



QUICK USER GUIDE

Sennheiser HeadSetup™ Pro Manager

SENNHEISER

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1. Product Overview

Sennheiser Communications – referred to hereafter as Sennheiser – is a leading provider of premium headset and conferencing solutions. Sennheiser’s IT Web Application, Sennheiser HeadSetup™ Pro Manager, is a cloud based IT management application which reliably manages a company’s Sennheiser headset and speakerphone assets and keeps them up-to-date with the latest version of Sennheiser device software.

2. Scope of the document

This document is designed to give users, a precise and efficient jumpstart to using the Sennheiser HeadSetup™ Pro Manager tool.

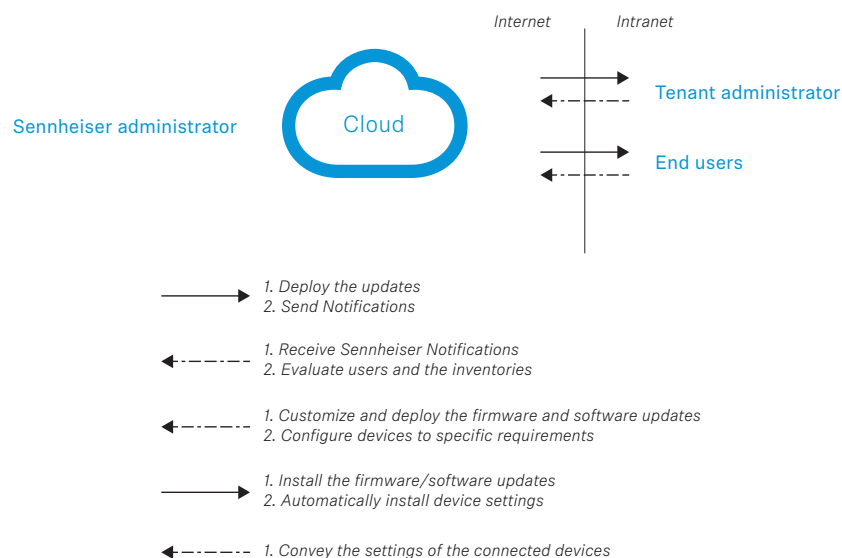
The document is technical in content and is intended to be a quick start to validating that the company has the right environment and settings to use the Sennheiser HeadSetup™ Pro Manager tool.

For more detailed manuals, we kindly refer to the Sennheiser HeadSetup™ Pro Manager and the Sennheiser HeadSetup™ Pro Manuals.

3. Sennheiser HeadSetup™ Pro Manager workflow

To utilize the benefits of the Sennheiser HeadSetup™ Pro Manager Application, an organization needs to have a tenant administrator account. This account is linked and maintained safely using the secure storage and infrastructure available in the Microsoft Azure cloud computing environment. End-users are provided with the Sennheiser HeadSetup™ Pro application to connect and interact with the Sennheiser HeadSetup™ Pro Manager Application.

The following diagram shows the basic workflow of Sennheiser HeadSetup™ Pro Manager (used by the tenant Administrator) and Sennheiser HeadSetup™ Pro (used by the end-users) applications.



