Epson Moverio Admin

- BT-350 Management Tool -

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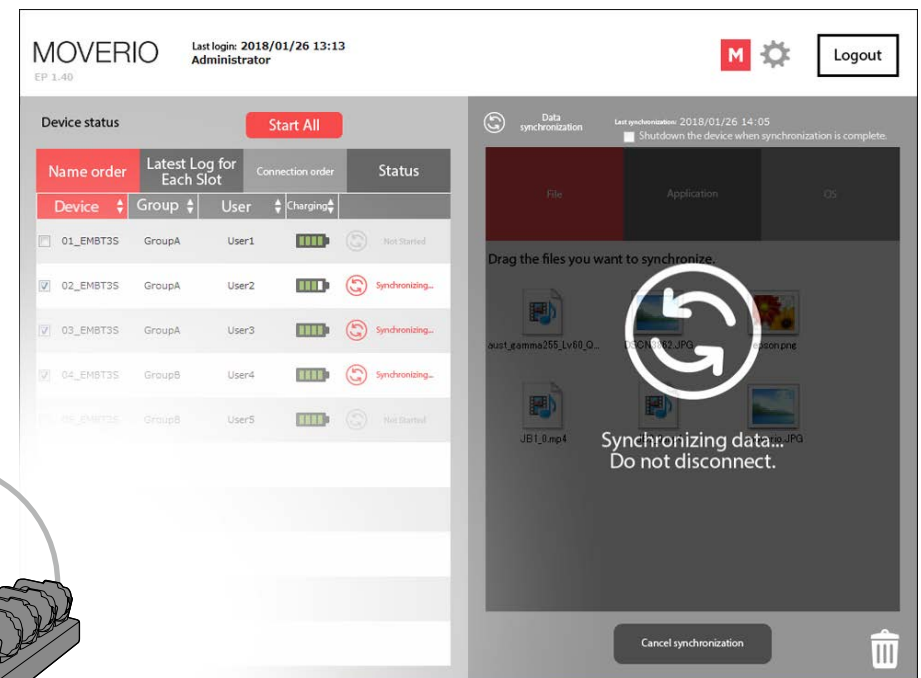

User's Guide

This manual is for Epson Moverio Admin, version EP 1.40.
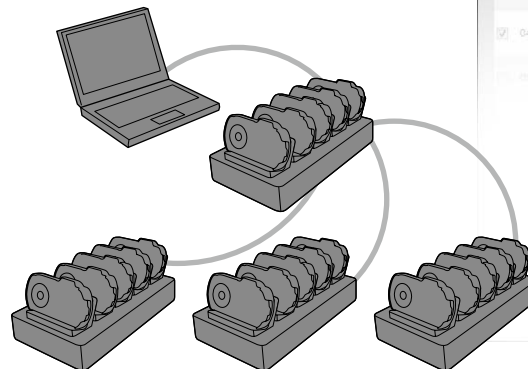
This software is for Windows computers and allows you to manage BT-350s using a Quint Controller Dock (BO-QC350).

Contents

Symbols used in this guide

!	Indicates procedures which may result in damage or injury if sufficient care is not taken.
📝	Indicates additional information and points which may be useful to know regarding a topic.
[ ]	Indicates the icons, menu items, and BT-350 controller key names displayed on the screen.
➡	Indicates a reference to related topics.

Epson Moverio Admin Functions

User's powers

Epson Moverio Admin provides the following two types of users.

Administrator

By logging in using an administrator user account, you can perform management functions for BT-350s, such as managing registered devices and changing the device name. Administrators can also register standard users.

➡ **"Managing Registered Devices (Administrators Only)" P. 35**

➡ **"Editing User Information (Administrators Only)" P. 37**

User

Users can perform basic functions such as file synchronization, and application or OS synchronization. You can register up to five users.

	Administrator (One user)	User (Up to five users)
Synchronizing files	✔	✔
Checking the status for BT-350s	✔	✔
Checking connections	✔	✔
Installing applications	✔	✔
Updating the OS (system software)	✔	✔
Setting device names	✔	—
Setting group names	✔	—
Setting user names	✔	—
Editing user information	✔	—
Setting synchronization folders	✔	—

* Epson Moverio Admin does not provide Wi-Fi setup, IP setup, or MAC address lookup functions.

Devices necessary to use Epson Moverio Admin

To use Epson Moverio Admin, you need the following devices: a Windows computer, a BT-350 controller (hereinafter referred to as BT-350), and a Quint Controller Dock.
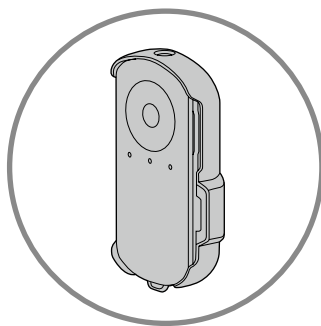
Computer	BT-350 Controller	Quint Controller Dock
	(With USB attachment/ Magnet case)	(You can connect up to four devices.)
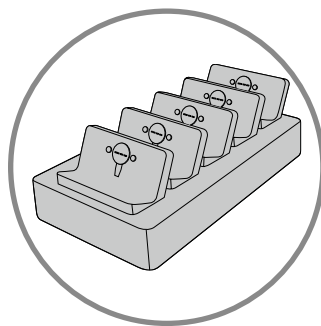
- This software is for Windows. It cannot be used on other operating systems.
- This software is not guaranteed to work with all BT-350s or computers. It may not work correctly depending on the specifications and operating system version being used.
  ➡ **"System operating conditions" P. 8**

Epson Moverio Admin comes with the following functions.

Managing BT-350 by Group or Name

You can manage the devices by setting group names or user names for the connected BT-350s.

By sorting by group name or user name, you can sync data to any BT-350 which makes it easy to manage devices collectively.

➡ **"Managing Registered Devices (Administrators Only)" P. 35**

Checking the status of BT-350

In the [Device status] area, you can check the status of all of the connected BT-350s. Since you can sort devices according to the amount of charge in the device, you can prioritize BT-350s with more charge remaining in their batteries.

Also, since up to 20 registered BT-350s are displayed, you can quickly check whether or not a device is connected.

➡ **"Checking the BT-350 Status" P. 21**

Performing kitting for a batch of BT-350s
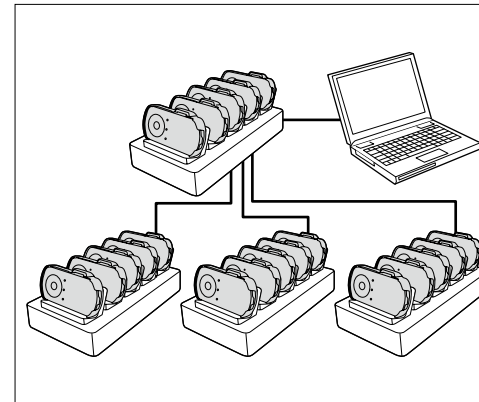
You can transfer files such as content in bulk from the computer for management to BT-350s that are charging in the docks. You can also install applications and update system software at the same time. Using four docks allows you to handle up to 20 BT-350s.

The number of BT-350s you can connect may be limited depending on the Windows version on your computer, the generation of the CPU, and the type of USB.

➡ **"System operating conditions" P. 8**

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For any disputes that occur in relation to this agreement, the customer and our company agree that the first hearing for legal determinations will be made by the courthouse having jurisdiction over the area in which the headquarters of our company resides.

Installing Epson Moverio Admin

Before Installing

Functions may be limited depending on the combination of Epson Moverio Admin and the version of the BT-350's system software (OS). We recommend using a combination of the latest versions (system software: R1.2.0 or later, Epson Moverio Admin: EP 1.40 or later).

➡ **"Checking the Epson Moverio Admin Version" P. 13**

➡ **"Checking the Version of the BT-350 System Software" P. 44**

Epson Moverio Admin Version EP1.30

BT-350 system software	R1.0.0/R1.1.0	R1.2.0 or later
Start All	✔	——*1
Synchronizing files/applications/OS	✔	✔*2

*1 You cannot use the Start All function. Connect the headset, and then turn on the device using the power button.

*2 You can synchronize when you connect the headset, and then turn on the device using the power button.

➡**"Synchronizing Data" P. 24**

Epson Moverio Admin Version EP1.40 or later

BT-350 system software	R1.0.0/R1.1.0	R1.2.0 or later
Start All	✔	✔
Synchronizing files/applications/OS	✔	✔
Additional functions for version EP 1.40 and later		
Displaying the status of data synchronization using an LED	——*1	✔
Displaying the battery level when the power is off *2	✔	✔
Specifying the synchronization folder path	✔	✔
Synchronizing by folder	✔	✔
Deleting the target file from the [Data synchronization] area after synchronizing the application/OS	✔	✔
Export/Import functions for registered information	✔	✔
Flashing LEDs for devices selected in Epson Moverio Admin	——*1	✔

*1 You cannot check the status of BT-350s using the LEDs.

*2 When BT-350 is off, amount of battery remaining is displayed.

Checking the Computers

System operating conditions

Epson Moverio Admin operates with computers that meet the following specifications.

OS	**Windows 7/8.1/10** In Windows 7, there may be a limit to the number of USB devices that can be recognized at one time.
CPU	**Intel Core i5 or faster** Depending on the CPU specifications, for models with a built-in fourth generation Haswell, there may be a limit to the number of USB devices that can be recognized at one time.
Memory	**4 GB or more**
Screen resolution	**1280 x 768 dots or more**
Free space on HDD	**1GB or more**
Connection interface	**USB A connector** Depending on the number of USB devices connected to the computer, there may be a limit to the number of USB devices that can be recognized at one time.
Software required	**.NET Framework 4** **SQL Server Compact 3.5 SP2** **(Installed automatically when the software is installed.)** Make sure you install the necessary software to connect BT-350s to your computer in advance. ➡ **"Computer's system environment" P. 9**

> ❗ • This software may not work correctly when the operating system for the computer is upgraded.
> Before upgrading your operating system, check the MOVERIO BT-350 technical information Web site (https://tech.moverio.epson.com/en/bt-350/).
> • The number of recognizable devices differs depending on whether BT-350s are on or off. The number of recognizable devices is lower when the power is on.

Checking the generation of your CPU
You can check the generation of your CPU from the system (processor) display on your computer's properties screen.
See the table below to check the generation of your CPU using the text of your processor.
<Example> Processor: Intel(R) Core(TM) i5-3337U CPU

Generation	Code name	Example text	Identification method
First generation	Nehalem	Core i*-***	Three-digit number
Second generation	Sandy Bridge	Core i*-2***	Four-digit number beginning with 2
Third generation	Ivy Bridge	Core i*-3***	Four-digit number beginning with 3
Fourth generation	Haswell, Haswell Refresh	Core i*-4***	Four-digit number beginning with 4
Fifth generation	Broadwell	Core i*-5***	Four-digit number beginning with 5
Sixth generation	Skylake	Core i*-6***	Four-digit number beginning with 6
Seventh generation	Kaby Lake	Core i*-7***	Four-digit number beginning with 7
Eighth generation	Coffee Lake-s	Core i*-8***	Four-digit number beginning with 8

Installing drivers

The connected BT-350s may not be displayed as Portable Devices in My Computer.

In this situation, download and then install the target driver from the following link.

Intel USB driver

https://software.intel.com/en-us/android/articles/intel-usb-driver-for-android-devices

Computer's system environment

1 **Install the necessary software.**

Install .NET Framework 4 or SQL Server Compact 3.5 SP2 from Microsoft. When installing Epson Moverio Admin for the first time, installation dialogs for the programs mentioned above may be displayed. Follow the on-screen instructions to install the software.
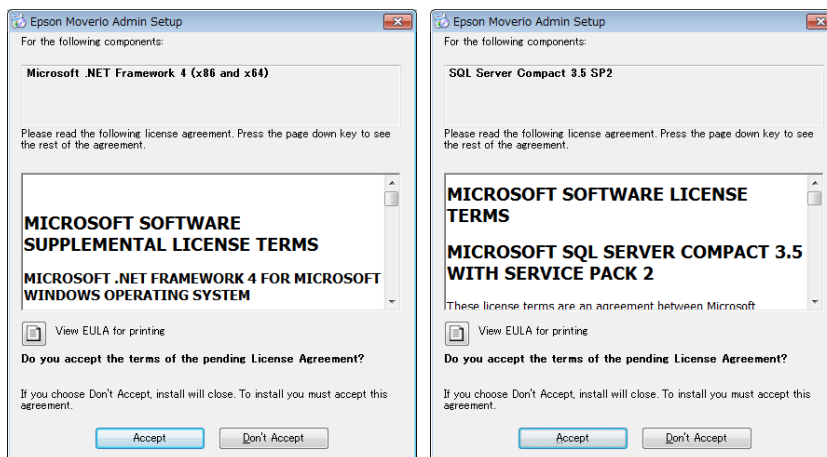
2 **Disable Windows [USB selective suspend setting].**

Epson Moverio Admin periodically performs USB communication with BT-350s through the Quint Controller Dock. Therefore, if Windows [USB selective suspend setting] is enabled, communication may be disconnected. We recommend disabling [USB selective suspend setting].

