ENGLISH

Ewon® Cosy+

USER MANUAL

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Table of Contents

1. Preface 1
1.1. About this document 1
1.2. Document History 1
1.3. Related Documents 1
1.4. Trademark Information 1

2. Introduction 2

3. Requirements 3
3.1. Hardware 3
3.2. Software 3
3.3. Firmware 3

4. Prepare the Ewon® Cosy+ for Remote Access 4
4.1. Create your Ewon® Cosy+ on your Talk2m Account. 4
4.2. Prepare the Communication Configuration File 7
4.3. Apply the Configuration File 8
4.4. Connection Troubleshooting 10

5. Connect to your Ewon® Cosy+ Remotely 11
5.1. Permanent Connection 11
5.2. Triggered Connection 11

6. Ewon® Cosy+ Interface Homepage 14

7. Remote Access Methods 16

8. Additional Configuration 17
8.1. Remote Access Control 17
8.2. Alarm Notification 18
8.3. WAN Fallback 21

9. Network Interfaces and Services (Factory Default State) 23

10. Installation and Firmware Update for Cybersecurity Requirements 24

11. Diagnostic and Setup 28

Appendix A. Alternative Configuration for your Ewon Device 30
1. Assign an IP Address 30
2. Talk2m Account Configuration 30
3. Access the Web Configuration Interface 31
3.1. Language Selection 31
3.2. Password Modification 31
4. Configuration through the Quick Launch Wizard 32
4.1. System Wizard 33
4.2. Internet Wizard 35
4.3. Talk2m Wizard 39

1. Preface

1.1. About this document

This document presents the features of the Ewon® Cosy+ and explains briefly the steps to configure your Ewon for remote access.

For additional related documentation and file downloads, please visit our Support website.

1.2. Document History

Version	*Date*	*Description*
1.0	01-03-2021	First release
1.1	03-11-2022	Adapted for Firmware 21.1
1.2	09-07-2025	Adapted for Firmware 23.0s0

1.3. Related Documents

Document	*Author*	*Document ID*
Ewon® Cosy+ Installation Guide	HMS	IG-0031-00
Ebuddy	HMS	AUG-0063-00
Talk2m	HMS	UM-0005-00
Ecatcher Mobile	HMS	AUG-0072-00
M2web	HMS	AUG-0058-00
Wan Fallback	HMS	KB-0286-00

1.4. Trademark Information

Ewon® is a registered trademark of HMS Industrial Networks SA. All other trademarks mentioned in this document are the property of their respective holders.

2. Introduction

Figure 1. Ewon Cloud Services

Your Ewon industrial gateway can establish a secure VPN connection between your machine (PLC, HMI, or other devices) and you, from anywhere, at any time. The connection happens through Talk2m, a highly secured industrial cloud service.

Once your Ewon device is connected to Talk2m, you can log in to your Talk2m account using the Ecatcher client software and securely access your automation devices for monitoring or maintenance purposes.

3. Requirements

3.1. Hardware

You need the following hardware equipment:

- an Ewon® Cosy+
- a USB drive (recommended)
- WiFi or Cellular antenna may be required, depending on your hardware configuration. See the IG-0031-00 - Installation Guide for Ewon® Cosy+ for more information.

3.2. Software

Ecatcher

Ecatcher is the VPN client software that allows you to connect remotely to your Ewon® Cosy+.

Ecatcher is also your Talk2m account administration software. With Ecatcher, you can create and configure your Talk2m account and manage your Ewon devices.

Download Ecatcher

[optional] Web Browser

You can configure the Ewon® Cosy+ through its web interface which is accessible from any modern web browser.

NOTICE
We recommend updating or installing the latest version of your internet browser (Chrome, Firefox, Edge, Safari, ...).

[optional] Ebuddy

The Ebuddy application can assist you with the initial IP address configuration for the Ewon® Cosy+ as well as maintenance tasks such as creating and restoring backups.

Download Ebuddy.

3.3. Firmware

To follow this guide, your Ewon® Cosy+ should run firmware 23.0s0 or higher.

TIP
Read our Ectacher Online Help - Firmware section or this article
How to update the firmware of an Ewon Ewon® Cosy+ ? to perform firmware updates efficiently.

To get the most out of your Ewon® Cosy+, always upgrade your Ewon device to the latest firmware version.

4. Prepare the Ewon® Cosy+ for Remote Access

In this section, you will see how to configure your Ewon® Cosy+ using Ecatcher *Easy setup*. Configuration parameters are saved on a USB drive or SD card which can then be used to configure your Ewon gateway.

With the steps below, you do not need to connect your computer directly to the Ewon gateway during the configuration process.

To configure your Ewon® Cosy+

1. Create your Ewon® Cosy+ on your Talk2m account.
2. Prepare the *Communication Configuration File* to be transferred to your Ewon® Cosy+.
3. Apply the *Communication Configuration File* to the Ewon® Cosy+.

4.1. Create your Ewon® Cosy+ on your Talk2m Account.

The first step consists in listing your Ewon® Cosy+ inside your Talk2m account using the Ecatcher software.

IMPORTANT
If you do not have a Talk2m account yet, launch Ecatcher and click on **Create a free+ Account** and follow the prompts on the screen.

To create your Ewon® Cosy+ in Talk2m, apply the following procedure:

1. Connect your computer to the Internet.
2. Open Ecatcher and log in to your Talk2m account.

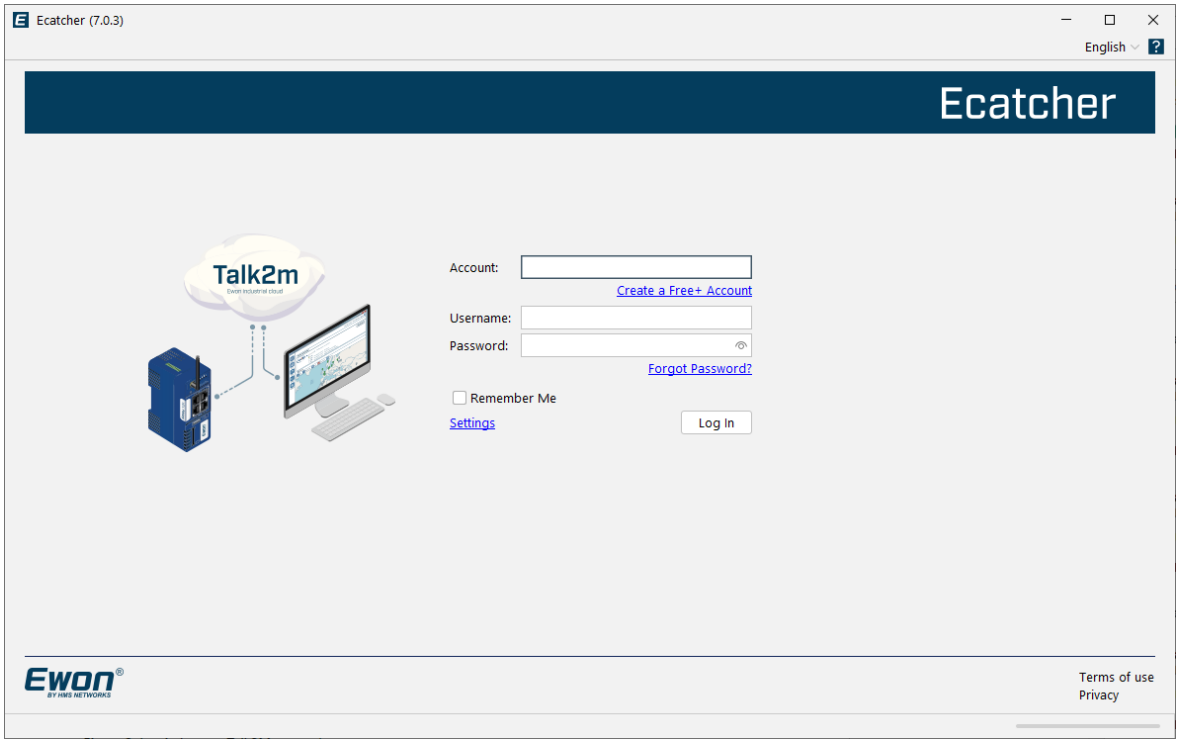


Figure 2. Log in to your Talk2m account

3. On Ecatcher's main interface, click the + Add icon. A new window appears.

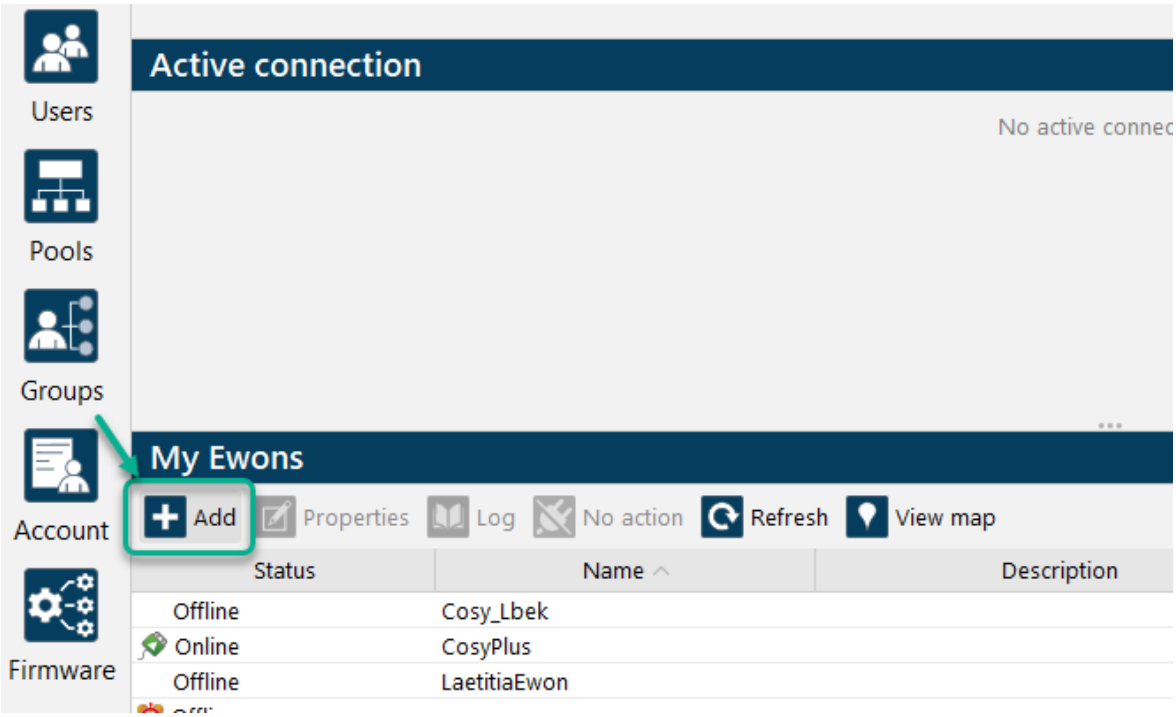


Figure 3. **Add an Ewon in Ecatcher — 1**

4. Enter the name of your Ewon® Cosy+. The Talk2m server displays this name to identify the remote connection to your Ewon® Cosy+.
   The name should help you identify the remote equipment. Some examples include a location name, a job number, or a machine's serial number.
5. Select the ***Connection Type*** to specify how your Ewon® Cosy+ connects to the internet. You can choose between:
   a. Permanent: for Ethernet, Wi-Fi or cellular models. Your Ewon® Cosy+ stays permanently online.
   b. Triggered: only for cellular models. Your Ewon® Cosy+ is offline until you wake it up with an SMS.
      If you specify a triggered connection, Ecatcher asks for the phone number for the SIM card in your Ewon® Cosy+. The phone number allows Talk2m to send an SMS which wakes up your Ewon® Cosy+.

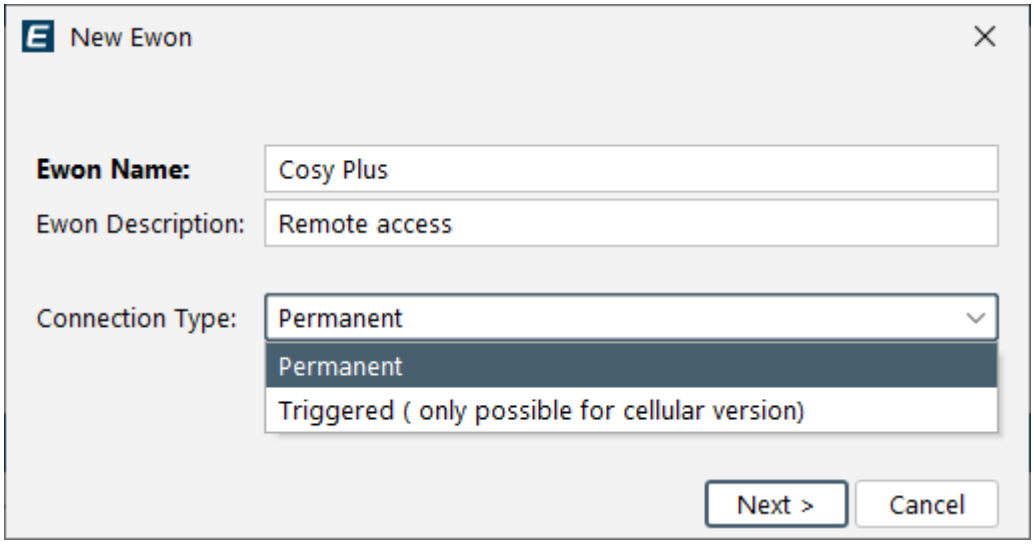


Figure 4. **Add an Ewon in Ecatcher — 2**

6. Click ***Next***.
7. (optional) Enter custom information concerning your remote connection. You can use the ***Custom Fields*** to classify or filter your different Ewon devices.

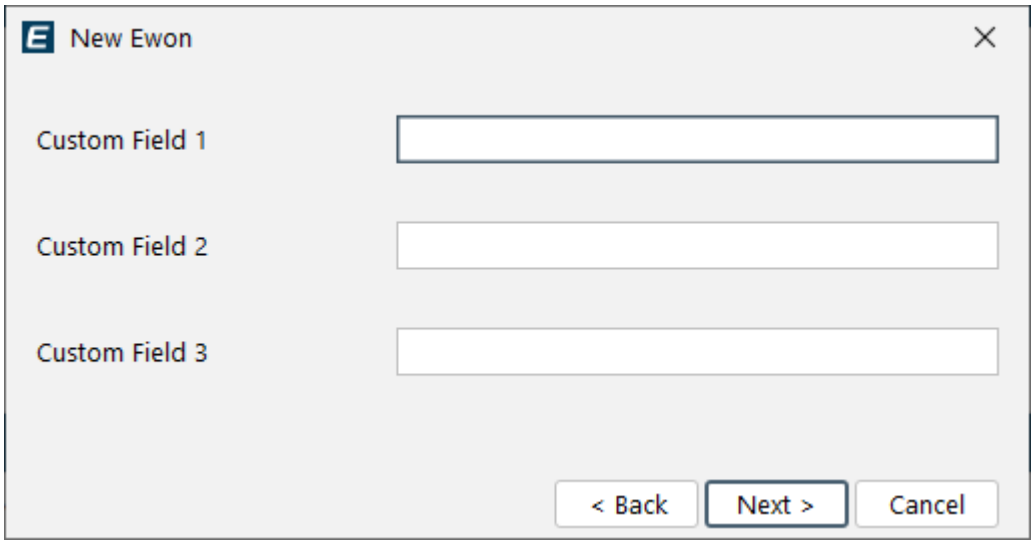


Figure 5. **Add an Ewon in Ecatcher — 3**

8. If you are logged in to a Talk2m pro account, you need to associate your Ewon® Cosy+ with an Ewon Pool. Ewon Pools are ways to group Ewon devices to manage user access rights.
9. Click ***Create***.
   The newly created Ewon® Cosy+ is now linked to your Talk2m account. Ecatcher displays the “Talk2m Connectivity” frame.

