

Cosy+ OnSite Copilot

Onsite companion for Ewon Cosy+

- Hardware & Software
- Firmware update
- Backup & Restore
- Factory Reset
- Talk2m Connection
- Logs & Troubleshooting



Version 1.2
June 2024



What is the Cosy+ Copilot ?

- The Cosy+ Copilot is a Power point document centralizing all the important information about Cosy+.
- The Cosy+ Copilot is a support tool to help people on site for
 - Configuring their Ewon Cosy+
 - Troubleshooting problems on site
- The Copilot has been developed in the form of ppt that you can print and bring with you onsite where an Internet connection might not be easily accessible



Important Notice !

Since your device might not be shipped with the latest Firmware version, we recommend you to verify the firmware version of your device and update it if needed.

See slides#15->22 or The KB "How-to-update-the-firmware-of-an-Ewon-Cosy"



/Topics

Cosy+ OnSite Copilot

Hardware

- 2** Identify your Cosy+ model
- 3** Ewon Cosy+ Label Information
- 4** Cosy+ Mounting
- 5** Cosy+ Technical Specifications
- 6** Ewon Cosy+ Interfaces
- 7** Wiring & First start-up
- 8** Cosy+ Default Port Configuration
- 9** Cosy+ LED States
- 10** Cosy+ LED States (WiFi & Cellular)
- 12** USB port
- 13** USB Flash Drive recommendation

Backup & Restore

- 24** Create a Cosy+ Backup via Ebuddy
- 26** Restore a backup

Firmware Update

- 15** Cosy+ Firmware Update Options
- 16** Cosy+ Firmware update by USB drive
- 18** Cosy+ Firmware update via FTP
- 20** Cosy+ Trigger Firmware Update from Web GUI
- 21** Cosy+ Firmware update using Ecatcher

Factory Reset

- 28** Reset the Cosy+
- 29** Factory Reset (Level 2) the Ewon Cosy+

Logs & troubleshooting

- 31** Save device logs using Ebuddy
- 32** Save device logs on USB drive
- 33** Troubleshooting: Ewon LED Patterns
- 38** RMA Procedure

Talk2m Connection

- 40** Configure the Talk2m connection of your Ewon device
- 41** “Access denied” or “could not register device” error when running the Talk2m Wizard or in event logs
- 42** Access Web Configuration Interface
- 43** Talk2m Connection Checker
- 45** Talk2m Service Status

Software

- 47** Ewon Software for Cosy+



Cosy+ Hardware



Identify your Cosy+ model

2



Cellular 4G



Wi-Fi



Ethernet

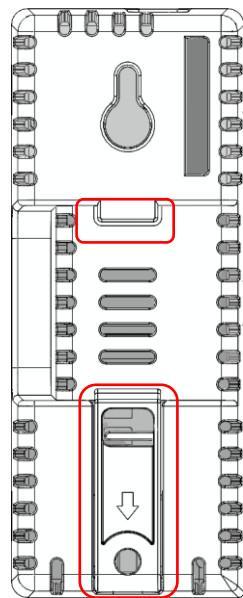
Ewon Cosy+ Label Information



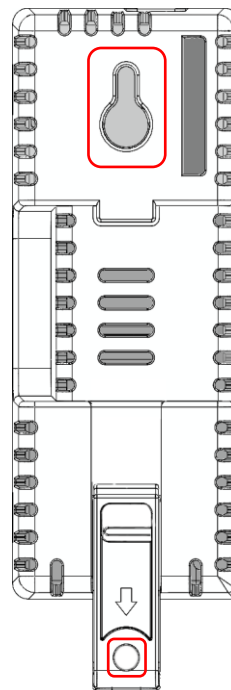
Label	Description
PN	Part Number (Exact model type see pricelist)
SN	Serial number as YYWW-SSSS-PP YY = Year of production WW = Week of production SSSS = sequential mfg order PP = product type
MAC	MAC address of the Ethernet WAN adapter
Rating	Power supply requirements
Marks	CE, UL,... logos if applicable

Cosy+ Mounting

DIN-Rail mounting



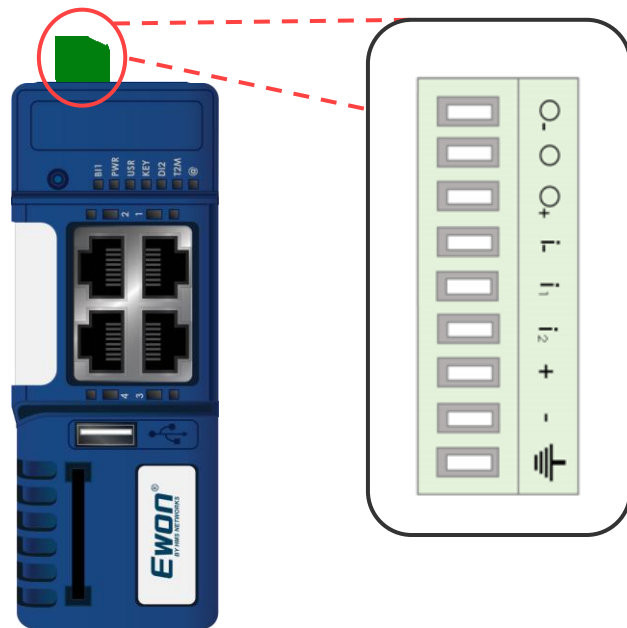
Mounting on a wall



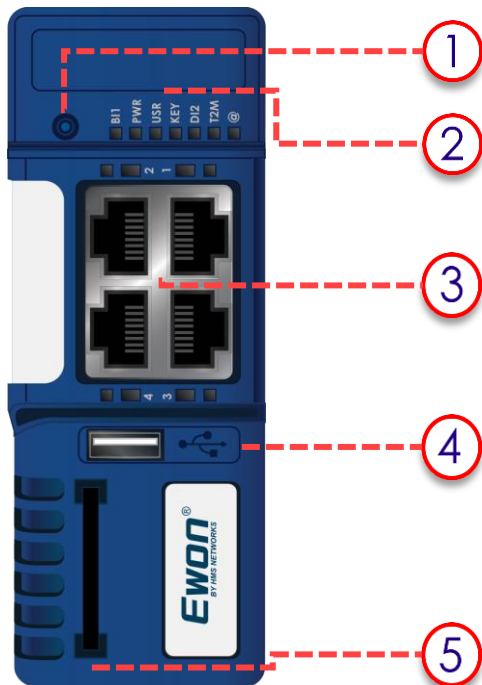
* The product is intended to be mounted vertically.