You can change [USB selective suspend setting] from [Power Options].

3 **Check the USB security settings.**

You cannot connect BT-350s if USB device security settings are enabled. Security settings differ depending on your software or network management conditions, and all USB devices are restricted not only BT-350s.

Check with your network administrator to find out if BT-350s can be connected as USB devices.

Installation Method

❶ Connect to the Internet.

❷ Download "Epson Moverio Admin" from the BT-350 technical information Web site (https://tech.moverio.epson.com/en/bt-350/).

❸ De-compress the downloaded file.

❹ The screen on the right is displayed when you double-click the "setup.exe" file in the folder created when you de-compress the file.
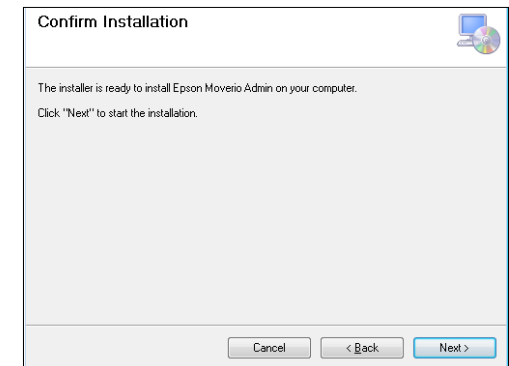**Click [Next].**

Welcome to the Epson Moverio Admin Setup Wizard

The installer will guide you through the steps required to install Epson Moverio Admin on your computer.

WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.

Cancel   < Back   Next >

> **⚠** • When the user account control screen is displayed, select [Yes] to continue installing.
> • If Epson Moverio Admin is already installed, an error message is displayed. If an older version is installed, uninstall it and install the new version.
> ➡ **"Checking the Epson Moverio Admin Version" P. 13**
> ➡ **"Uninstalling" P. 12**

❺ Select the folder in which Epson Moverio Admin is installed. If nothing needs to be changed, click [Next].

Select Installation Folder

The installer will install Epson Moverio Admin to the following folder.

To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".

Folder:
C:¥Users¥TCSG¥Documents¥Epson Moverio Admin¥   Browse...
                                                   Disk Cost...

Install Epson Moverio Admin for yourself, or for anyone who uses this computer:

◉ Everyone
◯ Just me

Cancel   < Back   Next >

> **⚠** The program may not run correctly if the software is installed in any folder other than the default folder (Programs folder and so on).

❻ Follow the on-screen instructions to continue with the installation.

Confirm Installation

The installer is ready to install Epson Moverio Admin on your computer.

Click "Next" to start the installation.

Cancel   < Back   Next >

❼ Installation is complete.
Click [Close] to complete the installation.

When installation is complete, the [Epson Moverio Admin] icon is displayed on the desktop.

Epson Moverio Admin

Installation Complete

Epson Moverio Admin has been successfully installed.

Click "Close" to exit.

Please use Windows Update to check for any critical updates to the .NET Framework.

Cancel   < Back   Close
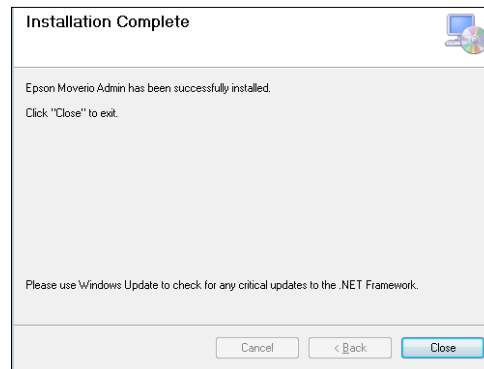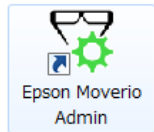
Uninstalling

If you no longer need Epson Moverio Admin, or when you want to install a new version, log in to your computer as an Administrator, and then follow the steps below to delete.

❶ Click [Epson Moverio Admin] in [Programs and Features] from the Control Panel, and then select [Uninstall].

❷ Select [Yes] on the confirmation screen.
Uninstalling may take a few minutes.
When uninstalling is complete, the desktop icon is deleted.

> **❗** Even after uninstalling, the "Epson Moverio Admin" folder created when installing is not deleted (created in the Documents folder by default). Setting information is stored in the folder so that the settings can be imported when reinstalling.
> If you want to delete it completely, delete the "Epson Moverio Admin" folder from C:\Users\<user name>\Documents\Epson Moverio Admin after uninstalling.
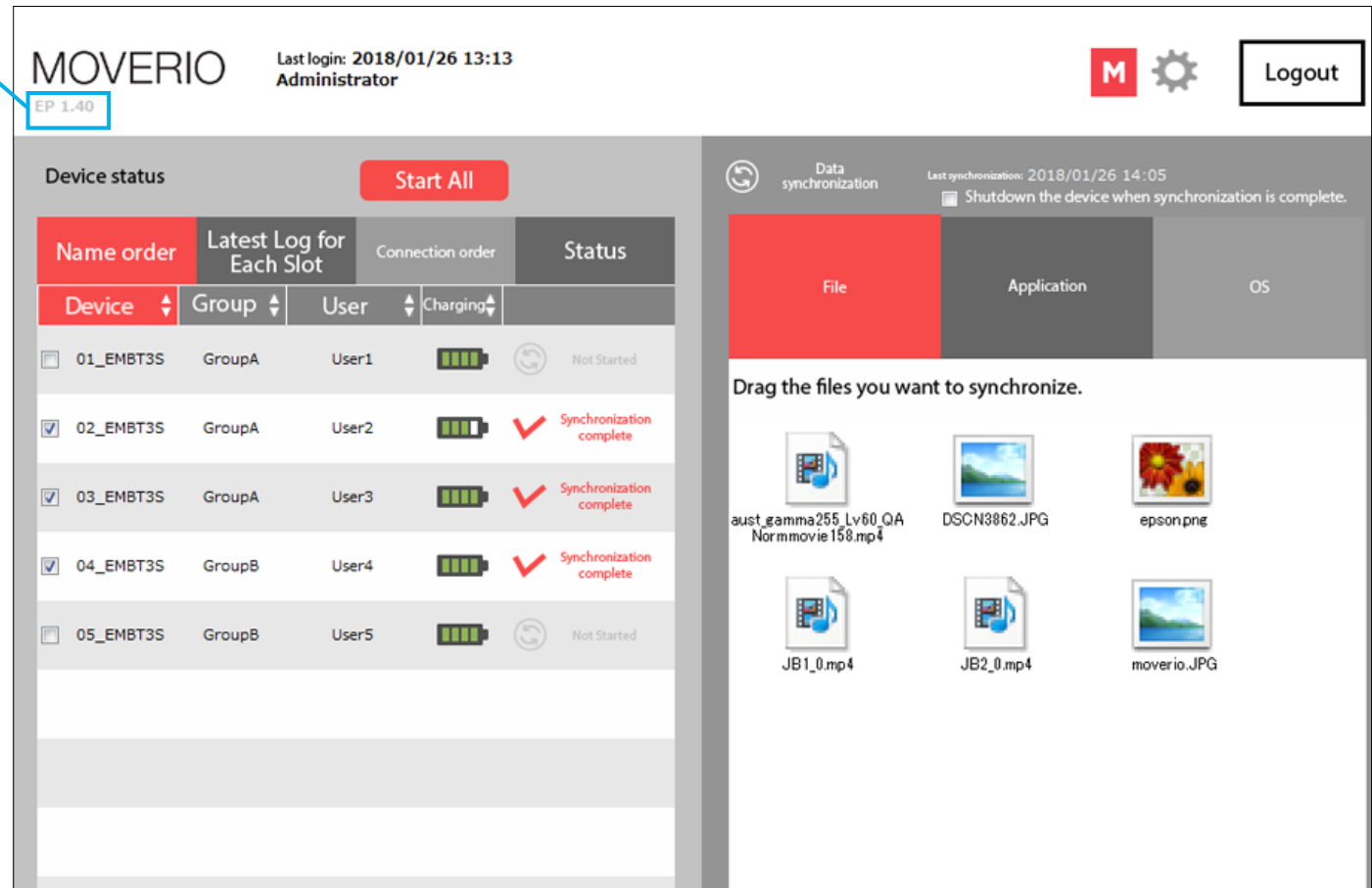
Checking the Epson Moverio Admin Version

You can check the version from here (in this example, the version is "EP 1.40").
In EP 1.30 and earlier versions, the Epson Moverio Admin functions may be limited, so make sure you use version EP 1.40 or later.

➡ **"Before Installing" P. 7**

Starting Epson Moverio Admin

Follow the steps below to connect devices, start Epson Moverio Admin, and then register the BT-350 devices.

❶ Connect the docks to the computer as shown below.

Do not connect BT-350 to the dock yet.
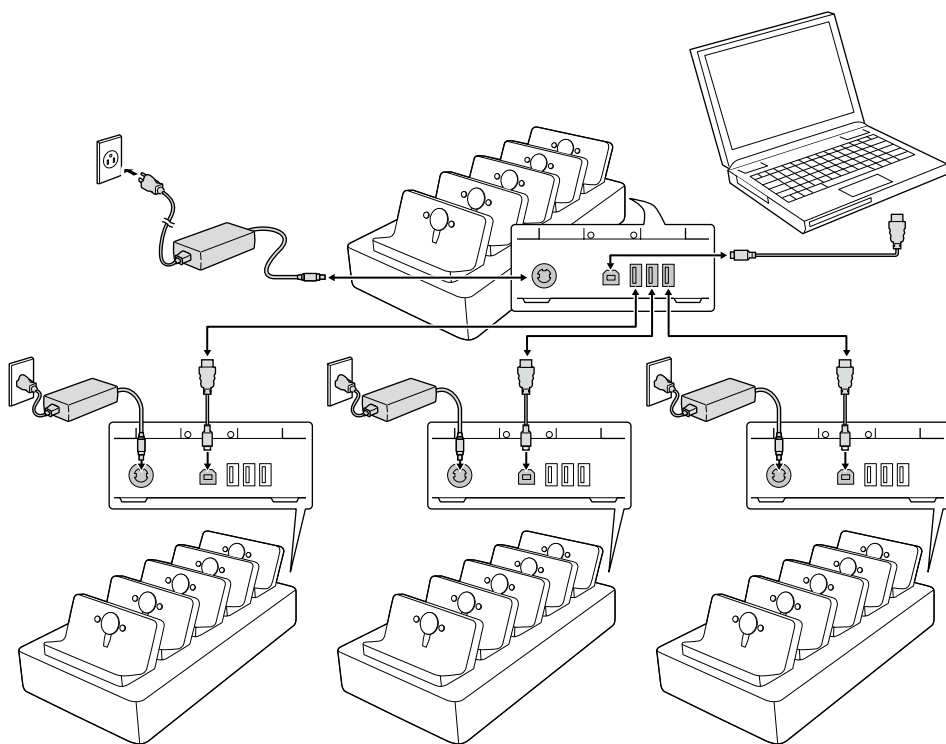
❷ Click the desktop icon to start Epson Moverio Admin.

Epson Moverio Admin
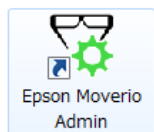
❸ On the Login screen, enter your ID and password.

Administrator user ID for initial login   : moverio

Password for initial login   : admin

The top screen is displayed after logging in.

➡ **"Top Screen Configuration" P. 20**

When starting up for the first time, you need to register the devices to display BT-350s in the slot order. See the following page and make sure you register the devices.

