EPOS

EPOS Enterprise Solutions

IMPACT Headset Solutions

IMPACT Headset Solutions

Hear the Difference

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 700 Series
Wired headsetsI

MPACT 600 Series
Wired headsets

IMPACT 200 Series
Wired headsets

IMPACT 5000 Series
DECT headsets

IMPACT 1000 Series
Bluetooth headsets

IMPACT 800 Series
Wired headsets

IMPACT 100 Series
Wired headsets

IMPACT D Series
DECT headsets

IMPACT DW Series
DECT headsets

Stay Focused with Audio Designed for Your Brain

At EPOS, we understand that we hear with our ears, but listen with our brain. Designed to enable seamless collaboration, EPOS Headset Solutions built on EPOS BrainAdapt™ technology provide the best conditions for your brain for improved focus and better concentration in hybrid meetings.

- Improved Focus
- Better Concentration
- Increased Productivity

With unique algorithms and sophisticated acoustics, EPOS Headset Solutions help reduce cognitive load on the brain, the key for increased meeting productivity for you and the people you collaborate with.

Learn more about EPOS BrainAdapt™ technology
eposaudio.com/enterprise/brainadapt

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.

* Insights report: "The way we work 2019" I Understanding Sound Experiences, "2021 report"

72%

Use a headset

63%

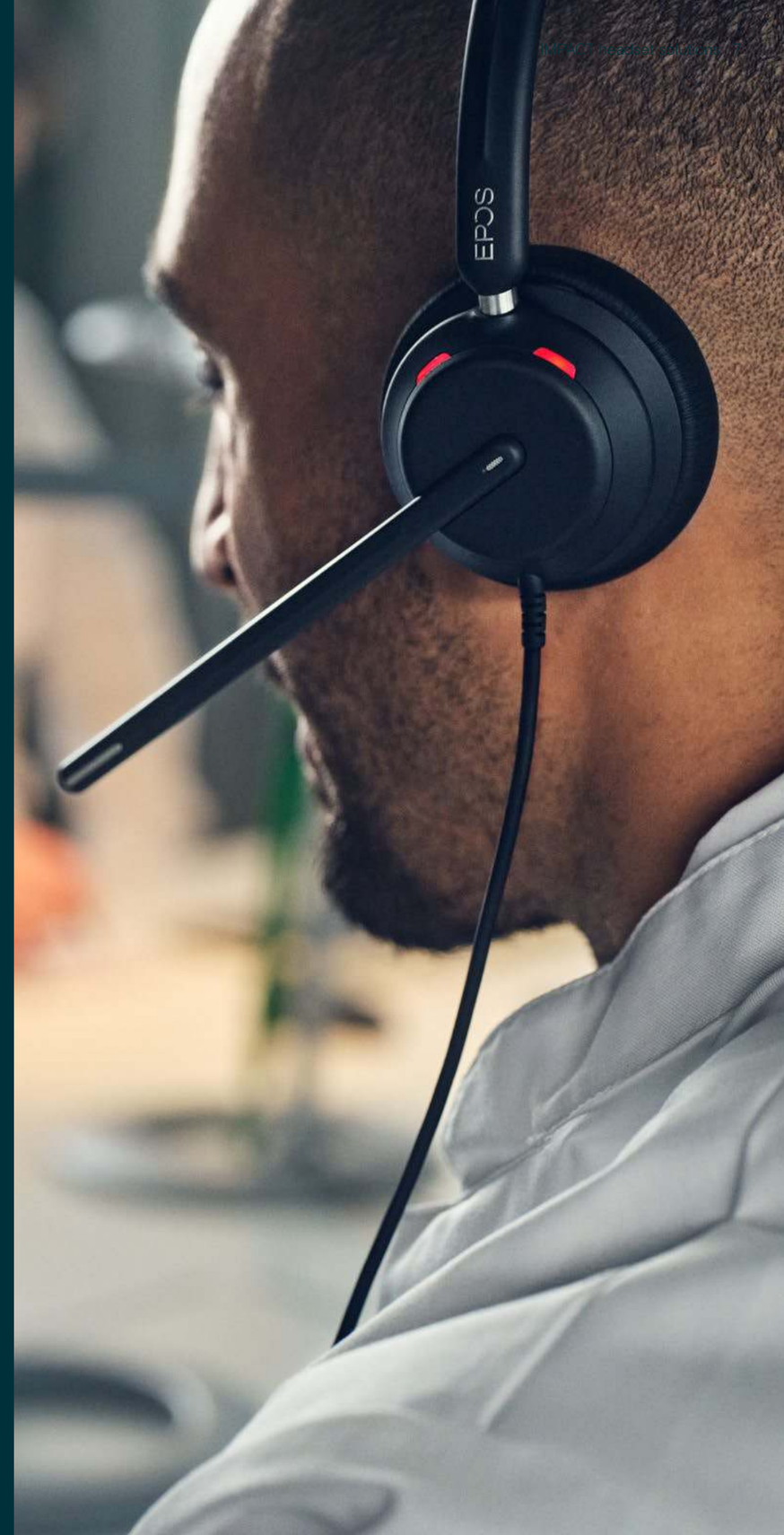
of global end users experience issues during business conversations

65%

Spend more than half their day at desk

30%

Need to walk & talk



DECT Solution

IMPACT DECT Portfolio

DECT is a wireless technology operating in 1.8 GHz (EU/Asia-Pacific) and 1.9 GHz (US/Canada) that delivers strong signal quality and range.

Range: Typical office environment - 55 m/180 ft; Line of sight - 180 m / 590 ft

Ideal for: a dependable option for environments with numerous electronic devices where multiple users need reliable, high-quality wireless communication such as customer support centers.

