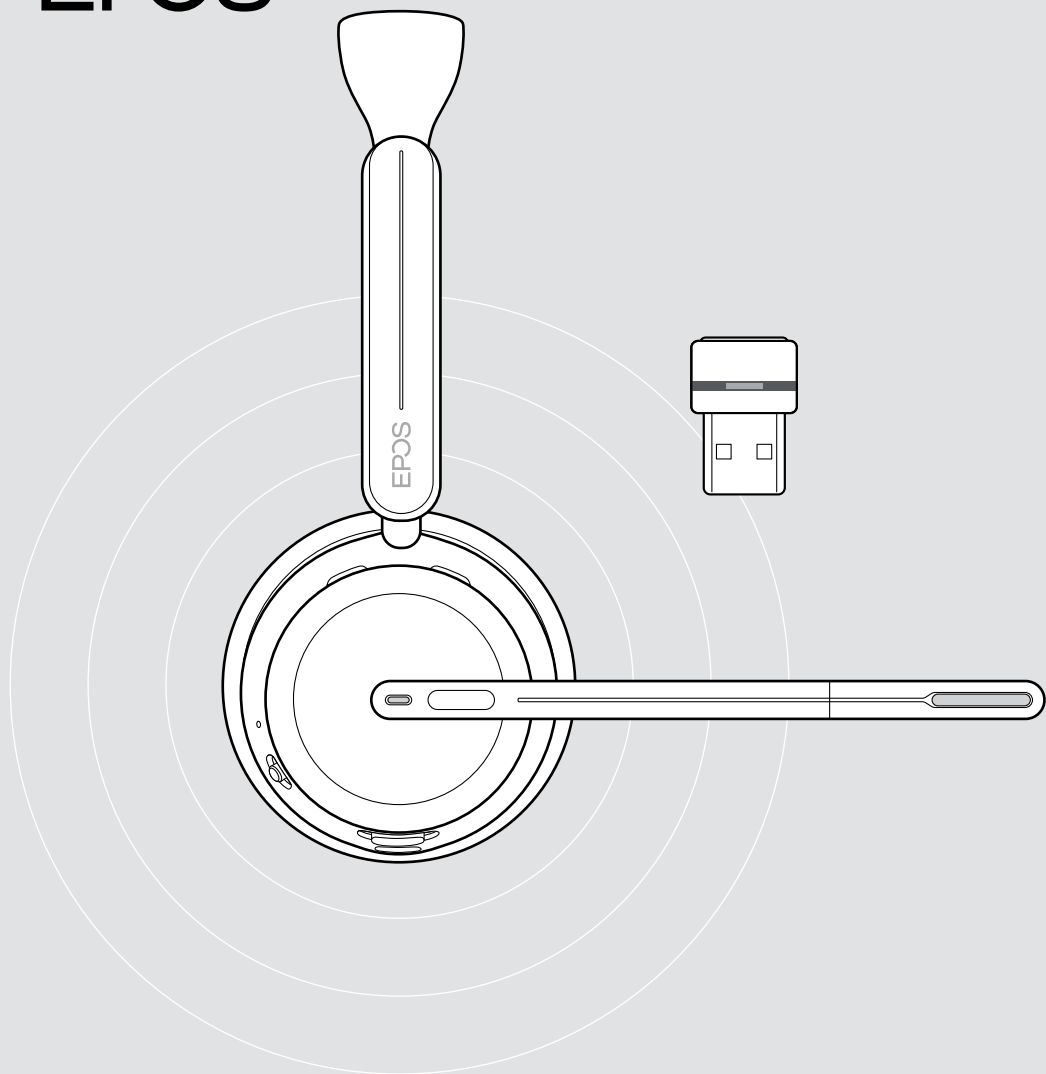


EPDS



IMPACT 1000 series

On-ear Bluetooth® headset with dongle

User Guide

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Welcome

IMPACT 1000 is designed for the New Open Office environment.

Built on EPOS BrainAdapt™ technology to reduce brain fatigue with adaptive ANC* and industry-leading voice pickup powered by EPOS AI™, making sure you're getting your message through.

Experience all-day wearing comfort with lightweight design, soft cushions, headband padding, and Super Wideband for natural sound. Enjoy total ease of use with a contactless charging stand, intuitive on-headset controls, and a suite of smart features.

Triple wireless connectivity lets you stay connected to three devices at the same time as you roam freely around the office. TalkThrough* allows you to communicate with colleagues without removing the headset while the 360 busylight signals when you're on call.

* IMPACT 1060 ANC / 1060T ANC only

Key benefits & features

Industry-leading voice pickup for focused conversations

Adaptive microphone technology powered by EPOS AI™ makes sure you're getting your message through.