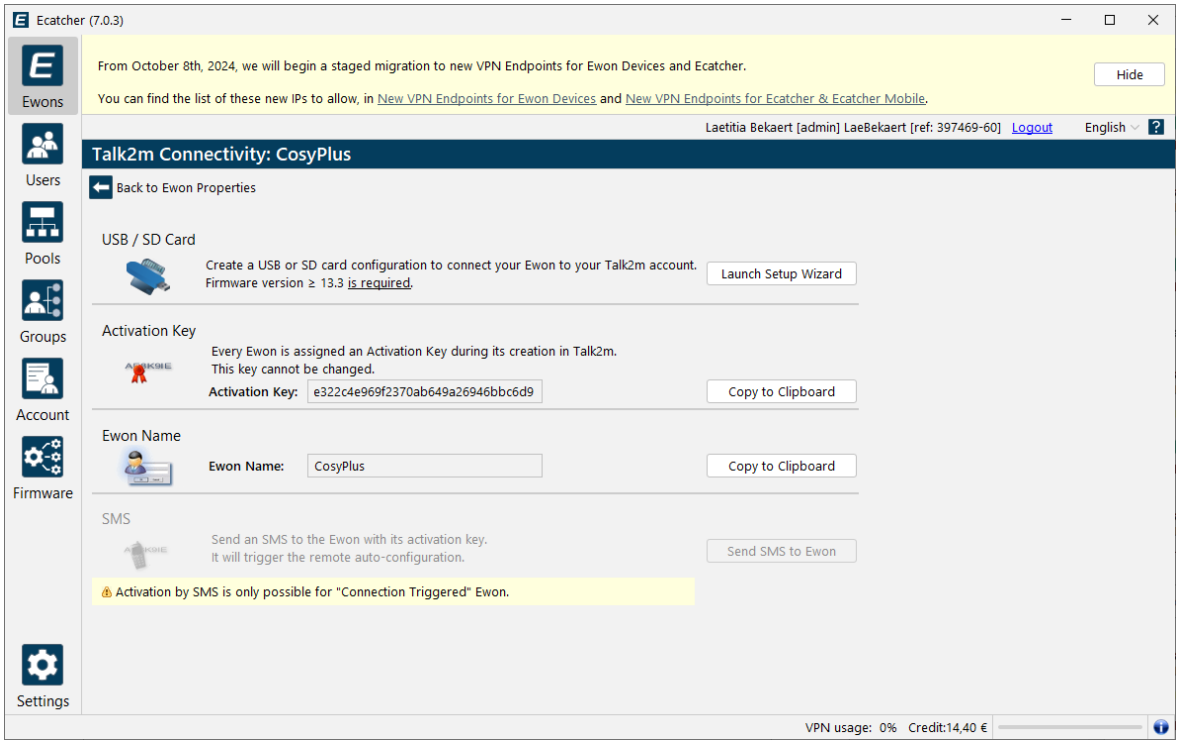


Figure 6. **Talk2m Connectivity in Ecatcher**

4.2. Prepare the Communication Configuration File

To remotely access your Ewon® Cosy+, you need to configure the internet and Talk2m VPN connection settings of your Ewon® Cosy+.

Ecatcher offers the possibility to create a commissioning file which includes all the configuration parameters required for such connections.

Ecatcher stores the commissioning file on an SD card or a USB flash drive. You can then insert the SD card or USB flash drive in your Ewon® Cosy+ which automatically applies the configuration parameters.

WARNING
On the Ewon® Cosy+ devices, a file named **request_log.txt** is created on the drive by the Ewon after the configuration. Inserting the **drive (USB/SD) a second time will not configure** the Ewon.

The presence of the **request_log.txt** file will request the copy of the backup and the logs on the drive.

IMPORTANT
To apply the following configuration, your Ewon® Cosy+ must run firmware version 21.1s0 or higher.

Once Ecatcher displays the “Talk2m Connectivity” frame, complete the following steps:

1. Click the ***Launch Setup Wizard*** button of the ***USB/SD card*** row.
2. Enter the Ewon name. The name entered here will appear in the web interface of the Ewon® Cosy+.
   It can be different than the name displayed by Talk2m.
3. Select a language for the web interface of the Ewon® Cosy+ from the drop-down menu.
4. Select the Timezone where the Ewon® Cosy+ will be installed. This information is used to automatically set the date and time on the Ewon® Cosy+.
5. Enter a password for the Ewon® Cosy+. The password must:
   - have minimum length: 12 characters
   - have maximum length: 35 characters
   - have only characters from the latin-1 set (ISO-8859-1)
   - respect 3 of the following conditions
   at least one lowercase character
   at least one uppercase character
   at least one digit
   at least one special character
6. Click **Next**.
7. Select the WAN interface of your Ewon gateway.
8. Depending on the interface you choose, different configuration fields are required:
   a. Ethernet: WAN IP settings.
   b. Wi-Fi: SSID settings.
   c. Cellular: SIM card and APN settings.
   For Ethernet and Wi-Fi, make sure to complete the advanced settings if necessary.
9. Click ***Next***.
10. Set the LAN IP address of your Ewon® Cosy+.
11. Click **Next**.
12. Insert an SD card or USB flash drive in your computer. Make sure the card or the drive is FAT32 format.
13. Select the location where Ecatcher should export the file.
14. Click ***Save*** twice to confirm the export.

The last screen is an explanation how to proceed with the SD card / USB flash drive and your Ewon® Cosy+.

4.3. Apply the Configuration File

To configure your Ewon® Cosy+ for remote access, you need to apply the *Configuration File* and follow the procedure below:

1. Before beginning, make sure
   a. Your Ewon® Cosy+ is powered on
   b. Your Ewon® Cosy+ can connect to the internet. Depending on your configuration this could mean:
      i. The WAN cable is plugged in. The WAN port of the switch is represented by an orange LED.
      ii. The SIM card has been inserted into the device and the cellular antenna is attached.
      iii. The Wi-Fi antenna is attached.
2. Insert the SD card or the USB flash drive in your Ewon® Cosy+.
3. Check the status of the USR LED.
   a. First, the Ewon® Cosy+ detects the insertion of the SD card or USB drive. The USR LED blinks orange quickly (ON / OFF every 150 msec).
   b. Next, the Ewon® Cosy+ processes the configuration files. During this process, the USR LED blinks orange slowly (ON / OFF every second).
   c. Once the files are processed, the Ewon® Cosy+ updates the USR LED to indicate if the configuration files were successfully applied.
      -**solid green**: success
      -**solid red**: failure

   WARNING
   A **Red** LED pattern during a downgrade means that the firmware CANNOT be downgraded from a firmware to another.

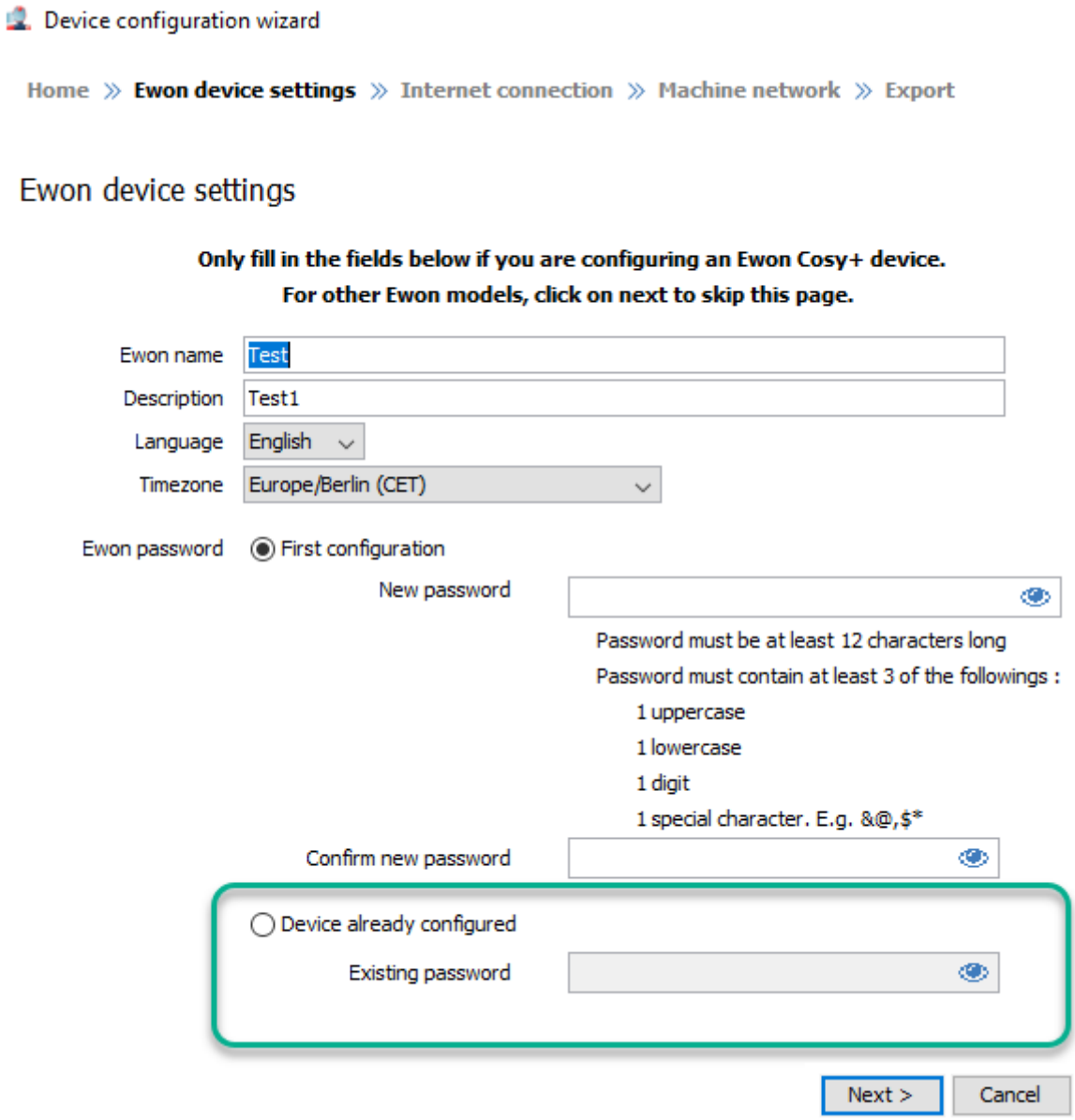
   Example: from firmware versions 22 to firmware versions 21.

   TIP
   If you need further information on LED patterns, you can find some of our LED pattern in the Chapter "**Ewon® Cosy+ LED States"** of our Ewon® Cosy+ Copilot document.

4. Remove the SD card or the USB drive. When the SD card or USB drive is removed, the Ewon® Cosy+ reboots.
5. Wait several minutes.
   Once the Ewon® Cosy+ reboots, it attempts to connect to Talk2m. This process can take several minutes. When the process is successful, the T2M LED turns on and the Ewon® Cosy+ appears online in Ecatcher.

4.4. Connection Troubleshooting

1. Configuring your Ewon® Cosy+ for the second time



If you configure your Ewon for a second time, note that the initial configuration was probably partly applied.

> **NOTICE**
> Inside the USB wizard you need to use the "*Device already configured*" option to encode your existing password.

2. Retrieving the support files from the Ewon® Cosy+ if something goes wrong
   There is the **request_report.txt** file that gets added when you use the USB/SD card for the first time that triggers the creation of a backup during the second try.

5. Connect to your Ewon® Cosy+ Remotely

Once your Ewon® Cosy+ is connected to Talk2m you can establish a remote connection to it.
The connection procedure is different depending on the *Connection Type* you select when you create your Ewon Ewon® Cosy+ on your Talk2m Account (page 4).

5.1. Permanent Connection

To connect remotely to an Ewon® Cosy+ tagged as permanent connection, follow the procedure:

1. Connect your computer to the Internet. Verify that your Internet connection is stable.
2. Open Ecatcher (if not already opened).
3. Select your Ewon® Cosy+ from the “My Ewons” list menu.
4. Click the green **Connect** button displayed in the list menu to establish the remote connection. When you click **Connect**, Ecatcher establishes a VPN connection to the Talk2m server from your PC.

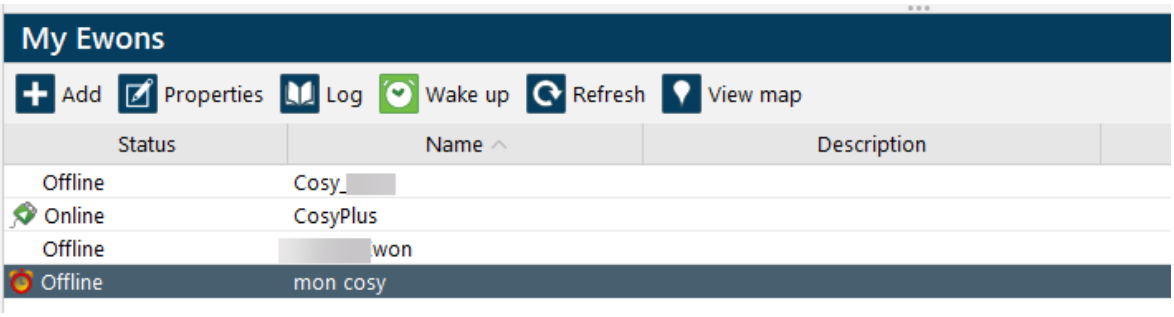


Figure 7. Connection to an Ewon Ewon® Cosy+

5. Once the VPN connection established, Ecatcher displays the Ewon® Cosy+ in the “Active connection” section.

The computer is now connected to the Ewon® Cosy+ using the VPN tunnel and you can use the remote connection.

You can click on the *Ewon name* link in the **Active Connection** section to display the homepage of the Ewon® Cosy+ web interface in your web browser.

When you are done with your remote connection, click Disconnect to end the VPN connection.

5.2. Triggered Connection

To connect remotely to an Ewon® Cosy+ tagged as triggered connection, follow the procedure:

1. Connect your computer to the Internet. Verify that your Internet connection is stable.
2. Open Ecatcher (if not already opened).
3. Select the Ewon® Cosy+ you just configured in the "My Ewons" list menu.

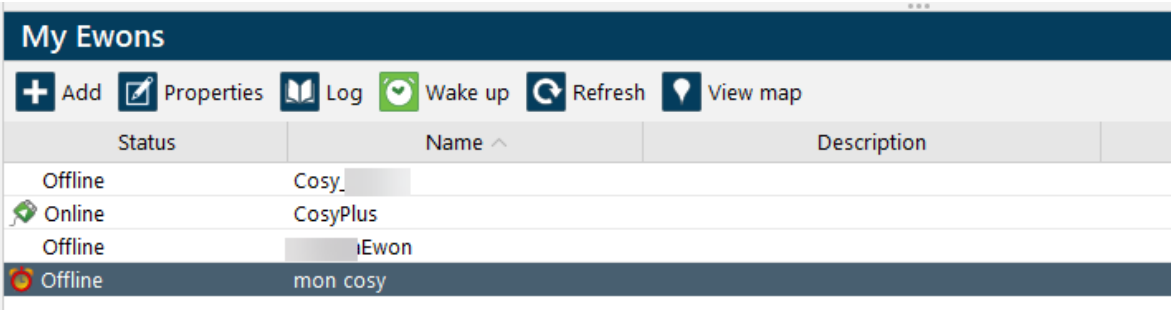


Figure 8. **Wake up your Ewon Ewon® Cosy+ — 1**

4. Click the **Wake up** button to wake your Ewon® Cosy+. Wait until the Ewon status changes to **Online** and then proceed to the next step.