IMPACT 5000

IMPACT D

IMPACT DW

See more at eposaudio.com

IMPACT 5000 Series

On-ear DECT headset that connects seamlessly to all your devices

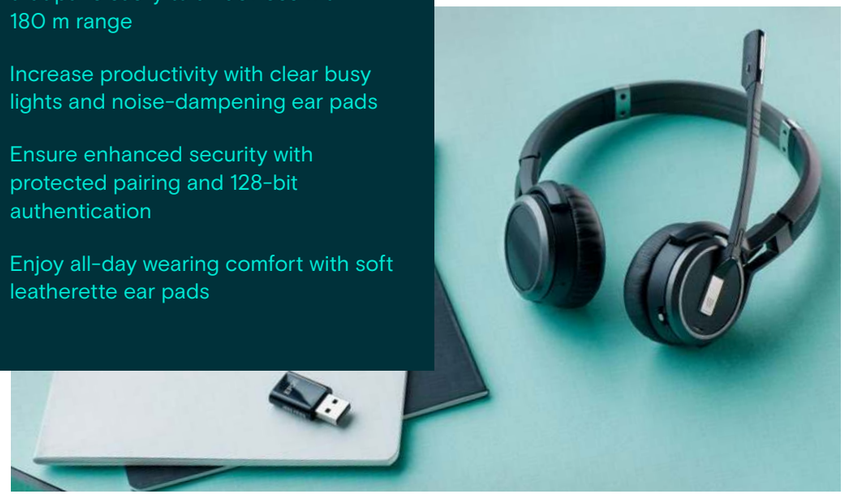
Designed to offer total flexibility to modern office professionals

Certified for Microsoft Teams

AVAYA DevConnect Tested

Key Benefits

- Experience super wideband audio and exceptional stereo performance and sound clarity
- Enjoy total flexibility with a headset that pairs easily to all devices within 180 m range
- Increase productivity with clear busy lights and noise-dampening ear pads
- Ensure enhanced security with protected pairing and 128-bit authentication
- Enjoy all-day wearing comfort with soft leatherette ear pads



See more at eposaudio.com/impact-5000

IMPACT D Series

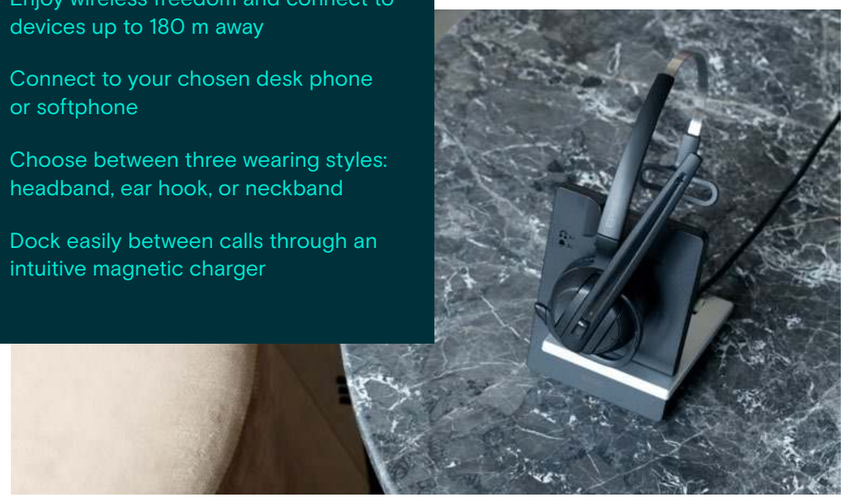
On-ear DECT headset for wireless freedom

Designed for premium audio performance and powerful wireless reach

AVAYA DevConnect Tested

Key Benefits

- Experience uncompromising sound with EPOS Voice™ and noise-canceling microphone
- Enjoy wireless freedom and connect to devices up to 180 m away
- Connect to your chosen desk phone or softphone
- Choose between three wearing styles: headband, ear hook, or neckband
- Dock easily between calls through an intuitive magnetic charger



See more at eposaudio.com/impact-d-series

IMPACT DW Series

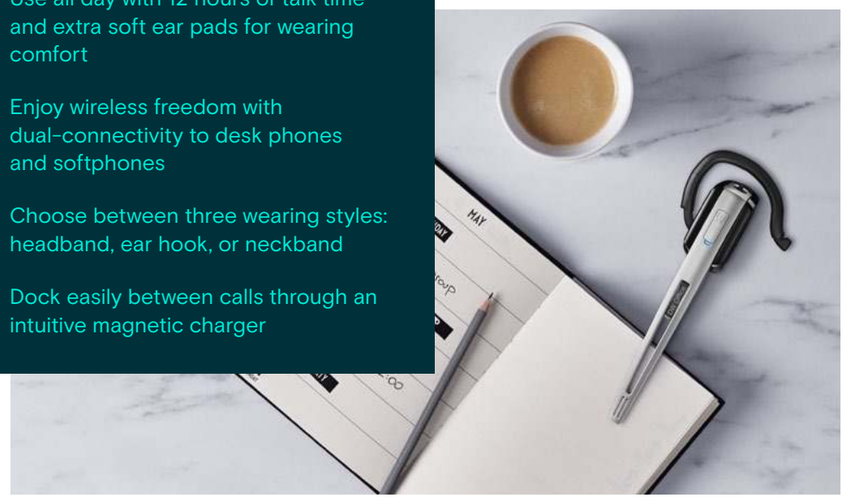
On-ear premium DECT headset for all-day clear communication

Built for wireless freedom with a choice of different wearing styles

AVAYA DevConnect Tested

Key Benefits

- Experience premium audio quality with EPOS Voice™ and noise-canceling microphone
- Use all day with 12 hours of talk time and extra soft ear pads for wearing comfort
- Enjoy wireless freedom with dual-connectivity to desk phones and softphones
- Choose between three wearing styles: headband, ear hook, or neckband
- Dock easily between calls through an intuitive magnetic charger