Protect your brain in the open office*

Hybrid adaptive ANC effectively shuts down noise and helps your brain focus – even in busy open office environments.

A new market standard for open office headsets

Join calls with super wideband sound. Certified for Microsoft Teams and meets the Microsoft Teams Open Office specifications.

Stay comfortable throughout the day

Lightweight design, soft breathable cushions, and headband padding allow for all-day wearing comfort in the open office.

Experience true convenience

Contactless charging stand and smart features make using the headset truly intuitive and hassle-free.



For safety instructions, consult the Safety Guide.



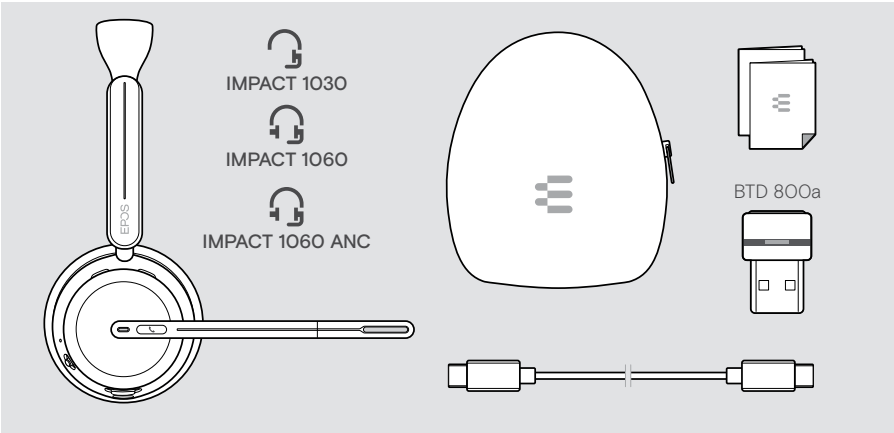
For specifications, consult the Fact sheet available at [eposaudio.com](https://www.eposaudio.com)



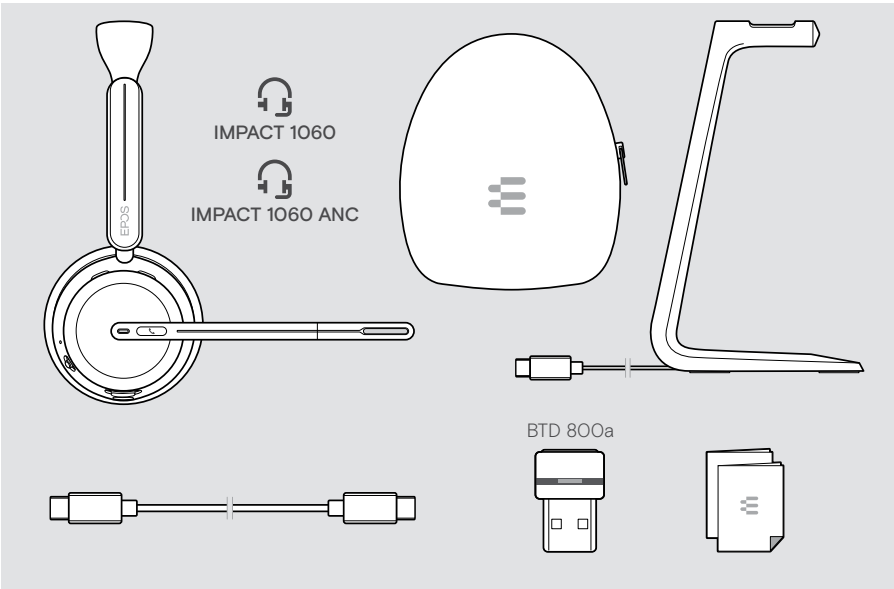
A list of accessories can be found on the product page at [eposaudio.com](https://www.eposaudio.com)

Package contents

IMPACT 1030 | IMPACT 1060 | IMPACT 1060 ANC
IMPACT 1030T | IMPACT 1060T | IMPACT 1060T ANC: Microsoft Teams version

