

EPOS

EPOS Enterprise 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 MB Pro Series
Bluetooth® headsets

IMPACT 600 Series
Wired headsets

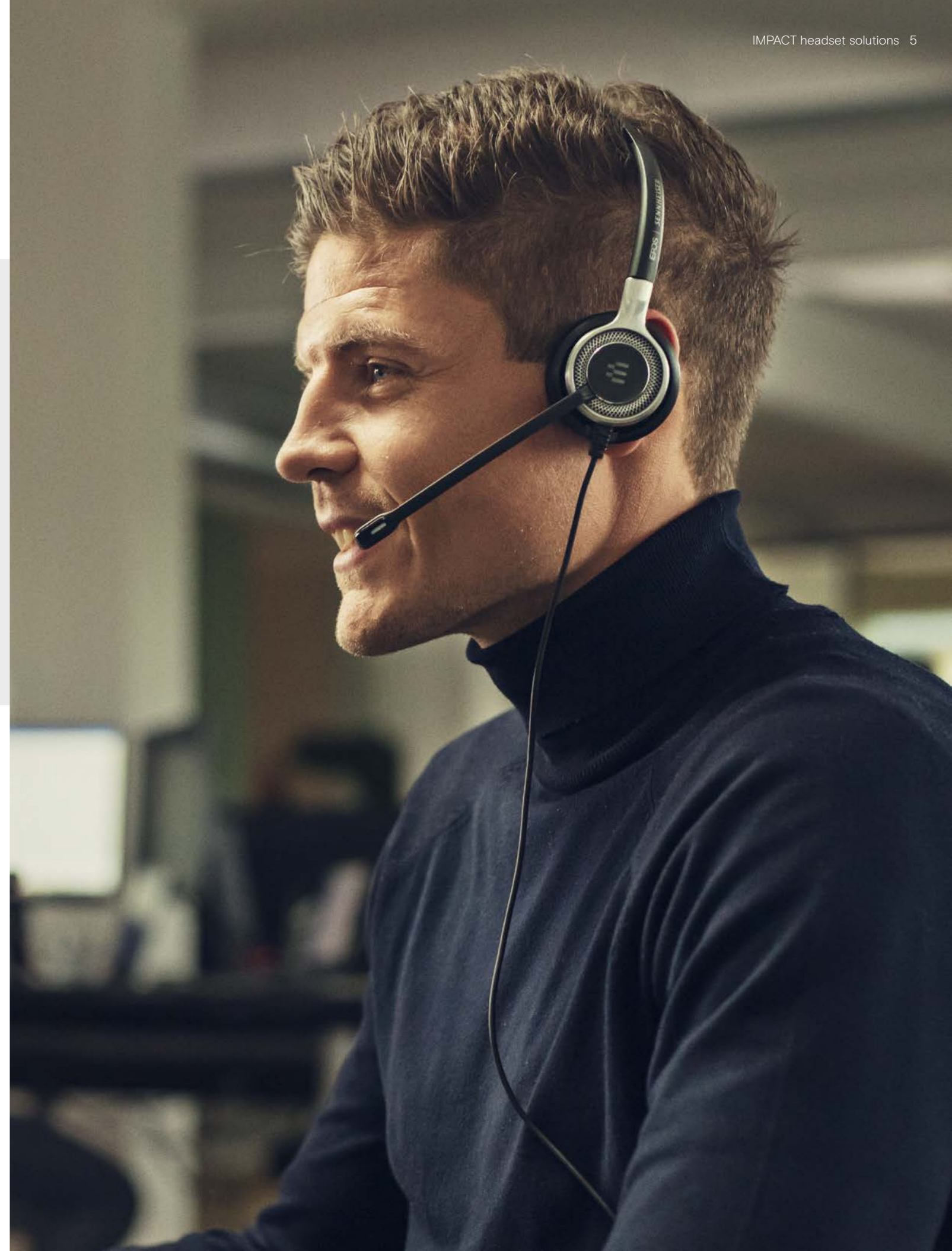
IMPACT 200 Series
Wired headsets

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

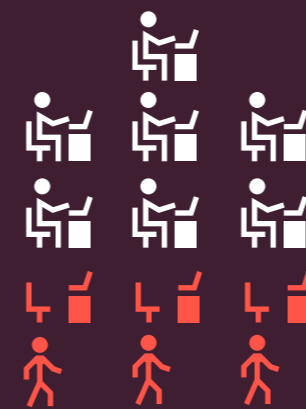


40%

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 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.	1000567	1000565	1000566	1000564
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	•	•		
Microsoft Teams Certified***	•	•		

