices seamlessly with the range of softphones.

2. System requirement

2.1. Windows

Hardware requirement

Your computer must meet the following minimum requirements:

– Processor: Minimum 1.6 gigahertz (GHz) or faster processor
– RAM: 2 gigabytes (GB) RAM
– Hard disk space: 500 MB

Operating system requirements

Windows operating systems Win10 and Win11.

2.2. MAC

Hardware requirement

Your computer must meet the following minimum requirements:

– Processor: Minimum 1.6 gigahertz (GHz) or faster processor
– RAM: 4 gigabytes (GB) RAM
– Hard disk space: 500 MB

Operating system requirements

Mac operating system 11.x., 12.x and 13.x

Prerequisite

If a socket filter application installed (comes with some VPNs, like Cisco socket filter which comes with Cisco AnyConnect), it adds DNS proxy changes and content filtering which blocks certain packets. If you are facing issues like connecting to server, make necessary changes in the cisco socket filtering to stop blocking Amazon Commercial Connect Agent. The issue will be resolved automatically after changes.

2.3. Device service

The Amazon Commercial Connect will run in the background and monitor any connected Amazon Commercial devices.

Amazon Commercial Connect application uses port numbers 41097 to communicate with the Amazon Commercial Connect service. Ensure that these port numbers are available and are not blocked by firewall, endpoint protector, security tool etc.

Port numbers to be used by Amazon Commercial Connect may be changed in the IPCConfig.txt file.

3. Installing and Uninstalling Amazon Commercial Connect

3.1. Manual installation by the end-user

Download the installer from https://dseaaudio.com/amazon-commercial-connect/ and install the application as instructed by the installer.

3.2. Manual uninstallation by the end-user

Uninstalling Amazon Commercial Connect will only remove Amazon Commercial Connect. If Call Control feature is not in use, uninstall DSEASDK explicitly.

4.   Getting started

Amazon Commercial Connect will automatically start when your computer is booted and will be running in the background until closed.

The following menus are available in Amazon Commercial Connect:

4.1. Home

The **"Home"** page displays information of the devices that are connected to the machine.

An update icon appears when an update is available for a device.

A default device for communications can be selected by the checkbox next to the device.

4.2. Details

The "**Details**" page shows a detailed product description for each connected device. This page is opened by clicking a device on "Home" or by selecting the device name from the top bar.

Information related to headsets is also shown when connected to a dongle,

Additional info on the product can be viewed by clicking on "Product Webpage".

4.3. Update Overview

The "**Update Overview**" page lists the status of installed firmware and available updates for all connected devices. If an update is available download/update icon will appear next to the listed device.

"**Check for Updates**"

Clicking the "Check for updates" menu item will trigger a check for new updates or configurations available.

"Update from file"

"Update from file" is used if a manual update of a device is required. The firmware shall be in zip format. "Update from file" will prompt the user to locate the firmware file to be used. When the file has been selected, the "Update" button will be active in the "Updates" view.

4.4. Settings

"Settings" page allows the user to view, edit and save configuration of the connected devices. The user may restore the configuration to default settings by clicking on the "Restore Settings" button.

"General Settings" The user can select his default softphone.

4.5. Help

The Help tab in the application displays the information about the Support, Connection Status and the License Agreement.

"**Language**"

Select your preferred language to be used in the application.

Supported languages in the current release:

English - US, Japanese, Danish, Italian, Dutch, Portuguese, French, Simplified Chinese & Traditional Chinese German, Spanish, Korean, Turkish.

"**Download log files**"

Clicking this item will generate the logfile package. This can be used to send log information to support in case that is needed.

"**User guide**"

Clicking this item opens the current document.

"**Contact email**"

Clicking this item opens an E-mail addressed to support.

"**Connection Status**"

The Connection Status tab displays the status of the Server Connection and the details of tenant.

"**License Agreement**"

The License Agreement tab provides access to end user license details of the third-party software.

4.6. Tray

A tray icon for Amazon Commercial Connect can be seen in taskbar.

"**Open**"

Opens Amazon Commercial Connect when clicked.

"**Exit**"

Clicking on exit will terminate the application.

"**Uninstall**"

Use it for uninstalling the application (only applicable for MAC machine).

Contact information

Support Portal: https://dseaaudio.com/amazon-commercial-connect/

E-mail: software-help@dseaaudio.com