➡ **"Initial Startup Settings" P. 16**

> If you connect multiple BT-350s at the same time, a recognition error could occur and charging and synchronization may not be possible, so be sure to note the following two points.
> • When connecting BT-350s to the docks, make sure you connect the docks to the computer by following the steps on the previous page, and then connect BT-350s to the docks one-by-one.
> • Do not connect or disconnect the USB cable from the computer while BT-350s are connected to the dock.

Initial Startup Settings

For the initial startup, make settings so that the screen for the [Latest Log for Each Slot] tab and the slot order for the dock are the same.

Log in using an administrative user account and perform the following operations.

➡ **"User's powers" P. 3**

Failing to do so makes it difficult to identify BT-350s because the display order and the slot order will not match.

Recognizing BT-350s in slot order

You should recognize BT-350s from "Slot 1 of Dock 1" to "Slot 5 of Dock 4".

❶ Arrange each dock so that you can manage them easily.

Do not connect BT-350 to the dock yet.

Dock 1   Dock 2   Dock 3   Dock 4
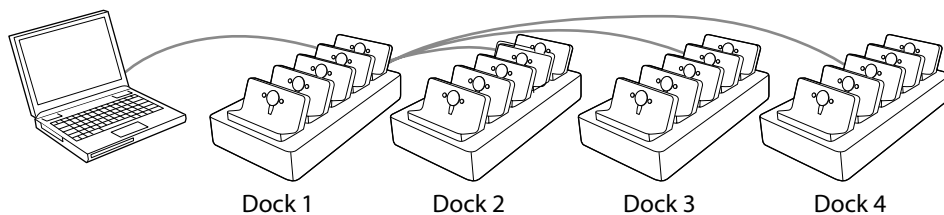
❷ Select the [Latest Log for Each Slot] tab on the top screen.
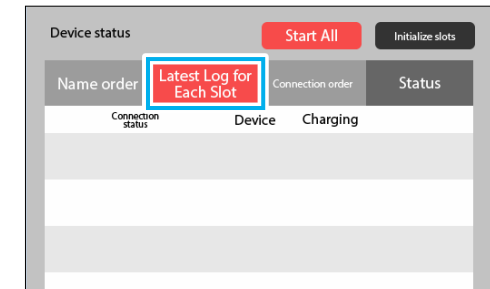
❸ Recognize BT-350s in slot order. First, connect a BT-350 in "Slot 1 of Dock 1" and wait for it to be recognized.

When the dock recognizes BT-350, the following screen is displayed.
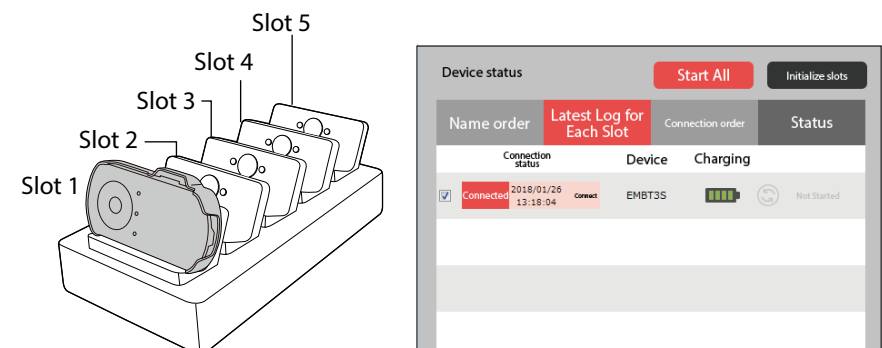
If it is not recognized after five minutes or more, reconnect BT-350 to the slot. See the following if it is not recognized even after reconnecting.

➡ **"Troubleshooting" P. 42 "The connected BT-350 is not displayed on the screen"**

4 When the first recognition is complete, connect the BT-350 that you used in **3** to "Slot 2 of Dock 1" and wait for it to be recognized. Repeat this up to "Slot 5 of Dock 1".
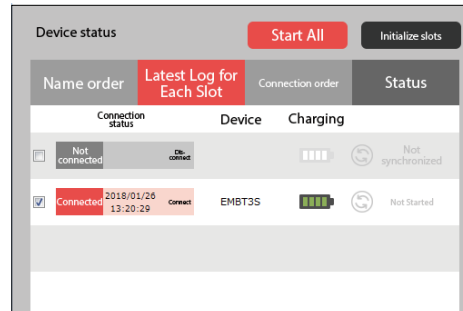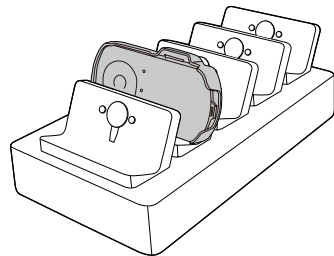
5 Repeat steps **3** and **4** for dock 2, dock 3, and dock 4.

If there are more than 10 BT-350s, a scroll bar is displayed. As this does not scroll automatically, you need to operate the scroll bar manually.

Next, register the device names.

➡ **Registering the device name for BT-350**
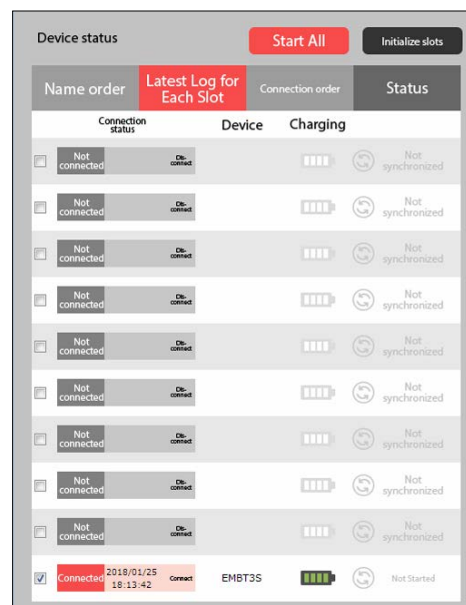
Registering the device name for BT-350

When BT-350s are recognized in slot order, all device names are displayed as "EM-BT3S".

Register device names to identify individual BT-350s.

1 Connect the necessary number of BT-350s to each slot and wait for it to be recognized. (Up to 20 devices).

[Estimated Operating Time]

When there is one BT-350: 30 seconds to 1 minute

When there are 20 BT-350s: 10 to 20 minutes
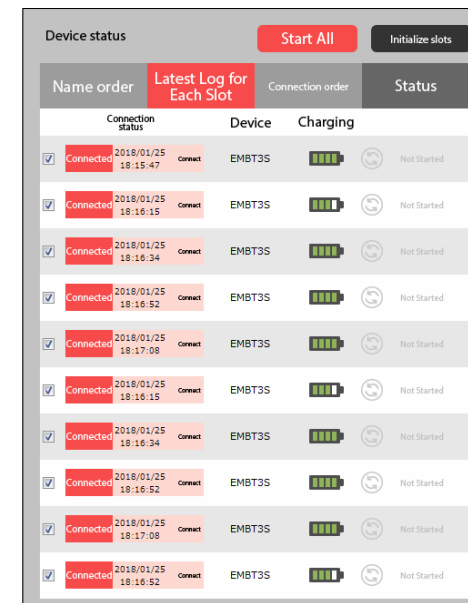
② **Check that all of the BT-350s are displayed on the [Latest Log for Each Slot] tab, and then click the [⚙] icon at the top-right of the screen.**
The [Settings] screen is displayed.
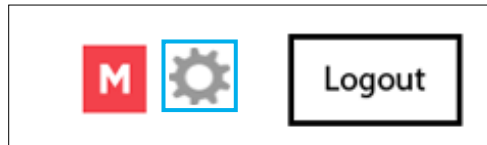
③ **Click [Manage registered devices].**
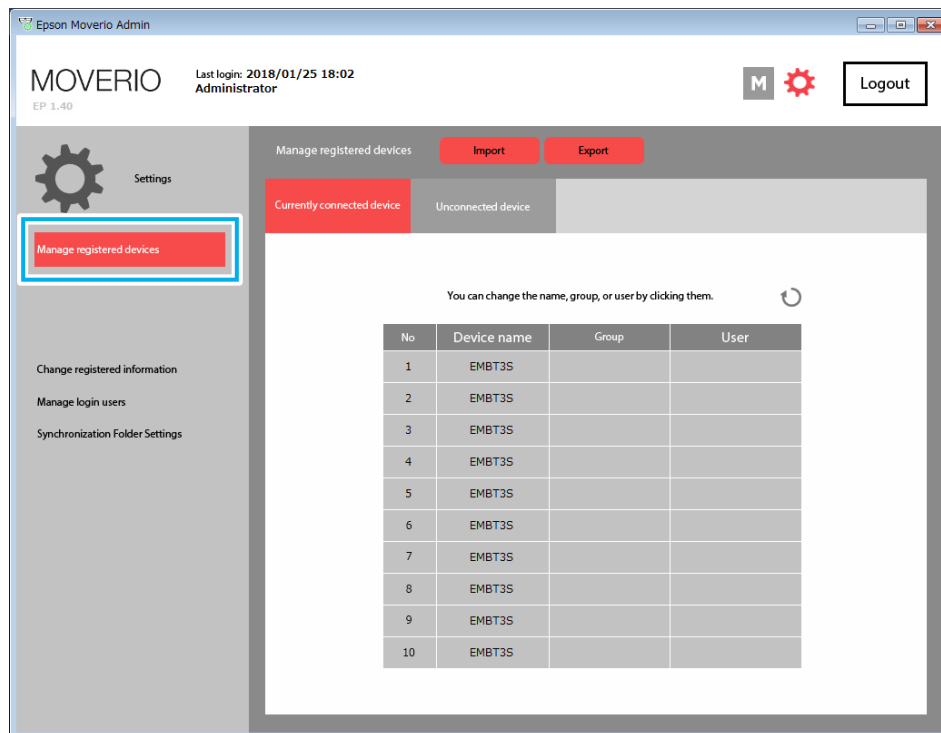
④ **Click in the text area for Device name, and then enter a name.**
While editing, the BT-350's LED is lit red (or flashing), so that you can identify BT-350 being edited.

If you want to manage by Group or User, you can also register them in this step.

➡ **"Editing Device Names" P. 35**

> • The display order for BT-350s is not the slot order. While editing, BT-350's LED is lit red (or flashing), and you can enter the name you want to apply to the target BT-350.
> • We recommend sticking the registration information (Device name, group name, user name) to the body of BT-350 with a sticker.
> • By assigning names that begin with "01", "02", and so on, you can sort by device name on the [Name order] tab.
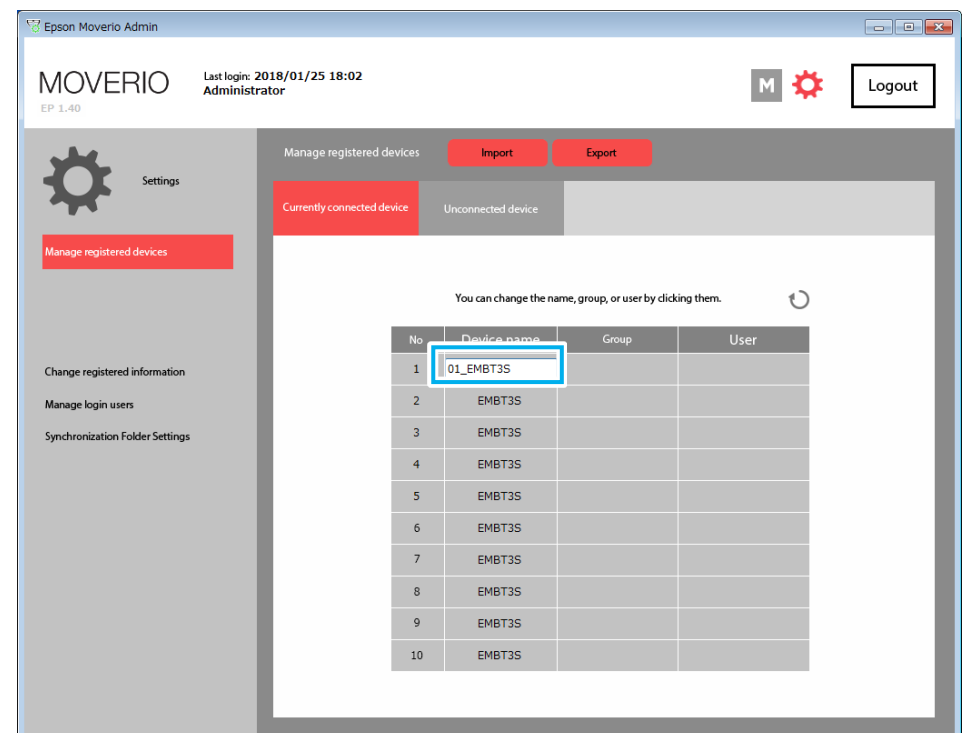
5 **Register a Device name for all of BT-350s.**