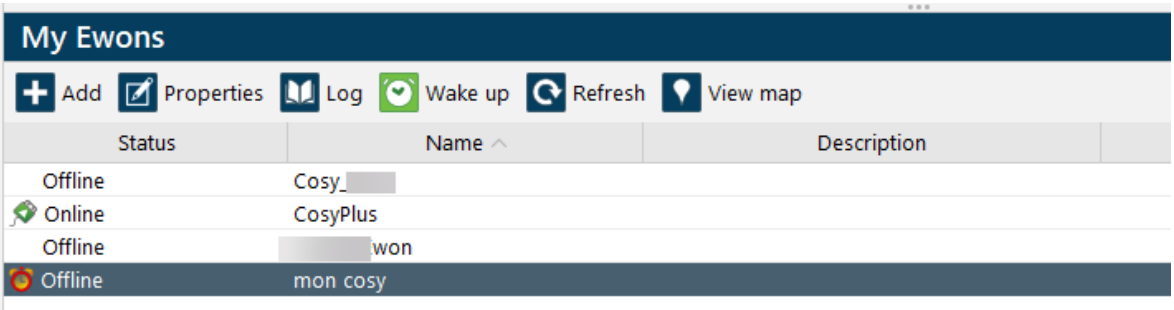


Figure 9. **Wake up your Ewon Ewon® Cosy+ — 2**

5. Click the green ***Connect*** button (previously ***Wake up*** button) once the Ewon® Cosy+ changes status to *Online*. The **Connect** button is displayed in the Ewon® Cosy+ list menu and establishes the remote connection. Ecatcher now attempts to establish a VPN connection to the Talk2m server.

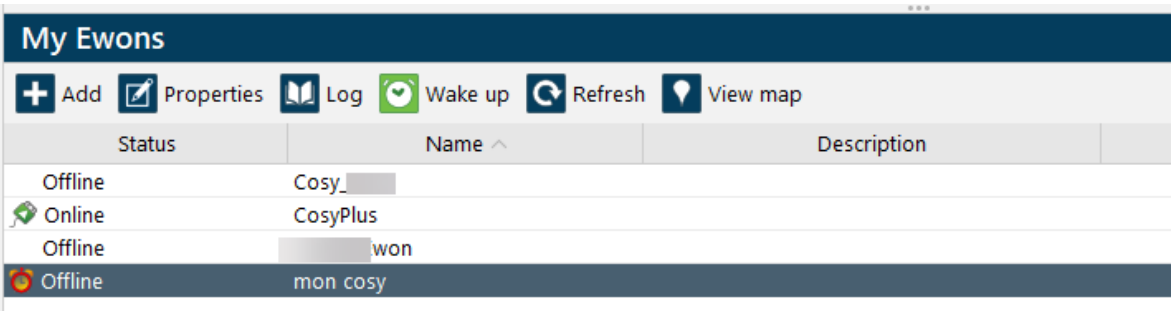


Figure 10. **Wake up your Ewon Ewon® Cosy+ — 3**

6. Once the VPN connection established, Ecatcher displays the Ewon® Cosy+ in the “Active connection” section.

NOTICE
With your smartphone, you can also send the SMS “Talk2m_Connect” or “Talk2mConnect” to your Ewon® Cosy+ to wake it up.

The computer is now connected to the Ewon® Cosy+ using the VPN tunnel and you can use the remote connection.

You can click the ***Ewon Name*** link in the “Active Connection” section to display, in a web browser, the homepage of the Ewon® Cosy+ web interface.

When you are done with your remote connection, click **Disconnect** to end the VPN connection.

After you disconnect from the Ewon® Cosy+, click the **Go Offline** button to close the Ewon® Cosy+’s internet connection.

6. Ewon® Cosy+ Interface Homepage

The *Summary* page or home section, shows at a glance information about the health and status of the Ewon® Cosy+. Its current Internet connection and VPN connection status, date and time, and firmware versions are all displayed.

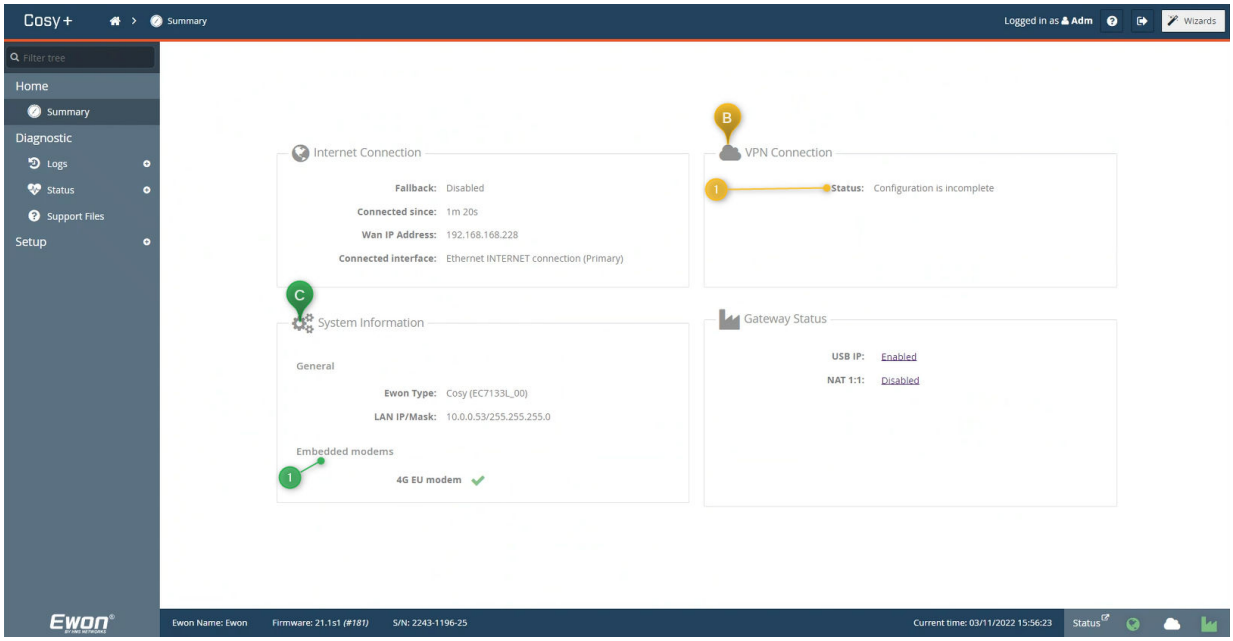


Figure 11. Summary Page - Example

A - Internet Connection

1. **Fallback** : The status of the WAN fallback feature. For more information about the WAN fallback, check the Wan fallback (page 21)
2. **Connected since** : Elapsed time since the Ewon® Cosy+ is connected to the Internet.
3. **WAN IP Address** : IP address of the WAN connection.
4. **Connected interface** : WAN interface used to connect the Ewon® Cosy+ to the Internet.

B - VPN Connection

1. **Connected since** : The elapsed time since the Ewon® Cosy+ is connected to the VPN service. This field doesn't appear if the VPN connection hasn't been configured.
2. **VPN IP Address** : The IP address of the VPN connection. This field doesn't appear if the VPN connection hasn't been configured.
3. **Status** : This field appears only if the VPN connection of the Ewon® Ewon® Cosy+ hasn't been configured.

C - System Information

1. **Ewon Type** : The model of the device.
2. **LAN IP/Mask** : The LAN IP address and subnet mask of the device. By default: 10.0.0.53/255.255.255.0
3. **Embedded modems** : The type of modem embedded in the Ewon® Ewon® Cosy+ : Wi-Fi or cellular (3G/4G). This field appears only if the model of the Ewon® Ewon® Cosy+ is equipped with a Wi-Fi or a cellular modem.

D - Gateway Status

1. **USB** : Status of the USB connectivity. By default, it is disabled. It is possible to change this status by clicking on it.
2. **NAT 1:1** : Status of the NAT 1:1. By default, it is deactivated. It is possible to change this status by clicking on it.

7. Remote Access Methods

Once your Ewon® Cosy+ is connected to Talk2m, you can access your Ewon device and your remote equipment in different ways based on your remote access needs.

You can use:

- **Ecatcher:** Ewon's VPN client software for Windows laptops and desktops
- **Ecatcher mobile:** Ewon's VPN client application for Android and iOS devices
- **M2web:** Ewon's web portal to access certain types of remote equipment from any device with a web browser

Ecatcher:

Ecatcher is Ewon's free VPN client software for Windows laptops and desktops. It provides full VPN access to your remote Ethernet and USB devices allowing you to interact with them as if you were on the same network. For example, remote access your PLC.

Ecatcher is also your Talk2m account administration tool. Account administrators can use Ecatcher to manage the Talk2m account including adding and deleting users and devices.

Ecatcher Mobile

Ecatcher Mobile is Ewon's free VPN client application for Android and iOS devices. Ecatcher Mobile provides secure communication between other mobile applications such as vendor specific applications or VNC clients and remote industrial equipment.

With Ecatcher Mobile, when you log in to your Talk2m account, you can see and connect to your accessible Ewons. Once connected, you can run your third-party apps and interact with your equipment as if you were on the same network.

Find more information about using Ecatcher mobile in the document
Ecatcher Mobile App: Connect to an Ewon and the device behind it.

M2web:

M2web is a feature of Talk2m that provides secure browser-based mobile access to your remote HMI, web server, PCs, and panels

No special software is required. M2web is accessible at https://m2web.talk2m.com . With M2web, you can have mobile access to remote web servers, vnc servers, and Remote Desktop enabled Windows based devices.

Find more information about using M2web in the document
Ewon - Ecatcher: Ecatcher Platform: Browser based remote acces.

8. Additional Configuration

In this section you will find some options available within the Web Configuration Interface.

8.1. Remote Access Control

The Ewon® Cosy+ can be configured to allow or prevent remote access based on the state of a digital input.

Click on the *DI Config wizard*. The Digital Input physical connection need to be wired to be used as a function.

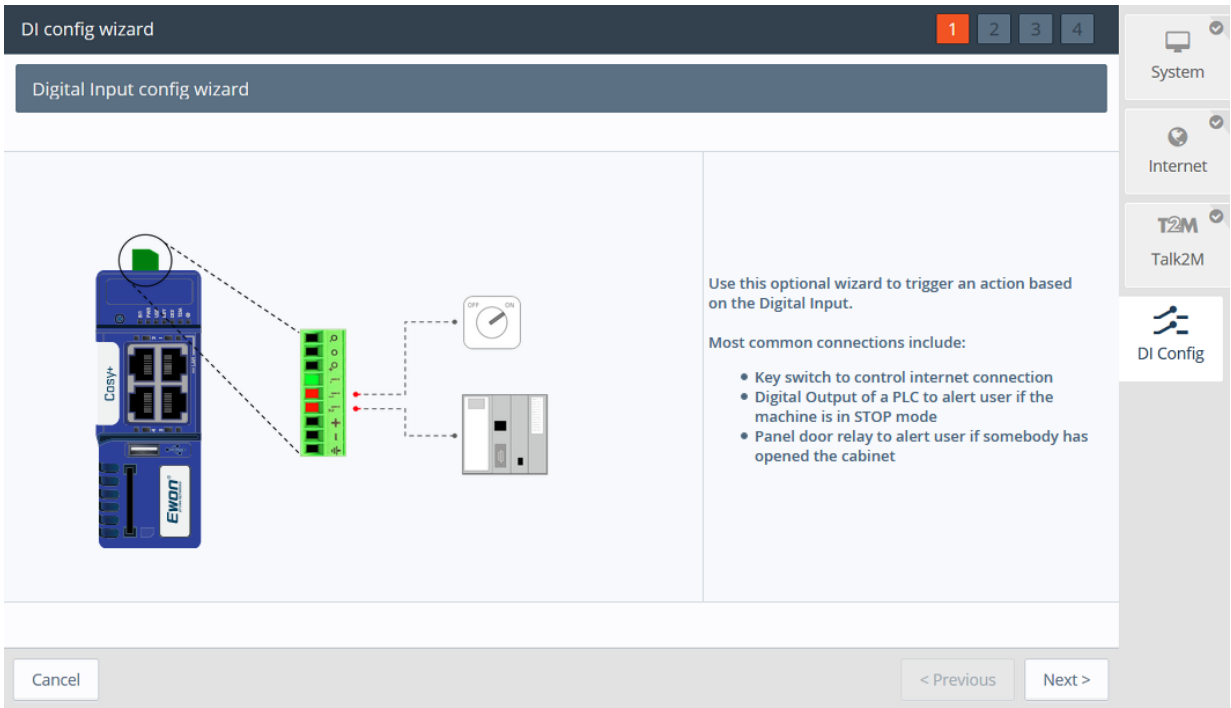


Figure 12. DI Wizard

To enable the remote access control:

- Click the ***Enabled*** checkbox. If enabled, then Talk2m remote access will only be possible at the high state of the digital input 1.

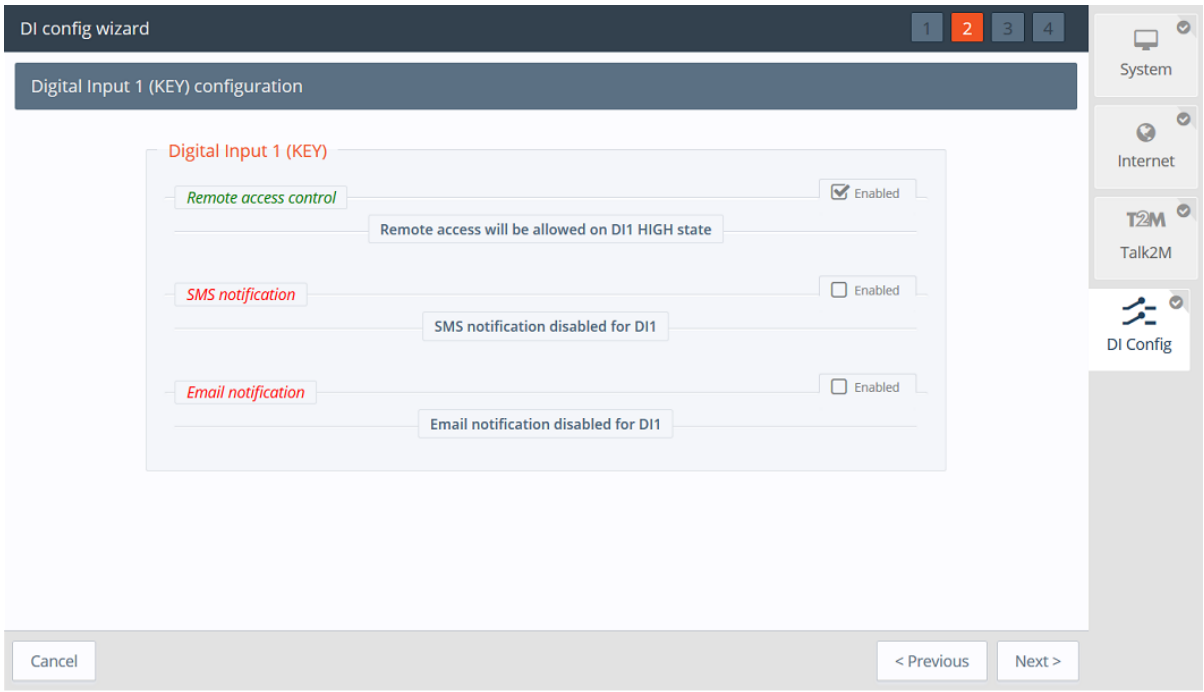


Figure 13. DI Wizard Remote Access Key Configuration

8.2. Alarm Notification

This wizard configures the **Digital Input** of theEwon® Cosy+. You can use the DI to send notifications or control the remote access of the Ewon® Cosy+.

Click on the *DI Config wizard*. The Digital Input physical connection needs to be wired to use this function.