Cosy+ Technical Specifications

- **Power Supply requirement:** 12/24VDC
- **Digital Input: 10 – 30 VDC**
 - DI 1: Key Switch: Remote access & SMS/email notifications
 - DI 2: SMS & email notifications
- **Digital Output : 12 – 24 VDC**
 - Talk2m connection visibility + GND
- **Operating T° range :** -25°C to + 60°C



Ewon Cosy+ Interfaces



Reset button (Link to BI1 LED)

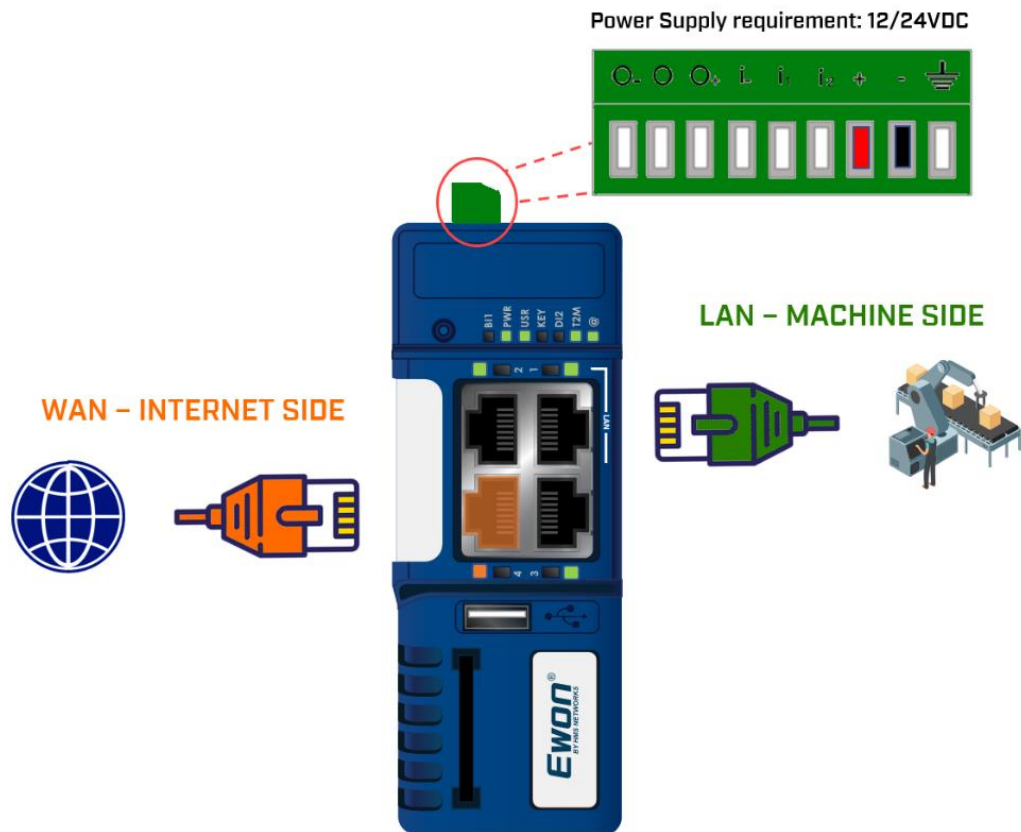
LEDs panel (Status)

LAN/WAN Ethernet ports and status LEDs
Red for WAN / **Green** for LAN

USB slot

SD card slot

Wiring & First start-up



- The Cosy has its power connector already plugged in when it comes out of the box. A 12-24VDC power supply is provided with your the Ewon Cosy+ Starter Kit
- While the power supply (12-24 VDC) is not powered on, wire the Cosy power connector which is located at the top of the device to this power supply.
- To do so, wire the cables as follows:
 - VDC cable goes into the "+"
 - GND cable goes into the "-"
- We recommend the use of shielded cables

Cosy+ Default port configuration



PORT 1 is always LAN & cannot be reconfigured

PORT 4 is by default WAN

Tips & Tricks

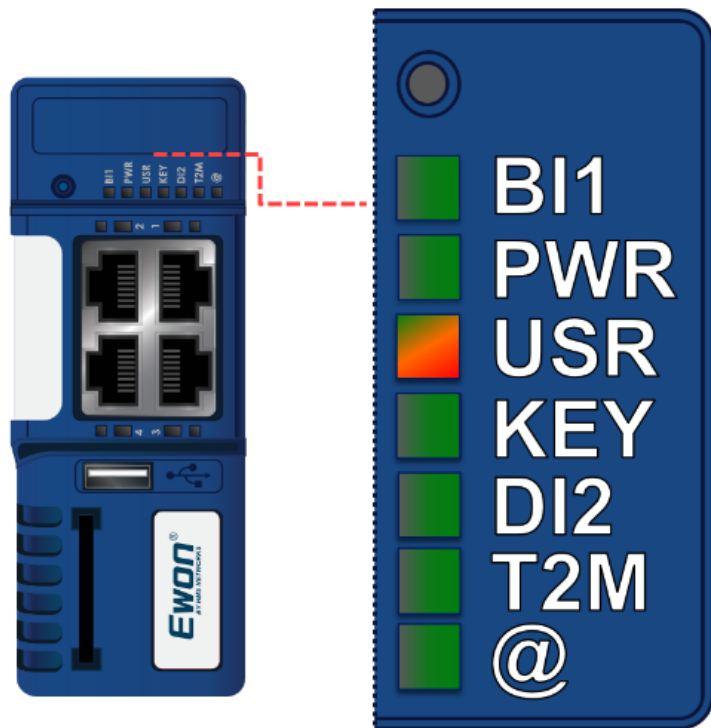
The PORT 2, 3, 4
can be reconfigured
as LAN or WAN with the System Wizard

Port LED is  for LAN
Port LED is  for WAN

Cosy+ LED States

Once wired, power on the Cosy.

The LED-panel confirms the status of the Ewon device.



LED pattern on an unconfigured Ewon will be:

PWR - Solid **GREEN**

USR - Blinking **GREEN** (Slowly)

Reset Button

Button Input 1

Solid **GREEN** = Reset is pressed

Power

Solid **GREEN** = Power is present

User

Blinking **GREEN** (slowly) = Unit is OK

ORANGE pattern = USB/SD Configuration

RED pattern = attention required

Digital IN 1 Status

Solid **Green** = Input 1 detected

Digital IN 2 Status

Solid **Green** = Input 2 detected

Talk2M

Solid **Green** = Talk2M connection ON

Internet

Solid **Green** = Internet configured



BI1

PWR

USR

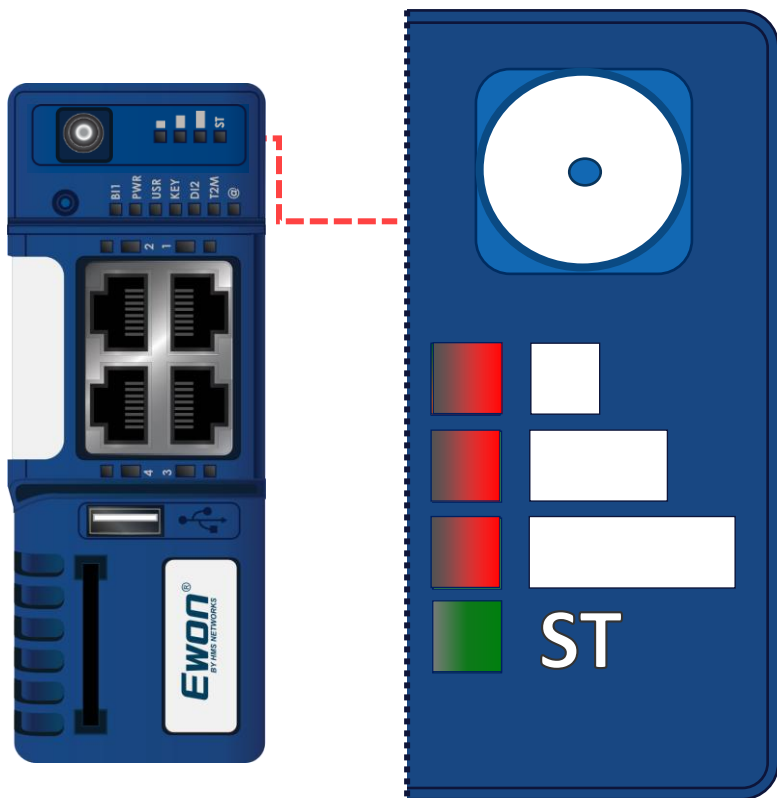
KEY

DI2

T2M



Cosy+ LED States (WIFI & Cellular)