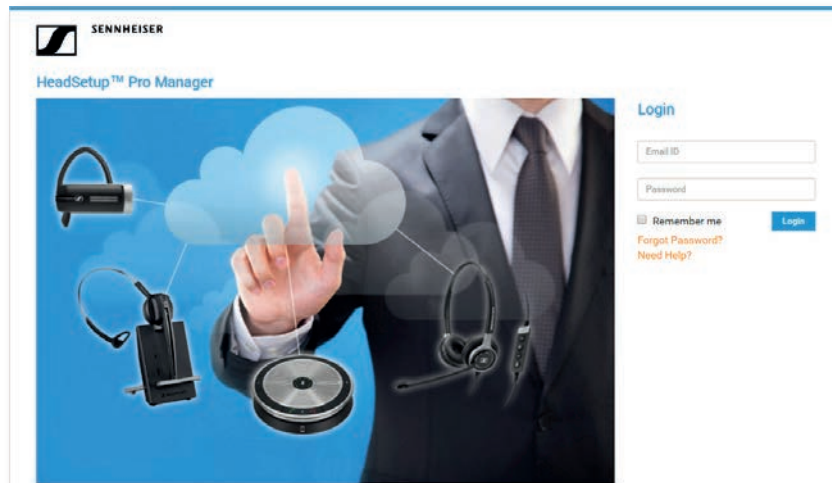
4. Validating internet access

To ensure that your IT environment is ready to use the Sennheiser HeadSetup™ Pro Manager tool, please run through this small checklist:

Access the main page.

Access the following pages using your internet browser:

<https://enterprise.sennheiser.com/#/login>



The Sennheiser HeadSetup™ Pro Manager landing page should now appear.

Access the backend of the system.

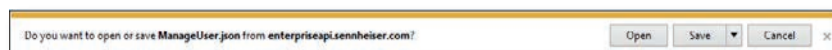
<https://enterpriseapi.sennheiser.com/api/ManageUser/GetSupportEmailAddress>

Depending on browser setting, it will either open directly or ask to be saved first.

E.g. Chrome will display:

```
{"Emailaddress": "hsuphelp@senncom.com", "MessageCode": "Retrieve.Success", "Message": "Retrieve.Success"}
```

Where IE will often show:



There is no need to Save the File, just click Cancel.

Access the file storage area.

https://webapptoolstoreprod.blob.core.windows.net/deviceinfo/SennCom_S.png

Depending on browser setting, it will either open directly or ask to be saved first.



5. Troubleshooting internet access

If any of above links failed, please contact your IT department and ask to get the following added to your company's allowed list:

For accessing application URL's:

<https://enterprise.sennheiser.com>

<https://enterpriseapi.sennheiser.com>

For accessing static content (device image, description, software and firmware):

<https://webapptoolstoreprod.blob.core.windows.net/>

For logging purposes:

<https://webtoolagentlog.table.core.windows.net/>

6. Validating the PC environment

To use the Sennheiser HeadSetup™ Pro Manager solution, it's a requirement that the PC running the client application is connected to a domain. The firstname, lastname and E-mail are used by the tool – and are a pre-requisite.

Domain access is only required when installing for the first time. After installation and connection is established, only internet access is required.

One way of validating that you are connected to a domain, is to run the following on the PC.

1. Validating Domain access.

Open command prompt (Start button – type cmd – and click Cmd.exe)

Type in “net user /domain “*yourdomainusername*” – E.g. “net user /domain “seln”

```
C:\>net user /domain "seln"
The request will be processed at a domain controller for domain
User name                seln
Full Name                Åse Øland (Test account)
Comment
User's comment
Country code            000 (System Default)
Account active          Yes
Account expires         Never

Password last set       02-05-2016 13:57:07
Password expires        31-07-2016 13:57:07
Password changeable     03-05-2016 13:57:07
Password required       Yes
User may change password Yes

Workstations allowed    All
Logon script
User profile
Home directory
Last logon              03-05-2016 10:51:23

Logon hours allowed     All

Local Group Memberships
Global Group memberships *Domain Users
The command completed successfully.
```

If the username can not be found, please contact your IT department to ensure that the PC is part of a domain and that the user contains the following information;

firstname, lastname and e-mail.

7. Registration for the Sennheiser HeadSetup™ Pro Manager tool

If you have not yet applied for access to the Sennheiser HeadSetup™ Pro Manager tool, this is done using the form available on the Sennheiser webpage.

<http://sennheiser.com/headsetup-pro-manager-sign-up>

Fill in the form and submit it. The submission will be sent to the Sennheiser sales office in your country.

Please expect a response within a couple of business days. A member of our support team will reach out to you to ensure a smooth start up with Sennheiser HeadSetup™ Pro Manager.