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

** Connects up to two devices at the same time

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

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.	1000650	1000670	1000669	1000645	1000643	1000644	1000642	1000553	1000552	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	•	•	•	•	•			•	•								
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

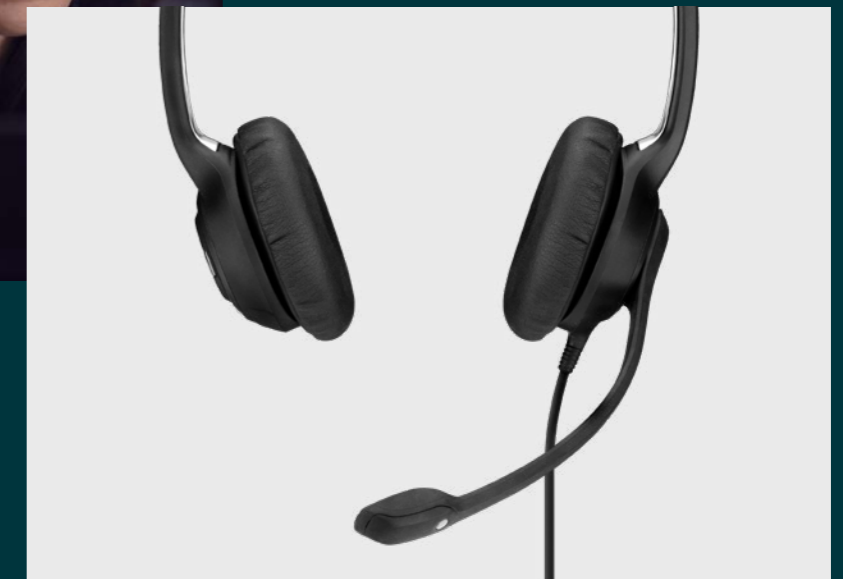
IMPACT 200 Series

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

Comparison overview

IMPACT 200 Series



Art. no.	1000579	1000578	1000517	1000516	1000658	1000657	1000519	1000518	1000515	1000514
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	•	•	•	•						
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

IMPACT 100 Series

The IMPACT 100 Series headsets are specially designed as a deployment-friendly solution with connectivity to softphone/PC or desk phone.

The 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

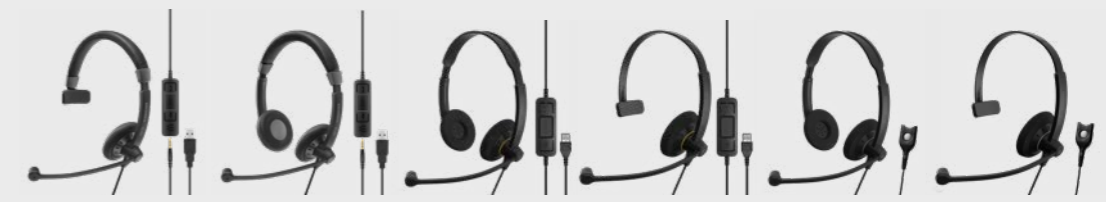
Easy call management
In-line call control unit for mute, volume up/down, answer/end calls (USB variants)

Great comfort
Ultra-lightweight headset with comfortable acoustic 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 45 USB MS 1000634	IMPACT SC 75 USB MS 1000635	IMPACT SC 60 USB ML 1000551	IMPACT SC 30 USB ML 1000550	IMPACT SC 60 1000668	IMPACT SC 30 1000667
Art. no.	1000634	1000635	1000551	1000550	1000668	1000667
Wearing style						
Single-sided headset	•			•		•
Double-sided headset		•	•		•	
Headband	•	•	•	•	•	•
Connectivity						
Softphone/PC via USB	•	•	•	•		
Deskphone via Easy Disconnect					•	•
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**	•	•	•	•		