See more at eposaudio.com/impact-dw

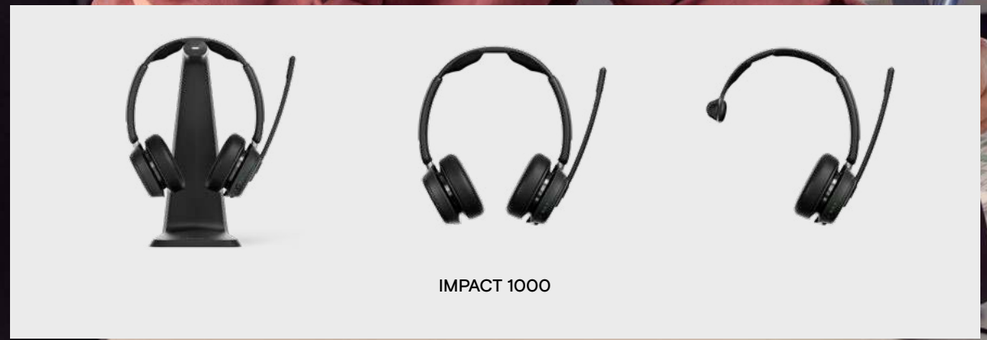
New Open Office

IMPACT Bluetooth Portfolio

Bluetooth® technology is a widely recognized and global radio transmission standard that uses low-power wireless radio, operating in the 2.4 GHz.

Range: Typical office environment - 25 m/82 ft; Line of sight - 100 m / 328 ft

Ideal for: professionals who need to switch between calls on their smartphone and computers, providing flexibility and convenience in a modern workplace.



IMPACT 1000

See more at eposaudio.com

IMPACT 1000 Series

On-ear Bluetooth® headset with adaptive ANC and industry-leading voice pickup

Designed for the New Open Office with
EPOS BrainAdapt™ to reduce brain fatigue

Certified for Microsoft Teams

Google Meet

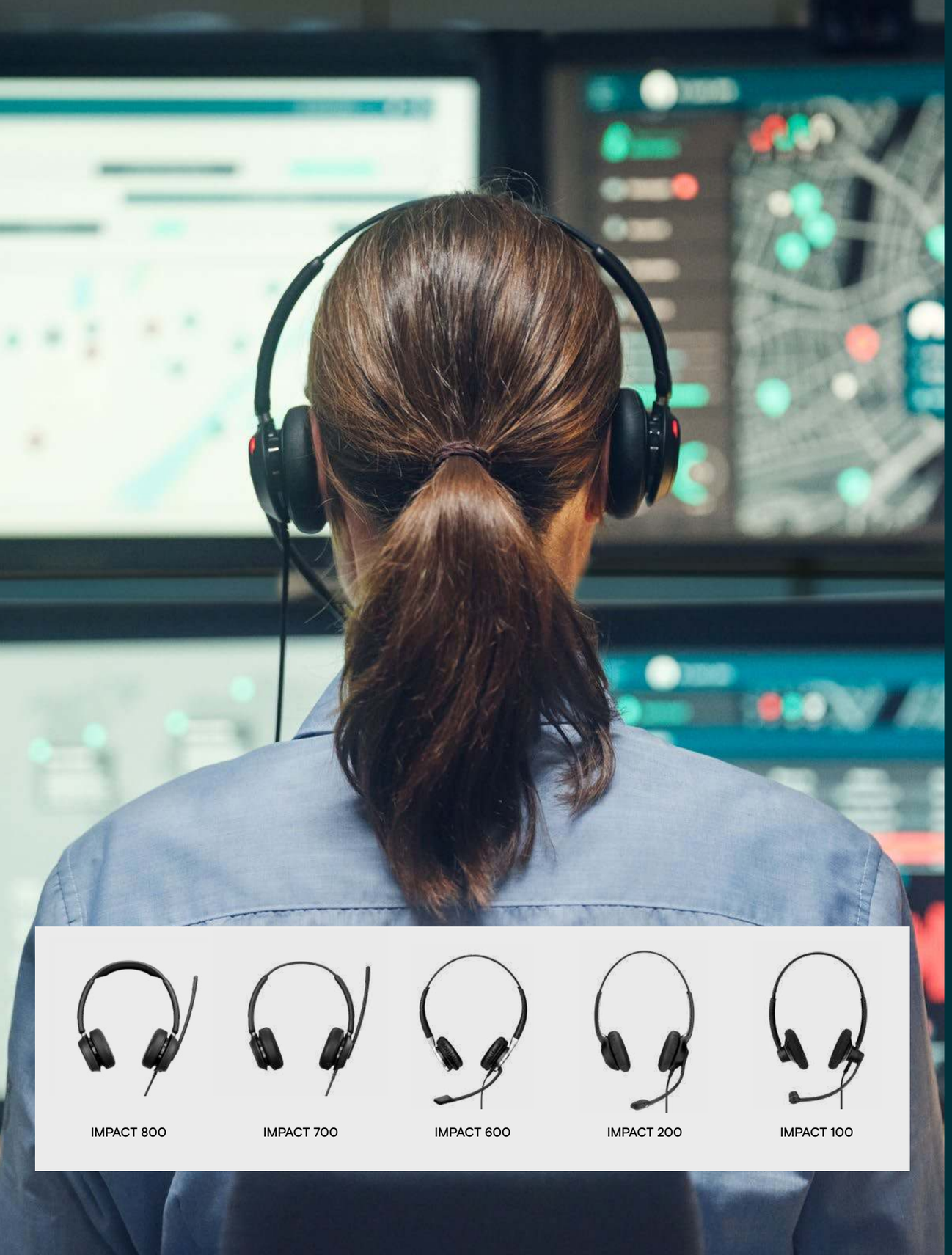
AVAYA DevConnect Tested

zoom Certified

Key Benefits

- Get your message across through adaptive microphone technology powered by EPOS AI™
- Protect your brain in noisy open office environments with hybrid adaptive ANC
- Enjoy a superior headset with super wideband and stereo sound
- Wear all day thanks to lightweight design, soft cushions, and headband padding
- Experience true convenience with a wireless charging stand and smart features

See more at eposaudio.com/impact-1000



Wired Headsets

IMPACT Wired Portfolio

Wired headsets offer consistent and reliable audio quality without the need for batteries or charging. They are cost-effective, easy to setup, and ensure stable connection.