RP-SMA female connector for Wi-Fi antenna
SMA female connector for cellular antenna*



Reception signal level
Solid **RED** = signal quality is BAD



Reception signal level
Solid **RED** = signal quality is OK



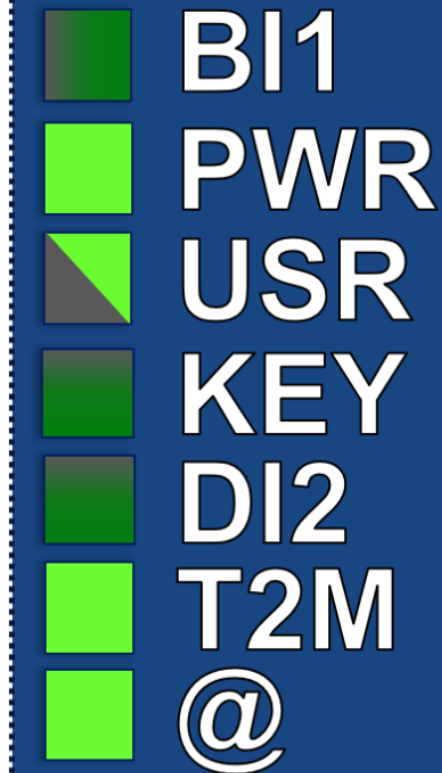
Reception signal level
Solid **RED** = signal quality is GOOD

ST

Modem status
Solid **GREEN** = WIFI / 3G connected

Cosy+ LED States

On the Cosy+, a successful Talk2m connection is indicated by an illuminated internet (@) LED and Talk2m (T2M) LED.



USB port



USB port can be used to:

- Allow remote access to PLC/HMI through USB adapter
- Easy commissioning
 - Configuration
 - Talk2m Registration
 - Firmware upgrade
- Restore configuration
 - Device replacement



USB-A

USB Flash Drive recommendation



The following USB-A dongles are recommended to use with Cosy+



SanDisk

64GB

Ultra Curve

32GB

Ultra 3.0



Kingston
TECHNOLOGY

32GB

DataTraveler Kyson



Transcend

64GB

JetFlash 810



PHILIPS

16GB

FM16FD160B

NOTE: Your USB drive format must be FAT32

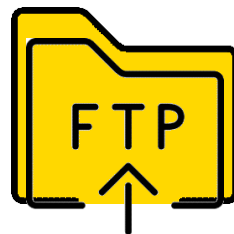
Cosy+ Firmware Update



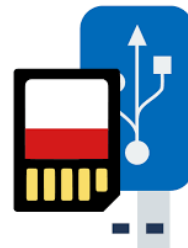
Cosy+ Firmware Update Options

1. Local or Remote Update via

- Via FTP
- Cosy+ Web Interface
- Ecatcher Firmware Management (Talk2m pro only)



2. Local update using a USB or SD-Card



3. Automatic update integrated

Update via Ecatcher

Filters

Status : ☐ Online ☐ Offline ☐ Offline & Wakeable

Auto-update enabled in Ewon : ☐ Yes ☐ No

Firmware update : ☐ Security Patch ☐ Stable Version

Firmware update status : ☐ In progress ☐ Success ☐ Failure

[Clear all filters](#)

Firmware Management

Properties Update Firmware Refresh Wake up Go offline Log Pool All Search

Status	Name	Description	Current Update Status	User(s) Connected	Serial Number	Model	Firmware
Online	ALMA_Flexy				2124-0009-25	Ewon Cosy+	21.2s2
Online	side		Downloading		2121-0253-25	Ewon Cosy+	21.1s1
Offline	jcn1	Auto created on 2023-01-17 22:34:20					
Offline	jcn4	Auto created on 2023-01-17 22:49:40					

Overview

Number of Ewons : 12

Number of Ewons currently upgrading: 1

Ewons running a firmware with a security issue and upgradable : 0

Ewons upgradable to a more recent firmware : 1

Automatic Firmware Update

KEEP YOUR DEVICE UP-TO-DATE

☐ Enable automatic updates

When a new firmware is available, it will be automatically applied and then trigger a reboot of your Ewon device. This will not occur during an active remote access session.

Warning: The reboot will cause the LAN switch to be momentarily inactive.

[Apply](#)

[Want to install the latest firmware manually ?](#)

Cosy+ Firmware update by USB drive

➤ Step 1: Download the Cosy+ Firmware

Go to the [Technical Support Website](#)

- Select the device you need to update
- Click Support and downloads
- Scroll to the Firmware section
- Download the firmware upkg file (Upgrade version)

The screenshot shows the product page for 'Ewon Cosy+ Ethernet' (Item number EC71330_00MA). The page has tabs for Overview, Specification, Buy product, and Support and downloads. The 'Support and downloads' tab is selected and highlighted with a red box. Below the tabs, there is a section titled 'Downloads, documentation and resources' with a dropdown menu for 'Other files' and a 'Certificates' section. The 'Firmware' section is expanded, showing a table of firmware files.

File	Product / versions	Filetype	Size	
Firmware 21.2s8 (Downgrade)	21.2s8	UPKG	236.2 MB	Download
Firmware 22.1s0 (Downgrade)	22.1s0	UPKG	237.2 MB	Download
Firmware 22.1s0 (Upgrade)	22.1s0	UPKG	237.2 MB	Download
Firmware 21.2s8 (Upgrade)	21.2s8	UPKG	236.2 MB	Download
● Guideline - How to upgrade firmware for Cosy+		PDF	1.4 MB	Download
Firmware Release Cosy+		TXT	9.4 KB	Download

Cosy+ Firmware update by SD CARD/USB

- **Step 2:** Copy firmware file on SD card / USB drive and rename it to Ewon.upkg
- **Step 3:** Remove SD card from PC **AND** insert it into the Ewon. Ewon must be powered off at this stage.
- **Step 4:** Power ON the Ewon Cosy+
- **Step 5:** After aprox. 15 sec the **USR LED** starts blinking **ORANGE**
- **Step 6:** Wait until **USR LED** becomes steady **GREEN** (after aprox. 7min)
- **Step 7:** Remove SD Card / USB drive and reboot the Cosy+

Cosy+ Firmware update via FTP

➤ Step 1: Download the Cosy+ Firmware

Go to the [Technical Support Website](#)

- Select the device you need to update
- Click Support and downloads
- Scroll to the Firmware section
- Download the firmware upkg file (Upgrade version)

The screenshot shows the product page for 'Ewon Cosy+ Ethernet' (Item number EC71330_00MA). The page has tabs for Overview, Specification, Buy product, and Support and downloads. The 'Support and downloads' tab is selected and highlighted with a red box. Below the tabs, there is a section titled 'Downloads, documentation and resources' with a dropdown menu for 'Other files' and a 'Certificates' section. The 'Firmware' section is expanded, showing a table of firmware files.