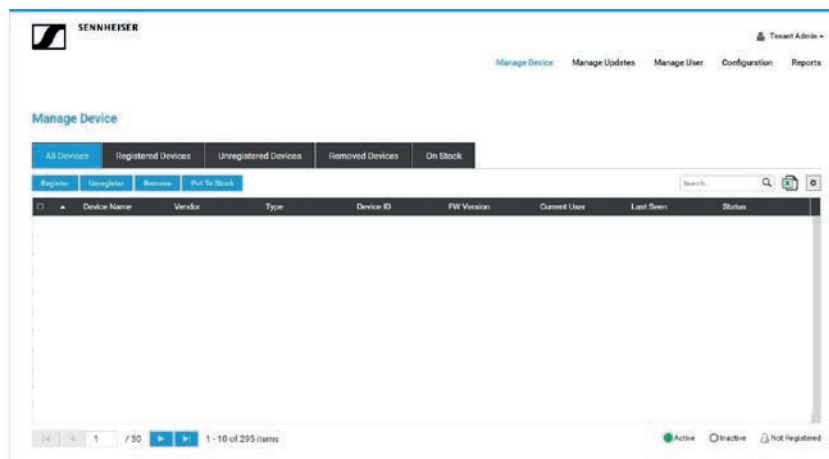
8. Accessing your account for the first time

Once you have signed up, have approved access to the system and received an approval mail, you will be able to access your account.

To create your personal password, please use the link provided in the E-mail.

You are now ready to access the system. You will have a 90 days fully functioning trial period.

Browse to the main entrance page <https://enterprise.sennheiser.com> and enter the Sennheiser HeadSetup™ Pro Manager tool for the first time by using the email you signed up with and your newly created password

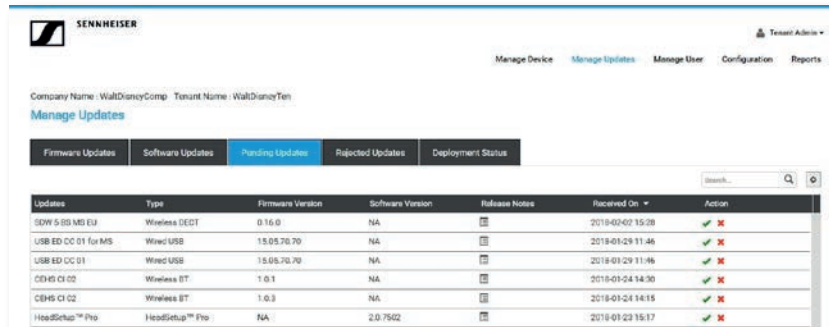


As you have not yet connected any clients to the system, you will be presented with an empty page – see above.

9. Retrieving client files for the first time

Getting the client installation package.

Once logged in, the following steps are necessary to get your first agent running. Click your way to the Pending Updates section under the Manage Updates menu.




The list presented contains all the latest firmware and software released from Sennheiser. Look for Sennheiser HeadSetup™ Pro. If you cannot see it in the list, use the Search option by typing HeadSetup.

Click ✓ to approve receiving this software.

The line will then disappear and reappear under the section called Software Updates. This and the Firmware Updates section will be your working areas going forward.

Click the Software Updates TAB.



In this view, you have the possibility of downloading the latest Sennheiser HeadSetup™ Pro client to your local machine by clicking the middle  icon.

Once clicked, the download starts automatically or prompts you for options (depending on your browser settings). (Often to the Download folder)

Once downloaded, please create a folder where you unpack the downloaded file.

Your installation folder should now contain the following files: (version number can vary)

Name	Date modified	Type
HeadSetupPro_1.2.3814.exe	24-09-2016 16:04	Application
product details.txt	24-09-2016 12:35	Text Document
TenantConfiguration.dat	25-10-2016 15:27	DAT File
WebToolAgent.xml	24-09-2016 16:05	XML Document
WebToolAgentReleaseNote.txt	26-09-2016 11:20	Text Document

10. Installing the client manually for the first time

From the installation folder where you placed the installation files and the TenantConfiguration.dat file, run the exe file. (Administration rights to the PC are required.)