6 **When registering is complete, click [M] at the top-right of the screen to return to the top screen.**
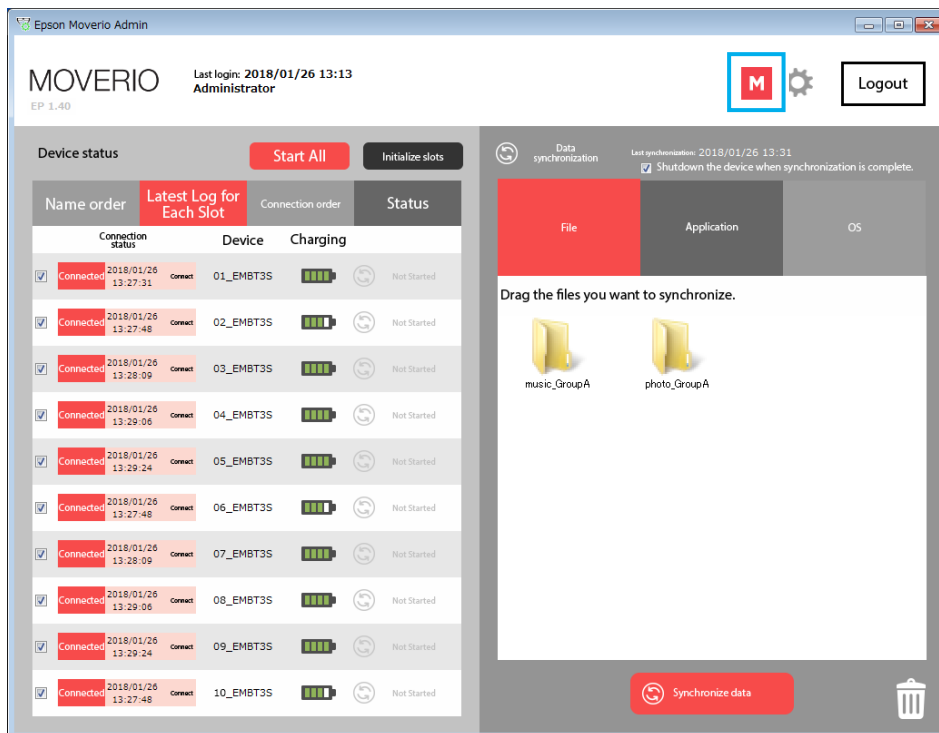
| ! | Always use the USB ports that you used when you first connected the dock to the computer. If you use another USB port, the slot order may change. |

Top Screen Configuration

When you log in, the first screen displayed is the "Top screen".
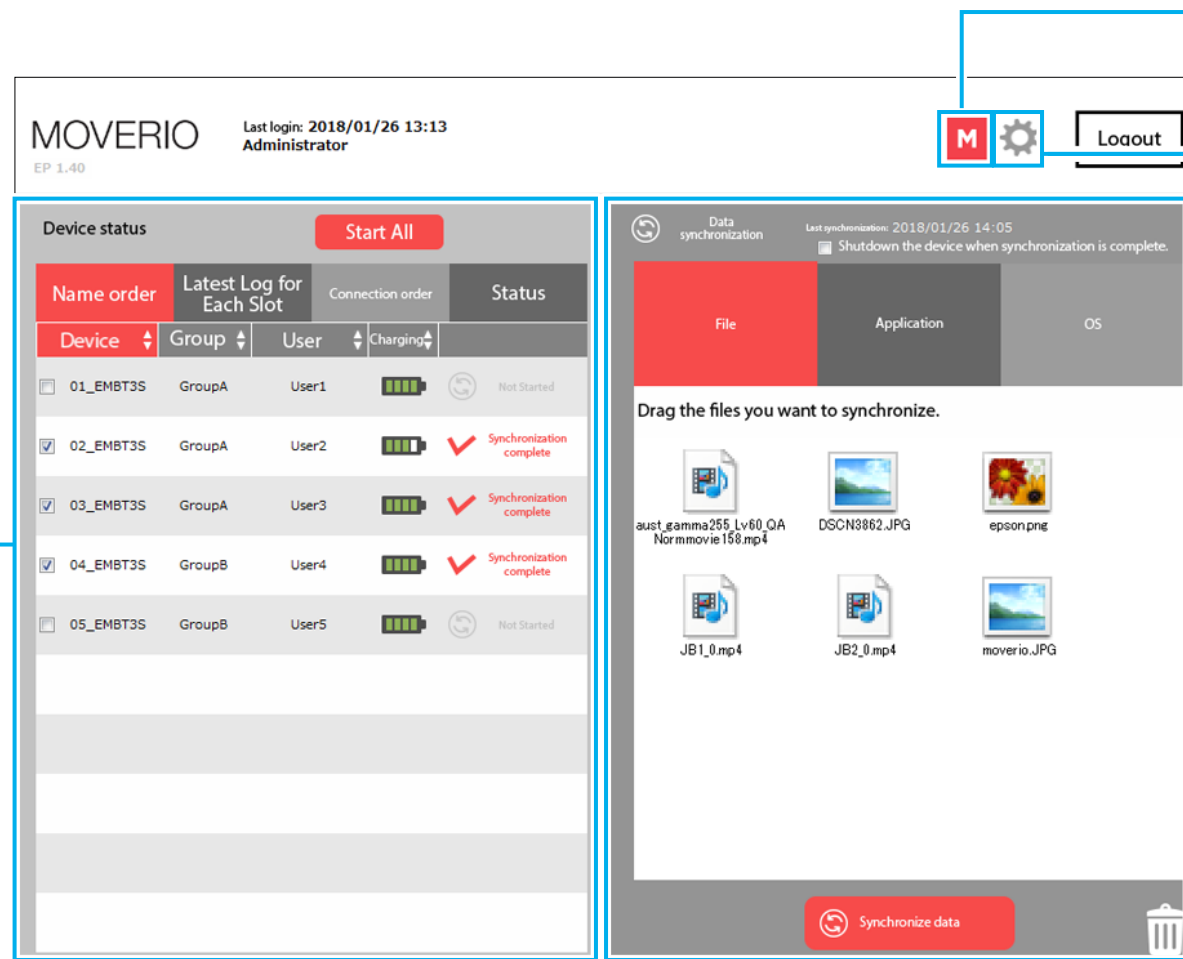
This is only available on the Administrator's [Settings] screen. Use this to return to the top screen.

Only displayed when logging in as an administrator.
Click this button to display the [Settings] screen.
Registers Device names or manages logged in users.

➡ "Managing Registered Devices (Administrators Only)" P. 35

➡ "Editing User Information (Administrators Only)" P. 37

[Device status] area

The connected BT-350 is displayed in the area. You can check the device name, group name, user name, Status, charging status, synchronization status, and so on.

➡ "Checking the BT-350 Status" P. 21

[Data synchronization] area

You can sync files, install applications, and update the OS (system software).

➡ "Synchronizing Data" P. 24

Checking the BT-350 Status

In the [Device status] area, you can check the charging and synchronization status.

If you register a long text string as the device name, group name, or user name, it may be cut off in the display.

If part of the name is not displayed, you can check the content by moving your mouse's cursor over the name.

[Connection order] tab
➡ P. 23

Displays BT-350s in the order they were recognized.

[Latest Log for Each Slot] tab
➡ P. 22

Allows you to check the logs for BT-350s connected to each slot.

[Name order] tab
➡ P. 22

Allows you to sort using the registered device name or charging status.

To manage BT-350s in Epson Moverio Admin, you need to assign device names.

➡ "Editing Device Names" P. 35

Specify BT-350s you want to synchronize or perform Start All.

➡ "Synchronizing Data" P. 24

When you click a device on the screen, the LEDs for the target BT-350 is lit red for three seconds. This allows you to identify specific BT-350s.

[Start All] button

Turns on the selected BT-350s.

[Status] tab
➡ P. 23

Allows you to check the version of the BT-350's OS (system software).

Charging status

🔋	Over 75%
🔋	Less than 75%
🔋	Less than 50%
🔋	Less than 30%
🔋	Less than 15%
🔋	0%

When you move your mouse cursor over individual battery marks, the charging status of BT-350 is displayed as a number.

* While synchronizing data, the charging status may not be displayed temporarily.

* You can charge BT-350 when it is on or off. However, we recommend charging when it is turned off as charging with the application on may cause BT-350 to become hot or it may take longer to charge.

* In locations where the environmental temperature is high, BT-350 may become hot and charging may be limited. Avoid charging in hot weather.

You can check the synchronization status.

➡ "Synchronization icon" P. 28

[Name order] tab

Allows you to sort using the registered device name, group name, user name, or charging status.

[Latest Log for Each Slot] tab

Displays the log for BT-350s that were connected to the slots the last time they were used.

If a BT-350 that differs from the information in the log is connected to the slot, the information for the previous slot is replaced with the information for the new BT-350.

Allows you to check whether a BT-350 is connected to the slot.

Click to erase the logs for the slot from which BT-350 was removed. Use this if there was a mistake in the slot order.

Shows the date and time when BT-350 was connected/disconnected.

[Connection order] tab

Displays BT-350s in the order they were recognized by the dock.

[Status] tab

Allows you to check the OS (system software)/BIOS version and the Operating time of BT-350.

> • You can only check the Status when BT-350 is on.
> • Displayed in device name order.

You can check the current OS version for BT-350.

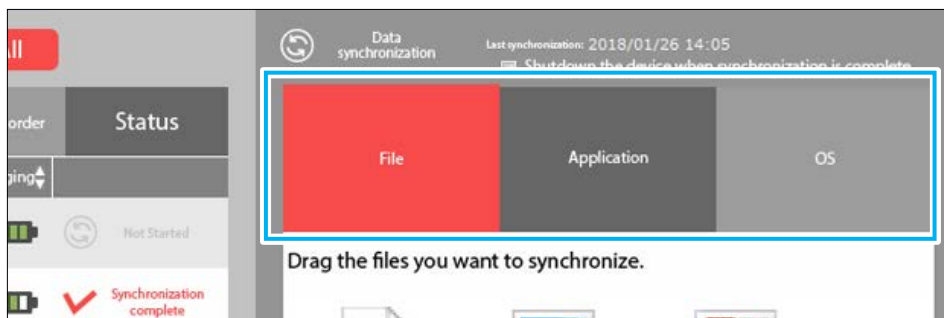**You can check the current BIOS version for BT-350.**

You can check the Operating time for BT-350.

Synchronizing Data

Types of Synchronization

There are three types of data synchronization available for Epson Moverio Admin.

Tab name	Synchronization content	Synchronization data
File	File synchronization/Folder synchronization	Files other than application or OS
Application	Installing applications	***.apk
OS	Update the OS (system software) for BT-350	EMBT3S_SUPK_(version_name).zip

When data is dragged into the [Data synchronization] area, the tab switches according to the type of data being dragged.

In synchronization, all operations performed depend on the data in the [Data synchronization] area.

> ⓘ • Do not change the file name for the OS (system software).
> • If the battery level for BT-350 is less than 30%, you cannot update the OS (system software).

Synchronization Requirements

Your operating environment needs to meet the following conditions to synchronize data in Epson Moverio Admin.

BT-350	• An available MTP (media transfer mode) ➡ **"BT-350 USB Connection Settings" P. 45** • A USB debugging mode ➡ **"BT-350 USB Debugging Settings" P. 46** • Necessary software installed on the computer ➡ **"Computer's system environment" P. 9** • Sufficient free storage space for data synchronization
Dock	• One or more BT-350s are connected to the dock • USB connected
Epson Moverio Admin	The BT-350s are selected

Synchronizing Data for BT-350

Before synchronizing data

Check the following before synchronizing data to BT-350.

