

EPOS

EPOS Business Solutions

IMPACT Headset Solutions



When talk matters

Whatever your line of business, clear and seamless communication is essential for your success. We created this line of premium audio tools specifically for dynamic offices where professionals spend long durations on the phone, or for busy work environments where background noise can often be an issue.

Based on decades of EPOS' industry leadership, the IMPACT product line is designed and crafted with superior materials that are ergonomically comfortable to wear, ensure perfect two-way speech intelligibility, and are fully compatible with all your devices and systems.

Every model delivers rich and natural audio during calls, with EPOS innovations that filter out unwanted noise, clarify speech, and deliver an enhanced audio experience for both speaker and listener. As a result, the IMPACT product line improves productivity and efficiency, and enables you to deliver an excellent customer experience.



IMPACT Headset Solutions



IMPACT 5000 Series
DECT headsets

IMPACT DW Series
DECT headsets

IMPACT D 10 Series
DECT headsets

IMPACT MB Pro Series
Bluetooth® headsets

IMPACT 600 Series
Wired headsets

IMPACT 200 Series
Wired headsets

IMPACT 100 Series
Wired headsets

The difference is crystal clear.

When it comes to customer experience, great sound goes both ways. The IMPACT Line is designed to provide a level of audio quality that's unmatched in the industry, both for your team and your customers. With exceptional microphone clarity, speech-enhancing and noise-filtering technology, your communication will always be crystal clear, even in busy offices.

Find your inner workspace with ergonomic designs that can be worn comfortably, every day – built with lightweight and robust materials to withstand daily use, for years to come. For both wired and long-range wireless systems, EPOS can provide seamless connectivity across all your devices – with fully compatible solutions that deliver hassle-free UC deployment and management.

IMPACT facts

Most professionals working in a business that makes or takes a lot of calls – like call centres or sales departments – use a headset to do so; **72%*** of them to be exact. That's why a flawless communication experience is absolutely essential.

Considering that **40%*** of modern professionals are using their headset for more than four hours a day, and **65%*** will be spending more than half of their day at their desks, we built these premium headsets to feel great all day long.

The IMPACT Line was crafted to enable users to walk and talk, which **30%*** of call centre or sales professionals need to do daily.

72%

Use a headset

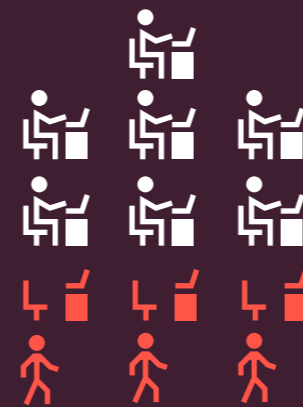


40%

4 Hours/day

65%

Spend more than half their day at desk



30%

Need to walk & talk



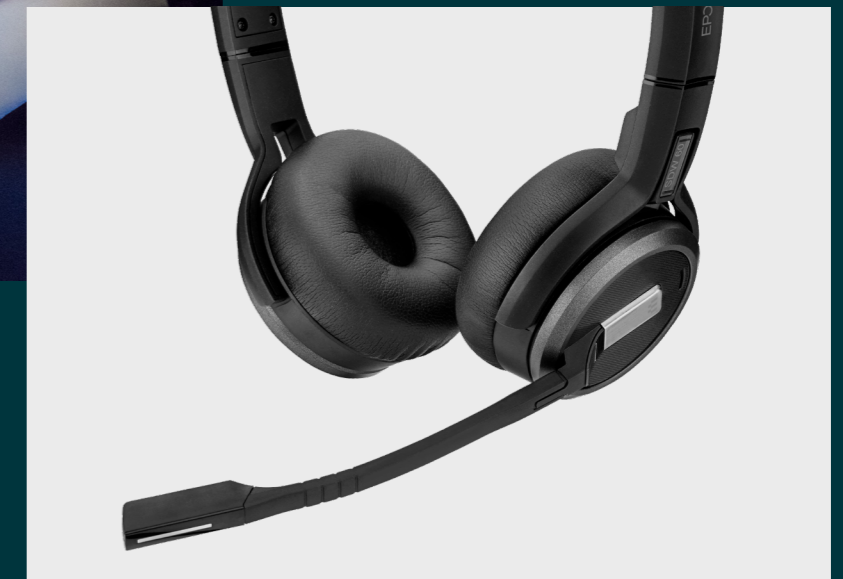
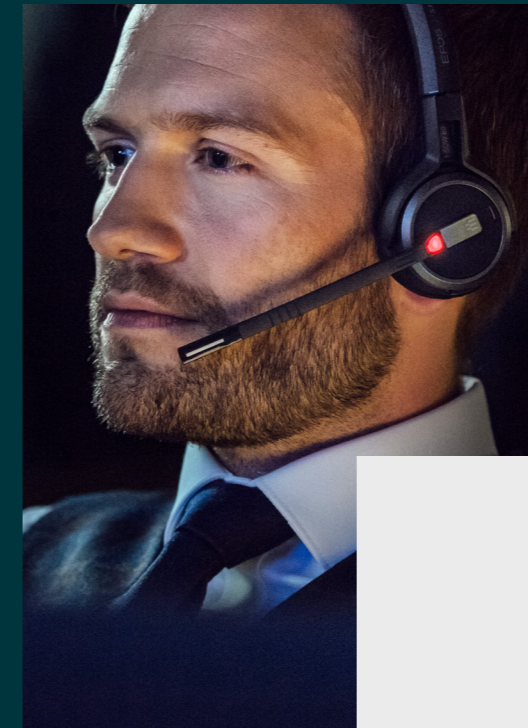
* Insights report: "The way we work 2019"

IMPACT 5000 Series

Designed for modern office professionals, IMPACT 5000 Series is a professional communication and collaboration hub offering users total flexibility in the office. All your devices connect seamlessly through one single headset system.