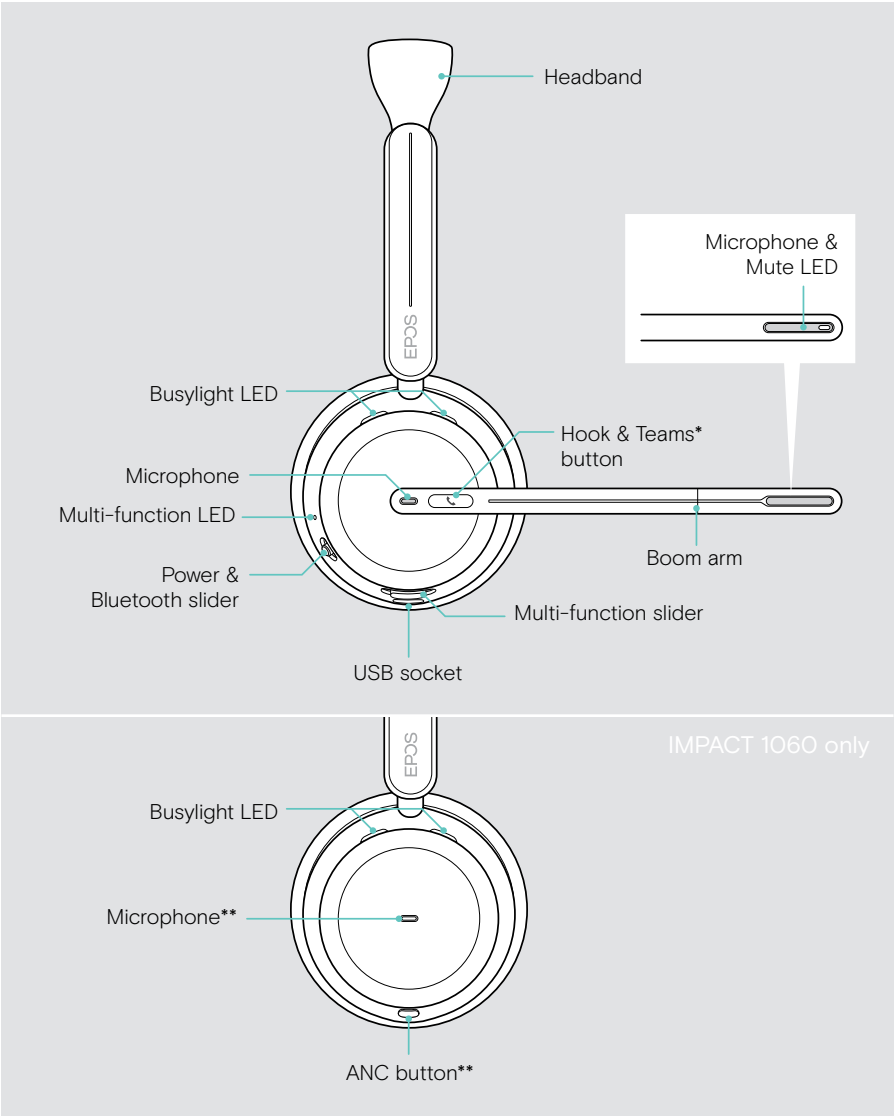


IMPACT 1061 | IMPACT 1061 ANC
IMPACT 1061T | IMPACT 1061T ANC: Microsoft Teams version



IMPACT 1000 at a glance

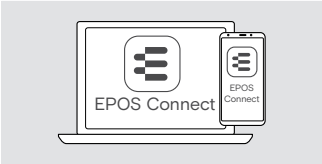
Headset at a glance



*Microsoft Teams: IMPACT 1030T / 106xT / 106xT ANC only

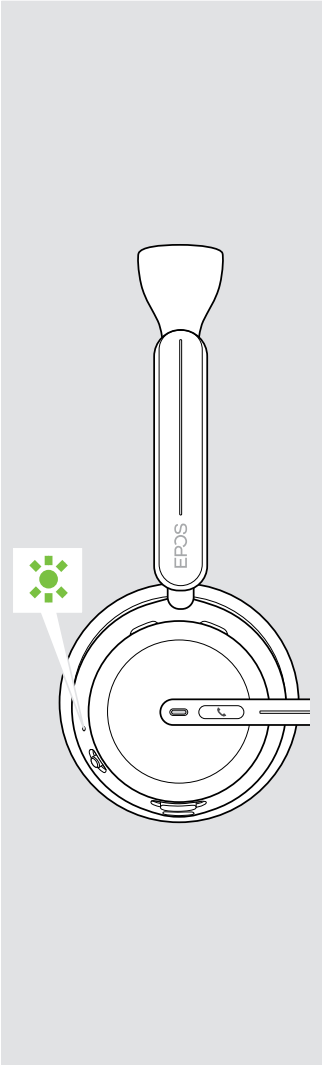
**ANC: IMPACT 1060 ANC / 1060T ANC only

Headset LEDs at a glance



You can change some of the LED settings via [EPOS Connect](#).