Ideal for: contact centers or offices with dedicated workstations, where employees do not need to move around frequently, ensuring constant high-quality communication without worrying about battery life or signal interference.

See more at eposaudio.com

IMPACT 800 Series

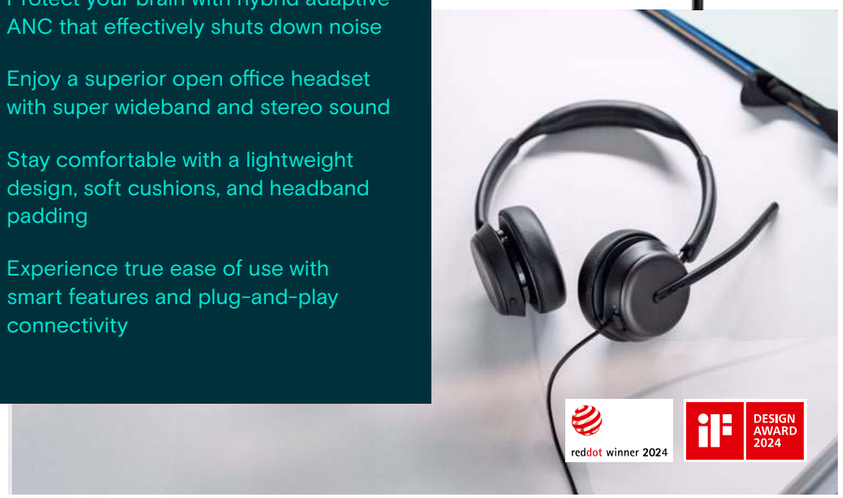
On-ear wired headset with adaptive ANC and industry-leading voice pickup

Designed for the next generation of desk workers in the New Open Office

Certified for Microsoft Teams · Google Meet · works with chromebook

Key Benefits

- Get your message across thanks to industry-leading voice pickup powered by EPOS AI™
- Protect your brain with hybrid adaptive ANC that effectively shuts down noise
- Enjoy a superior open office headset with super wideband and stereo sound
- Stay comfortable with a lightweight design, soft cushions, and headband padding
- Experience true ease of use with smart features and plug-and-play connectivity



See more at eposaudio.com/impact-800

IMPACT 700 Series

On-ear wired headset with inline control for outstanding Customer Experience

Designed for contact center professionals with industry-leading voice pickup

Certified for Microsoft Teams · Google Meet · works with chromebook · zoom Certified

Key Benefits

- Enjoy exceptional call clarity with three beamforming mics powered by EPOS AI™
- Stay comfortable throughout the day with lightweight design and soft earpads
- Effortlessly manage calls with an intuitive and ergonomic inline controller
- Focus on the customer with passive noise dampening and incoming speech clarity
- Get peace of mind with a product engineered to withstand heavy use

See more at eposaudio.com/impact-700

IMPACT 600 Series

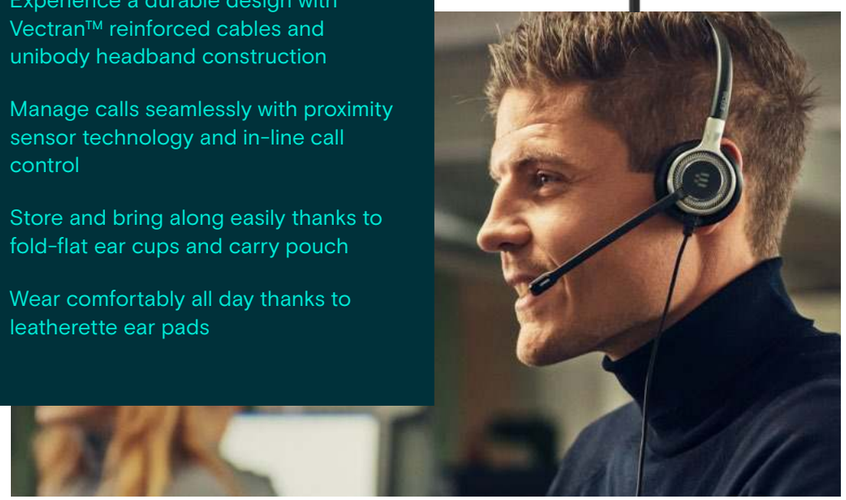
On-ear premium wired headset with outstanding sound performance

Designed specifically for quality conscious contact center and office professionals

Certified for Microsoft Teams · Google Meet · webex by cisco · AVAYA DevConnect Tested

Key Benefits

- Enjoy outstanding sound with ultra-noise cancelling microphone and ANC
- Experience a durable design with Vectran™ reinforced cables and unibody headband construction
- Manage calls seamlessly with proximity sensor technology and in-line call control
- Store and bring along easily thanks to fold-flat ear cups and carry pouch
- Wear comfortably all day thanks to leatherette ear pads