Super wideband sound gives you a voice experience beyond conventional business standards, while advanced security features keep your conversations confidential. Enjoy a flexible choice of wearing styles and experience an array of smart features to enable seamless collaboration and communication. Smart headset motion sensor and base station controls deliver easy call management, while a headset busy light helps you to remain undisturbed during calls and conferences.

See more at eposaudio.com/impact-5000



Key benefits & features

Experience superior EPOS sound

With super wideband audio and exceptional stereo performance, combined with sound clarity in high density environments

Empower your people with total flexibility

One flexible headset that pairs easily to all devices with extensive wireless range up to 180 m / 590 ft and smartphone charging via USB port on base station

Increase productivity and create focus

With clear busy lights, noise dampening ear pads, plus smart headsets and base station for easy call management

Ensure enhanced security for all your calls

With Protected Pairing, 128-bit authentication, DECT Security certification to keep all conversations confidential

Enjoy all-day wearing comfort

With soft leatherette ear pads for consistent comfort and well-being, so you can be as effective as possible

Additional benefits & features

Exceptional speech intelligibility – with two microphone noise-cancelling system and own-voice detection technology

Enjoy high-quality music and multimedia – with EPOS stereo that takes DECT headsets to the next level

Triple-connectivity – manage all calls from one headset via softphone/PC, desk and mobile phone*

Stay flexible via single base station – for all IMPACT 5000, EPOS Bluetooth® & wired headsets* or speaker-phone Phone conferences – easy setup of up to 4 IMPACT 5000 headsets with the same base station

Hot desking – with fast, secure headset pairing

Easy configuration and management – for IT managers using EPOS Manager with disabling options to boost security

Clear and certified business calls – optimized for UC and Skype for Business certification

Talk for longer – extended talk time of up to 14 hours

Manage calls seamlessly – with smart headset and base station controls

Fast charging – 50% battery in just 30 minutes

Wide choice of wearing styles – single or double-sided headband or 3-in-1 wearing style with single-sided headband, ear hook and neckband

* USB dongle for mobile phone or EPOS Bluetooth® headset

Comparison overview

IMPACT 5000 Series



Art. no.	IMPACT SDW 5066	IMPACT SDW 5065	IMPACT SDW 5064	IMPACT SDW 5063	IMPACT SDW 5036	IMPACT SDW 5035	IMPACT SDW 5034	IMPACT SDW 5033	IMPACT SDW 5016	IMPACT SDW 5015	IMPACT SDW 5014	IMPACT SDW 5013
EU	507022	506598	507010	506586	507018	506594	507006	506582	507014	506590	507002	506578
UK	507023	506599	507011	506587	507019	506595	507007	506583	507015	506591	507003	506579
US	507024	507000	507012	506588	507020	506596	507008	506584	507016	506592	507004	506580
AUS	507025	507001	507013	506589	507021	506597	507009	506585	507017	506593	507005	506581
JP	N/A	507274	N/A	N/A	N/A	507273	N/A	N/A	N/A	507272	N/A	N/A
Wearing style												
Single-sided headset					•	•	•	•	•	•	•	•
Double-sided headset	•	•	•	•								
Headband	•	•	•	•	•	•	•	•	•	•	•	•
Neckband									•	•	•	•
Leatherette ear hook									•	•	•	•
Leatherette ear pad/s	•	•	•	•	•	•	•	•	•	•	•	•
Connectivity												
Desk phone	•	•			•	•			•	•		
Softphone/PC	•	•	•	•	•	•	•	•	•	•	•	•
Mobile phone	•	[•]	•	[•]	•	[•]	•	[•]	•	[•]	•	[•]
Tablet	•	[•]	•	[•]	•	[•]	•	[•]	•	[•]	•	[•]
- Multi device connectivity*	•	[•]	•	[•]	•	[•]	•	[•]	•	[•]	•	[•]
USB or Bluetooth® headset/speakerphone	•	•	•	•	•	•	•	•	•	•	•	•
Microphone												
Two microphone noise-cancelling system	•	•	•	•	•	•	•	•	•	•	•	•
Features & technologies												
Super wideband sound	•	•	•	•	•	•	•	•	•	•	•	•
High density wideband mode	•	•	•	•	•	•	•	•	•	•	•	•
Headset busy light	•	•	•	•	•	•	•	•	•	•	•	•
Busy light for the desk	[[•]]	[[•]]	[[•]]	[[•]]	[[•]]	[[•]]	[[•]]	[[•]]	[[•]]	[[•]]	[[•]]	[[•]]
EPOS ActiveGard® technology	•	•	•	•	•	•	•	•	•	•	•	•
Noise at Work, (EU directive)**	•	•	•	•	•	•	•	•	•	•	•	•
DECT security	•	•	•	•	•	•	•	•	•	•	•	•
Protected pairing	•	•	•	•	•	•	•	•	•	•	•	•
Unified communications												
Optimized for UC	•	•	•	•	•	•	•	•	•	•	•	•
Skype for Business Certified	•	•	•	•	•	•	•	•	•	•	•	•

[•] Mobile connectivity available via optional BTD 800 dongle accessory
 [[•]] Option available with additional accessory
 * Connects up to two mobile devices at the same time
 ** In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

IMPACT DW Series

Premium wireless DECT solution for all-day clear communication and wireless freedom with the choice of different wearing styles.

