

# Corporate IT documentation

Setting up connections for Ewon Cosy+ and Flexy routers via Talk2M

Before installation, agree with the network administrator on the connection method, the isolation of the machine's network and the rules for service access. This overview serves as a basis for joint preparation.

## Principles of communication



Both the computer and the router establish an outward connection to Talk2M. The machine's devices remain on the network behind the router. The diagram is simplified.

## Network conditions

### Outgoing communication

TCP 443 is the basis for the Talk2M connection. HMS also recommends UDP 1194. Prepare the rules for both the router and the technician's computer.

### Domains and server addresses

HMS recommends allowing \*.talk2m.com. If your policies require specific addresses, use the current HMS list and designate a person responsible for keeping it up to date.

### Inbound access

For standard remote access via Talk2M, it is not necessary to forward incoming ports from the internet to the production network.

### DNS, time and proxy

Ensure that names are translated correctly, the time is set correctly, and the gateway or proxy settings are correct. Specific parameters are assigned by the IT administrator.

### TLS/SSL inspection

Check that the inspection does not replace the Talk2M certificate. Discuss the necessary exemption with the IT administrator solely for the communication in question.

[Current domains, endpoints and network requirements for HMS](#)

[Connection diagnostics and Talk2M Connection Checker](#)

This overview applies to Talk2M. Ewon Edge & Cloud has its own network requirements.

# Pre-commissioning checklist

A shared list for IT, maintenance and machine suppliers

## Access and responsibilities

- ☐ **Account holder** - Determine who manages the Talk2M account, users and devices. Arrange for the handover of access and account recovery.
- ☐ **Personal login** - Set up separate accounts for technicians, configure multi-factor authentication and administrator rules. Do not share a single account amongst all suppliers.
- ☐ **Required permissions** - Enable only the necessary machines and services. Check the scope of management for your chosen tariff; Pools and Groups are included in Talk2M Pro.
- ☐ **External service** - Agree on the approval process for interventions, permitted times and the method for terminating access. Revoke authorisation once the collaboration has ended.
- ☐ **Network separation** - Record the machine's network, service access and necessary communication with the corporate network. The scope of the connection is subject to IT approval.
- ☐ **Backup and updates** - Save the configuration, record the exact model and firmware version, and establish a procedure for updates and recovery. The procedure must correspond to the specific device.
- ☐ **Verification and handover** - Test authorised technician access and the restrictions on their rights. Check the available records and arrange for their retention.

## Information for installation preparation

Site and IT administrator contact:

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Router model / firmware / Talk2M tariff:

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Internet connection and machine network:

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Permitted devices, service providers and approval method:

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## Current documentation and further guides

[HMS: users and multi-factor authentication](#)

[HMS: Pools and group access to devices](#)

[FOXON: guides and resources for IT](#)

**Do you need to verify a wiring diagram?** Contact FOXON: [poptavka@foxon.cz](mailto:poptavka@foxon.cz), +420 488 588 749.

The security proposal is based on specific operational conditions and a risk assessment. Simply installing a router does not ensure that the organisation's obligations are fully met.