This is only available for administrative users.

Target drive and folder settings

By default the target drive for data is the "Internal memory", and the Target Folder is "Eadmin/Files/".

To change this, make changes on the [Settings] screen.

➡ **"Setting Synchronization Folders (Administrators Only)" P. 40**

Settings for Sync Mode

To delete the files in the target folder before synchronizing data, select [Sync Mode].

By default this is set to off (recommended) to prevent accidental deletions.

➡ **"Setting Synchronization Folders (Administrators Only)" P. 40**

Synchronizing data

⚠	If [Sync Mode] is selected on the [Synchronization Folder Settings] screen, files in the Target Folder are deleted if you synchronize without any files. ➡ **"Setting Synchronization Folders (Administrators Only)" P. 40** ➡ **"Deleting Synchronized Files from BT-350" P. 32** Therefore, if there are no files when synchronizing the OS or applications, files on BT-350 are deleted. When synchronizing, we recommend that you drag all of the data you want to synchronize to the [Data synchronization] area.

Follow the steps below to synchronize data for BT-350s.

❶ **In the [Device status] area, check that the BT-350 device that you want to sync to is connected.**

❷ **Make sure that BT-350s you want to synchronize are selected.**

❸ **Drag the data you want to synchronize to Epson Moverio Admin's [Data synchronization] area.**

📝	• You can specify a folder when synchronizing files. • You cannot specify a folder for applications or the OS (system software).

❹ **Clear [Shutdown after synchronization is complete] if you do not want to shutdown.**

❺ **Click [Synchronize data].**

| 📝	**Approximate time required for synchronizing files/installing applications/updating the OS for 20 devices** Synchronizing files: Approximately 5 minutes (when synchronizing MP4 files of 23 MBs) Installing applications: Approximately 10 minutes (when installing an apk file of 26 MBs) Updating the OS: Approximately 24 minutes

6 Synchronization starts.

You can check the synchronization status for each BT-350 in the [Device status] area.
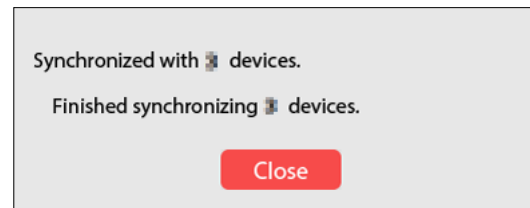
You cannot click the [Data synchronization] area during synchronization.

To cancel synchronization, click [Cancel synchronization].

Since access is performed randomly, the order when synchronizing is complete is not consecutive.
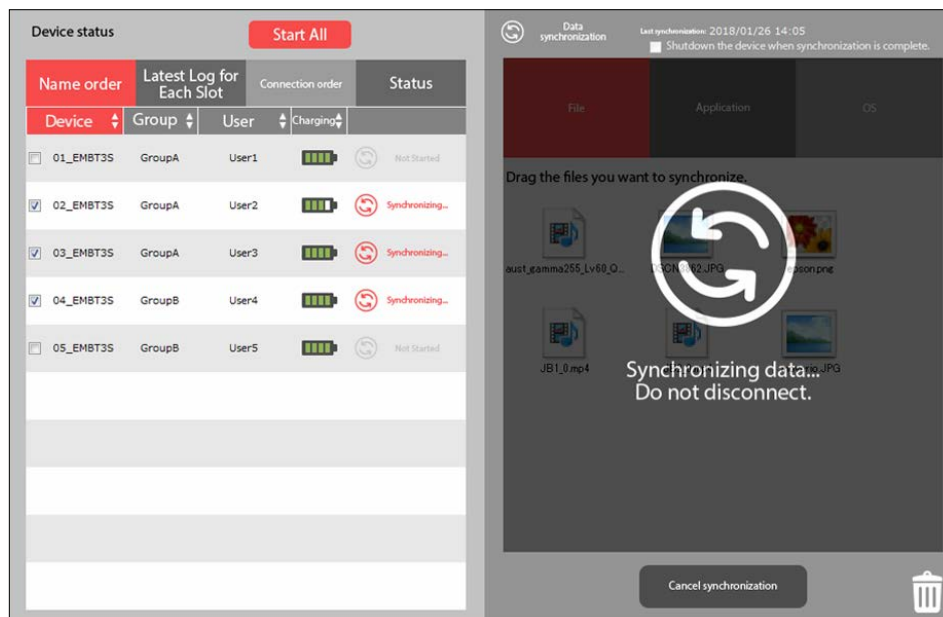
7 When the following screen is displayed, synchronization is complete.

8 The following screen is displayed after synchronizing applications or system software (OS) is complete.
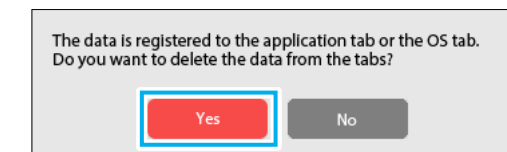
If you do not want to synchronize data continuously, select [Yes], and then delete the remaining synchronization data on the [Application]/[OS] tab.

> ⚠ We recommend deleting the data as if you leave data on each tab it may be used in the next synchronization and accidentally overwrite the correct data.

Synchronization icon

In the [Device status] area, BT-350s that have just been connected are labeled "Not synchronized" ("Not Started" when they are off) and are in an un-synchronized status. For un-synchronized BT-350s, you can handle data synchronization by clicking [Synchronize data] at the bottom-right of the screen, and the display changes to "Synchronizing...". After this, the status changes to "Synchronization complete" or "Synchronization failed" depending on the results.

Not Started/Not synchronized

Synchronizing...

Synchronization complete

Synchronization failed

Checking...

Status error

The synchronization icon changes in the following situations.

- When the connection status (Connect/Not connected) for BT-350 is changed
- When the files in the [Data synchronization] area are changed
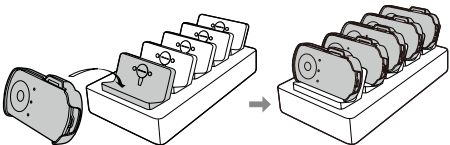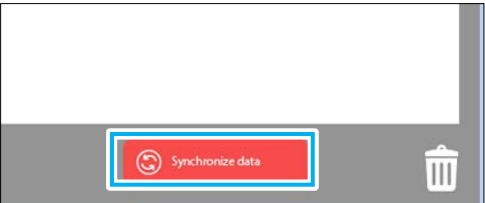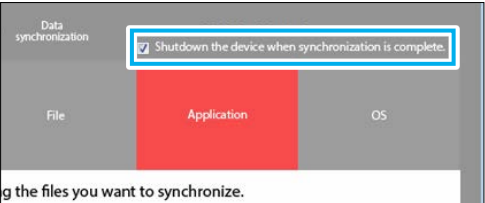
A status check is performed for a BT-350 that has just been connected, and the "Checking..." synchronization icon is displayed. The "Checking..." display changes to "Not synchronized" or "Status error" over time.

When a "Status error" occurs, there may be a problem with BT-350 connection. Try reconnecting BT-350 to the slot.

* You cannot sync BT-350s if the synchronization icon shows "Synchronization complete", "Checking...", or "Status error" at the start of synchronization.

BT-350 status while synchronizing

When you connect BT-350s to the dock while they are turned off and perform data synchronization, the LED color changes as shown in the following table.

Operation	LED Status for BT-350		
Connect BT-350 to the dock	Charging	Light blue	◁ ○ □
Click [Synchronize data]	Starting up	Green*	◁ ○ □ (flashing)
	Startup complete/ synchronizing data	Yellow	◁ ○ □
	Data synchronization complete	Purple	◁ ○ □
When [Shutdown the device when synchronization is complete.] is selected, BT-350s shutdown after synchronization is complete, and charging starts.	Shutting down	Green*	◁ ○ □ (flashing)
	After shutting down	Purple	◁ ○ □

*The LED flashes regardless of the charging status.

✎
- The LED turns on or flashes according to the charging status.
  90% or more: On
  Less than 90%: Flashing
- You can perform data synchronization regardless of the power status (On/Off) of BT-350s.
- It takes about 30 seconds for the LED to change to purple after the Synchronization complete dialog is displayed in Epson Moverio Admin. Make sure that the LED turns purple, and then go to the next step.
- If BT-350 connected to the dock cannot be charged, the LED flashes quickly (5 times a second).
  If the LED flashes quickly, remove BT-350 from the dock, and then reconnect it.

When synchronizing fails or an error status occurs

When "Synchronization failed ❌" is displayed

Re-synchronizing	While in this status, click [Synchronize data] once again to synchronize.
Reconnecting	Remove BT-350 from the dock, and then reconnect it. * If the headset is not connected to BT-350, the LED turns off when it is removed from the dock. Check that it turns off before connecting to the dock. * If the headset is connected to BT-350, the LED turns off or turns light blue when it is removed from the dock. If the LED is light blue, turn off the power and check that the LED turns off before connecting to the dock.
Charging the Battery	If the battery level for BT-350 is less than 30%, you cannot synchronize the OS (system software). Make sure the battery is charged sufficiently before synchronizing.

When "Status error NG" is displayed

Reconnecting	Remove BT-350 from the dock, and then reconnect it. * If the headset is not connected to BT-350, the LED turns off when it is removed from the dock. Check that it turns off before connecting to the dock. * If the headset is connected to BT-350, the LED turns off or turns light blue when it is removed from the dock. If the LED is light blue, turn off the power and check that the LED turns off before connecting to the dock.

Checking Synchronized Files

You can view files synchronized in Epson Moverio Admin from the file manager on the connected computer.

The Target Folder is set to "/Eadmin/Files/" by default, but it can be changed by users with administrator authority.

➡ **"Setting Synchronization Folders (Administrators Only)" P. 40**

Start BT-350, open File Manager, and then click the "/Eadmin/Files/" folder or the folder that you specified as the target folder.

Make sure that there are files to be synchronized.

- This cannot be checked while synchronizing.
- Synchronization may fail if files in the Target Folder are open in applications such as Explorer.
  Perform synchronization after closing applications such as Explorer.
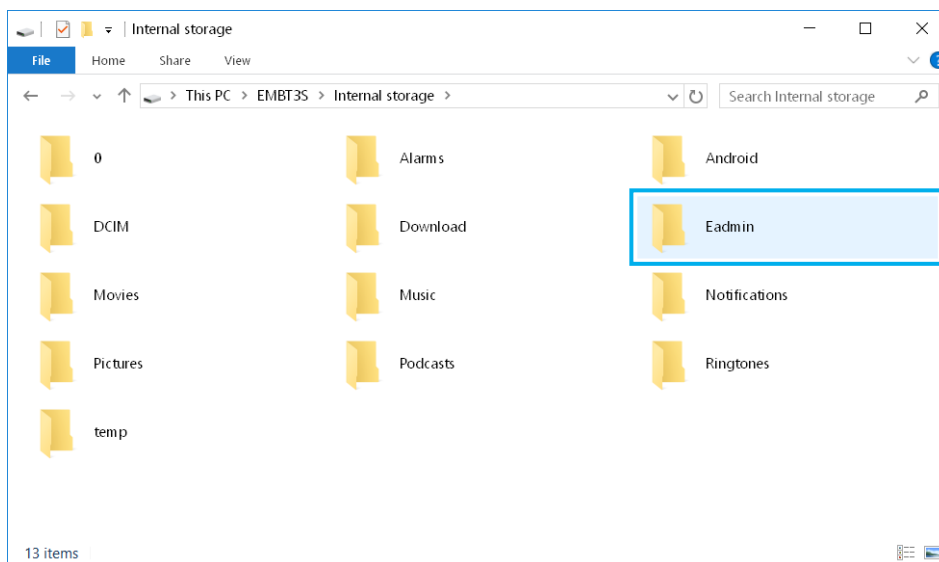
Deleting Synchronized Files from BT-350

If you repeatedly synchronize multiple files with BT-350s, there may not be enough free space on BT-350s.

To delete synchronized files from BT-350, delete unnecessary files from the [File] tab, and then synchronize the data.

Only deleting data from the [File] tab does not delete the files on BT-350. Make sure you synchronize the data.