File	Product / versions	Filetype	Size	
Firmware 21.2s8 (Downgrade)	21.2s8	UPKG	236.2 MB	Download
Firmware 22.1s0 (Downgrade)	22.1s0	UPKG	237.2 MB	Download
Firmware 22.1s0 (Upgrade)	22.1s0	UPKG	237.2 MB	Download
Firmware 21.2s8 (Upgrade)	21.2s8	UPKG	236.2 MB	Download
● Guideline - How to upgrade firmware for Cosy+		PDF	1.4 MB	Download
Firmware Release Cosy+		TXT	9.4 KB	Download

Cosy+ Firmware update via FTP

- **Step 2:** Rename firmware file to Ewon.upkg
- **Step 3:** Open an FTP* session with the Cosy+ device**
- **Step 4:** Copy the firmware file into the Ewon root directory
- **Step 5:** Close the FTP session > Cosy+ will reboot and start the update process
- **Step 6:** Ewon reboots and the **USR LED** starts blinking **ORANGE** during the update process
- **Step 7:** Once the update terminated, the **USR LED** starts blinking **GREEN**

*NOTE: You can use FileZilla FTP Client to connect to your Cosy+ device via FTP

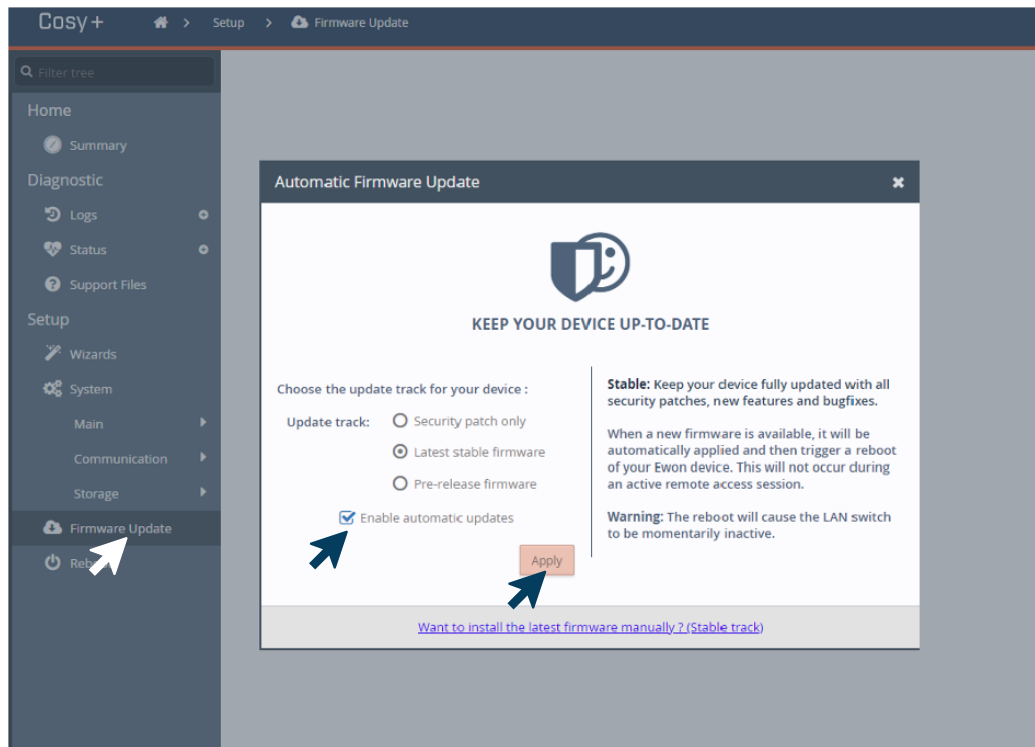
*Device must be turned on

Cosy+ Trigger Firmware Update from Web GUI

To enable the automatic firmware update for your Cosy+, go to https://COSY_LAN_IP_ADDRESS, login with your adm username and password and select the “Firmware Update” button from the left menu.

The Ewon Cosy+ will perform a reboot automatically after each automatic firmware update. The automatic firmware update check occurs every 22 hours from the boot time and the firmware is automatically installed without any confirmation.

To be able to collect the firmware updates, the Cosy+ needs a working Internet connection and an access to <https://deviceupdate.talk2m.com>



Cosy+ Firmware update using Ecatcher

(via Talk2m Firmware Management – Talk2m pro subscription only)

- ➔ Update the firmware of the **Ewon Cosy+** in a few clicks
- ➔ Select multiple Ewons to wake up/update them in batch.
- ➔ View easily the release notes of the new available firmware

Filters

Status : ☐ Online ☐ Offline ☐ Offline & Wakeable

Auto-update enabled in Ewon : ☐ Yes ☐ No

Firmware update : ☐ Security Patch ☐ Stable Version

Firmware update status : ☐ In progress ☐ Success ☐ Failure

Firmware Management

[Properties](#) [Update Firmware](#) [Refresh](#) [Wake up](#) [Go offline](#) [Log](#)

Status	Name	Description	Current Update Status
Online	ALM		
Online	side		
Offline	jon4	Auto created on 2023-01-17 22:34:20	Downloading
Offline	jon4	Auto created on 2023-01-17 22:49:40	
Offline	JYFO_69170	23/01/23	
Offline	Test_Modem		
Offline	Test_Modem (1)		
Offline	JYFO_1936026	31/01/23	
Offline	hugmigratetest		
Offline	1845-0072-21		
Offline	1143-0014-57		
Offline	todel		

VPN usage: 0%

Update firmware

Please select the operation to apply on the selected Ewons

- Apply security updates
- Upgrade to latest available firmware
- Install a specific firmware version

Select a firmware version

Current firmware: 21.1s1

21.2s0

List of changes:

- ADDED [COSY+]: Support of WIFI Access Point for Cosy+ Wifi (Cannot be used together with Wifi Client mode)
- FIXED [COSY+]: TZM wizard was not working when using Internet HTTP proxy
- FIXED [COSY+]: Underscore was not considered as a special character in password policy
- FIXED [COSY+]: 4G: Better IPv4 connection setup handling
- FIXED [COSY+]: 4G: Enhancement in SIM unlock procedure in order to avoid unintentional SIM lock (Wrong PIN code now results to a deletion of the PIN code in the config)
- FIXED [COSY+]: 4G: VPN connection was not recovered after a 4G re-connection
- FIXED [COSY+]: WAN fallback was not working properly when DI1 was configured to control the WAN/VPN connection
- FIXED [COSY+]: Real Time Log might display negative dock values