The IMPACT DW Series of DECT wireless headsets has been designed to provide premium audio quality, iconic design and wearing comfort to demanding business and UC professionals. With a wide choice of lightweight comfortable wearing styles, professional users can choose their headset according to their personal needs. Keep your hands free and make calls in comfort wherever in the office your busy life takes you.

See more at eposaudio.com/impact-dw



Key benefits & features

Premium audio quality for better sounding calls

With EPOS Voice™ technology and Noise-cancelling microphone on IMPACT DW Office headsets and ultra noise-cancelling microphone on IMPACT DW Pro headsets

All-day talk time and wearing comfort

With up to 12 hours of talk time with energy saving DECT technology and a lightweight headset design and extra soft leatherette ear pads

Wireless freedom and dual-connectivity

Wireless reach - up to 180 m / 590 ft with line of sight and 55 m/180 ft in typical office environment. Connects to both desk phone and softphone/PC

Wide choice of wearing styles

Choose between headband, ear hook or neckband*

Easy headset docking in between calls

Magnetic ease of use charge interface

Additional benefits & features

Premium looks and performance – iconic design combined with functionality

Intelligent fast charging – charge 5 min for 1-hour battery and 20 minutes to have 50% battery

Intuitive user interface – answer/end*, microphone mute and volume +/-

No WiFi interference – DECT protected frequency band enabling a greater number of headset users

Secure conversation – with efficient encryption

Phone conferences – intuitive and easy setup of up to 4 headsets with the same base station

Hot desking – fast, secure pairing – simply dock in the base station

Protects your hearing – from acoustic shock with EPOS ActiveGard® technology

* Answer/end call requires EHS cable for desk phone and EPOS software for certain softphones.



IMPACT DW Series



Art. no.	504454	504466	504430	504462	504474	504438	504458	504470	504434
EU	504454	504466	504430	504462	504474	504438	504458	504470	504434
UK	504456	504468	504431	504464	504476	504439	504460	504472	504435
US	504455	N/A	N/A	504463	N/A	N/A	504459	N/A	N/A
AUS	504457	504469	504433	504465	504477	504441	504461	504473	504437
Wearing style									
Single-sided headset
Double-sided headset				.	.	.			
Leatherette ear hook	.	.	.						
Leatherette ear pad	.	.	.						
Extra soft leatherette ear pad/s			
Headband
Neckband	[.]	[.]	[.]						
Connectivity									
Desk phone
Softphone/PC	
Dual device connectivity	.			.			.		
Single device connectivity	
Microphone									
Noise-cancelling	.	.	.						
Ultra noise-cancelling			
Bendable and long boom arm			
Features & technologies									
EPOS ActiveGard® technology
Noise at Work, EU limiter*
Unified communications									
Optimized for UC	
Skype for Business Certified	

[.] Neckband available as accessory (Art. no. 506525)

* In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

IMPACT D 10 Series

The streamlined design of the IMPACT D 10 wireless DECT headsets makes no compromises when it comes to premium sound.

With single connectivity to either a desk phone or softphone/PC, it's simple to roll out and manage. The perfect headset solution for all sizes of companies, the IMPACT D 10 Series brings wireless freedom within reach of even more everyday users.

See more at eposaudio.com/impact-d10



Key benefits & features

Uncompromising sound for clear calls

With EPOS Voice™ technology and noise-cancelling microphone for natural and clear conversations

Wireless freedom to let you do more

Wireless reach up to 180 m/590 ft with line of sight and 55 m/180 ft in typical office environment and up to 12 hours talk time

Perfect when you just need to connect to one device

Single-connectivity to either desk phone or softphone/PC

3 types of wearing styles

Choose between headband, ear hook or neckband*

Ease of use

Easy headset docking in between calls with magnetic ease of use charge interface.

Additional benefits & features

Fast charging – recharge 50% of the battery in 20 minutes

One-touch call management – with answer/end*, microphone mute and volume +/-

Convenient phone conferencing – up to 4 headsets per call and simple hot desking

Protects your hearing – from acoustic shock with EPOS ActiveGard® technology

Talk time availability – shown via status indicators

Keeps your desk tidy – built-in cable management

Secure base station – solid metal plate for stability charge interface.

Comparison overview

IMPACT D 10 Series



IMPACT D 10 USB ML



IMPACT D 10 PHONE

Art. no.		
EU	506416	506408
UK	N/A	506409
US	506418	506410
AUS	506419	506411
Wearing style		
Single-sided headset	•	•
Headband	•	•
Ear hook	•	•
Neckband	[.]	[.]
Connectivity		
Desk phone		•
Softphone/PC	•	
Single device connectivity	•	•
Microphone		
Noise-cancelling	•	•
Features & technologies		
Noise at Work, EU limiter**	•	•
EPOS ActiveGard® technology	•	•
Unified communications		
Optimized for UC	•	
Skype for Business Certified	•	

[.] Neckband available as accessory (Art. no. 506525). Click-on adapter from HSA 20 accessory set (Art. no. 506524) needed for mounting
 ** In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

IMPACT MB Pro Series

Premium wireless Bluetooth® headsets for business professionals on the move who demand high quality audio for speaker and listener – and exceptional wearing comfort.

IMPACT MB Pro is designed to provide business professionals the flexibility and mobility to communicate in the office and on the move. Furthermore, the ability to seamlessly switch calls between two Bluetooth® devices from a single headset for maximum call handling flexibility. The IMPACT MB Pro Series is crafted with high-end materials to EPOS' high standards to ensure maximum durability and design quality. Featuring EPOS Room Experience™ technology*, which reduces listener fatigue for all day users by giving them the impression they are having a conversation with a person in the same room. This realistic sound provides a more natural and comfortable listening experience with less stress in noisy environments.