❗	To delete files, you need to select [Sync Mode]. By selecting [Sync Mode], the status of the data in the [Data synchronization] area is reflected on BT-350s as it is. Therefore, note that if you perform data synchronization when the [File] tab is empty (no files) as shown below, all files are deleted. <Example> 1. When synchronizing multiple files to BT-350s, add one new file to be synchronized. 2. Select [Sync Mode]. 3. Delete the file added in (1) from the [Data synchronization] area, and then synchronize while the [Data synchronization] area is empty. 4. All of the files are deleted from BT-350s.

❶ **Select [Sync Mode].**
➡ **"Settings for Sync Mode" P. 25**

➡ **"Setting Synchronization Folders (Administrators Only)" P. 40**

❷ **In the [Device status] area, check that the BT-350 device that you want to sync to is selected.**

❸ **Select the files you want to delete, and then drag them to the trash or right-click and select "Delete" from the menu displayed.**

❹ **Click [Synchronize data] and wait for the synchronization to complete.**
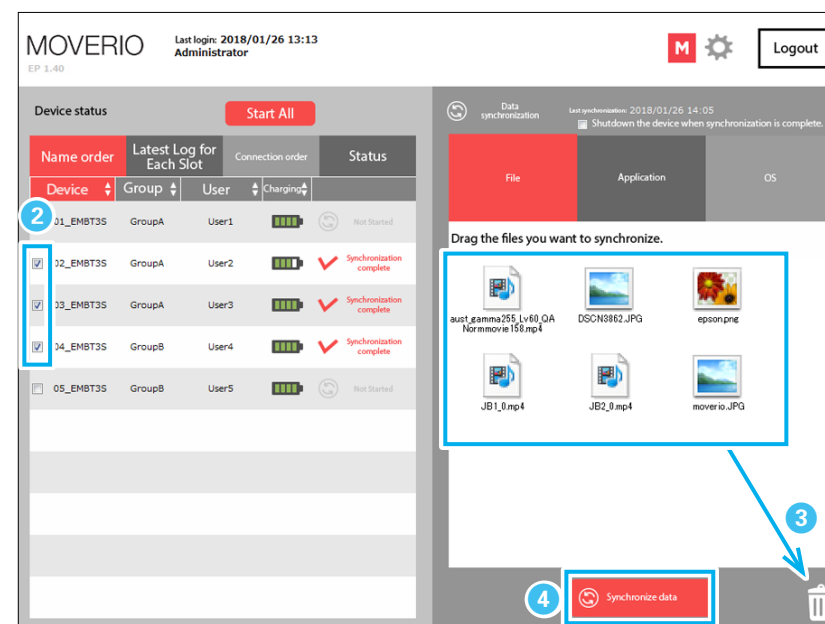
> • If you want to delete a specific file, delete it from the file manager on the connected computer.
> • See the following to delete an application.
>
> ➡ **"Uninstalling Applications Synchronized from BT-350" P. 34**

Uninstalling Applications Synchronized from BT-350

Follow the steps below to uninstall applications from BT-350.

1 **In the [Device status] area on the left, check that the BT-350 device that you want to delete the application from is selected.**

> **!** The check box is selected by default. Clear this if you do not want to uninstall an application.
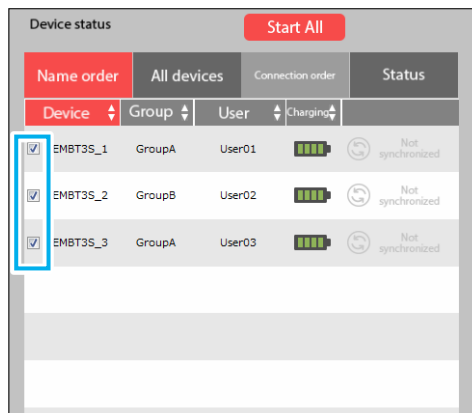
2 **While holding down the Ctrl key on the keyboard, right-click the BT-350 that you want to uninstall the application from, and then select [Uninstall] from the menu displayed.**

3 **Select the package name of the application that you want to uninstall from the sub items on the "Uninstall" menu.**
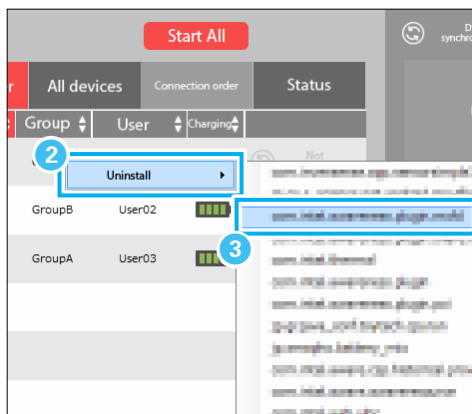
4 **Check the content of the dialog displayed, and then click [OK].**
Select [Other selected controllers perform the same process.] if you want to uninstall from multiple BT-350s at the same time.
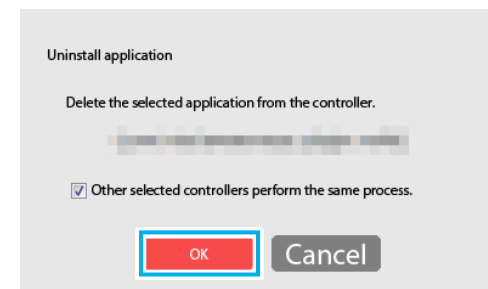
5 **Check the content of the dialog again, and then click [OK].**
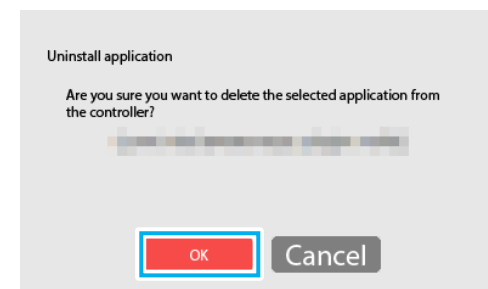
Editing Device Names

In Epson Moverio Admin, you can add "Device names", "Group names", and "User names" to BT-350s and manage them.

❶ **[⚙] is displayed at the top-right of the screen when you log in to an administrator account. Click this icon to display the [Settings] screen.**
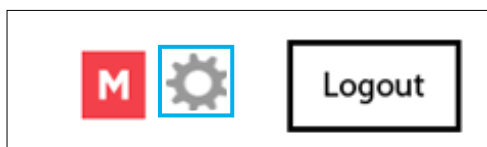
Click [**M**] to return to the top screen from the [Settings] screen.

❷ **Click [Manage registered devices] on the [Settings] screen.**
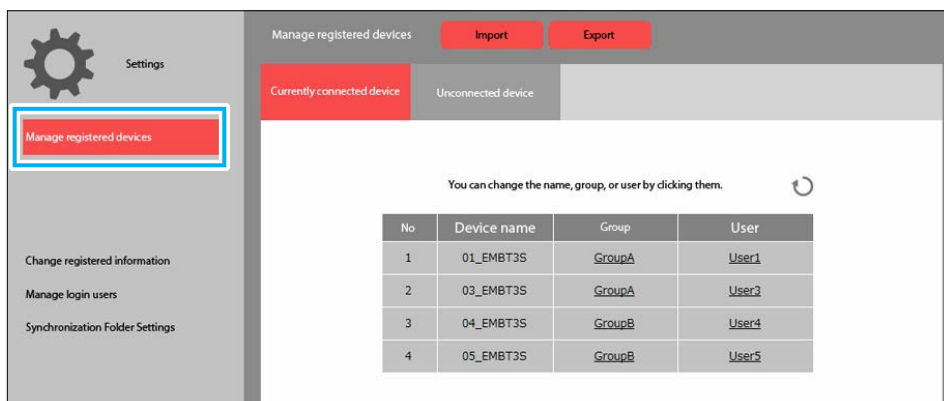
❸ **Click on the area you want to change, and then enter the text. When you have finished making changes, press the Enter key to confirm them.**
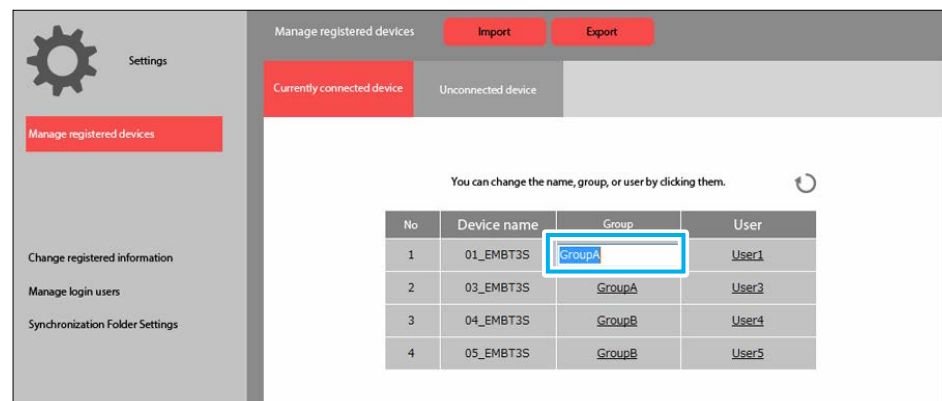
• The LED on BT-350 for the device name being edited (the device selected on the screen) turns red.

Make sure the LED on BT-350 you want to edit is red.
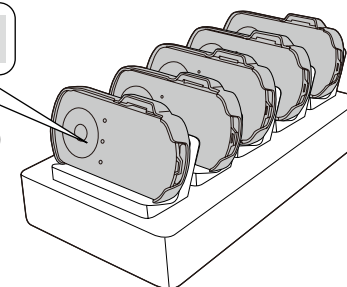
• You can enter up to the following number of characters for the Device name/Group/User.
Device name   : 50 characters
Group   : 20 characters
User   : 20 characters

Editing unconnected devices

Click the [Unconnected device] **tab to display a list of unconnected BT-350s that have been registered. You can edit BT-350s in the same way as connected devices.**
You can also cancel registration for BT-350s that are displayed that you no longer plan to use.
When you re-connect a BT-350 that has been removed, it is re-registered.
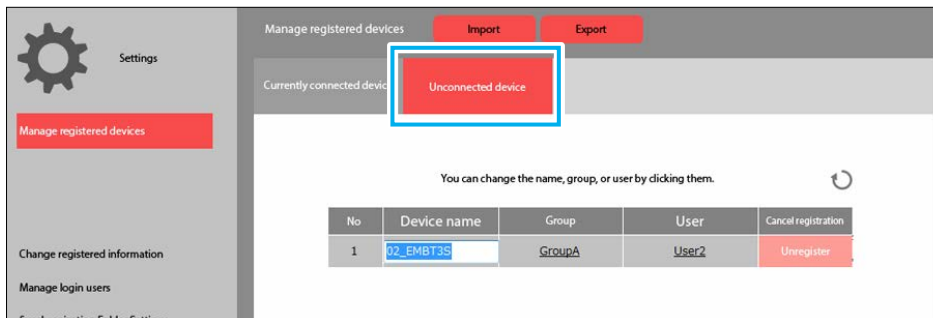
Updating registered information

Even if BT-350 is connected, it is not updated until you click [↻].