See more at eposaudio.com/impact-600

IMPACT 200 Series

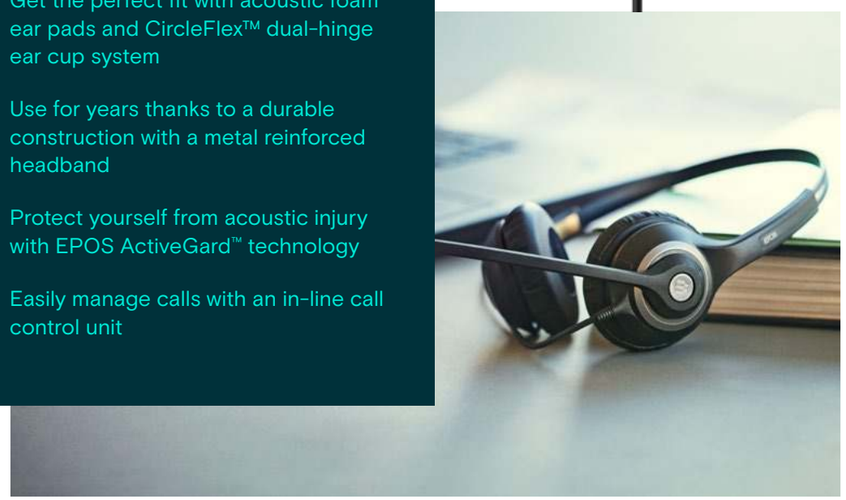
On-ear wired headset for clear communication

Designed for contact center, UC, and office professionals

Certified for Microsoft Teams · Google Meet · works with chromebook · AVAYA DevConnect Tested

Key Benefits

- Enjoy natural and clear communication with EPOS Voice™ and noise-cancelling microphone
- Get the perfect fit with acoustic foam ear pads and CircleFlex™ dual-hinge ear cup system
- Use for years thanks to a durable construction with a metal reinforced headband
- Protect yourself from acoustic injury with EPOS ActiveGard™ technology
- Easily manage calls with an in-line call control unit