See more at eposaudio.com/impact-mb-pro

Key benefits & features

Clear and natural sounding calls

EPOS Voice™ technology for a natural listening experience and ultra noise-cancelling microphone for clear speech transmission

Wireless freedom

Multi-point connectivity with two Bluetooth® devices connected simultaneously with up to 25 m/82 ft wireless range

All-day talk time

Up to 15 hours' talk time

Easy call handling

Answer/end calls, mute and volume up/down

Convenient charging and storage

Easy headset docking in between calls with magnetic ease of use charge interface

Additional benefits & features

Realistic sound and increased call comfort – with Room Experience™ technology*

Outstanding high definition audio quality – with high-quality neodymium speaker

Multimedia and music listening – automatic sound-enhancement profile

Exceptional wearing comfort and powerful sound – large leatherette ear pads for all day comfort

Protects your hearing – from acoustic shock with EPOS ActiveGard® technology

Comparison overview IMPACT MB Pro Series



IMPACT MB Pro 2 UC ML



IMPACT MB Pro 1 UC ML



IMPACT MB Pro 2



IMPACT MB Pro 1

Art. no.	506046	506043	506044	506041
Wearing style				
Single-sided headset		•		•
Double-sided headset	•		•	
Headband	•	•	•	•
Connectivity				
Softphone/PC	•	•		
Mobile phone	•	•	•	•
Tablet	•	•	•	•
Multi device connectivity**	•	•	•	•
Microphone				
Ultra noise-cancelling	•	•	•	•
Features & technologies				
Room Experience™ technology	•		•	
EPOS ActiveGard® technology	•	•	•	•
Multimedia and music listening	•	•	•	•
USB dongle and charger stand	•	•		
Unified communications				
Optimized for UC	•	•		
Skype for Business Certified	•	•		

* Room Experience™ only included in IMPACT MB Pro 2 variants.

** Connects up to two devices at the same time

IMPACT 600 Series

The IMPACT 600 Series headsets are wired premium headsets specifically designed for quality conscious contact center and office professionals requiring outstanding sound performance.

The IMPACT 600 Series headsets offer superb sound in a high-quality durable design. All feature EPOS Voice™ technology and ultra noise-cancelling microphones for an incredibly accurate and clear listening experience. With a comfortable fit that lasts all day and a robust sense of quality, the IMPACT 600 headsets are built to sound superb, look stunning and outlast the competition – even in the toughest contact center or office environment. It's a headset that says you put your people and customers first.

See more at eposaudio.com/impact-600



Key benefits & features

Outstanding sound for clear calls

Ultra-noise cancelling microphone for perfect speech output in open office environments with Active Noise Cancellation* for improved comfort and productivity

High-quality design crafted for perfection

Brushed aluminum and stainless-steel components, Vectran™ reinforced cables and unibody headband construction for maximum strength at stress points

Convenient and seamless call handling

Proximity sensor technology* and in-line call control** for easy call management

Easy to store and bring along

With fold-flat ear cups and carry pouch

Exceptional wearing comfort

Leatherette ear pads for all day comfort and powerful sound



Additional benefits & features

Multimedia and music listening – with automatic sound enhancement profile**

Make a personal fit – Extension headband with number indications for accurate adjustment

Protects your hearing from acoustic shock – with EPOS ActiveGard® technology

Peace of mind – 3 years' international warranty

* Available on the IMPACT SC 660 ANC USB variant only

** Available on the USB variants

Comparison overview

IMPACT 600 Series



Art. no.	508311	508368	508367	507257	507254	507256	507253	504553	504552	504595	504594	504559	504558	504557	504556	507099	
Wearing style																	
Single-sided headset			•		•		•		•		•		•		•		
Double-sided headset	•	•		•		•		•		•		•		•		•	
Headband	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Connectivity																	
Desk phone via Easy Disconnect											•	•	•	•	•	•	
Softphone/PC via USB	•			•	•			•	•						[•]	[•]	[•]
Softphone/PC via USB-C		•	•														
Mobile phone via 3.5 mm jack		•	•	•	•	•	•								[•]	[•]	
Tablet via 3.5 mm jack		•	•	•	•	•	•								[•]	[•]	
Special device connectivity																	
Hearing aid devices*																•	
Devices with low impedance output												•	•				
Narrowband desk phones											•	•					
Microphone																	
Ultra noise-cancelling	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Features & technologies																	
Active Noise Cancellation	•																
Proximity sensor technology	•																
In-line call control unit	•	•	•	•	•	•	•	•	•						[•]	[•]	
EPOS ActiveGard® technology	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Optimized for communications & multimedia	•	•	•	•	•	•	•	•	•								
Enhanced music audio performance	•	•	•	•	•	•	•										
Noise at Work, EU limiter**	•	•	•	•	•	•	•	•	•						[•]	[•]	[•]
Hearing aid-compatible telecoil transmitters																•	
Unified communications																	
Optimized for UC	•	•	•	•	•			•	•								
Skype for Business Certified***	•	•	•	•	•			•	•								
Microsoft Teams Certified****	•			•	•			•	•								

* Optimized for all standard hearing aids (T-mode or MT-mode)
 ** In compliance with EU Noise at Work legislation, EU Noise at Work Directive (Directive 2003/10/EC)
 *** Skype for Business Certification applies when USB/USB-C is connected to PC or Mac

**** The Microsoft Teams Certified products require installation of EPOS Connect - download the software from our website: [eposaudio.com/epos-connect](https://www.eposaudio.com/epos-connect)
 [-] Option available with additional accessories