[Detailed release notes](#)

☐ Show Pre Release versions

☐ Show downgrades

[OK](#) [Cancel](#)

Cosy+ Firmware update using Ecatcher

(via Talk2m Firmware Management – Talk2m pro subscription only)

To use the Firmware Management feature:

1. Launch Ecatcher from your PC
2. Log in using your Talk2m account credentials
3. Click the Firmware button from the left side menu
4. Select the Ewon Cosy+ devices you wish to upgrade. Use Shift+click or Ctrl+click to select multiple devices.
5. Click the Update Firmware button. A dialog box appears.
6. When the dialog box appears, select the correct operation. You can:
 - a) Apply security updates (if available)
 - b) Update to the latest available firmware (if available)
 - c) Install a specific firmware version. In this option, you are prompted to select which firmware version to apply. You can use this option to update to a firmware version that is not the latest, update to a pre-release firmware version, or downgrade the firmware.
7. Click the Update Firmware button. A dialog box appears to show the status of your firmware update requests. Communication errors or problems transferring the firmware file appear here.
8. Click the Close button to return to the main firmware management screen.
9. Click Refresh to update the Current Update Status column to watch the firmware update progress.

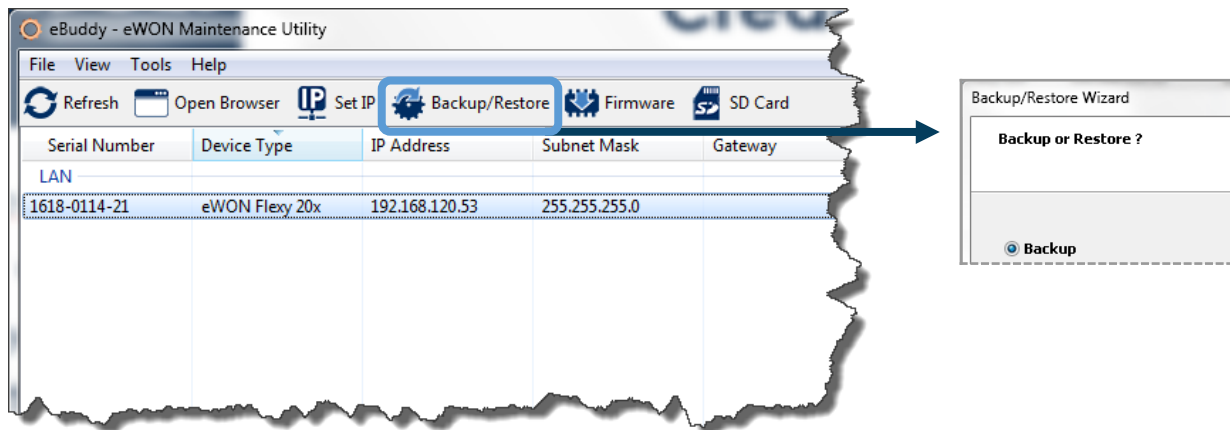
NOTE: You can also update the firmware of an individual Ewon Cosy+ from its Properties page in Ecatcher

Cosy+ Backup & Restore



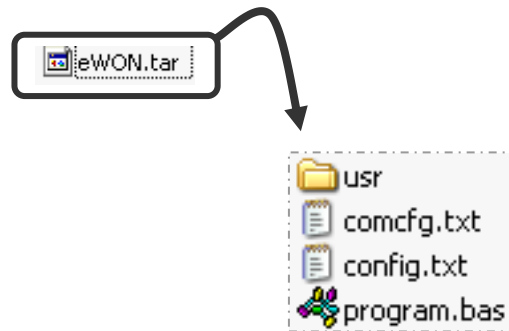
Create a Cosy+ Backup via Ebuddy

1. Start eBuddy, select your Ewon and click on *Backup/Restore*
2. Don't check *Include Support Files*
3. Save your Backup in an appropriate folder on your PC



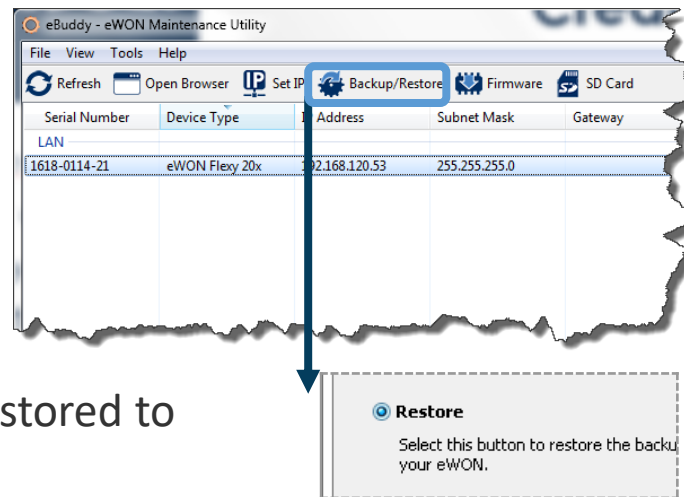
Create a Cosy+ Backup via Ebuddy

- Important files in you backup:
 - **Comcfg.txt**: Communication settings (IP address, modem config, etc.)
 - **Config.txt**: Ewon general configuration, gateway configuration, Password configuration
 - **Program.bas**: Ewon basic script (empty for Cosy devices)
 - **/usr directory**: contains the user files (if used)
- These files can be accessed using a standard FTP client
 - Each file can be retrieved or pushed partially



Restore a backup via Ebuddy

1. Start eBuddy and Click on *Backup/Restore*
2. Get the backup file from the appropriate folder
 - Example : C:\EwonTraining\BackUp\
3. Reboot your Ewon after the process*
4. Launch the T2M Wizard again if the backup is restored to another Cosy.



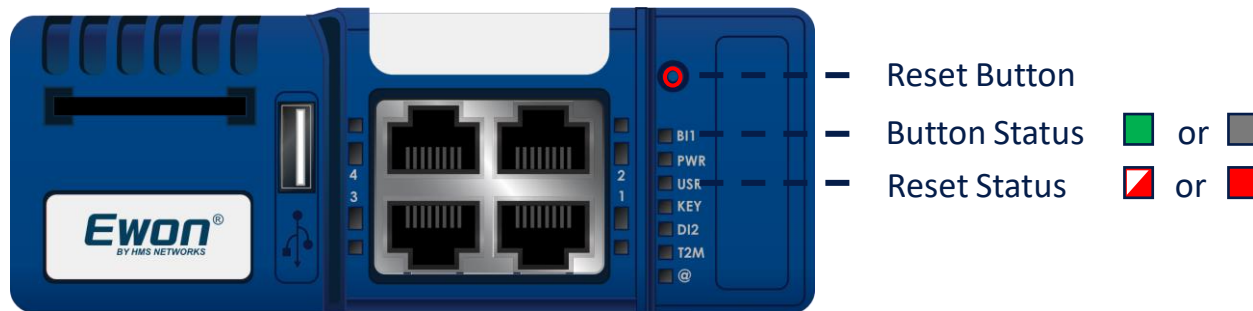
(*) The **LAN IP address** of the backup is taken into account **only after the reboot.**