See more at eposaudio.com/impact-200

IMPACT 100 Series

On-ear wired headset for easy enterprise deployment

Designed to facilitate transition from traditional telephony to UC

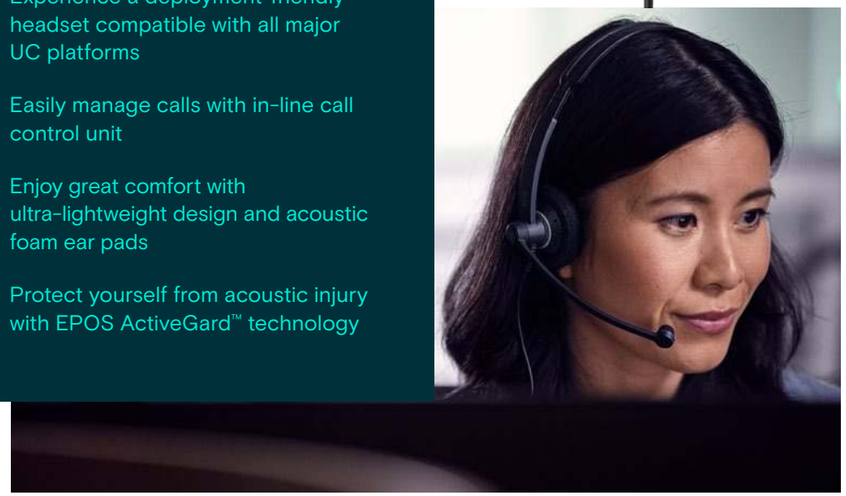
Certified for Microsoft Teams

Google Meet

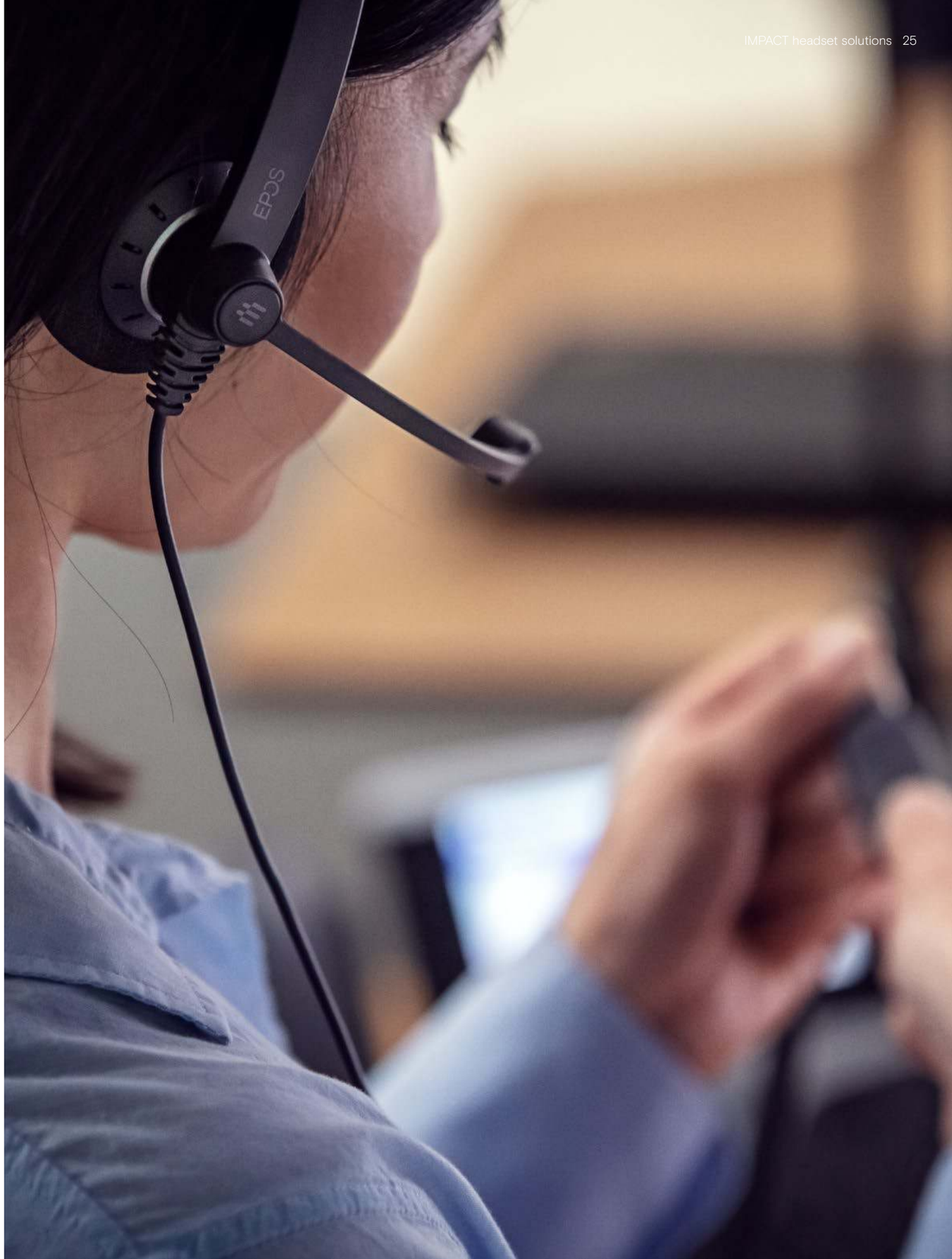
AVAYA DevConnect Tested

Key Benefits

- Enjoy a natural listening experience with EPOS Voice™ and noise-cancelling microphone
- Experience a deployment-friendly headset compatible with all major UC platforms
- Easily manage calls with in-line call control unit
- Enjoy great comfort with ultra-lightweight design and acoustic foam ear pads
- Protect yourself from acoustic injury with EPOS ActiveGard™ technology



See more at eposaudio.com/impact-100



Comparison overview
IMPACT 5000 Series

	IMPACT SDW 5066	IMPACT SDW 5066T	IMPACT SDW 5065	IMPACT SDW 5063	IMPACT SDW 5063T	IMPACT SDW 5061	IMPACT SDW 5036	IMPACT SDW 5036T	IMPACT SDW 5035	IMPACT SDW 5033	IMPACT SDW 5033T	IMPACT SDW 5031	IMPACT SDW 5016	IMPACT SDW 5016T	IMPACT SDW 5015	IMPACT SDW 5013	IMPACT SDW 5013T	IMPACT SDW 5011	IMPACT SDW D1 USB
Art. no.																				
EU / UK / AUS	1001026	1001039	1001023	1001017	1001033	1000302	1001025	1001037	1001022	1001016	1001031	1000301	1001024	1001035	1001021	1001015	1001029	1000300	1000299
US	1000629	1001040	1000605	1000593	1001034	1000302	1000625	1001038	1000601	1000589	1001032	1000301	1000621	1001036	1000597	1000585	1001030	1000300	1000978
AUS	1000630	1001124	N/A	N/A	N/A	N/A	1000626	1001123	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Wearing style																			
Single-sided headset							•	•	•	•	•	•	•	•	•	•	•	•	
Double-sided heaset	•	•	•	•	•	•													
Headband	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Neckband													•	•	•	•	•	•	
Leatherette ear hook													•	•	•	•	•	•	
Leatherrette ear pad/s	•	•	•	•	•		•	•	•	•	•		•	•	•	•	•		
Connectivity																			
Desk phone	•	•	•				•	•	•				•	•	•				
Softphone/PC	•	•	•	•	•	•	•	•		•	•	•	•	•	•	•	•	•	
Mobile phone	•	•	[•]	[•]	[•]		•	•	•	[•]	[•]		•	•	[•]	[•]	[•]		
Tablet	•	•	[•]	[•]	[•]		•	•		[•]	[•]		•	•	[•]	[•]	[•]		
- Multi device connectivity*	•	•	[•]	[•]	[•]		•	•		[•]	[•]		•	•	[•]	[•]	[•]		
USB or Bluetooth® headset/speakerphone	•	•	•	•	•		•	•	•	•	•		•	•	•	•	•		
USB-A						•						•						•	•
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	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Microsoft Teams Certified		•			•			•			•			•			•		•
Google Meet 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)

Comparison overview
IMPACT D Series

	IMPACT D 10 PHONE II	IMPACT D 10 USB ML II	IMPACT D 30 PHONE	IMPACT D 30 USB ML
Art. no.				
EU	1000994	1000998	1000987	1000991
UK	1000995	N/A	1000988	N/A
US	1000996	1000999	1000989	1000992
AUS	1000997	1001000	1000990	1000993
Wearing style				
Single-sided headset	•	•		
Double-sided headset			•	•
Headband	•	•	•	•
Ear hook	•	•		
Neckband	[•]	[•]		
Connectivity				
Desk phone	•		•	
Softphone/PC		•		•
Single device connectivity	•	•	•	•
Microphone				
Noise-cancelling	•	•		
Ulta Noise Cancelling			•	•
Features & technologies				
Noise at Work, EU limiter*	•	•	•	•
EPOS ActiveGard® technology	•	•	•	•
Unified communications				
Optimized for UC		•		•

[•] Neckband available as accessory (Art. no. 1000716). Click-on adapter from HSA 20 accessory set (Art. no. 1000736) needed for mounting
* In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

Comparison overview
IMPACT DW Series

	IMPACT DW Office ML	IMPACT DW Pro 2 ML	IMPACT DW Pro 1 ML
Art. no.			
EU	1000529	1000537	1000533
UK	1000531	1000539	1000534
US	1000530	1000538	1000535
AUS	1000532	1000540	1000536
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	•	•	•

[•] Neckband available as accessory (Art. no. 1000716)
* In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