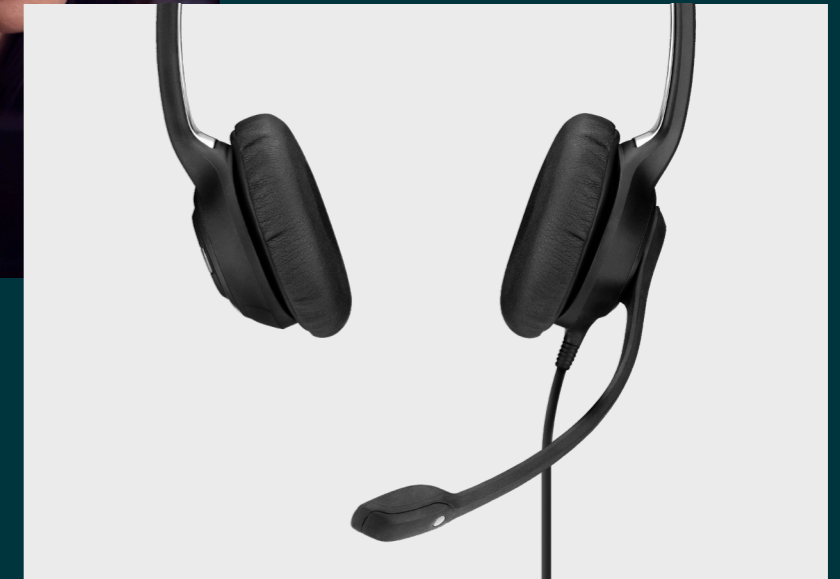
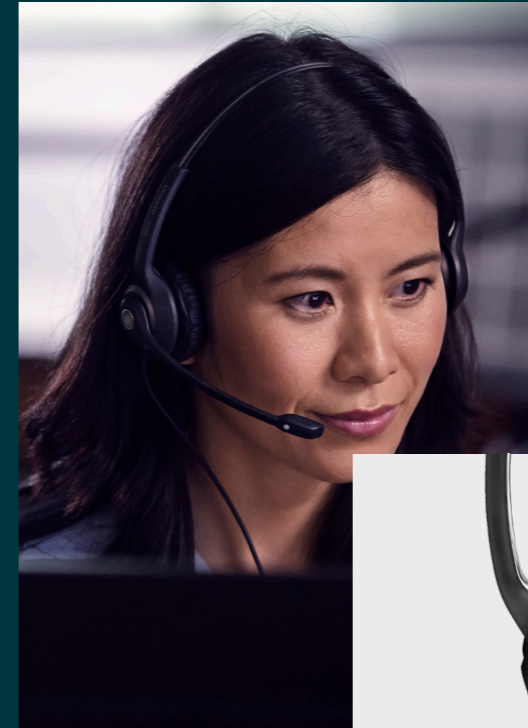
IMPACT 200 Series

The IMPACT 200 Series, our popular range of robust, wired headsets, has proven to be a lasting favorite with contact centers, offices and Unified Communication professionals around the world – and for good reason.

In increasingly stressful workplaces, being able to hear and be heard clearly is critical to performance – and long-term comfort is essential for all day users to maintain their focus and energy.

With EPOS Voice™ technology, noise-cancelling microphone and a lightweight, ergonomic design for all day use, a headset from the IMPACT 200 Series is simply the perfect tool when clear communication and long-term user comfort are crucial to the job in hand.

See more at eposaudio.com/impact-200



Key benefits & features

Reliable working tool for all day performance

With EPOS Voice™ technology and noise-cancelling microphone for natural and clear communication

All day wearing comfort

Acoustic foam ear pads with soft leatherette covers and CircleFlex™ dual-hinge ear cup system adapts seamlessly to your ears for a perfect fit

Built to last

Its durable construction with lightweight, metal reinforced headband is designed for years of daily use

Protects your hearing

EPOS ActiveGard® technology protects users against acoustic injury caused by sudden sound bursts on the line

Easy call management

In-line call control unit* for mute, volume up/down, answer/end calls

Additional benefits & features

Optimal speech transmission – bendable boom arm ensures optimal microphone position

Wearing flexibility – with 350 degree rotating pivotable boom arm

Make it personal– name tag with user ID and a numbered headband grooves for adjustments for a personal fit

Easy to store and bring along– with protective carry pouch

* Available on the USB MS II variants only



Art. no.	506483	506482	504404	504403	508330	508329	504410	504409	504402	504401
Wearing style										
Single-sided headset		•		•				•		•
Double-sided headset	•		•		•		•		•	
Headband	•	•	•	•	•	•	•	•	•	•
Connectivity										
Desk phone via Easy Disconnect					•	•	•	•	•	•
Softphone/PC via USB	•	•	•	•					[•]	[•]
Mobile phone via 3.5 mm jack									[•]	[•]
Tablet via 3.5 mm jack									[•]	[•]
Special device connectivity										
Devices with low impedance output							•	•		
Devices with high impedance/ narrowband output					•	•				
Microphone										
Noise-cancelling	•	•	•	•	•	•	•	•	•	•
Features & technologies										
In-line call control unit	•	•								
EPOS ActiveGard® technology	•	•	•	•	•	•	•	•	•	•
Optimized for communication & multimedia	•	•	•	•						
Noise at Work, EU limiter*	•	•	•	•	[•]	[•]				
Unified communications										
Optimized for UC	•	•	•	•						
Skype for Business Certified	•	•								
Microsoft Teams Certified**	•	•								

[•] Option available with additional accessories

* In compliance with EU Noise at Work legislation, EU Noise at Work Directive (Directive 2003/10/EC)

** The Microsoft Teams Certified products require installation of EPOS Connect - download the software from our website: [eposaudio.com/epos-connect](https://www.eposaudio.com/epos-connect)

IMPACT 100 Series

The IMPACT 100 Series headsets are specially designed as a deployment-friendly solution for enterprises transitioning from traditional telephony systems to Unified Communications.