Cosy+ Factory Reset



Reset the Cosy+

- To reset the Cosy+ to its factory settings, use the following procedure.
- This procedure uses the reset button BI1 is located on the front of the Cosy+.
- The reset function of this button is active only if pressed while powering on/at boot time



Factory Reset the Ewon Cosy+

- **Step 1:** Power ON the Ewon Cosy+
- **Step 2:** Press the reset button: BI1 LED is **GREEN** when pressed
- **Step 3:** Wait until **USR LED** becomes steady **RED** : Stop pressing the reset button
- **Step 4:** Ewon perform all reset operations - **USR LED** is blinking **GREEN** (fast blinks)
- **Step 5:** Wait until **USR LED** becomes blinking **RED** (slowly)
- **Step 6:** Reboot the Ewon Cosy+

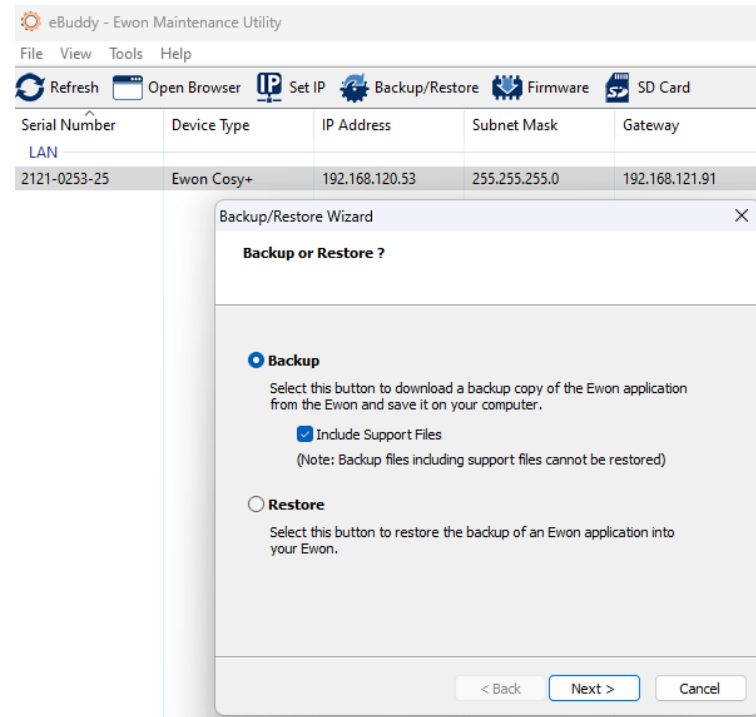
Cosy+ Logs & troubleshooting



Save device logs using Ebuddy

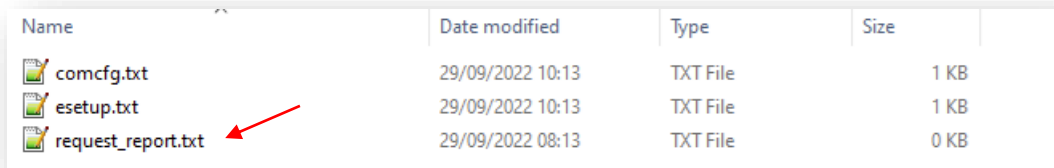
Connect to the device to your laptop using a LAN port from your Ewon Cosy+

- Open Ebuddy
- Select the device you want to backup
- Click Backup/Restore
- Check “Include Support Files” and Next
- Enter the Ewon credentials and Next
- Choose a location to save and it will download the backup file
- Send the backup file to the support engineers



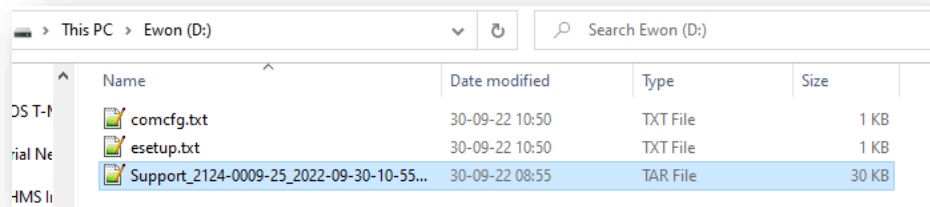
Save device logs on USB drive

- When you use the USB key/SD card to configure your Ewon Cosy+, the Cosy+ now generates a new file on the drive called “request_report.txt” :



Name	Date modified	Type	Size
comcfg.txt	29/09/2022 10:13	TXT File	1 KB
esetup.txt	29/09/2022 10:13	TXT File	1 KB
request_report.txt	29/09/2022 08:13	TXT File	0 KB

- This “request_report.txt” file will trigger the generation of a light backup on the USB/SD drive if you insert it again into your Cosy+.
- A light backup is the same as a normal backup without sensitive data like passwords.



Name	Date modified	Type	Size
comcfg.txt	30-09-22 10:50	TXT File	1 KB
esetup.txt	30-09-22 10:50	TXT File	1 KB
Support_2124-0009-25_2022-09-30-10-55...	30-09-22 08:55	TAR File	30 KB

Troubleshooting

Ewon LED Patterns

PWR LED **GREEN** + USR LED blinking or solid **RED**



The most common cause is that there is an IP conflict on the network. The IP of your Ewon device is already in use and the Ewon unit cannot start properly.

In order to verify if the Ewon is currently stuck due to an IP conflict, we will isolate the device from the network and restart the unit.

Please remove all Ethernet (RJ45) cables and reboot your Ewon Cosy+. You can also change the IP configuration of your device.

Troubleshooting

Ewon LED Patterns

USR LED blinking **RED** at the end of boot sequence



When an issue is detected during the booting phase, the boot is stopped and the Ewon cannot be accessed.

Try to reset / restore / reflash firmware your device.

If the device still doesn't boot, please follow the RMA process.

Troubleshooting

Ewon LED Patterns

PWR LED **GREEN** + USR LED blinking or solid **ORANGE**



This LED pattern is usually the sign that something was not properly loaded during the boot process. Check backup and restore procedure.

FOR COSY+ CELLULAR & WIFI: This pattern can also indicate a hardware detection failure

Troubleshooting

Ewon LED Patterns

PWR LED **GREEN** ONLY - NO OTHER LED IS ON



A PWR **GREEN** ONLY pattern is usually the sign that something is going wrong with your Ewon. It's possible that your Ewon device is defective.

Try to reset / restore / reflash firmware your device.

If the device still doesn't boot, please follow the RMA process (Slide#38) or contact your HMS reseller.

Troubleshooting

Ewon LED Patterns

USR LED **ORANGE** PATTERN – COSY+ WIFI AND CELLULAR ONLY



If your Ewon COSY+ is a Wi-Fi or Cellular model, an **ORANGE** LED pattern can indicate a hardware detection failure with this component.

That will impact the boot process that will be longer than usual.

Troubleshooting

Return Material Authorization (RMA) procedure

Before returning a suspected faulty product to HMS please contact [HMS Technical Support](#) to see if they can resolve your issue. You can do so by selecting “Support” in the Portal. If Technical Support are unable to resolve your problem your support case will be transferred to an RMA case for further investigation.