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

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Comparison overview

Guide

- = Yes
- (-) = Option available with additional accessory

Headset category	IMPACT MB Pro 2 UC ML	IMPACT MB Pro 1 UC ML	IMPACT MB Pro 2 UC ML	IMPACT MB Pro 1 UC ML	IMPACT MB Pro 2	IMPACT MB Pro 1	IMPACT SC 660 ANC USB	IMPACT SC 665 USB-C	IMPACT SC 635 USB-C	IMPACT SC 665 USB	IMPACT SC 635 USB	IMPACT SC 665	IMPACT SC 635	IMPACT SC 660 USB ML	IMPACT SC 630 USB ML	IMPACT SC 668	IMPACT SC 638
Wireless Bluetooth® headset	•	•	•	•	•	•											
Wired headset							•	•	•	•	•	•	•	•	•	•	•
Connectivity																	
USB							•			•	•			•	•		
USB-C								•	•								
3,5 mm jack								•	•	•	•	•	•				
Easy disconnect																•	•
Multi device connectivity*																	
Dual device connectivity	•	•	•	•	•	•											
Single device connectivity							•	•	•	•	•	•	•	•	•	•	•
Devices																	
Desk phone																	
Softphone/PC	•	•	•	•			•	•	•	•	•			•	•		
Mobile phone	•	•	•	•	•	•		•	•	•	•	•	•				
Tablet								•	•	•	•	•	•				
Hearing aid**																	
Device with low impedance output																•	•
Narrowband desk phone																	
Microphones																	
Two microphone noise-cancelling system																	
Ultra noise-cancelling	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Noise-cancelling																	
Features & technologies																	
Active Noise Cancellation							•										
Super wideband sound																	
Wideband sound	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
High density wideband mode																	
Optimized for low impedance desk phone																	
Headset busy light																	
EPOS ActiveGard® technology	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Noise at Work, (EC directive)***							•	•	•	•	•	•	•	•	•		
USB dongle	•	•	•	•													
Proximity sensor technology							•										
Call control unit							•	•	•	•	•			•	•		
DECT security certification																	
Protected pairing																	
Software upgrade support	•	•	•	•	•	•	•	•	•	•	•			•	•		
Wearing style																	
Double-sided headset	•		•		•	•	•	•	•	•	•	•	•	•		•	
Single-sided headset		•		•		•			•		•		•	•	•		•
Headband	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Ear hook																	
Neckband																	
Unified communications																	
Optimized for UC	•	•	•	•	•	•	•	•	•	•	•			•	•		
Skype for Business Certified	•	•	•	•			•	•	•	•	•			•	•		
Microsoft Teams Certified****	•	•					•			•	•			•	•		

* Connects up to four devices at the same time
 ** Optimized for all standard hearing aids (T-mode or mt-MODE)

- = Yes
- (-) = Option available with additional accessory

Headset category	IMPACT SC 662	IMPACT SC 632	IMPACT SC 660	IMPACT SC 630	IMPACT SC 660 TC	IMPACT SC 260 USB MS II	IMPACT SC 230 USB MS II	IMPACT SC 260 USB	IMPACT SC 230 USB	IMPACT SC 268	IMPACT SC 238	IMPACT SC 262	IMPACT SC 232	IMPACT SC 260	IMPACT SC 230	IMPACT SC 75 USB MS	IMPACT SC 60 USB ML	IMPACT SC 45 USB MS	IMPACT SC 30 USB ML	
Wireless Bluetooth® headset																				
Wired headset	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Connectivity																				
USB						•	•	•	•								•	•	•	•
USB-C																				
3,5 mm jack																		•		•
Easy disconnect	•	•	•	•	•					•	•	•	•	•	•					
Multi device connectivity*																				
Dual device connectivity																				
Single device connectivity	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Devices																				
Desk phone			•	•	•									•	•					
Softphone/PC					(-)	•	•	•	•								•	•	•	•
Mobile phone																	•		•	
Tablet																	•		•	
Hearing aid**																				
Device with low impedance output	•	•											•	•						
Narrowband desk phone												•	•							
Microphones																				
Two microphone noise-cancelling system																				
Ultra noise-cancelling	•	•	•	•	•															
Noise-cancelling																				
Features & technologies																				
Active Noise Cancellation																				
Super wideband sound																				
Wideband sound	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
High density wideband mode																				
Optimized for low impedance desk phone	•	•																		
Headset busy light																				
EPOS ActiveGard® technology	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Noise at Work, (EC directive)***																				
USB dongle																				
Proximity sensor technology																				
Call control unit																		•	•	•
DECT security certification																				
Protected pairing																				
Software upgrade support																				•
Wearing style																				
Double-sided headset	•		•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Single-sided headset		•		•		•			•		•		•	•	•	•	•	•	•	•
Headband	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Ear hook																				
Neckband																				
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)
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Our Sound Technologies

Innovation you can hear

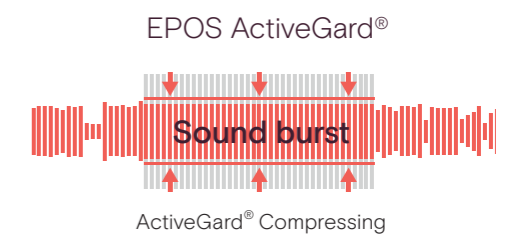


EPOS ActiveGard® technology



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.

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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