Both headsets offer EPOS Voice™ technology and noise-cancelling microphone for a more natural listening experience and quality sound. Combine this with its lightweight design and comfort enhancing details for an experience you'll appreciate immediately.

See more at eposaudio.com/impact-100



Key benefits & features

Natural listening experience and quality sound

With EPOS Voice™ technology and noise-cancelling microphone for natural and clear communication

Deployment friendly headset

Compatible with all major UC platforms

Easy call management

In-line call control unit for mute, volume up/down, answer/end calls

Great comfort

Ultra-lightweight headset with comfortable accoustic foam ear pads

Protects your hearing

EPOS ActiveGard® technology protects against acoustic injury caused by sudden sound bursts on the line

Comparison overview

IMPACT 100 Series



IMPACT SC 60 USB ML



IMPACT SC 30 USB ML

Art. no.	504547	504546
Wearing style		
Single-sided headset		•
Double-sided headset	•	
Headband	•	•
Connectivity		
Softphone/PC via USB	•	•
Microphone		
Noise-cancelling	•	•
Features & technologies		
In-line call control unit	•	•
EPOS ActiveGard® technology	•	•
Optimized for communication & multimedia	•	•
Noise at Work, (EU directive)*	•	•
Unified communications		
Optimized for UC	•	•
Skype for Business Certified	•	•
Microsoft Teams Certified**	•	•

* In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

** The Microsoft Teams Certified products require installation of EPOS Connect - download the software from our website: eposaudio.com/epos-connect



Our Sound Technologies

Innovation you can hear

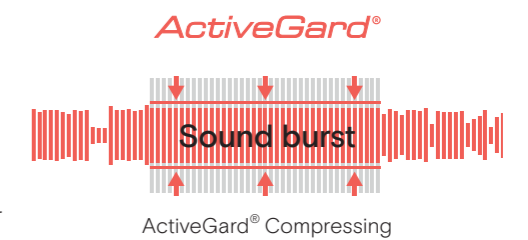


EPOS ActiveGard® technology



Hearing protection

During the course of a day, headset users may be exposed to seldom, but hazardous incoming noises that can be dangerous to their hearing. Technically referred to as a sound burst, this can potentially cause long-lasting damage to the human ear. To safeguard users, all EPOS headsets for contact center and office environments are equipped with innovative EPOS ActiveGard® technology.



Please be warned that the sound without EPOS ActiveGard® can be extremely high. We recommend the volume should be set low when playing.

Super wideband audio technology

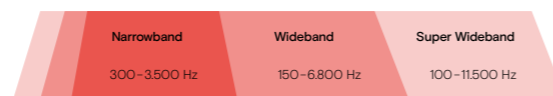


Hear between the lines

In our ongoing quest for an even better user listening experience, EPOS offers next generation sound quality with super wideband audio. The human ear has a range of 20 Hz up to 20 kHz and as super wideband audio technology operates in the extended frequency from 100 Hz all the way up to 11.5 kHz, it provides outstanding sound quality.

sound, you get a more natural experience, where subtle details in tone encourage a fuller understanding. Your voice is crisper and clearer, allowing callers to hear the nuances of your conversation and improve intelligibility. Basically, you get a better, more natural sounding conversation where no important details are lost.

The way in which you hear the inflection, pace and volume of a caller's conversation depends very much on the quality of the sound your headset delivers. With super wideband



Frequency ranges in call mode

Cutting edge microphone technology



Exceptional speech clarity

EPOS sets a new standard in DECT headsets and microphone technology with the IMPACT 5000 Series. IMPACT 5000 Series' headsets include two digital microphones that work together to reduce background noise and optimize voice transmission.

One microphone focuses on reducing and filtering background noise in the surrounding environment, while the second microphone focuses on the speaker's voice to send the clearest signal to the listener. By choosing the best combination of the two microphones'

input and processing the sound, the most optimal and clear sound is transmitted to the listener.

Thanks to the improved sound quality, your voice gets through to the caller more clearly, which means more efficient conversations, fewer misunderstandings and less fatigue from trying to decipher what's being said.

Noise-cancellation technology



Optimum speech clarity

To reduce background noise, filter out disturbing ambient noise and enable crystal clear telephone conversations, EPOS headsets have noise-cancellation technology incorporated in the microphones.

Certain models in the range offer ultra noise-cancelling microphones, which are able to improve voice transmission in particularly noisy environments.

Easy Disconnect feature



Flexible use

Easy Disconnect (ED) is the plug that connects EPOS wired headsets to desk phones, mobile phones or a UC/Skype for Business solution via the correct bottom cable. EPOS' wired headsets with Easy Disconnect is ideal for contact centers and hot-desking environments, where users frequently change shifts or switch between workstations.

With its simple quick-release mechanism, the durable Easy Disconnect plug is designed to withstand the daily wear and tear of shift changes and provides a long-lasting alternative to plugging and unplugging headsets directly into a computer's USB port.

Workplace flexibility for hot-desking offices and contact centers with frequent shifts

User flexibility the Easy Disconnect plug provides walkaway convenience

Durable design designed to withstand the repetitive plugging and unplugging of shift changes

EPOS Technology

We divide our technologies into 3 subcategories: EPOS AI™, EPOS Sound™ and EPOS Voice™ to ensure a clear understanding of our technical spectrum at all ends. Our technologies span over the range of Artificial Intelligence to Sound Experience and Microphone Performance.