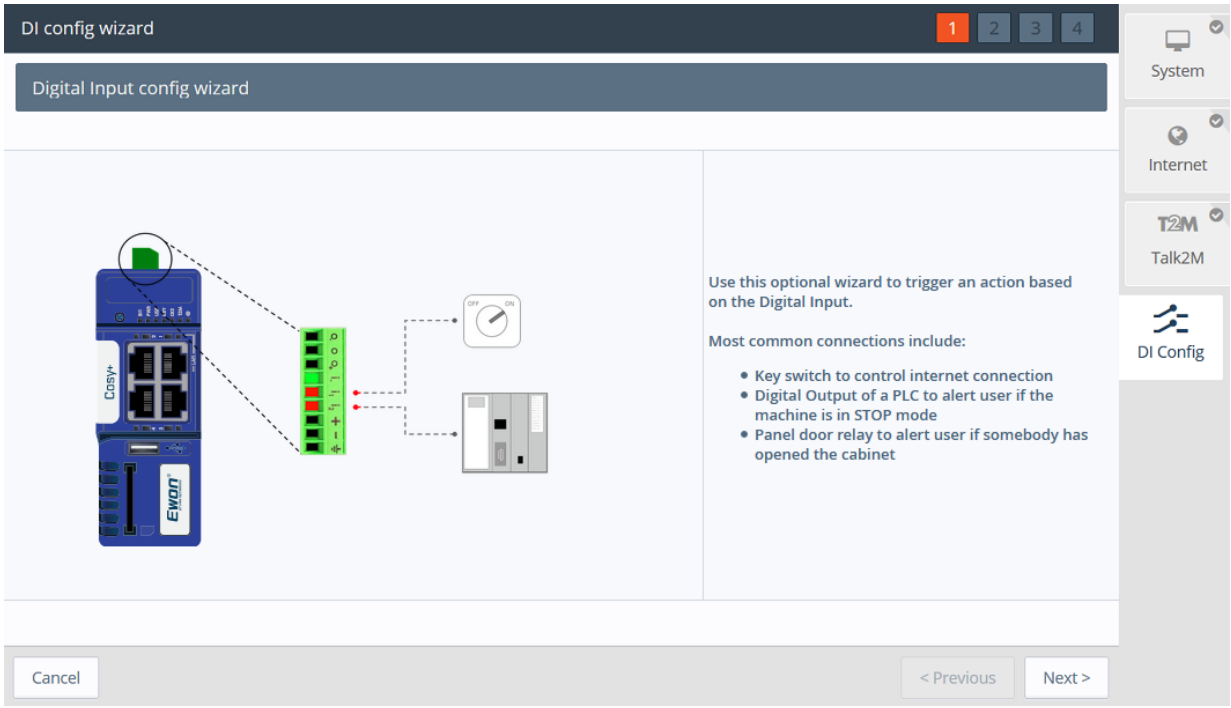


Figure 14. DI Wizard

The following options are valid for *DI1* and *DI2*. For both digital inputs you can setup email or SMS text message notification.

The *DI Config Wizard*: Select the option(s) by simply checking the *Enable* checkbox.

- The **SMS notification**: Enter the phone number including country code and the message. A notification will be sent when the Digital Input switch is in a high state.
- The **Email notification**: Enter the recipient, a subject, and the body of the message. A notification will be sent when the Digital Input switch is in a high state.

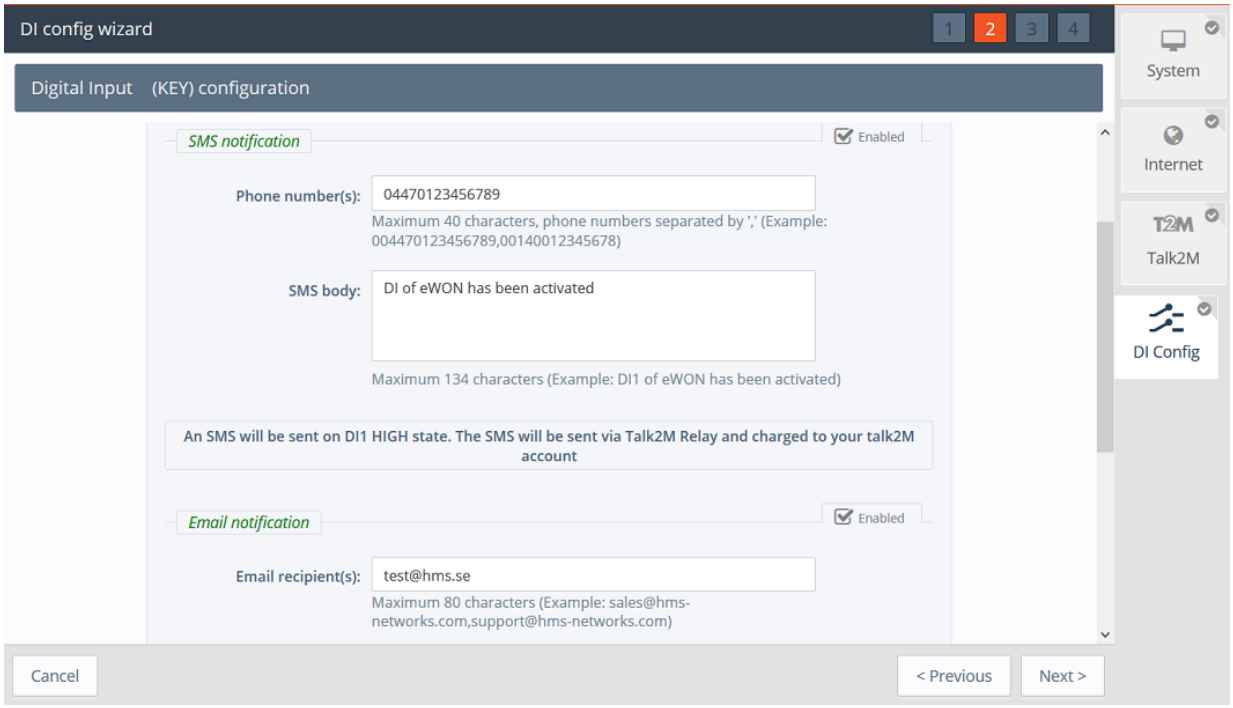


Figure 15. DI Wizard Notification Key Configuration

Click ***Next*** to test and apply the *Digital Input* connection settings.

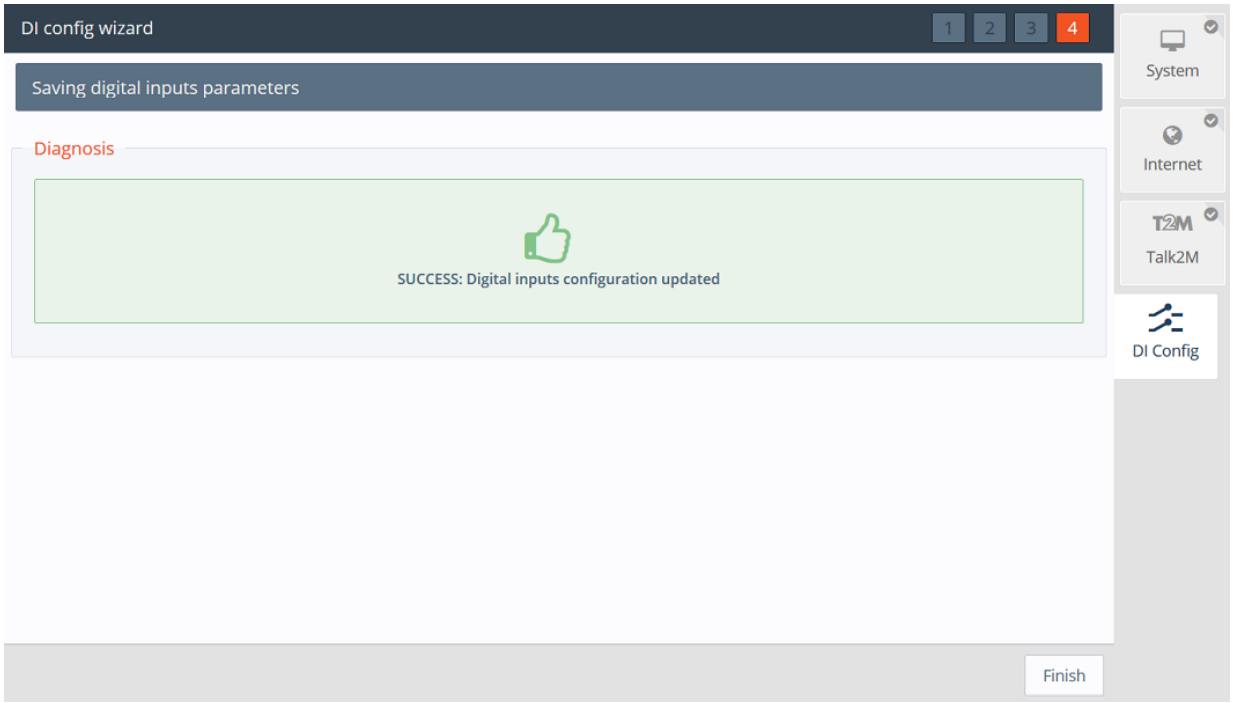


Figure 16. DI Wizard Remote Key Configuration Validation

If the *Digital Input* is on a high state at boot time, then a notification is sent out once the Ewon® Cosy+ is connected to Talk2m. A prefix “(BOOT)” is added to your messages.

IMPORTANT
SMS and email notifications are sent via Talk2m relays. It requires the Ewon® Cosy+ to have Talk2m connectivity. Charges will apply for every SMS sent.

8.3. WAN Fallback

Ewon® Cosy+ units that support two different possible WAN interfaces, such as Ethernet and WiFi or Ethernet and cellular, can be configured to use the **WAN Fallback** feature. With the WAN fallback feature, the Ewon® Cosy+ switches to its secondary WAN interface automatically when its primary WAN network fails.

To configure the WAN fallback feature, you must connect locally to the web interface of the Ewon® Cosy+ as described in Access the Web Configuration Interface.

To configure the WAN fallback feature, complete the following steps:

1. Navigate to the Internet Wizard.

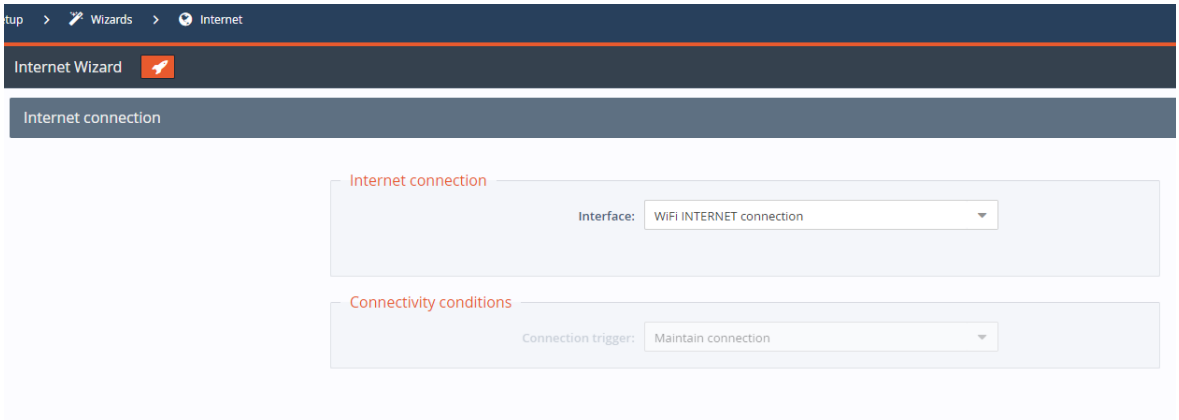


Figure 17. Internet Wizard - Internet Connection

2. Run the Internet Wizard as described in A.4.2 Internet Wizard for the Ethernet interface. This will be the primary interface.

> **NOTICE**
> You must run the wizard to configure the Ethernet interface even if the interface has previously been configured.

3. When the Wizard completes, click **Finish**. A dialog box appears.

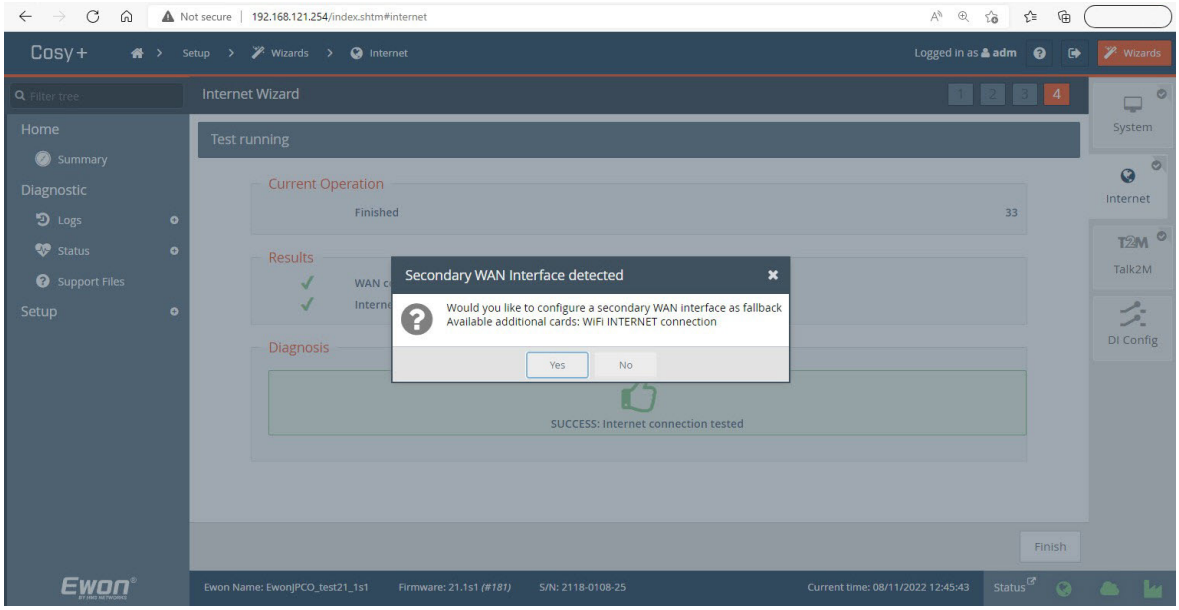


Figure 18. Secondary Wan Detected

4. Click **Yes**.
5. Run the Internet Wizard as described in Internet Wizard (page 35) for the secondary interface.

Detailed information about the WAN fallback feature can be found in our article
WAN Connection Fallback explained.

9. Network Interfaces and Services (Factory Default State)

The table below outlines the network interfaces available on the Ewon device and the associated services in their factory default configuration.

1. **LAN Network interface**
   The LAN interface connects to your PLC and HMI, enabling remote access. To meet cybersecurity requirements, ensure physical access to the Ewon device is restricted, and allow only authorized users to connect through the LAN network.

Network Interface	Service	Port (default)	Default Status
Ethernet LAN	ICMP	N/A	Enabled
Ethernet LAN	Web Configuration Interface (HTTP)	TCP 80	Enabled
Ethernet LAN	2nd Web Configuration Interface (HTTP)	TCP 81	Enabled
Ethernet LAN	Device discovery and configuration (Ebuddy)	UDP 1507	Enabled
Ethernet LAN	FTP Server	TCP 21	Disabled
Ethernet LAN	NTP relay	UDP 123	Disabled
Ethernet LAN	DHCP server (in advanced settings only)	UDP 67	Disabled

2. **WAN Network interface**
   By default, no services are enabled on the WAN interface. Only outgoing connections are used to establish remote access.
   Talk2M Connectivity:
   a. Outbound ports: TCP 443, UDP 1194
   b. For more details, refer to: Talk2m Connectivity Requirements

NOTE
The WAN interface depends on the Ewon® Cosy+ device type and the configured Internet communication method. It can be one of the following:

- Ethernet WAN (switch port 4 by default)
- WiFi modem connection (WiFi Internet connection)
- Cellular modem connection (4G Internet connection)

3. **VPN Network Interface**
   The VPN interface becomes available when a secure VPN connection is established for remote access. When using Talk2m, this interface is accessible only to identified and authorized users of the associated Talk2m account.