Click [↻] to display connected BT-350s.
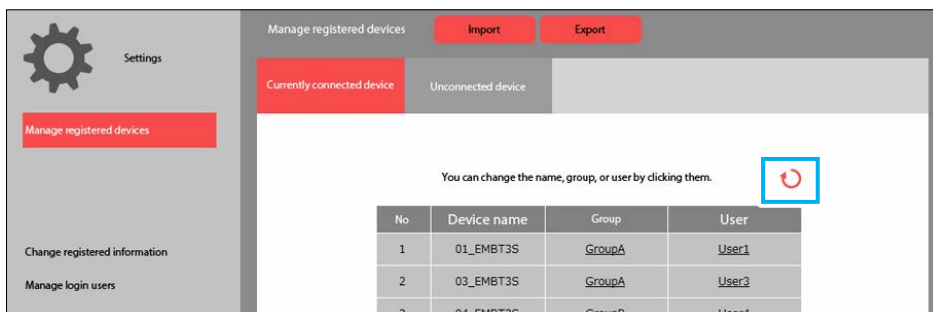
Importing/exporting registered device information

You can change the information set for each BT-350 when you need to change the computer being used to manage BT-350s.
When you click the [Export] button, the information set for Device name/Group/User and so on for each BT-350 is output (exported) to the ***.emva file on the desktop.
When you click the [Import] button, you can import the exported file and apply it as a database.
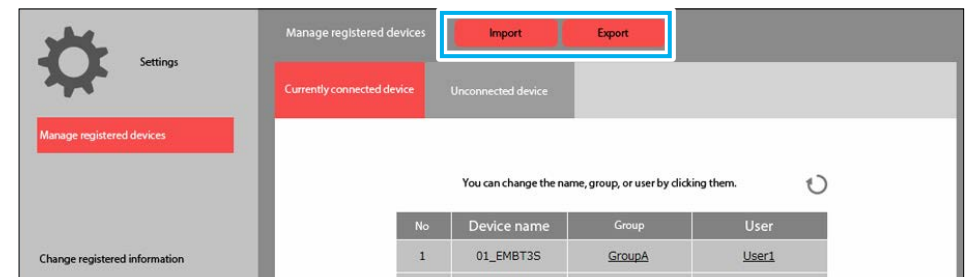
The only information exported is the Device name/User name/Group name, the slot information is not exported.
You need to register the slot order again on the computer to which the information is being imported.
➡ **"Initial Startup Settings" P. 16**

Editing Information for Administrators

Epson Moverio Admin provides "Administrator" and "Users".

➡ **"User's powers" P. 3**

You can edit information for Administrators from [Change registered information], and you can add and delete Users from [Manage login users].

Click [Change registered information] on the [Settings] screen.
You can enter information such as the ID, password, contacts, and so on for logging in.

Changing the administrator password

On the changing password screen, enter the Current password, and then enter the New password twice.
Click [Save] to finish.

Managing Users

By registering as a User, you can restrict functions for other Users, except for the Administrator, when they use Epson Moverio Admin, to prevent names and so on from being edited.

➡ "User's powers" P. 3

Adding users

1 **Click [Manage login users] on the [Settings] screen.**

2 **Click [Add user].**
You can set up to five user names.
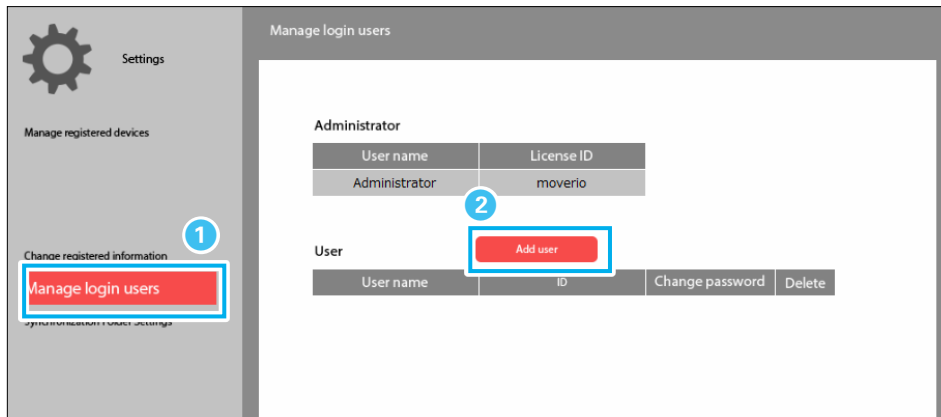
3 **Enter the ID used when logged in.**

4 **Enter the User name.**
The User name is displayed on the top screen after logging in.

5 **Click [Save] to finish.**
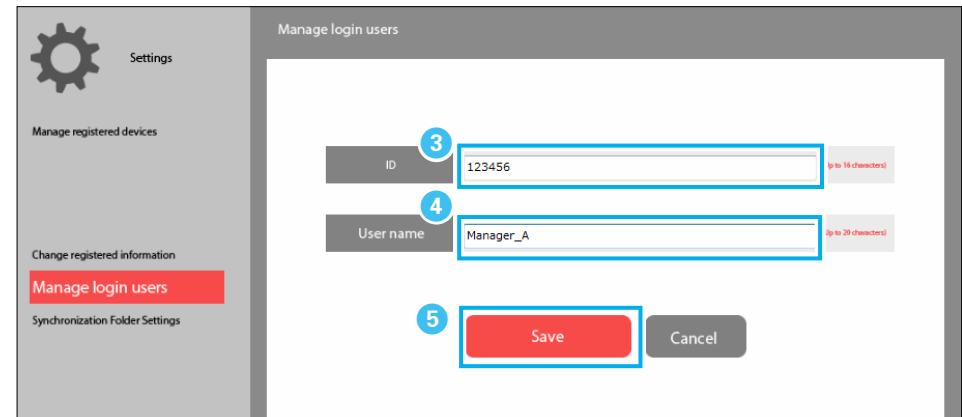
Changing the password for users

① **Click [Change] on the [Manage login users] screen.**
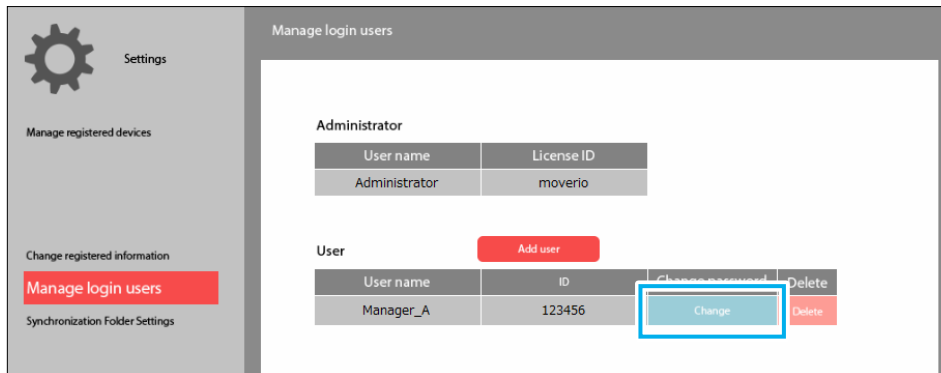
② **On the changing password screen, enter the Current password, and then enter the New password twice.**
Click [Save] to finish.

When making a new registration, [Current password] is blank.
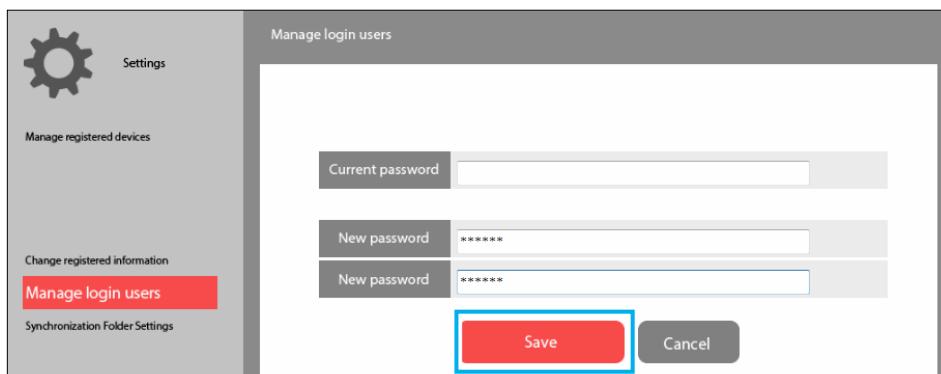
Deleting users

Click [Delete] to delete users.
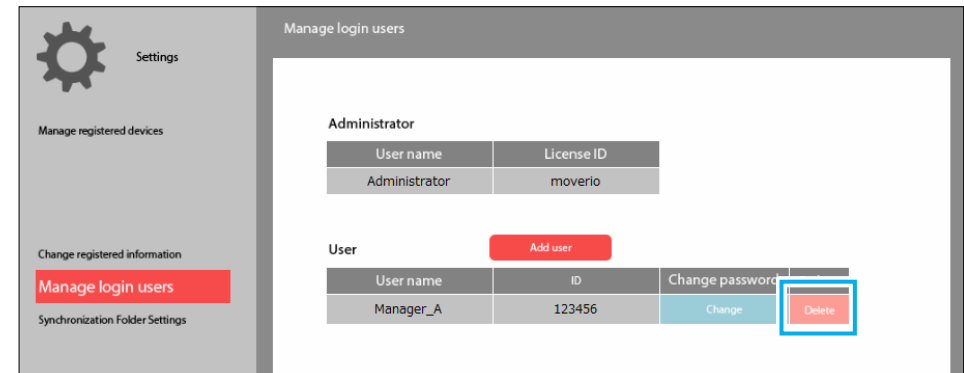
Setting Synchronization Folders (Administrators Only)

In "Synchronization Folder Settings", you can select the storage device used for file synchronization.

❶ Click [Synchronization Folder Settings] on the [Settings] screen.

❷ Select the target for data transfer from [Internal memory] or [SD].

❸ Specify the [Target Folder]. The default folder is "/Eadmin/Files/", but you can change this to any folder.

❹ To delete the file in the target folder before synchronizing data, select [Sync Mode]. If you do not select this, make sure you add the files to the same folder.

❺ Click [Save] to finish.
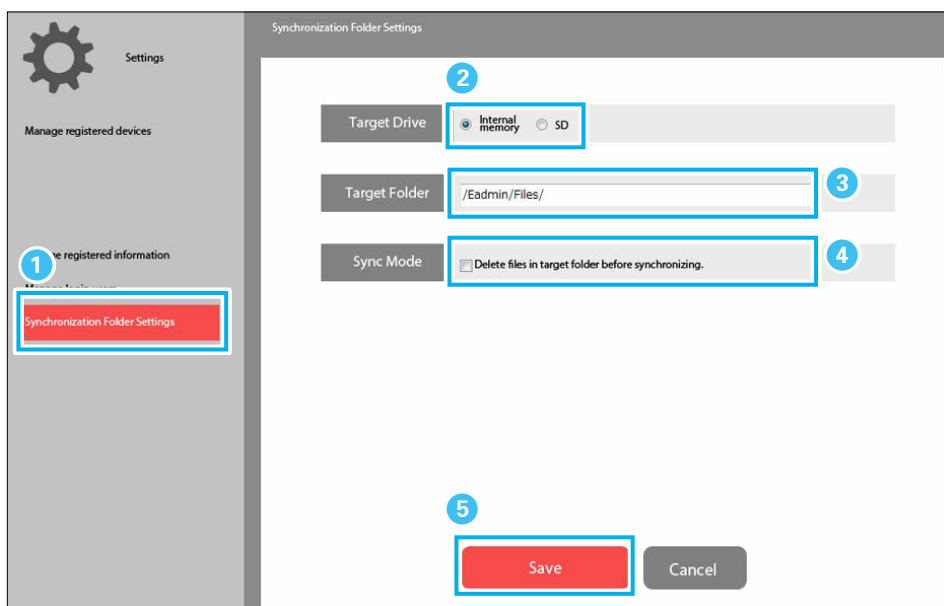
> ⓘ • You can only change synchronization storage for files.
>   You cannot change the startup storage for OS (system software) or the installation location of applications.
> • If you specify [SD] as the [Target Drive], the SD card built into the BT-350 is set.
> • Note the following when specifying the [Target Folder].
>   - Make sure the folder you specify is in a folder tree of less than 30 levels and the full path is less than 255 characters.
>   - You cannot specify "/temp/Apps/" or "/Moverio/local/".
>   - If the [Target Folder] field is blank, the settings cannot be saved. Make sure you enter a folder name.
> • Depending on the specifications for the [Target Folder], note that the following files will be deleted after synchronization.
>   - When only a "/" is entered in [Target Folder]: The location directly under the Target Drive is specified. If [Sync Mode] is selected in this status, all files on the Target Drive will be deleted.
>   - When a folder that exists by default (Photo, Music, and so on) on the system is specified as the Target Folder: If [Sync Mode] is selected, files before synchronization will be deleted.

Start All for Multiple Devices

Before loaning a BT-350 to a user, you need to turn on the power to BT-350 while the headset is connected.
If you have multiple BT-350s that are being loaned out, you can perform loan operations efficiently by starting them using the [Start All] button.