EPOS AI™ – Creates an optimized audio experience

Through our commitment to exploring the Power of Audio we have developed an optimized audio experience that pushes your communication further and boosts your ability to succeed. With our user in mind, we implemented EPOS AI™ – a machine learning system embedded in EPOS audio devices that processes audio and takes decisions independently. By interacting with advanced beamforming and noise reduction algorithms, this system enables the device to automatically adapt to your speech while studying your sound environment. The technology within EPOS AI™ then successfully reduces the ambient sounds in your environment, thus, transmitting your speech loud and clear to your listener – where it matters most.

We aim to stay at the forefront of what is technically possible. With the ADAPT 660 we have launched the first edge AI based headset in the entire UC space, thus laying the groundwork to be pioneers within audio technology.

EPOS Sound™ – Sound as if you were right there

EPOS Sound™ makes the most out of your premium audio device by delivering a natural listening experience. Through continuous monitoring of ambient sound and varying noise levels, our technology helps you concentrate while taking care of your hearing: creating an augmented and immersive audio experience that sounds as if you are speaking to someone face-to-face or are right there in the same environment. No matter where you are. What's more, you can listen to your teammates or keep an ear out for announcements without removing your headset. For more focus, block out background noise with ease and enjoy the benefits of EPOS Sound™ – while watching your performance and energy levels rise.

EPOS Voice™ – Be understood in any environment

EPOS Voice™ improves your speech intelligibility and provides for a better conversation by creating an acoustic lens to focus on your speech. Through removing remaining noise disturbances, it ensures a more natural reproduction of the human voice. EPOS Voice™, furthermore, recognizes your environment in order to eliminate unpleasant background noise to clarify your sound picture. Making sure you can be heard no matter where you are – for the ultimate audio experience. With optimal control of noise levels, this technology allows for an effortless use of your digital voice assistants anytime, anywhere.








Choose the right headset

You need your device to work seamlessly with your headset. It's that simple. EPOS headsets are designed to cover every possibility.

Check our headset compatibility guide at: eposaudio.com/compatibility



Device/Connectivity

-  **Softphone/PC** – Connection via USB/USB-C cable or USB dongle (Bluetooth®) to Microsoft Windows or Apple Mac OS
-  **Desk phone** – Connection via multiple types of cables
-  **Mobile phone** – Connection via Bluetooth® or 3.5 mm jack cable
-  **Tablet** – Connection via Bluetooth®, 3.5 mm jack cable or USB depending on tablet.
-  **Telecoil** – Works with all standard telecoil-equipped hearing aids.

EPOS Manager

Enhance Business Performance

Optimize your business and boost employee performance with a free, flexible and secure tool that manages your audio devices and analyzes their use. Get the latest firmware updates on your terms, improve productivity and minimize downtime.



Asset Management

Get the overview

See all your devices on the dashboard; from headsets to speakerphones and even non-EPOS devices. All users are registered in the system, which shows both active and inactive devices – who is using which device and how they are being used. Simply reallocate redundant resources to boost productivity. Reports on usage and firmware compliance keep you in complete control of company assets.



Update Management

Less downtime, more convenience

A flexible and cost-effective way to get the latest firmware updates to all your organization's EPOS devices, whenever it's convenient for you and your end-users. Push new updates to an unlimited number of devices across your organization from one simple dashboard. Schedule your automated updates to cause minimum downtime and disruption to your company's workflow.



Configuration Management

Easy for you, easy for end-users

The centralized configuration option allows all settings to be controlled from the IT department, ensuring that headset user's experience a simple plug and play solution. You can centrally push configurations or lock specific specifications on EPOS devices to comply with regulatory compliance settings for specific groups or individuals.



EPOS Manager for IT administrators

EPOS Manager has been developed for companies with a need to control their UC environment in a fast and secure way. By installing the client application, EPOS Connect, on your end users' PCs, you gain a complete overview of all deployed devices and access to new updates and settings.

For companies with several locations, it's possible to manage, update and control settings for all end-users in the entire organization. For improved security, all communication and data are encrypted and no sensitive data is stored.

The resulting simplification of the asset, update and configuration management gives great savings in both time and money.

EPOS Connect for headset users

EPOS Connect is the client application running in the background on the headset user's PC. The solution ensures that EPOS headsets and speakerphones work seamlessly with various leading softphones and give you access to the latest firmware updates and personalized settings.

EPOS Connect is uniquely configured to either work together with a signed-up company account on EPOS Manager or as a stand-alone application for smaller companies or personal use.

Designed to be simple to use, the application allows EPOS headset and speakerphone users to enhance and personalize their experience and productivity simply and quickly.



Service and Support

We've got you covered

EPOS Global Service and Support aims at providing a premium customer experience to all our customers across the world. With a standardized support process across all channels, we can guarantee a uniform, consistent, structured and high quality handling for all support requests, from either end user, resellers, distributors, country partners or subsidiaries, throughout the world.

Visit our Support Portal here:
eposaudio.com/enterprise-support

E-mail:
contact@eposaudio.com

Experience EPOS

Try our audio solutions first hand

The EPOS professional trial program gives you the opportunity to test and experience our range of headsets and speakerphones before you decide on the best choice for your office, contact center or Unified Communication solution.

eposaudio.com/try



Glossary

Sound Quality

Super wideband audio technology operates in the extended frequency region from 100 Hz all the way up to 11.5 kHz. Because the human ear has a range that goes from 20 Hz up to 20 kHz, super wideband allows you to hear a more natural, rich sound, where subtle details encourage a fuller understanding of the spoken word. The IMPACT 5000 Series offers super wideband sound, letting you experience a voice quality beyond conventional business standards. To be able to use super wideband, all components of the communication line must support this standard (including end point and network infrastructure).