Network Interface	Services	Port (default)	Default Status
VPN Connection	ICMP	N/A	Enabled
VPN Connection	Web Configuration Interface (HTTP)	TCP 80	Enabled
VPN Connection	2nd Web Configuration Interface (HTTP)	TCP 81	Enabled
VPN Connection	FTP Server	TCP 21	Disabled
VPN Connection	USB over IP	TCP 6000 TCP 5473	Disabled

10. Installation and Firmware Update for Cybersecurity Requirements

Keeping an Ewon device's firmware updated helps protect it against known security threats and gives you access to the latest fixes and features.

NOTICE
During the firmware update process, the Ewon device reboots, which makes the LAN switch temporarily inactive.

WARNING
Mandatory Cybersecurity Requirements:

To comply with the latest mandatory cybersecurity requirements, please update your Ewon® Cosy+ device during installation with the latest available firmware. If your device was running a firmware below 23.0S0, then Reset Level 2 is required after firmware update.

Read about the procedure in the following article How to update the firmware of an Ewon Cosy+?.

Please ensure that physical access protection to the Ewon® Cosy+ device is guaranteed and allow only authorized users to connect to the LAN network.

Additionally, use the available access rights levels in Talk2m to enforce the principle of least privilege.

There are several different ways to update your Ewon device's firmware to make it easy to keep your Ewon device up to date.

1. **Automatic Firmware Updates**
   The Ewon® Cosy+ offers an embedded **Firmware Update** feature inside its web interface. From this option, you can configure the Ewon® Cosy+ to automatically retrieve and apply firmware updates.

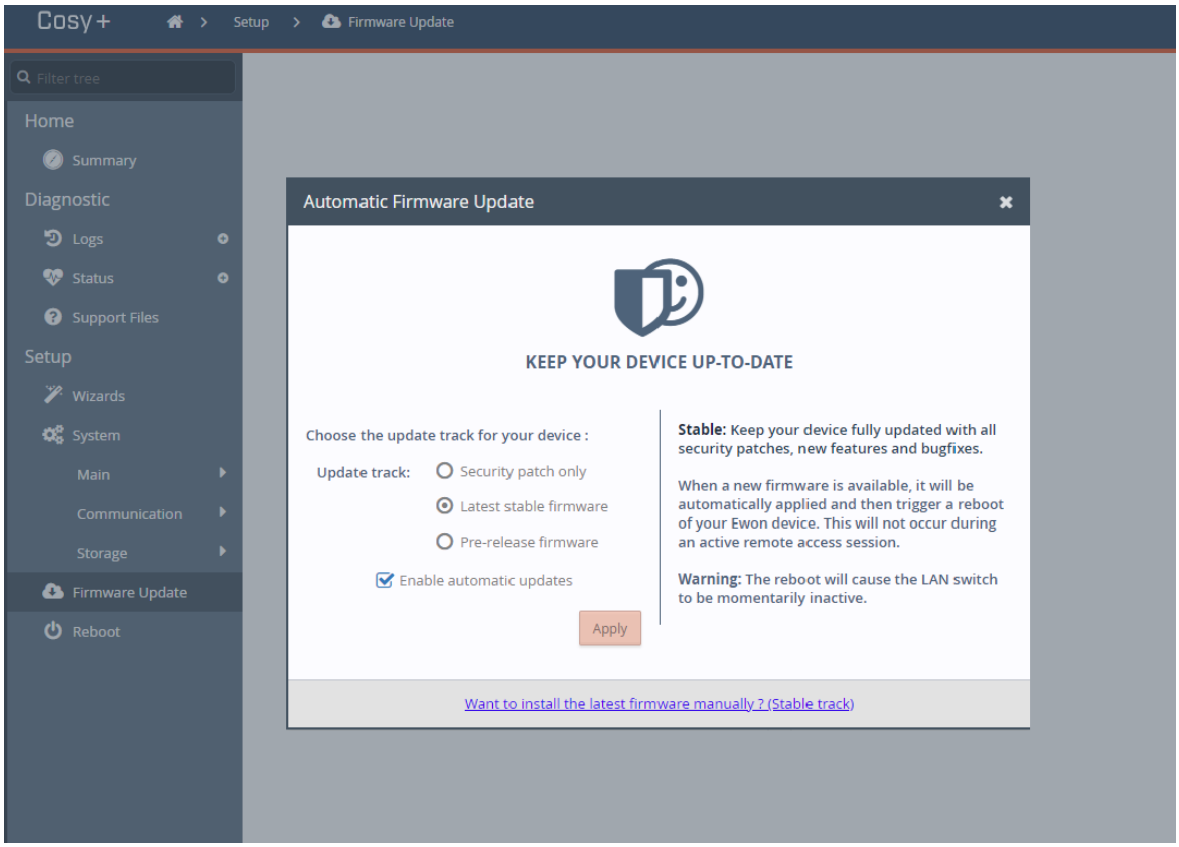


Figure 19. Automatic firmware update

The Ewon® Cosy+ can be configured to:

- Only automatically apply security patches
- Automatically apply the most recent official release
- Automatically apply the most recent release including pre-release firmware.

> **NOTICE**
> Pre-release firmware should be applied only to units for testing purposes unless told otherwise by a support representative.

2. **Ecatcher Firmware Management (Talk2m Pro only)**
   Talk2m Pro account administrators can apply firmware updates through Ecatcher using Ecatcher's firmware management feature. Firmware updates can be applied to a single Ewon® Cosy+ or update requests can be made for multiple Ewon® Cosy+ devices at the same time.

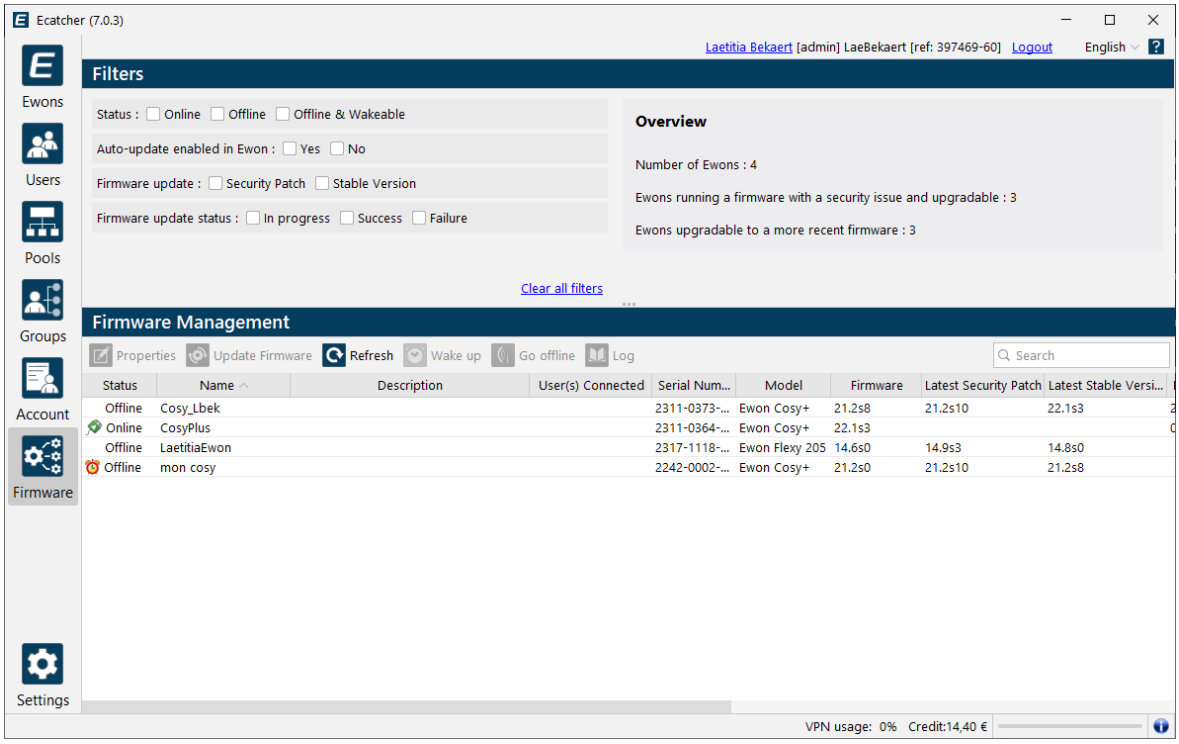


Figure 20. Update Firmware - 1

When you click on the *Update Firmware* button, a window pops up with a list of options to upgrade to the latest available firmware or to install a specific firmware version .

NOTICE
The Firmware Management feature requires Ecatcher version 6.10 or higher.

3. **Manual Firmware Updates**
   a. *From the Web Interface*
   The embedded **Firmware Update** feature inside the web interface of the Ewon® Cosy+ can be used to manually install the latest stable firmware version.
   On the Automatic Firmware Update configuration screen, click the link at the bottom to trigger the installation process. The Ewon® Cosy+ checks to see if a newer firmware version is available. If one is available, the Ewon® Cosy+ retrieves the new firmware file, applies it, and reboots.

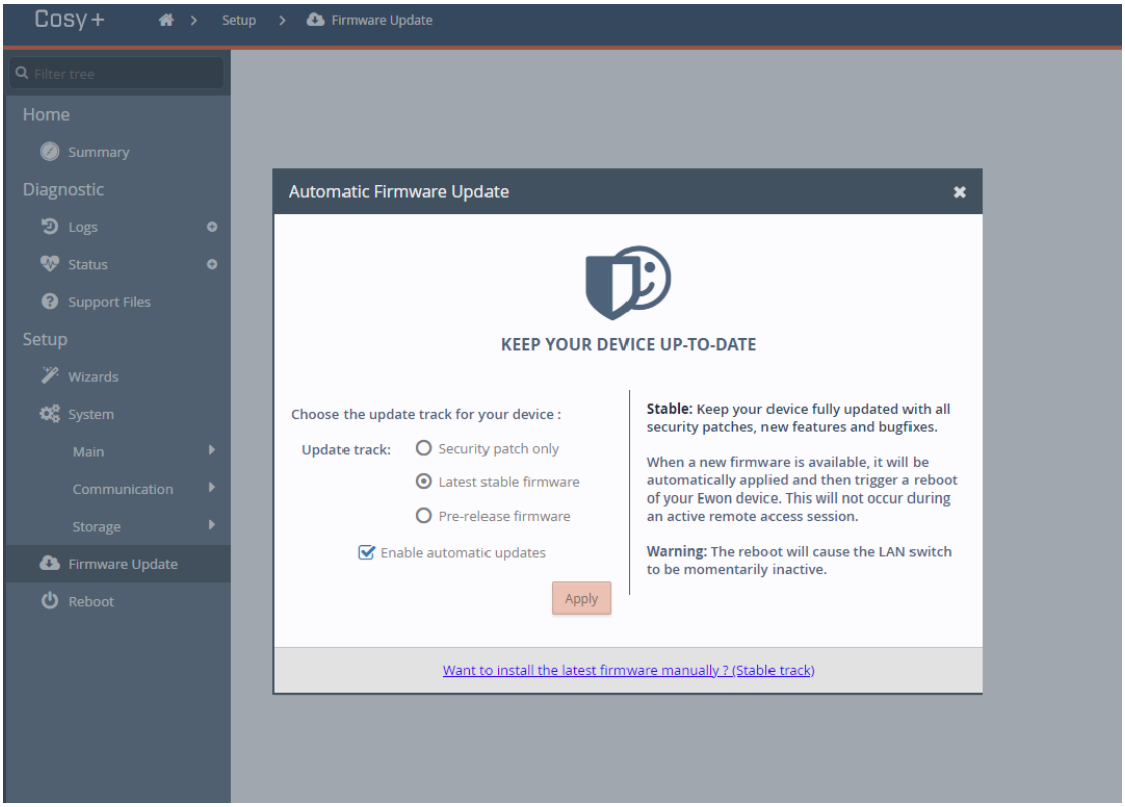


Figure 21. Automatic Firmware Update configuration screen

b. *With a Firmware Update File*

You can manually update the firmware on your Ewon® Cosy+ by transferring an update file by FTP or from an SD card or USB drive. Instructions for manually updating the firmware can be found in our article Guideline: How to upgrade the firmware of an Ewon® Cosy+ ?.

11. Diagnostic and Setup

The *Diagnostic* area is useful to gather data if you encounter an issue with the Ewon® Cosy+.

The *Setup* menu offers an alternative approach to changing parameters such as Language or Ethernet IP or to reboot the Ewon® Cosy+.

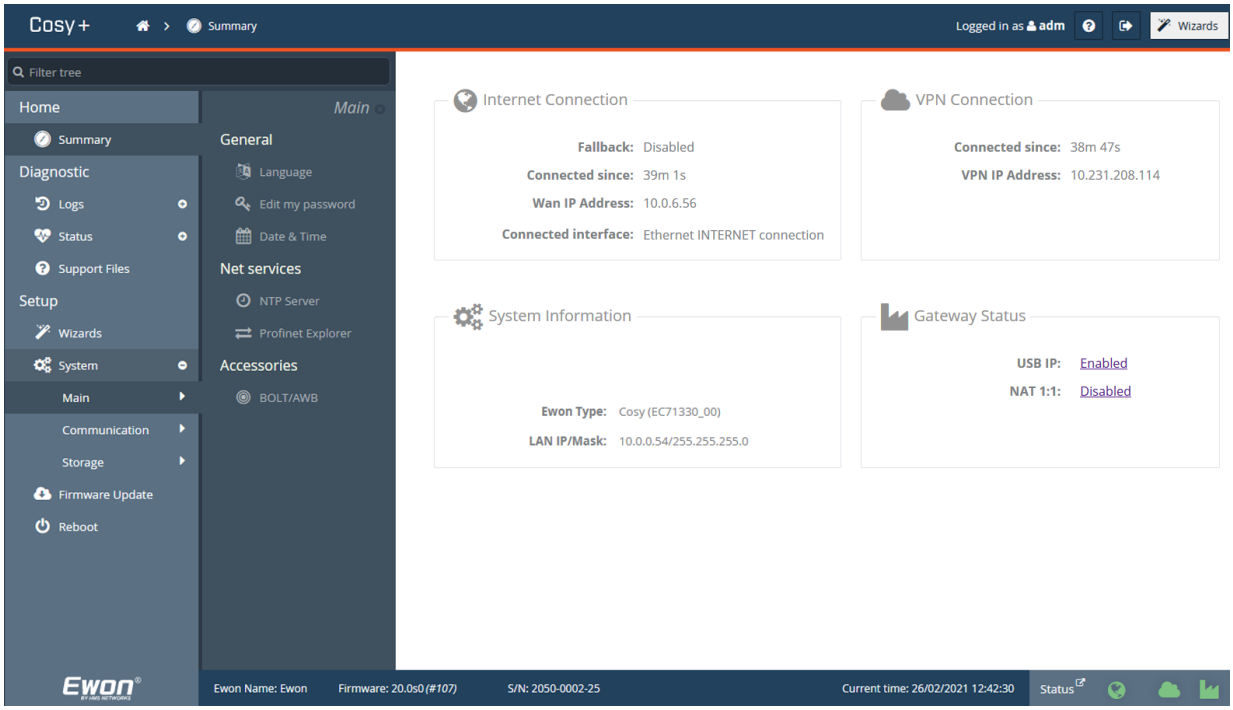


Figure 22. Diagnostic and Setup menu

- **Diagnostics – Event Log:**
  The **Event Log** is part of the *Diagnostics* menu and provides a record of significant system activity. It is an essential tool for troubleshooting and monitoring device behavior.
  The Event Log purpose is to capture historical records of system events, such as:
  – System messages
  – Warnings
  – Errors
  – User activity (audit logs)
  Each event is assigned a severity level to help users quickly assess the importance of the message:
  – **Error** – Critical issues affecting device operation (displayed in **red**)
  – **Warning** – Potential issues or deviations (displayed in **yellow**)
  – **Trace** – Informational messages or routine operations (displayed in **gray**)
- **Audit Logs:**
  In addition to system diagnostics, the Event Log includes **Audit traces**. These records are generated whenever a user:
  – Connects (or attempts to connect) to a service (e.g., Web Server, FTP Server)
  – Makes a configuration change
  This makes the Event Log valuable not only for system debugging, but also for security monitoring and compliance tracking.