If your product was damaged during transportation, miss any parts or is clearly defective, you can register your RMA case directly.



Scan the QR code to submit an RMA request

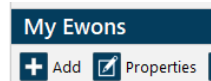
Cosy+ Talk2m Connection



Configure the Talk2m connection of your Ewon device

To configure the Talk2m account:

1. Launch Ecatcher and log into your Talk2m account.
2. Click on the icon **+Add** to add the Ewon Cosy+ to your Talk2m account.
3. Follow the screen prompts.
4. At the end of the process, Ecatcher displays the different options to configure your Ewon device and associate it to this newly created Ewon. There are mainly 2 ways to do it :
 - Using a **USB dongle/SD card** (slide#13). For this, simply click “Launch Setup wizard” and follow the instructions. If you do not have access to the Talk2m Account (No Ecatcher access), ask the account administrator to provide you the “esetup.txt” config file. To prevent any problem, we recommend to perform a Reset of the device (slide #28/29) before inserting the USB/SD drive into the Ewon device.
 - By locally connecting the Ewon web interface through the LAN connection (slide#42). and execute the Talk2m wizard. The wizard will allow you to register your device by using
 - The **Ewon Activation key** (simply copy it from this screen)
 - The Talk2m account credentials : Account name, admin username, admin password and **Ewon name** (copy it from this screen)



USB / SD Card

 Create a USB or SD card configuration to connect your Ewon to your Talk2m account.
Firmware version $\geq$ 13.3 is required.

Launch Setup Wizard

Activation Key

 Every Ewon is assigned an Activation Key during its creation in Talk2m.
This key cannot be changed.

Activation Key: Copy to Clipboard

Ewon Name

 Ewon Name:

Copy to Clipboard

“Access denied” or “could not register device” error when running the Talk2m Wizard or in event logs

When running VPN Wizard During the “Read Talk2m config” section a red X appears with an error:
“Access Denied” or “Could not register device”

This message usually appears when a device is already registered with an account. Factory resetting the device does not remove it from the previous account. For security reasons it is not possible to connect an Ewon device to a Talk2m account if the Ewon device is already linked to another Talk2m account.

The screenshot shows two sections: 'Results' and 'Diagnosis'. The 'Results' section lists several connection tests with status icons: WAN connection (green check), UDP connection (grey dash), HTTP direct connection (green check), HTTP Proxy connection (grey dash), Read Talk2m config (red X), and Test VPN connection (grey dash). To the right of the 'Read Talk2m config' test, it says 'Operation skipped' and 'Default error (39030264: Could not register device.)'. The 'Diagnosis' section below it has a red background and contains a red speech bubble icon with the text 'FAILED: T2M: This Ewon is not allowed to move'.

Results	
✓	WAN connection
—	UDP connection
✓	HTTP direct connection
—	HTTP Proxy connection
✗	Read Talk2m config
—	Test VPN connection

Operation skipped
Default error (39030264: Could not register device.)

Diagnosis

FAILED: T2M: This Ewon is not allowed to move

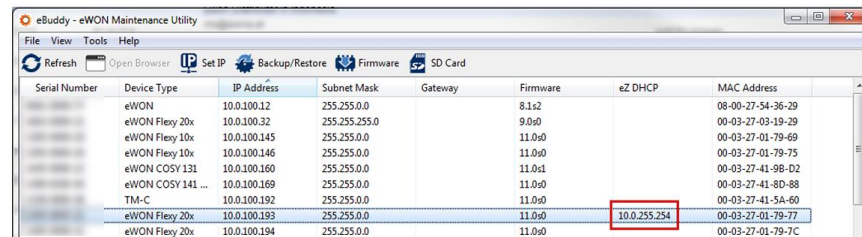
To allow the Ewon device to connect to the new Talk2m account, proceed as follows:
Using Ecatcher, delete the Ewon from the former Talk2m account it is currently linked to.

- Inside Ecatcher, the Ewon can be found via the serial number.
- Make sure the serial number column is displayed in Ecatcher
- Look up the Ewon device through the search bar
- On the Ewon device, re-run the Talk2m wizard to connect it to the new Talk2m account

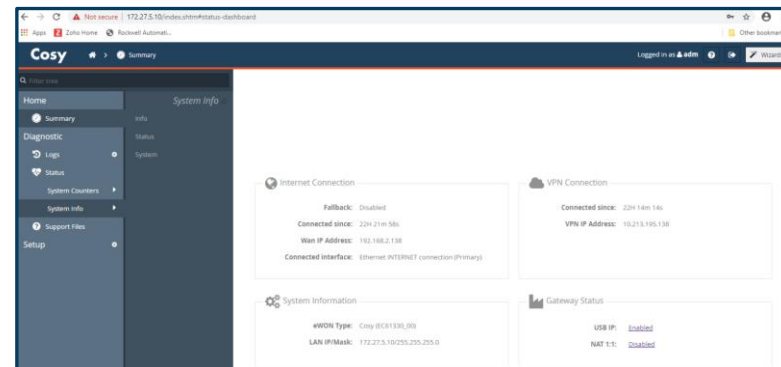
NOTE: If the unit was bought from an authorized HMS distributor/reseller and you don't have access to the Talk2m account the unit is currently linked to, please contact the HMS distributor/reseller for further assistance.

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+ into 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.



Serial Number	Device Type	IP Address	Subnet Mask	Gateway	Firmware	eZ DHCP	MAC Address
	eWON	10.0.100.12	255.255.0.0		8.1x2		08-00-27-54-36-29
	eWON Fley 20x	10.0.100.32	255.255.255.0		9.0x0		00-03-27-03-19-29
	eWON Fley 10x	10.0.100.145	255.255.0.0		11.0x0		00-03-27-01-79-69
	eWON Fley 10x	10.0.100.146	255.255.0.0		11.0x0		00-03-27-01-79-75
	eWON COSY 131	10.0.100.160	255.255.0.0		11.0x1		00-03-27-41-98-02
	eWON COSY 141 ...	10.0.100.169	255.255.0.0		11.0x0		00-03-27-41-8D-88
	TIM-C	10.0.100.192	255.255.0.0		11.0x0		00-03-27-41-5A-60
	eWON Fley 20x	10.0.100.193	255.255.0.0		11.0x0	10.0.255.254	00-03-27-01-79-77
	eWON Fley 20x	10.0.100.194	255.255.0.0		11.0x0		00-03-27-01-79-7C



Before beginning the configuration of the Ewon Cosy+, authentication is required. **The default login and password are both “adm”.**

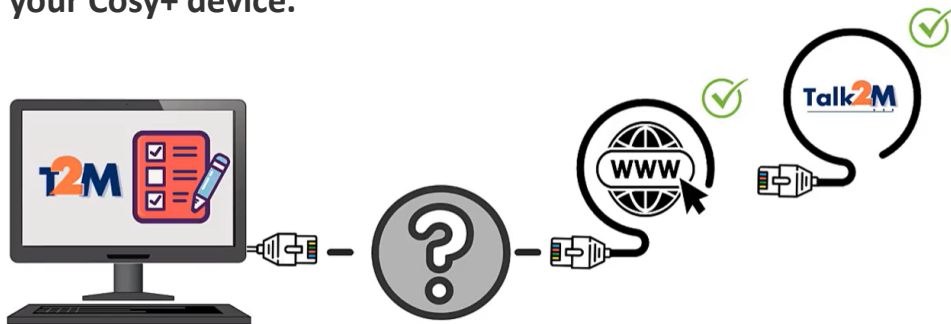
At first boot or after a reset level 2 of the Ewon® Cosy+, and after successfully logging in, a prompt will appear to set the interface language. A second prompt will ask you to change the adm default password.