1 On the Epson Moverio Admin screen, check the battery level for BT-350 being loaned to a user.

2 Connect the headset while BT-350 is in the dock.
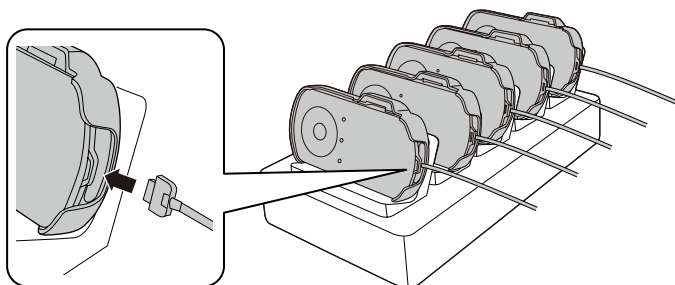
3 Click the [Start All] button in Epson Moverio Admin.

4 The operation is complete when the LEDs turn yellow. The BT-350s can now be loaned to users.
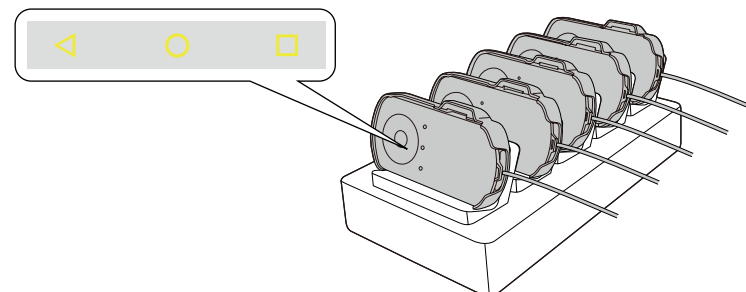
> ⚠ If the LEDs remain light blue, they have failed to start up. Remove BT-350 from the dock, and then reconnect it.

Troubleshooting

For other technical information, see the MOVERIO BT-350 technical information site (https://tech.moverio.epson.com/en/bt-350/).

Cannot install

Before installing Epson Moverio Admin, you need to install .NET Framework4 and SQL Server Compact 3.5 SP2 on the computer.
When these are not installed, the installer operates before this application is installed. (You need an Internet connection.)

The connected BT-350 is not displayed on the screen

BT-350 is not displayed in the list of Portable Devices in My Computer.

- Install the driver if there is a warning symbol (yellow triangle) on BT-350 in Device manager from the Control panel.
  - ➡ **"Computer's system environment" P. 9**

- If there is a disabled symbol (downward pointing arrow) on BT-350 in Device manager from the Control panel, enable the device in the right-click menu.

- Enable the Media device (MTP) for BT-350.
  - ➡ **"BT-350 USB Connection Settings" P. 45**

- Remove BT-350 from the dock, and then reconnect it.

- Remove BT-350 from the dock, restart it, and then reconnect it to the dock.
  * You may need to restart your computer.

- Windows may not be able to recognize a large number of BT-350s all connected at the same time. This status occurs when too many BT-350s are connected to the dock that is connected to the computer. Remove BT-350s from the dock, and then reconnect them one by one.

The device is displayed in My Computer except for in the list of Portable Devices.

- Enable the Media device (MTP) for BT-350.
 - ➡ **"BT-350 USB Connection Settings" P. 45**

- Check if the application is running in the BT-350's notification area.

A folder for synchronization has not been created in BT-350

When writing to the highest priority storage for BT-350, the storage may switch to virtual storage on BT-350.
Set the Internal memory or the SD card.

➡ **"Setting Synchronization Folders (Administrators Only)" P. 40**

Synchronization fails

Remove BT-350 from the dock, restart it, and then reconnect it to the dock.
* You may need to restart your computer.

Application installation/OS (system software) update always fails

- You need to enable USB debugging mode in BT-350.
  - ➡ **"BT-350 USB Debugging Settings" P. 46**

  When reconnecting the device, a message is displayed asking if you want to allow the USB debugging function to connect. When this is displayed, allow the function to connect.

- Make sure the battery is charged to at least 30% before updating.

The synchronization button is covered in the taskbar

Set the screen resolution to 1280 × 768 dots. You can also avoid this by using full-screen display.
Depending on the screen resolution settings, the synchronization button may be covered by the taskbar. In this situation, you can perform operations by moving the taskbar to the left or right.
You can reduce the screen size by moving the cursor to the edge of the screen.

Text in Epson Moverio Admin is cut off

If the text setting for Windows is set to large text, the text in Epson Moverio Admin is also large, and displayed text may be cut off. In this situation, set the text size to the default size or smaller.

Start All fails

- When the synchronization icon displays "Status Error", remove BT-350 from the dock, and then reconnect it.
- If the display for the synchronization icon is "Not Started", recognition has been performed, therefore select the target BT-350 and then click the [Start All] button again.

➡ **"Synchronization icon" P. 28**

BT-350s in the dock are not charging

If the LED is not flashing or is lit light blue, the device is not charging.
Connect Epson Moverio Admin to the dock, reconnect BT-350 and check the amount that has charged.

BT-350s in the dock start up

BT-350s in the dock may sometimes start up. Remember to remove BT-350 and turn it off before reconnecting as it takes longer to charge while it is on.

BT-350s removed from the dock are still on

Normally, a BT-350 with no headset is off when it is removed from the dock. However, sometimes the LED does not turn off. In this situation, turn off the device, connect the headset, and then turn on BT-350 before use.

Checking the Version of the BT-350 System Software

Functions may be limited depending on the version of the BT-350's system software.

Check the version of the system software before installing Epson Moverio Admin to make sure that you are using the latest combination.

➡ **"Before Installing" P. 7**

❶ **Select [⚙] from the Apps list.**

❷ **Select [Device info] in [System].**
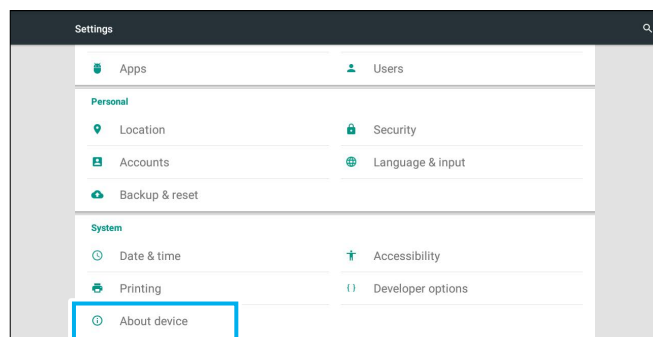
❸ **Check that the system software version is up-to-date.**
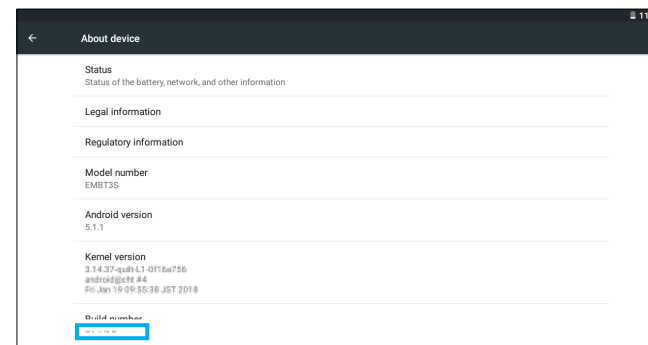
BT-350 USB Connection Settings

Make sure that the USB connection mode is set to "Media device (MTP)".

❶ Select [⚙] from the Apps list.

❷ Select [Storage] in [Device].
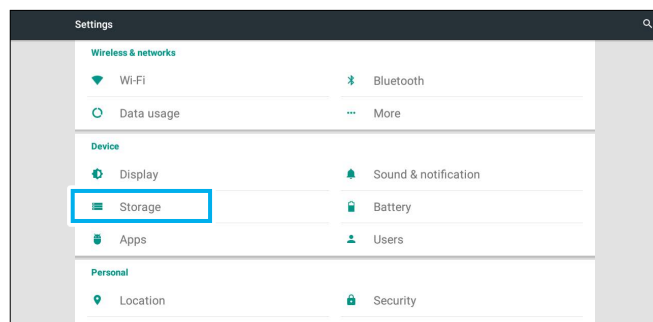
❸ Select [USB computer connection] from [⋮] at the top-right of the screen.
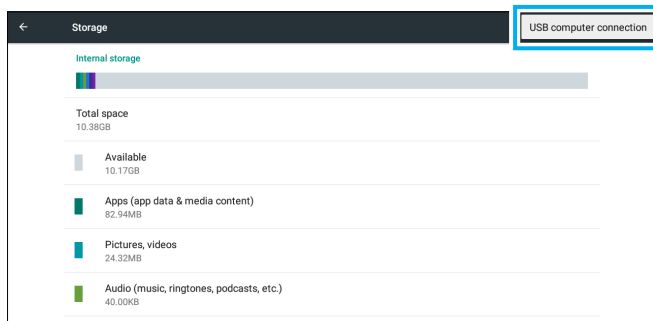
❹ Make sure [Media device (MTP)] is selected.
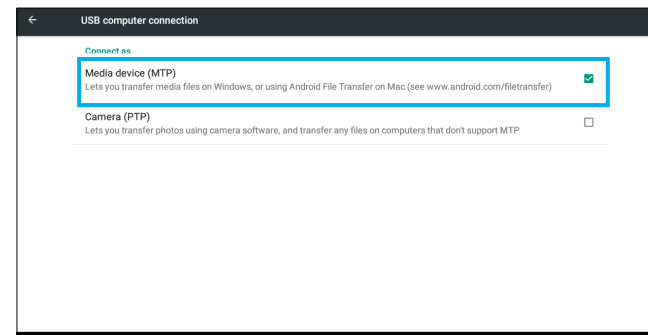
BT-350 USB Debugging Settings

To acquire information on BT-350 when connecting by USB, make sure USB debugging mode is enabled.

!	We recommend disabling the USB debugging mode when connected to a computer other than the computer for controlling over USB.

1 **Select [⚙] from the Apps list.**

2 **Select [Developer options] in [System].**
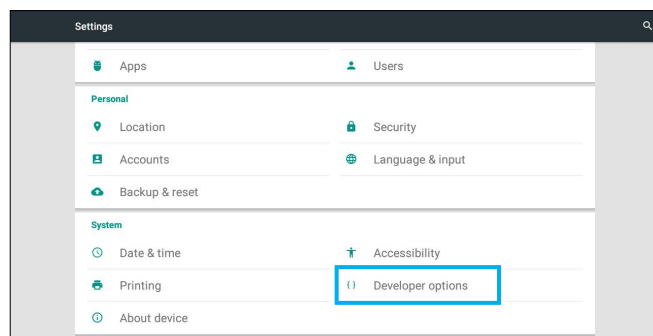
3 **Make sure [USB debugging] is enabled.**
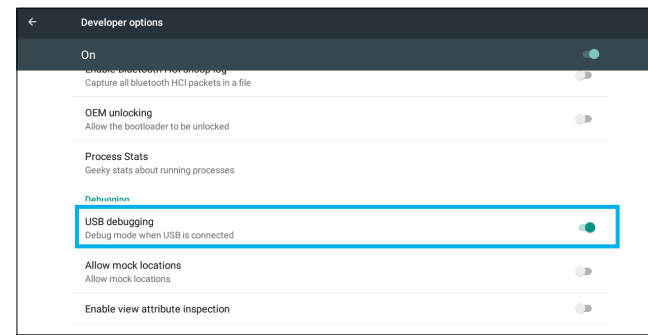
General Notes

Cautions

(1) Do not reprint part or all of this guide without prior permission.

(2) The content of this guide may change without notification in the future.

(3) Every care has been taken to ensure the content of this guide is accurate; however, if you have any queries or notice any errors, please contact us directly.

(4) We cannot accept any responsibility for the results of using this device.

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(7) Illustrations and screenshots used in this guide may differ from the actual device and software.

Notations

- Microsoft® Windows® 7 operating system
- Microsoft® Windows® 8.1 operating system
- Microsoft® Windows® 10 operating system

In this guide, the operating systems mentioned above are described as "Windows 7", "Windows 8.1", and "Windows 10" respectively. Additionally, Windows is used for Windows 7, Windows 8.1, and Windows 10 in general, and Windows is not used for all versions for Windows 7/8.1/10.

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Contact List

This address list is current as of February 2018.

A more up-to-date contact address can be obtained from the corresponding website listed here. If you do not find what you need on any of these pages, please visit the main Epson home page at www.epson.com.

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