TIP
For more details on how to view and export audit logs, please refer to the following article:
How to display and export Ewon Cosy and Flexy device audit logs (RED requirements).

More information on Diagnostics can also be found in our Reference Guide for Ewon® Cosy+.

Appendix A. Alternative Configuration for your Ewon Device

If for some reasons you could not configure the Ewon using the default USB method explained in Prepare the Communication Configuration File (page 7), you can also configure the Ewon by using its Web interface.

In this section, we will explain how to configure your Ewon® Cosy+ using the *Embedded Wizard* setup:

1. Assign an IP address to your Ewon® Cosy+, different than the default IP address
2. Register your Ewon® Cosy+ to a Talk2m account
3. Access the web interface of the Ewon® Cosy+
4. Configure your Ewon® Cosy+ using the Embedded Wizard Setup

1. Assign an IP Address

You can establish the first communication with the Ewon® Cosy+ using the eBuddy application (check Software (page 3) for more details about eBuddy).

By default, the IP address of the Ewon® Cosy+ is set to 10.0.0.53 which in some circumstances might need to be changed.

To change the IP address of the Ewon® Cosy+, proceed as follows:

1. Connect the port labeled as **LAN (port #1)** of the Ewon® Cosy+.
   This can be done either point-to-point (computer & Ewon® Cosy+) or through a network if the default IP of the Ewon® Cosy+ will not conflict with another connected device.
2. Start the eBuddy application.
   The application scans through the Ethernet adapter network, identifies the connected Ewon devices and display their IP address, subnet mask and serial number.
   eBuddy also allows the modification of the default IP address without necessarily being in the same network range.
3. Optional: Highlight the row representing the device to be modified.
4. Click on the button **Set IP** from the top bar menu.
5. Indicate the serial number of the Ewon® Cosy+ that you want to modify.
   If you went through step #3, the serial number is provided automatically.
6. Click **Next**.
7. Enter the **new IP address**>and its **subnet mask**.
   By clicking **Next**, Ebuddy sends the commands to the Ewon® Cosy+ to change its IP address and to reboot.
8. Once the reboot completes, you can access the Ewon® Cosy+ using its new LAN IP address.

2. Talk2m Account Configuration

Talk2m offers a secured and easy way to set up a remote connection over the Internet.

To allow the remote access, you need to link the Ewon® Cosy+ to the Talk2m infrastructure, more specifically to a Talk2m account.

To configure the Talk2m account:

1. Launch Ecatcher and log into your Talk2m account.
   a. To download and install Ecatcher, please refer to Ecatcher (page 3).
   b. In case you do not have a Talk2m account yet, click on **Create a free+ Account** and follow the prompts on the screen. Once you have created the Talk2m account, an email will be sent with the activation link and instructions.
2. Click on the icon **+Add** to add the Ewon® Cosy+ to your Talk2m account.
3. Follow the screen prompts.
   - Be aware that some options require the full telephone number, country code included
4. Copy the **<Activation Key>** to the clipboard in the last step of the wizard. You will need it later during the Talk2m wizard of the Ewon® Cosy+ configuration.

The Ewon® Cosy+ is now successfully listed in the **<Ewon list>** of Ecatcher.

3. Access the Web Configuration Interface

The configuration of the Ewon® Cosy+ can be done using its embedded web interface.

As your computer is connected to a LAN port of the Ewon® Cosy+, open an Internet browser and enter the LAN IP address of the Ewon® Cosy+ in to the address field.

If the computer is not in the same network address range as the Ewon® Cosy+, its web pages can be reached using the EZ DHCP feature of the eBuddy utility. For more information, refer to. eBuddy from the Related Documents (page 1).

Before beginning the configuration of the Ewon® Cosy+, authentication is required.

The default login and password are both **adm**.

At first boot or after a reset level 2 of the Ewon® Cosy+, and after successfully logging in, a prompt will appear to set the interface language.

A second prompt will ask you to change the **adm** default password.

3.1. Language Selection

As you log in to the Ewon® Cosy+ web interface, a window prompts and asks for the language of the interface: **English**, **Spanish**, **French**, **German** or **Italian**.

The language selection is also requested after a reset level 2 operation. A reset level 2 is a factory reset of the Ewon® Cosy+.

You can change the language of your Ewon® Cosy+ by browsing to Setup ► **System** ► **Main** ► **General** ► **Language**. The language modification induces a reboot of the Ewon® Cosy+.

3.2. Password Modification

As long as the password of the **adm** user remains **adm** (e.g.: on very first login or after a reset level 2), the Ewon® Cosy+ will ask you to change this password.

Figure A.1. **Password modification**

If the password is no longer **adm** but you need to change the password, you can do so in the *System Wizard*. Please refer to System Wizard (page 33).

Password Policy

A new password must meet the following requirements:

- minimum length: 12 characters
- maximum length: 35 characters
- only characters from the latin-1 set (ISO-8859-1)
- respect 3 of the following conditions:
  - at least one lowercase character
  - at least one uppercase character
  - at least one digit
  - at least one special character

4. Configuration through the Quick Launch Wizard

After you selected the interface language and change the **adm** default password., the Ewon® Cosy+ will propose a configuration wizard which leads to a quick configuration of the system and communication settings.

On later connections, the configuration wizard is accessible through the *Wizards* button in the upper right corner.

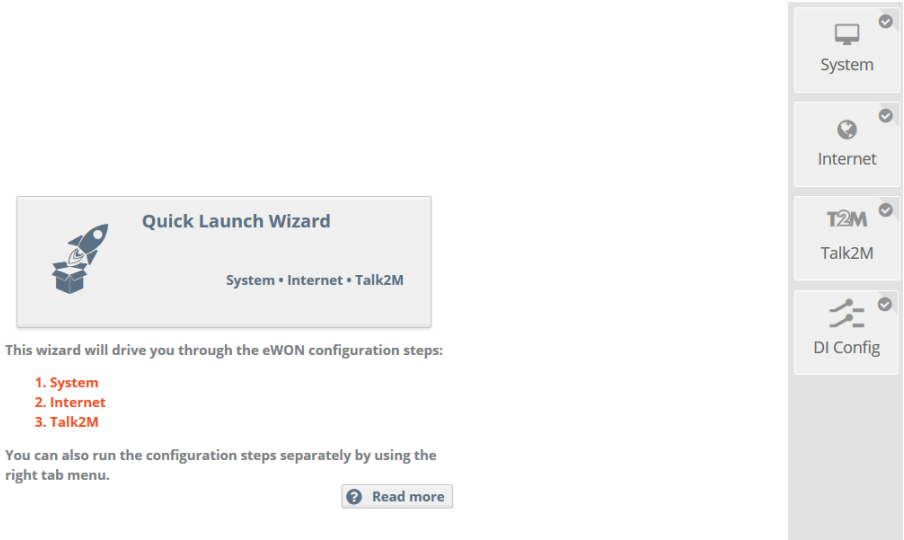


Figure A.2. Quick Launch Wizard Button

The Quick Launch Wizard will guide you through the different setup wizards to configure your Ewon® Cosy+ for remote connection trough Talk2m:

- The ***System Wizard*** configures basic system settings such as the date and time and the default username and password.
- The ***Internet Wizard*** configures the WAN communication settings.
- The ***Talk2m Wizard*** establish a VPN between the Ewon® Cosy+ and the Talk2m infrastructure.

4.1. System Wizard

The *System Wizard* configures basic system settings.

On the first screen of the *System Wizard*, enter the **Ewon name**.

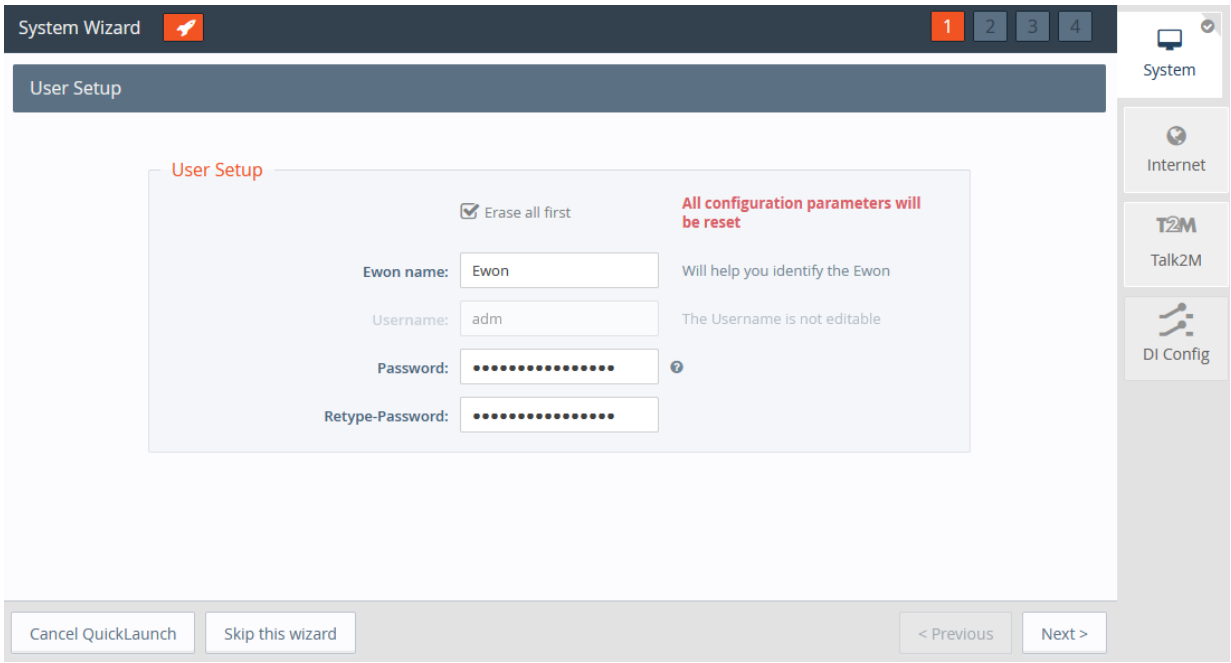


Figure A.3. System Wizard User Setup

NOTICE
As you changed the **adm** password (refer to Password Modification (page 31)), there is no need to change it again.

On the second screen of the *System Wizard*:

- Configure the accurate **<date and time>** settings. For Talk2m communication, it is imperative that the date of the Ewon® Cosy+ is correct.
- Configure the **<Timezone>** settings:
  – Click either on the arrow or the map icon.
- By default, the field is set to **ntp.talk2m.com** which is the best option for Ewon® Cosy+ connected to Talk2m. However, you have the possibility to set the URL of the remote **<NTP server>**. This field is shown only if **Update clock via NTP** is selected.
- The **<Time interval>** used to update the clock. Default value is 1440 minutes (= 1 day). This field is shown only if **Update clock via NTP** is selected.

Click **Next** to proceed to the next screen.

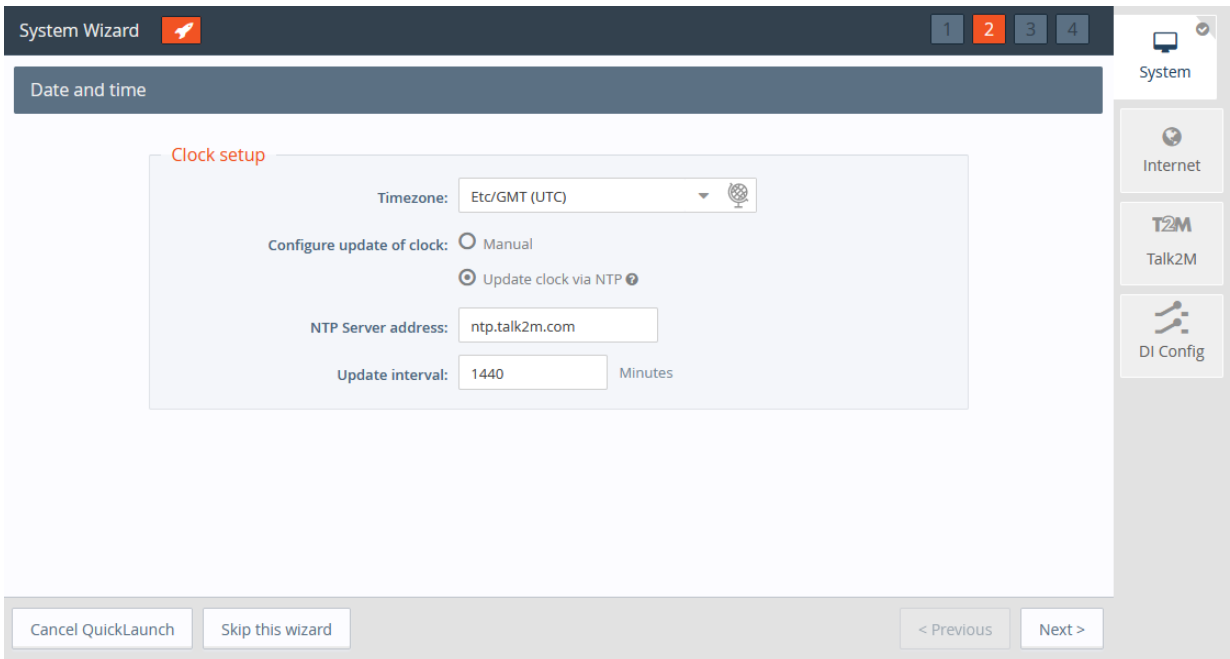


Figure A.4. System Wizard Date and Time

The third screen of the *System Wizard* shows the standard attribution of the four ports Ethernet switch.

The attribution of a port can be easily recognized by its LED color:

- Orange for a WAN port.
- Green for a LAN port.