Comparison overview
IMPACT 1000 Series

	IMPACT 1060 ANC	IMPACT 1061 ANC	IMPACT 1030	IMPACT 1060	IMPACT 1061	IMPACT 1060T ANC	IMPACT 1030T	IMPACT 1060T	IMPACT 1061T ANC	IMPACT 1061T
Art. no.	1001130	1001131	1001132	1001134	1001135	1001136	1001137	1001138	1001171	1001173
Wearing style										
Single-sided headset			•				•			
Double-sided heaset	•	•		•	•	•		•	•	•
Headband	•	•	•	•	•	•	•	•	•	•
Leatherrette ear pads	•	•	•	•	•	•	•	•	•	•
Connectivity										
Bluetooth® 5.3	•	•	•	•	•	•	•	•	•	•
Triple Connectivity	•	•	•	•	•	•	•	•	•	•
Desk phone	•	•	•	•	•	•	•	•	•	•
Softphone/PC	•	•	•	•	•	•	•	•	•	•
Mobile phone	•	•	•	•	•	•	•	•	•	•
Tablet	•	•	•	•	•	•	•	•	•	•
USB-C to USB-C cable	•	•	•	•	•	•	•	•	•	•
USB-A Dongle	•	•	•	•	•	•	•	•	•	•
Wireless charging stand		•			•				•	•
Microphone										
4 digital MEMS	•	•	•	•	•	•	•	•	•	•
Features & technologies										
Super wideband sound	•	•	•	•	•	•	•	•	•	•
Active Noise Cancellation	•	•				•			•	
Headset busylight	•	•	•	•	•	•	•	•	•	•
EPOS ActiveGard® technology	•	•	•	•	•	•	•	•	•	•
EPOS Voice™ technology	•	•	•	•	•	•	•	•	•	•
Noise at Work, (EU directive)*	•	•	•	•	•	•	•	•	•	•
Unified communications										
Optimized for UC	•	•	•	•	•	•	•	•	•	•
Microsoft Teams Certified						•	•	•	•	•
Google Meet Certified	•	•	•	•	•					

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

Comparison overview
IMPACT 800 Series

	IMPACT 860 ANC	IMPACT 860T ANC	IMPACT 860	IMPACT 860T
Art. no.	1001174	1001177	1001176	1001179
Wearing style				
Double-sided headset	·	·	·	·
Headband	·	·	·	·
Connectivity				
Softphone/PC via USB-A	·	·	·	·
Softphone/PC via USB-C	·	·	·	·
Microphone Type				
4 Digital MEMS	·	·		
3 Digital MEMS			·	·
Features & technologies				
Active Noise Cancellation	·	·		
Super wideband sound	·	·	·	·
Headset busylight	·	·	·	·
EPOS BrainAdapt™ technology	·	·	·	·
Incoming speech clarity	·	·	·	·
Call volume normalizer	·	·	·	·
Mute alert	·	·	·	·
Smart operation	·	·	·	·
EPOS ActiveGard® technology	·	·	·	·
Optimized for communications & multimedia	·	·	·	·
Enhanced music audio performance	·	·	·	·
Noise at Work, EU limiter*	·	·	·	·
Unified communications				
Optimized for UC	·	·	·	·
Microsoft Teams Certified		·		·
Certified for Google Meet	·		·	

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

Comparison overview
IMPACT 700 Series

	IMPACT 730	IMPACT 730T	IMPACT 760	IMPACT 760T
Art. no.	1001211	1001212	1001213	1001214
Wearing style				
Single-sided headset	·	·		
Double-sided headset			·	·
Headband	·	·	·	·
Connectivity				
Softphone/PC via USB-A	·	·	·	·
Softphone/PC via USB-C	·	·	·	·
Microphone Type				
3 Digtal MEMS	·	·	·	·
Features & technologies				
Super wideband sound	·	·	·	·
Headset busylight	·	·	·	·
EPOS BrainAdapt™ technology	·	·	·	·
Incoming speech clarity	·	·	·	·
Call volume normalizer	·	·	·	·
Mute alert	·	·	·	·
Smart operation	·	·	·	·
In-line call control unit	·	·	·	·
EPOS ActiveGard® technology	·	·	·	·
Optimized for communications & multimedia	·	·	·	·
Enhanced music audio performance	·	·	·	
Noise at Work, EU limiter*	·	·	·	·
Unified communications				
Optimized for UC	·	·	·	·
Microsoft Teams Certified		·		·
Certified for Google Meet	·		·	

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

Comparison overview
IMPACT 600 Series

	IMPACT SC 660 ANC USB	IMPACT SC 665 USB	IMPACT SC 635 USB	IMPACT SC 660 USB ML	IMPACT SC 668	IMPACT SC 638	IMPACT SC 662	IMPACT SC 632	IMPACT SC 660	IMPACT SC 630	IMPACT SC 660 TC
Art. no.	1000650	1000645	1000643	1000553	1000581	1000580	1000557	1000556	1000555	1000554	1000641
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	•	•	•	•							
Microsoft Teams Certified****	•	•	•	•							
Google Meet 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
[•] Option available with additional accessories

Comparison overview
IMPACT 200 Series

	IMPACT SC 260 USB MS II	IMPACT SC 230 USB MS II	IMPACT SC 268	IMPACT SC 238	IMPACT SC 262	IMPACT SC 232	IMPACT SC 260	IMPACT SC 230
Art. no.	1000579	1000578	1000658	1000657	1000519	1000518	1000515	1000514
Wearing style								
Single-sided headset		•		•		•		•
Double-sided heaset	•		•		•		•	
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	•	•						
Microsoft Teams Certified**	•	•						
Google Meet 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

Comparison overview
IMPACT 100 Series

	IMPACT SC 75 USB MS	IMPACT SC 60 USB ML	IMPACT SC 30 USB ML
Art. no.	1000635	1000551	1000550
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	•	•	•
Microsoft Teams Certified**	•	•	•
Google Meet Certified	•	•	•

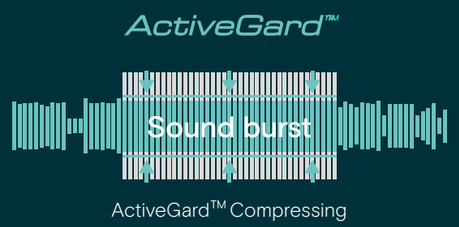
* In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)
** The Microsoft Teams Certified products require installation of EPOS Connect – download the software from our website: eposaudio.com/epos-connect

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.