Follow the installation wizard and complete the installation.

Start the application by clicking the HeadSetup Pro shortcut (📌) on the desktop – or find it by typing HeadSetup in the search program under the Windows menu.

Please leave time for the product to initialize and negotiate with the cloud service. Usually it takes a few minutes, but in a few cases it can take up to 5 minutes.

Log in to your web portal and click on the Manage User menu item.

Your user automatically gets added to the system after the negotiation has taken place.

11. Troubleshooting client installation

Please ensure that the “Validating internet access” section has passed all validations.

If the user still does not appear on the cloud part of the system, please check the following:

A) In the desktop client, open the Option – About

Ensure that *Connected* to name matches the company name you choose under registration.

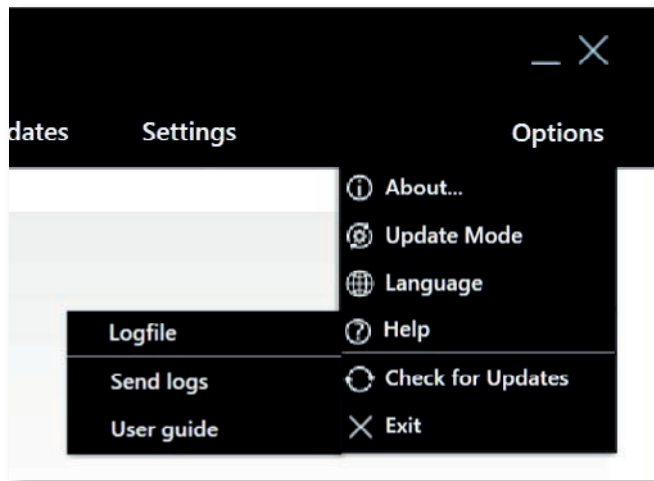


Example of about screen.

If **Connected to** says GenericTenant it indicates that the TenantConfiguration.dat was not placed correctly during installation.

You must uninstall and clean up the \ProgramData\Sennheiser\HeadSetup Pro folder before reinstalling.

B) In the desktop client open the Option – Help – Open Logfile



Click Edit – Find (or CTRL – F) to find. Type in “getDetails” in the “Find what”:
Please check that E-mail, firstName and lastName contain the correct values.

Example:

```
Info:AgentApp::getDetails: User First Name: Elsa
Info:AgentApp::getDetails: User Last Name: Frost
Info:AgentApp::getDetails: User email ID: ElFr@senncom.com
```

If one of these is empty, please contact your IT department and inform them that this AD information does not exist for your user account.

C) No connection.

In the same log file as above, search for “The operation timed out” or “not be established”.

Example:

```
AgentApp: ManageAgentRegistration: WinHttpSendRequest: 12002: The operation timed out
Or
ManageAgentRegistration: WinHttpSendRequest: 12002: The operation timed out
```

If these errors are shown, then the server cannot be reached. This can be due to proxy settings, firewall settings or unstable internet connection. Please contact your IT department for assistance.

12. Using the Sennheiser HeadSetup™ Pro Manager application

After installing the Sennheiser HeadSetup™ Pro Application, any device connected by a USB connector with Sennheiser HeadSetup™ Pro will establish a connection with the Sennheiser HeadSetup™ Pro Manager Application. Details of devices, updates and specific users can be edited and viewed in the Sennheiser HeadSetup™ Pro Manager Application. All updates and configurations of the devices connected and Sennheiser HeadSetup™ Pro are handled by the Sennheiser HeadSetup™ Pro Manager Application deploying upgrades from the cloud server. Sennheiser HeadSetup™ Pro will fetch the applicable updates for software/firmware from the cloud server.