Figure A.5. System Wizard LAN/WAN Configuration

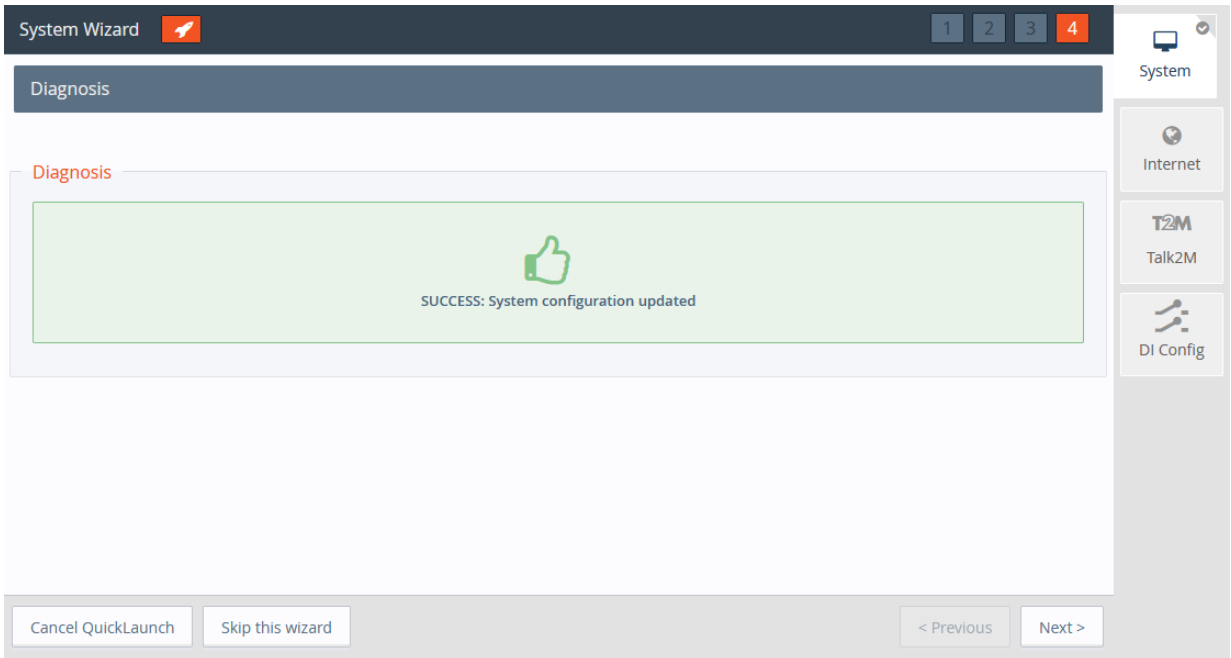


Figure A.6. System Wizard Diagnosis

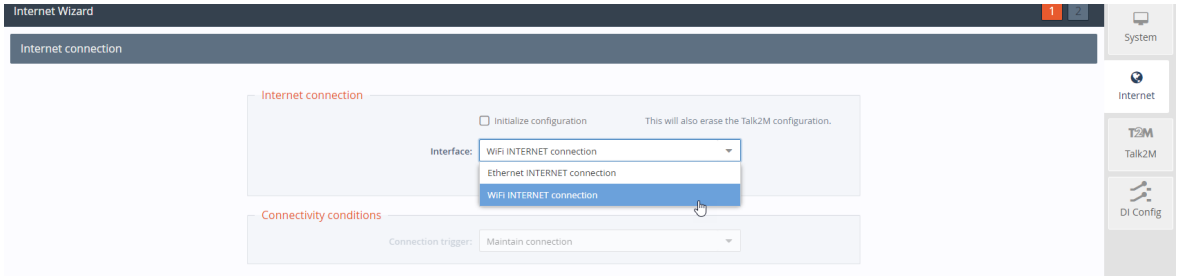
4.2. Internet Wizard

The *Internet Wizard* configures the Internet settings for the Ewon® Cosy+. The **<Interface>** field allows the selection of the WAN interface used for the Internet connection:

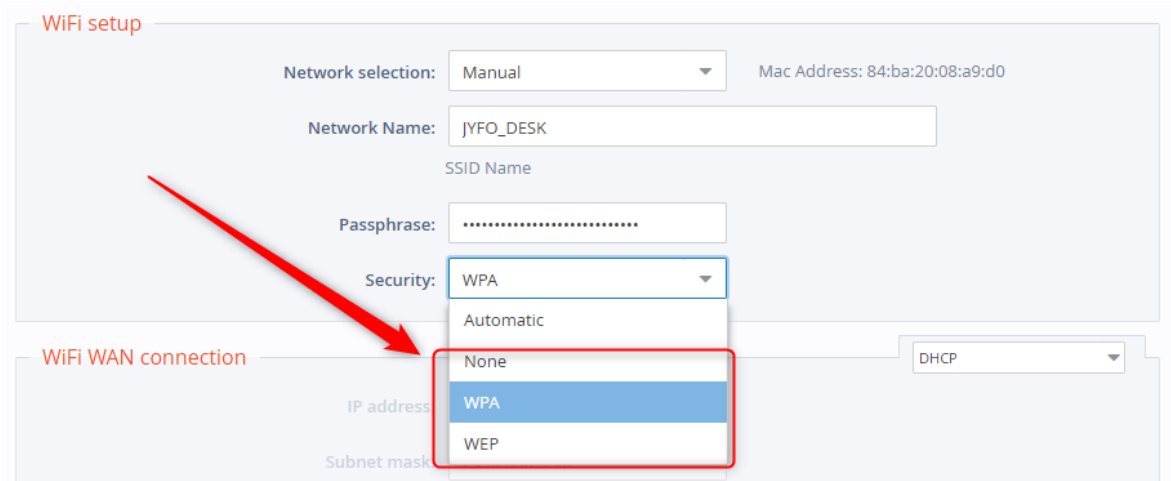
- WiFi connection
- Ethernet WAN connection
- Cellular connection

WiFi Connection Configuration:

1. Select the *WiFi Internet* connection.



2. Click **Next** to continue the WiFi WAN configuration.
3. Select the **Network Connection** option.
4. Give a name to your network in the **Network Name** field.
5. In case, the user is using a hidden WiFi SSID, the selection of the security set-up must also be selected manually like you have entered the SSID.



6. Click **Next** to apply the configuration changes.
7. The *Internet connection* test is enabled by default. It allows the Ewon® Cosy+ to verify the Internet connection.
   Once the wizard completes successfully, the Ewon® Cosy+ is connected to the primary WAN network.

Ethernet WAN Configuration:

1. Select the *Ethernet Internet* connection.

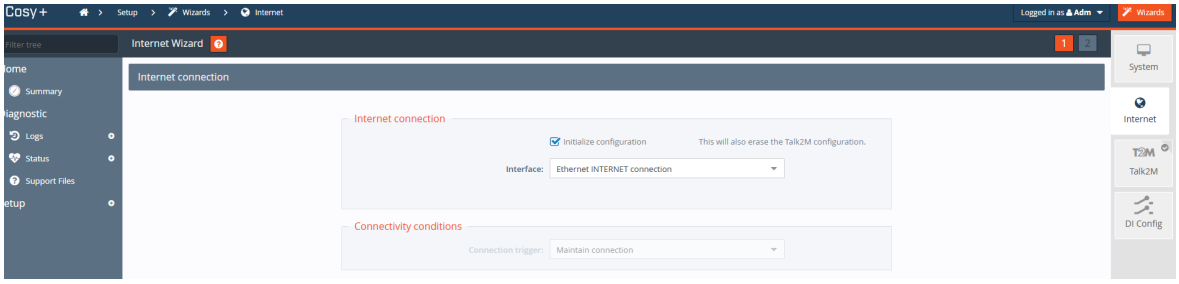


Figure A.7. Internet Wizard Connection Setup

2. Click **Next** to continue the WAN interface configuration.
3. Select the appropriate method how the Ewon® Cosy+ is supposed to receive its IP address, according to the network configuration: **Static**, **BootP** or **DHCP**.
   Select **DHCP** from the dropdown to receive an IP automatically from the LAN network.

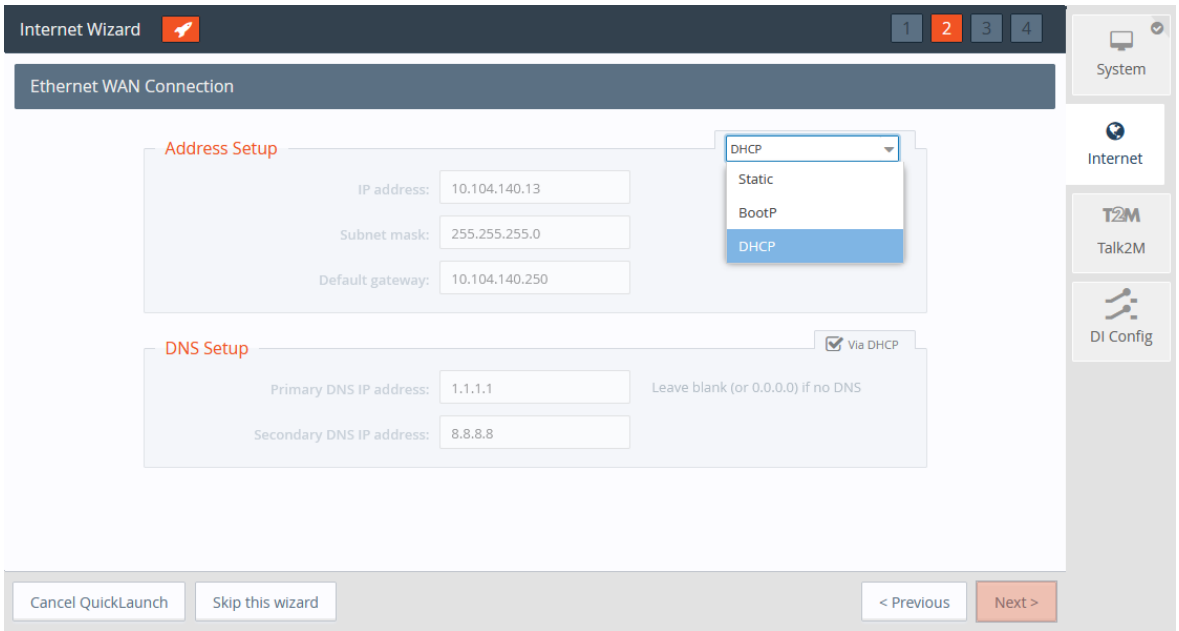


Figure A.8. Internet Wizard Ethernet WAN Connection Setup

4. Click **Next** to proceed to the next screen.
5. The *Internet connection* test is enabled by default. It allows the Ewon® Cosy+ to verify the Internet connection.
   Uncheck this option if this network uses a proxy server or if port 80 is closed for outbound connections.

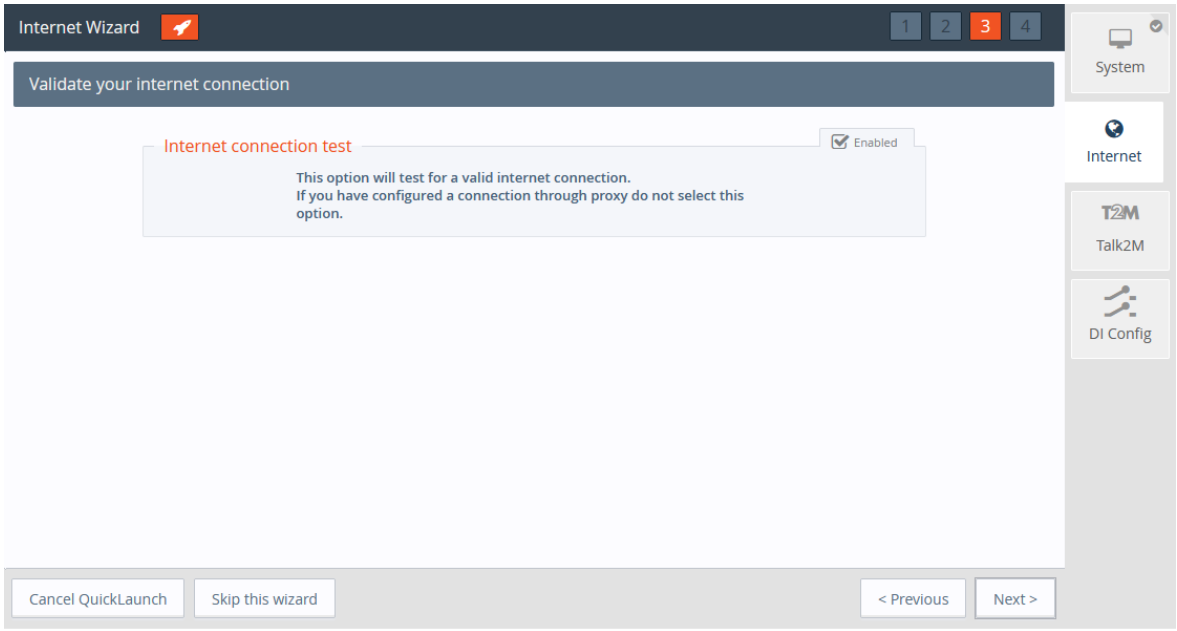


Figure A.9. Internet Wizard Validation

6. Click **Next** to apply the configuration changes.
   - Once the wizard completes successfully, the Ewon® Cosy+ is connected to the primary WAN network.

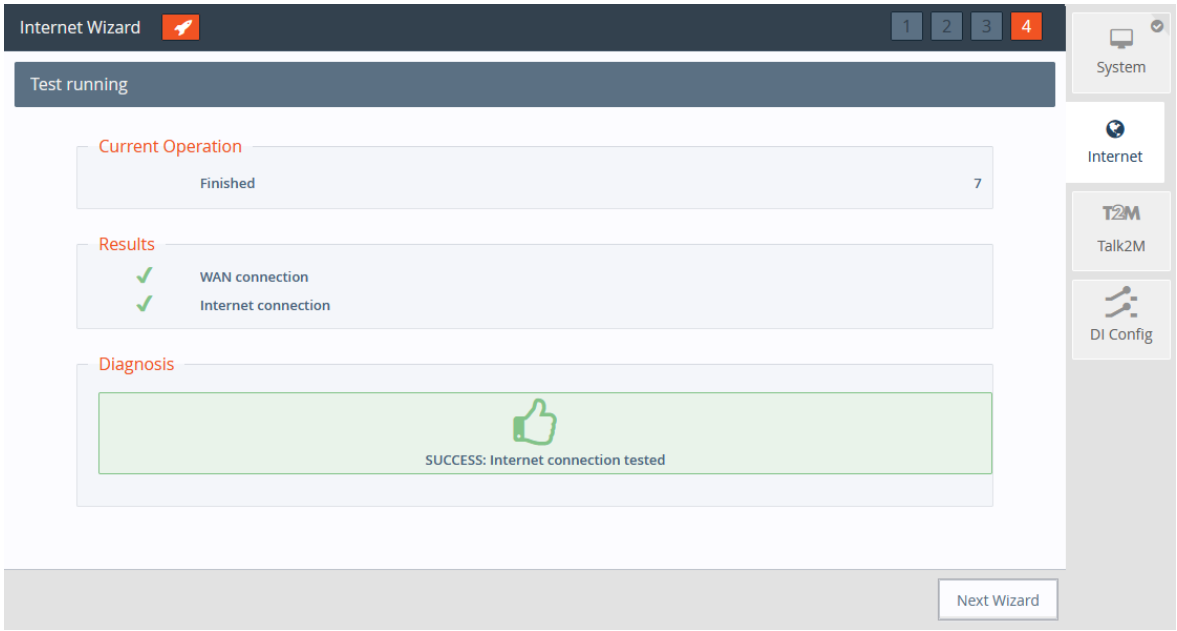
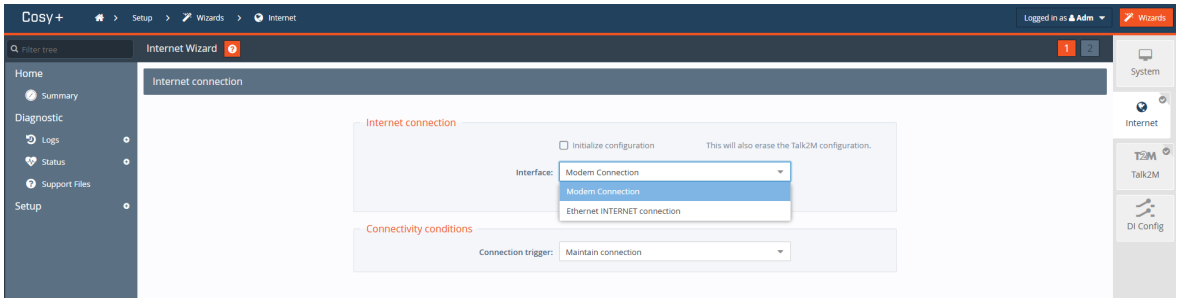


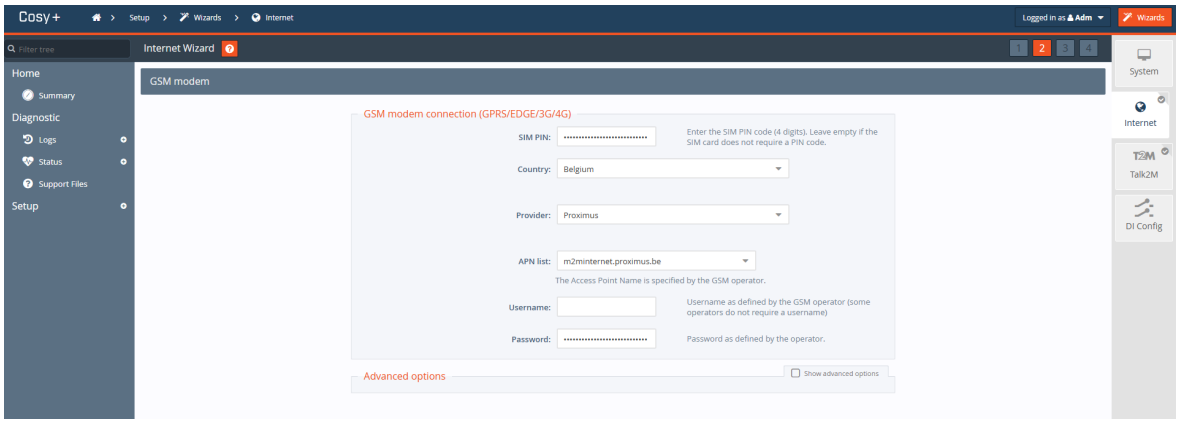
Figure A.10. Internet Wizard Test

Cellular Connection Configuration:

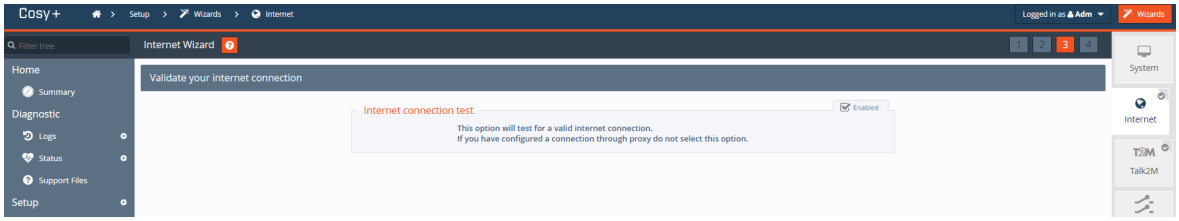
1. Select the *Modem* connection.