Wideband audio technology operates in the frequency range of 150–6800 Hz and offers higher quality speech transmission than narrowband. To be able to use wideband, all components of the communication line must support this standard (PPX, mobile network operator etc.).

Narrowband audio technology operates in the 300–3400 Hz frequency. As many traditional desk phones only support these narrowband frequencies, we also have a range of narrowband headsets, which deliver the best performance available from this standard.

High density wideband mode is a wideband mode designed for communication in high density environments and provides excellent sound for more users.

Noise-cancellation technology is incorporated in our microphones to reduce background noise, filter out disturbing ambient noise and enable crystal clear telephone conversations. On certain models in our range we offer ultra noise-cancelling microphones, which are able to improve voice transmission in particularly noisy environments.

Low impedance Some desk phone/devices have low impedance output which means that the speaker output is lower than most devices. Devices with low impedance output need a headset which compensates for the lower speaker output to ensure the same sound level as for most devices.

Hearing Protection

EPOS ActiveGard® hearing protection technology protects users from the potential danger of acoustic injury from unexpected and sudden sound bursts on the line. EPOS ActiveGard® is like a fast-acting intelligent volume control. If an incoming signal rises to a level that is harmful to your hearing, it is instantly reduced to a lower, and more comfortable level. When the sound level returns to normal, the volume returns to the original level.

Noise at Work Limiter

Directive 2003/10/EC The objective of this Directive is to lay down minimum requirements for the protection of workers from risks to their health and safety arising or likely to arise from exposure to noise and in particular the risk to hearing. The Directive defines the physical parameters that serve as risk predictors, such as peak sound pressure, daily noise exposure level and weekly noise exposure level. It sets exposure limit values and exposure action values in respect to the daily and weekly noise exposure level as well as peak sound pressure. The exposure action value is fixed at 80 decibels (lower value) and 85 decibels (upper value). Source: www.osha.europa.eu/en/legislation/directives/82

Unified Communications

UC Optimized means that headsets and speakerphones are compatible with major Unified Communications platforms and softphone brands. Unified Communications brings together a company's voice, text and video based communication under one unified solution. The advantages of a Unified Communications solution include enhanced overall efficiency of a business through increased productivity and mobility, resulting in a positive return on investment.

Microsoft Teams and Skype for Business Certified means that products are certified for Microsoft Teams and Skype for Business. Headset and speakerphones have been fully tested to ensure compatibility with Skype for Business, Microsoft Teams and Microsoft® Office 365. You can simply answer or end calls, adjust volume, or mute calls through the headset or speakerphone's call control features.

Wireless Technologies

Bluetooth® technology is a global radio transmission standard, which supports the application of a wide range of wireless electronic devices. The technology connects devices over a distance of up to 100 meters in line of sight, depending on the Bluetooth® class and device.

DECT is an abbreviation for “Digital Enhanced Cordless Telecommunications”, a digital transmission standard for wireless telephony. DECT is primarily used for wireless voice transmission in office and contact center environments. DECT provides a cleaner, more stable sound and does not interfere with nearby WiFi devices. In addition DECT protects voice calls with highly secured DECT authentication and encryption. EPOS' Wireless DECT Headsets Solutions have a range up to 55 m (180 ft) in typical office environments and up to 180 m (590 ft) with line of sight.

DECT vs Bluetooth® – One of the chief advantages of a DECT solution is that it doesn't interfere with 2.4 GHz WiFi, whereas a Bluetooth® solution uses the same frequency as WiFi. This means that it is possible to have more users in the same area when a DECT solution is used. On the other hand, a Bluetooth® headset gives more mobility as it can connect directly with the user's mobile phone. This gives the user the advantage of being able to use it both in the office and on the go.

DECT

Frequency	EU/Asia-Pacific: 1.8 GHz US/Canada: 1.9 GHz
Range	Typical office environment: 55 m/180 ft Line of sight: 180 m/590 ft
Connectivity	Desk phone and/or PC via bottom cables to base station

Bluetooth®

Frequency	2.4 GHz
Range	Typical office environment: Up to 25 m/82 ft* Line of sight: Up to 100 m/328 ft
Connectivity	Mobile phone, tablet and/or PC (via dongle)

*device dependent

Wearing style

Single-sided headsets are ideal for situations where you need to both hear your caller clearly, and pay attention to what's going on around you.

Double-sided headsets delivers calls in quality sound while reducing background noise – ideal for contact centers, where you need to focus solely on your caller.

Other

Easy Disconnect (ED)

is the plug that connects EPOS wired headsets to desk phones, DECT terminals and mobile phones or a UC/Skype for Business solution via the correct bottom cable. Disconnect the headset from the bottom cable, simply by pressing the ED plug. The spring loaded contacts in the ED plug ensure reliable connection in everyday use.

Security

Protected Pairing EPOS' DECT headset series have a Protected Pairing feature (patent pending) ensuring a very high degree of security. Rather than transferring pairing data 'over the air', the charging interfaces on the base station are used for data communication. This means that a EPOS DECT headset needs to be physically docked into a EPOS base station for registration and security bindings to be established. This makes it virtually impossible for a third party to 'sniff' or intercept the pairing data from a remote location.

THE POWER OF AUDIO

EPOS

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