13. Deployment of firmware updates

Sennheiser administrator uploads updates in the cloud and sends notifications to tenants. The uploaded update then has to be accepted by you in the Pending Updates under Manage Updates Menu. From Firmware Updates, select download and deploy. You can choose to deploy a “Forced Update” to a device, to ensure that an important update of that device is performed immediately.

14. Objectives of tenant administrator

A Tenant Administrator can use the following menus to supervise and accomplish the desired configuration to attain the best efficiency in the organization.

- **Manage User menu** for managing users using the inventory deployed in the organization. Tenant administrator can create groups to efficiently monitor and deploy updates to the software or devices.
- **Manage Device menu** for managing assets deployed in the organization. Tenant Admin can view details such as firmware versions and configuration settings by selecting an asset.
- **Manage Updates function** for managing software updates of Applications and firmware updates of the assets (headsets) deployed in the organization.
- **Configuration menu** for managing product configuration. Tenant Admin can view the detailed configuration of the products in the company and can create a company specific configuration file that can be deployed to all the devices in the company.

15. Approach for setups with old Firmwares

For the DECT product family (DW Series, SD Series and D 10 Series), upgrade to minimum version 152. Previous versions may behave unexpectedly, by not showing Device IDs or stating that configurations are not available.

Suggested approach for Sennheiser HeadSetup™ Pro Manager and DECT Products:

- Once connected, update all products to version 152 or greater.
- Delete all DECT products from the asset view (2 steps).
- All products will reappear into the asset view.

Speakerphones will only appear in the asset overview with firmware 1.2.15 and above.

Suggested approach for Sennheiser HeadSetup™ Pro Manager and Speakerphone products:

- Sending out a firmware update to Speakerphones models will trigger an update, even if the device is not shown in asset overview once it is connected to a PC with Sennheiser HeadSetup™ Pro installed.
- Once updated, the speakerphone is visible in the tool.



Contact information

Support Portal: www.sennheiser.com/cco-support
E-mail: hsuphelp@senncom.com
Phone: Find your local support phone number and opening hours here below.

Asia-Pacific

Australia
T +61 2 9910 6700
8:00 - 17:00

China
T +86 1057319666
9:00 - 18:00

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

India
T 1 800 200 3632
9:00 - 18:00

Japan
T +81 364 068 919
9:00 - 18:00

New Zealand
T +64 (9) 580 0489
8:00 - 17:00

Singapore
T +65 6408 5143
9:00 - 18:00

South Korea
T +82 1544 1699
10:00 - 18:00

Europe
Austria
T +43 720880857
8:00 - 17:00

Belgium
T +32 28080784
8:00 - 17:00

Denmark
T +45 89882841
8:00 - 17:00

Finland
T +358 942450352
8:00 - 17:00

France
T +33 170610386
8:00 - 17:00

Germany
T +49 3030808045
8:00 - 17:00

Hungary
T +36 14088056
8:00 - 17:00

Iceland
T +353 15262572
8:00 - 17:00

Ireland
T +353 15262572
8:00 - 17:00

Luxembourg
T +352 27860234
8:00 - 17:00

Netherlands
T +31 20-8080956
8:00 - 17:00

Norway
T +47 23961052
8:00 - 17:00

Russia
T 8800-1008557
8:00 - 17:00

Spain
T +34 911238085
8:00 - 17:00

Sweden
T +46 844680895
8:00 - 17:00

Switzerland
T +41 315281132
8:00 - 17:00

United Kingdom
T +44 2035144072
8:00 - 17:00

Latin America
Brazil
T +55 1143807556
8:00 - 17:00

Mexico
T +52 5553502401
8:00 - 17:00

North America
Canada
T 1-800-895-7412
8:00 - 17:00

United States
T 1-800-895-7412
8:00 - 17:00

Middle East / Africa
United Arab Emirates
T 800 035703844
8:00 - 17:00