Play sound without EPOS ActiveGard™

Play sound with EPOS ActiveGard™

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

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.

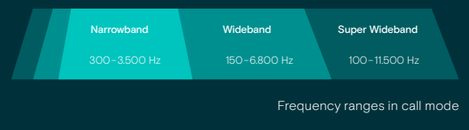
Certain models in the range offer ultra noise-cancelling microphones, which are able to improve voice transmission in particularly noisy environments.

Play sound without ANC technology

Play sound with ANC technology

Super Wideband Audio Technology

Hear between the lines



Frequency ranges in call mode

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.

Play sound with super wideband audio

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 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.

Play sound with wideband audio

Play sound with narrowband audio

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.

Play sound with SDW 5000 Series (Two mic. system)

Play sound with DECT headset (One mic.)

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.

Play sound without EPOS Sound™ (Room Experience)

Play sound with EPOS Sound™ (Room Experience)

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.

Play sound without EPOS Voice™

Play sound with EPOS Voice™

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 frequents shifts

User flexibility the Easy Disconnect plug provides walkaway convenience

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

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.

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 cablesWorks with all standard telecoil-equipped hearing aids.

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.

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

EPOS Digital Solutions

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

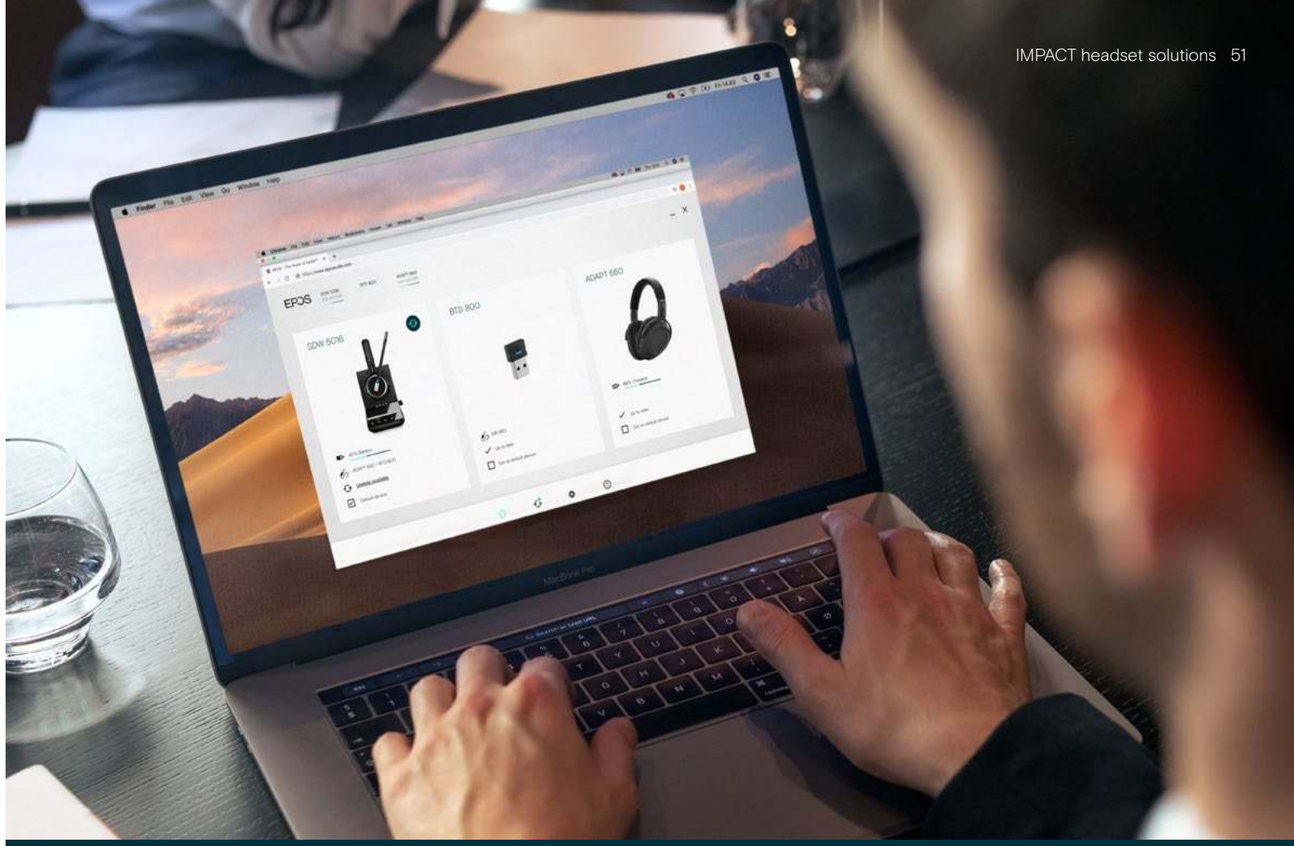
Less downtime, more convenience

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 and Webcam Users

EPOS Connect is the client application running in the background on the headset or video user's PC. The solution ensures that EPOS 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, video and speakerphone users to enhance and personalize their experience and productivity simply and quickly.

Service and Support

We've got you covered

Remote support 24/5
Receive remote technical assistance from our Support Engineers for pre-installation preparation, installation, and troubleshooting.

On-premise support
Get an on-site visit from our highly skilled Support Engineers to assist you with provisioning, installation, or troubleshooting.

EPOS Extended Meeting Room Service
Receive 1-year free technical support during the trial period, deployment, and post-installation.

Additional support services:
- 2-year full warranty on all devices
- Extended warranty available for purchase on selected products
- Setup and configuration help (FAQs, How-To Videos, Tutorials, etc.)

See more at: eposaudio.com/enterprise/support

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 means that products are certified for Microsoft Teams. Headset and speakerphones have been fully tested to ensure compatibility with 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.

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THE POWER OF AUDIO

EPOS

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