Talk2m Connection Checker

The Talk2m Connection Checker is a useful tool to identify network connectivity issues when using Ecatcher or installing an Ewon Cosy+ on an unfamiliar network.

The Talk2m Connection Checker is available as a download software from our support website.

The Talk2m Connection Checker will begin by checking basic network connectivity. **When you run the software, be sure the PC is connected to the network you want to evaluate. Also use the same network cables as the ones connected to your Cosy+ device.**



DOWNLOAD

<https://www.hms-networks.com/support/general-downloads>



Ewon applications

File

- 1 i4scada 3.9 Setup
- 1 Ebuddy
- 1 Talk2m Connection Checker
- 1 Ecatcher

Talk2m Connection Checker

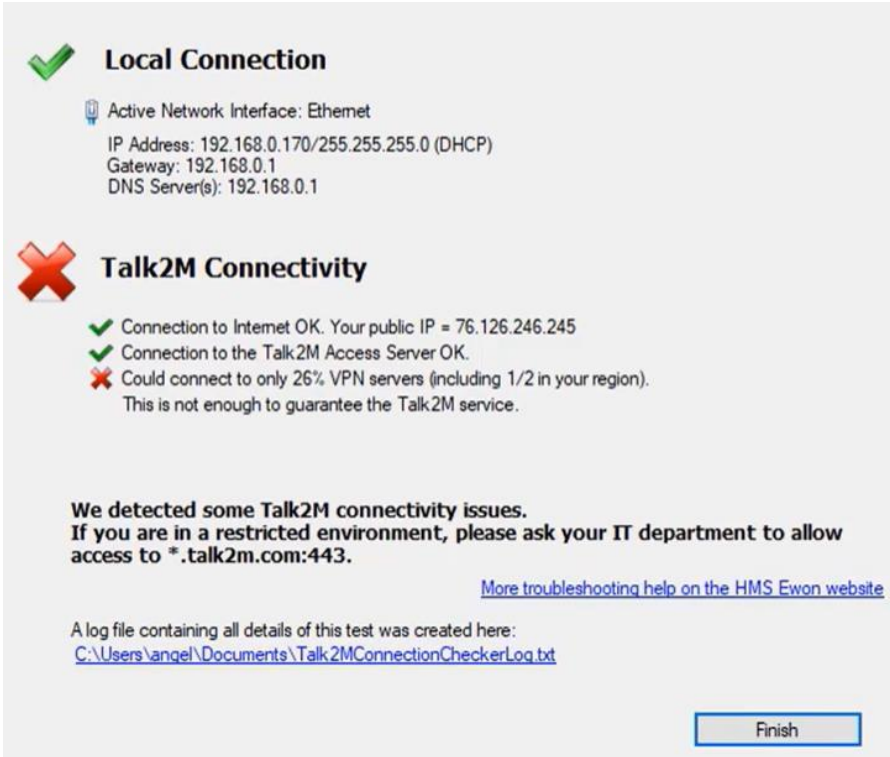
If the Talk2m Connection Checker identifies a problem, there might be a few things to check:

- Local firewall settings
- Check cables and physical ports
- Possible IP conflict if using a static IP (Check IP network configuration or DHCP)
- Check Ewon KB-0209 (Addresses & Ports used by Talk2m)

The firewall rules should be as follows:

- Required: *.Talk2m.com:443 (TCP protocol)
- Recommended: *.Talk2m.com:443 (TCP protocol) and *.Talk2m.com:1194 (UDP protocol)

A log file containing all details of the test will be generated at the end of the process.



The screenshot shows the results of a Talk2m Connection Checker test. It is divided into two main sections: 'Local Connection' and 'Talk2M Connectivity'. The 'Local Connection' section shows a green checkmark and details for the active network interface (Ethernet), including IP address (192.168.0.170/255.255.255.0), gateway (192.168.0.1), and DNS server (192.168.0.1). The 'Talk2M Connectivity' section shows a red X icon and lists three items: 'Connection to Internet OK. Your public IP = 76.126.246.245', 'Connection to the Talk2M Access Server OK.', and 'Could connect to only 26% VPN servers (including 1/2 in your region). This is not enough to guarantee the Talk2M service.' Below this, a message states: 'We detected some Talk2M connectivity issues. If you are in a restricted environment, please ask your IT department to allow access to *.talk2m.com:443.' A link for 'More troubleshooting help on the HMS Ewon website' is provided. At the bottom, it says 'A log file containing all details of this test was created here:' followed by the file path 'C:\Users\angel\Documents\Talk2MConnectionCheckerLog.txt'. A 'Finish' button is located at the bottom right.

Local Connection

Active Network Interface: Ethernet
IP Address: 192.168.0.170/255.255.255.0 (DHCP)
Gateway: 192.168.0.1
DNS Server(s): 192.168.0.1

Talk2M Connectivity

- ✓ Connection to Internet OK. Your public IP = 76.126.246.245
- ✓ Connection to the Talk2M Access Server OK.
- ✗ Could connect to only 26% VPN servers (including 1/2 in your region).
This is not enough to guarantee the Talk2M service.

We detected some Talk2M connectivity issues.
If you are in a restricted environment, please ask your IT department to allow access to *.talk2m.com:443.

[More troubleshooting help on the HMS Ewon website](#)

A log file containing all details of this test was created here:
<C:\Users\angel\Documents\Talk2MConnectionCheckerLog.txt>

Finish

Talk2m Service Status

45



Status information for
each Talk2m Server



Live view of active incidents
or scheduled maintenance

Scan the QR code or go to

<https://www.hms-networks.com/support/cloud-server-status>



Cloud server status

This page displays the current status of HMS' cloud servers. It indicates if there currently are any issues or if there are any maintenance scheduled for the respective server.

Intesis

Talk2m

Netbiter Argos



Cosy+ Software



Ecatcher

 **DOWNLOAD**

<https://www.hms-networks.com/support/general-downloads>



The Ecatcher software will allow the remote connection to the Ewons. This software is also used to configure and manage the Talk2m account. For each new Ewon, the local configuration can be done by USB or by using a unique Talk2m Key.

Ebuddy

 **DOWNLOAD**

<https://www.hms-networks.com/support/general-downloads>



The Ebuddy software eases the local connection to the Ewon.
This software is used to perform backup, restore of the Ewon configuration and modify the Ewon LAN IP address. The default LAN IP of the Ewon is 10.0.0.53



Hardware Meets Software™

Ewon®
BY HMS NETWORKS

Stay Connected!
www.hms-networks.com