2. Click **Next** to continue the Cellular WAN configuration.
3. Fill in all the information requested in the *GSM Modem connection*. Click **Next**.



4. On next window, you will be prompted to a *Cellular Internet Connection Test*.
   The *Internet connection* test is enabled by default. It allows the Ewon® Cosy+ to verify the Internet connection.



5. Click **Next** to run the test. and get the results.

4.3. Talk2m Wizard

The *Talk2m Wizard* configures the VPN connection between the Ewon® Cosy+ and your Talk2m account on the Talk2m server.

- On the first screen of the *Talk2m Wizard*, select *Register with Activation Key* option
- Paste the Activation Key you copied from Talk2m Account Configuration (page 30).

Click **Next** to move forward to the next screen.

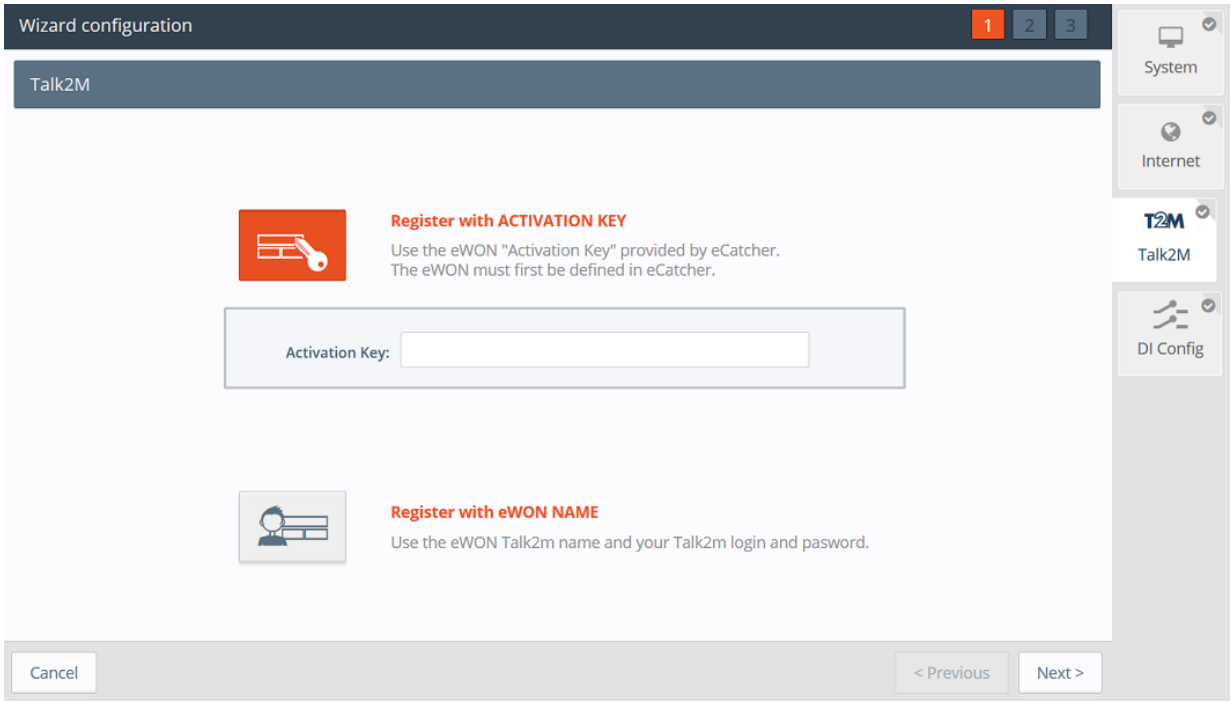


Figure A.11. Talk2m Wizard Activation Key

Alternately, it is possible to register with the Ewon Name option:

- Click on *Register with Ewon Name*
- Enter the Talk2m name of the Ewon® Cosy+, and a valid Talk2m account user credentials.

Click *Next* to move forward to the following screen.

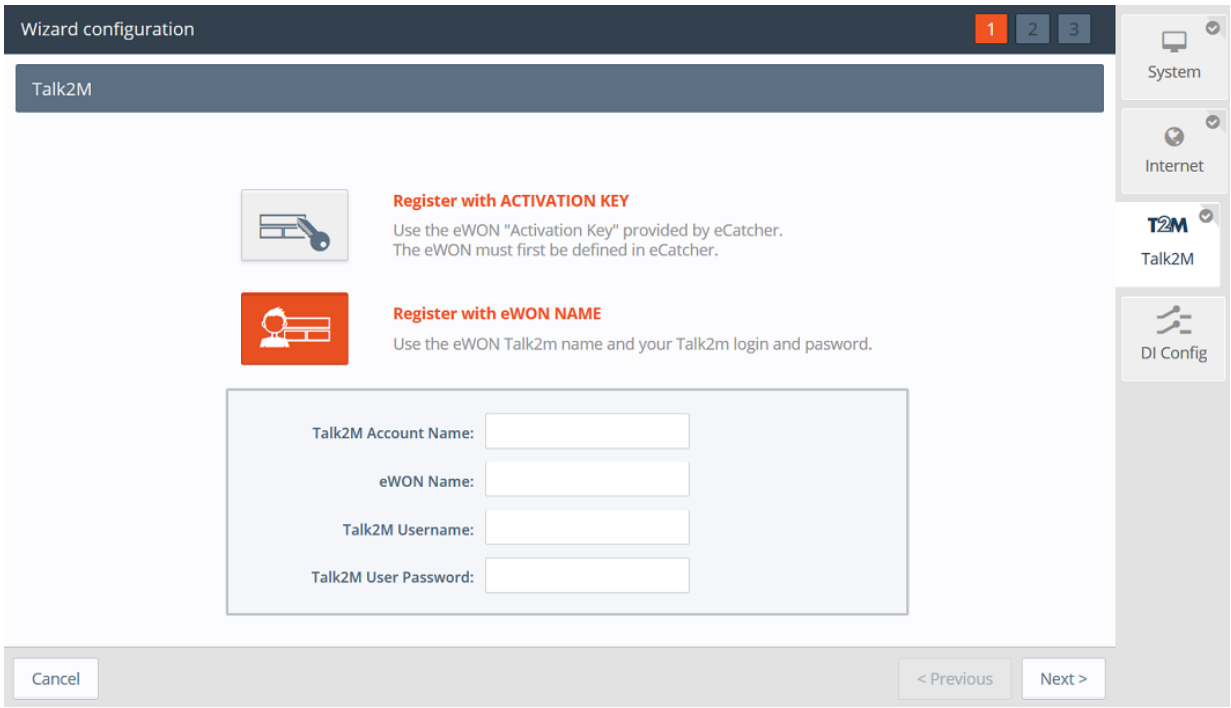


Figure A.12. Talk2m Wizard Registration Name

If the network used for Internet access uses a proxy server:

- Select the appropriate authentication method: **Proxy with basic authentication, Proxy with NTLM authentication, Proxy without authentication**.
- Enter the appropriate information for the proxy server

Click **Next** to move forward to the next screen.

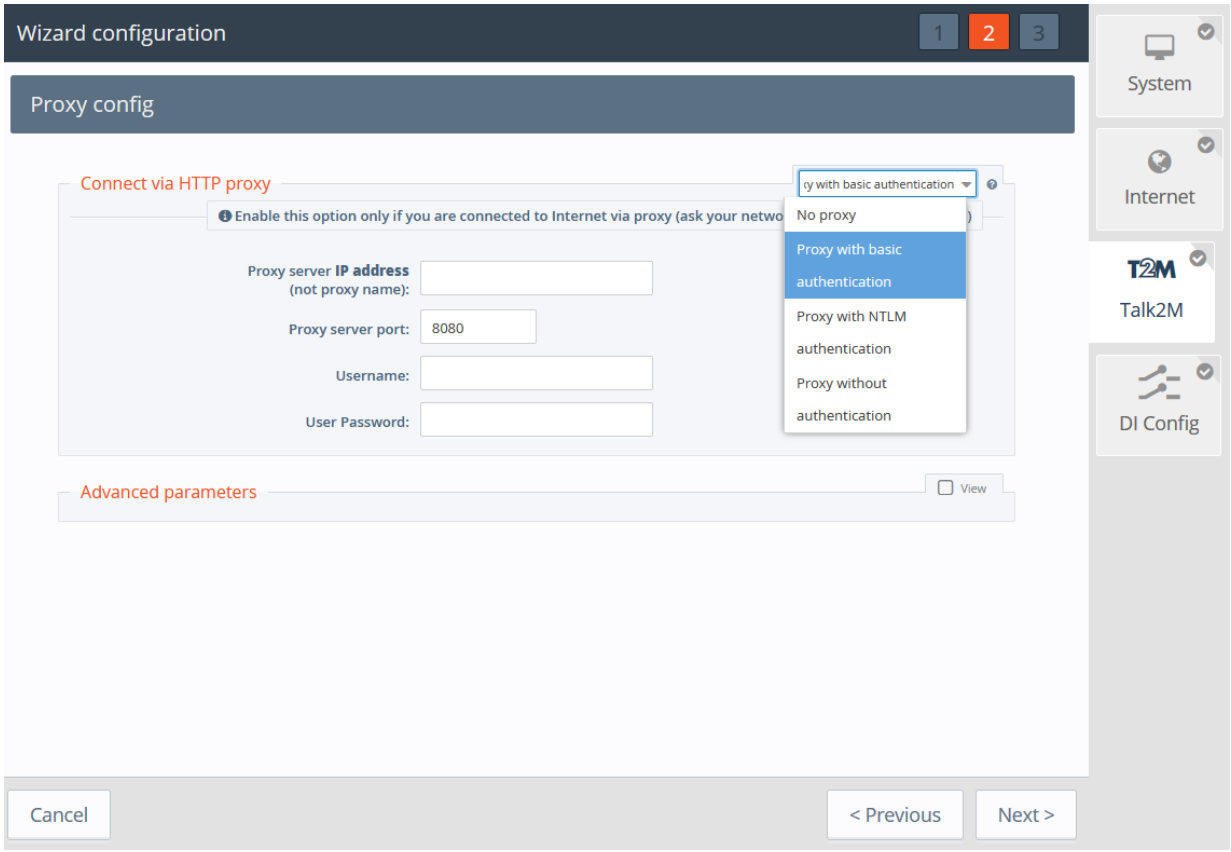


Figure A.13. Talk2m Wizard Proxy Configuration

This Wizard connects to the Talk2m server and retrieves the VPN settings for the Ewon® Cosy+ linked to your account. The Wizard also checks UDP and TCP connections to find the most suitable option for this Ewon. If the wizard completes successfully, the Ewon® Cosy+ is now configured for Remote Access through Talk2m. If the wizard fails, the Diagnostic and Setup (page 28) section will give additional troubleshooting information.

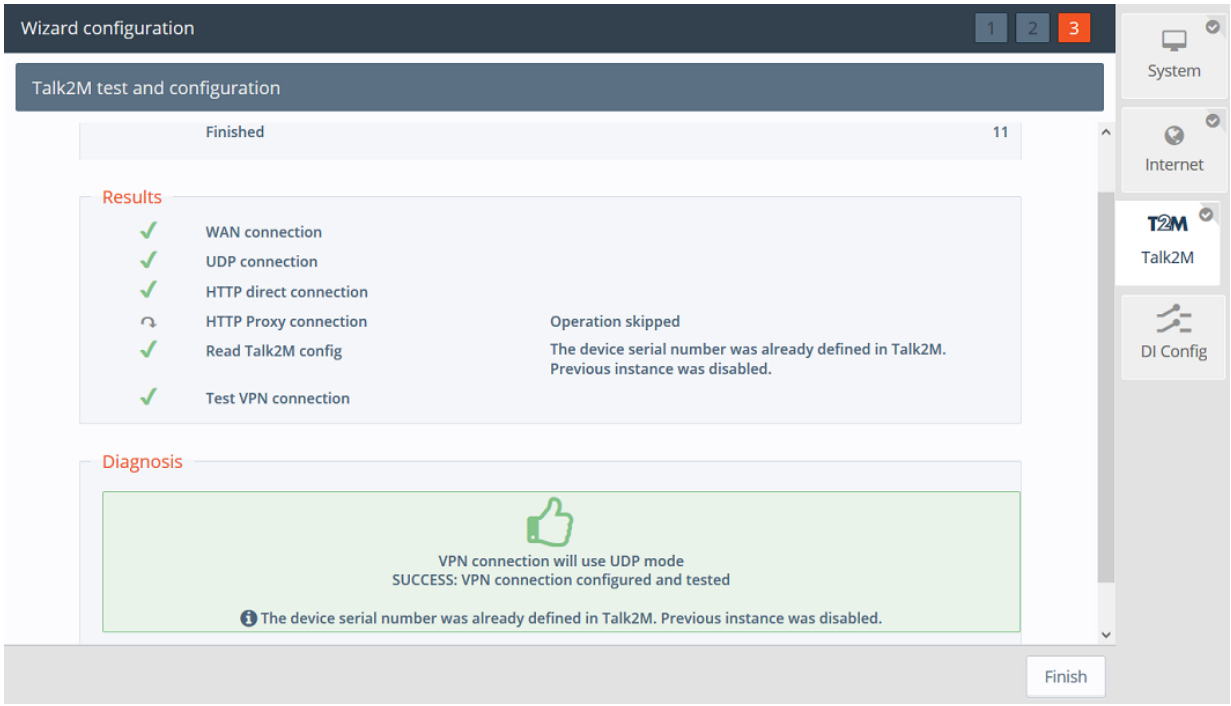


Figure A.14. Talk2m Wizard Validation

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