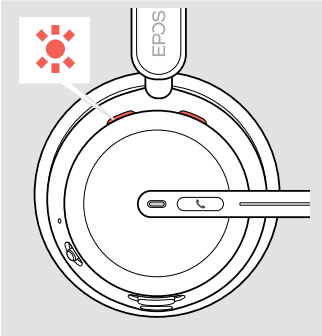
Multi-function LED



Meaning

3x	Headset switches on
	Headset in pairing mode: searching for mobile device/dongle
	Headset searches for Bluetooth devices
3x	Pairing was successful
3x	Connecting to Bluetooth device was successful
3x	Headset switches off
	Headset is being charged: color indicates battery status
3x	Remaining battery power requested
3x	
3x	
	Headset fully charged
	Firmware is being updated
3x	Pairing list has been cleared
3x 3x	Headset resets to factory settings

Busylight LED



Meaning



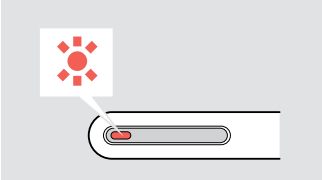
Incoming call:
if you do not wear the
headset



Active call

Call on hold

Mute LED at boom arm



Meaning

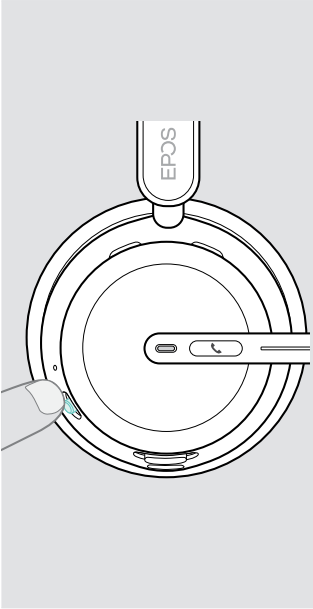


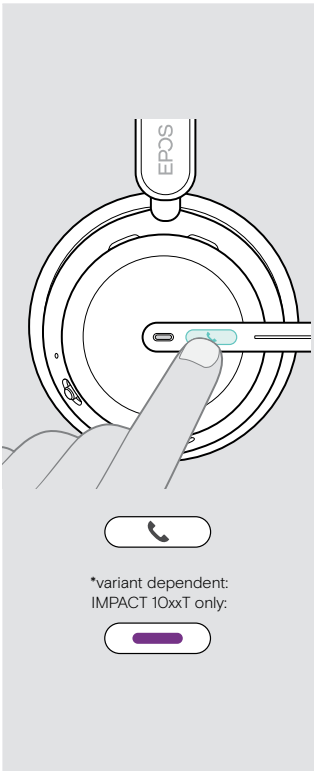
Microphone muted

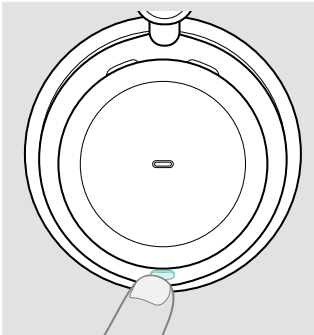


Talking while microphone is
muted

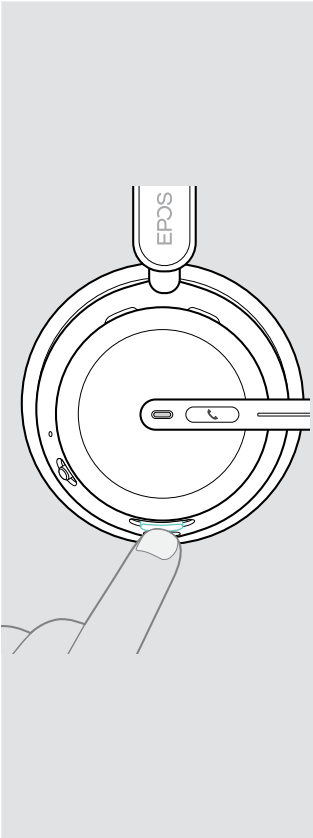
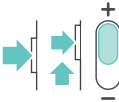
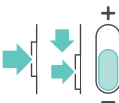
Headset buttons at a glance

Power & Bluetooth slider	Press	Function	Page
		Switches the headset on	22
		Switches the headset off	23
		Pairs the headset with a Bluetooth device	16
		Requests remaining battery power	45
		Cancels pairing (Pairing mode)	16
		Clears pairing list	58

Hook & Teams* button	Press	Function	Page
 *variant dependent: IMPACT 10xxT only:		Accepts a call	31
		Ends a call	34
		2 calls: Answers incoming & ends active call	35
		2 calls: Ends active and keeps 2nd call on hold	36
		Invokes Microsoft Teams*	37
		Puts an active call on hold (pause) / unholds call	31
		2 calls: Answers incoming & puts active call on hold	35
		2 calls: Toggles between two calls	36
		Raises/lowers hand in a Teams meeting* upon release	38
		Invokes Cortana* (if available; only in idle mode)	39
		Rejects a call	33

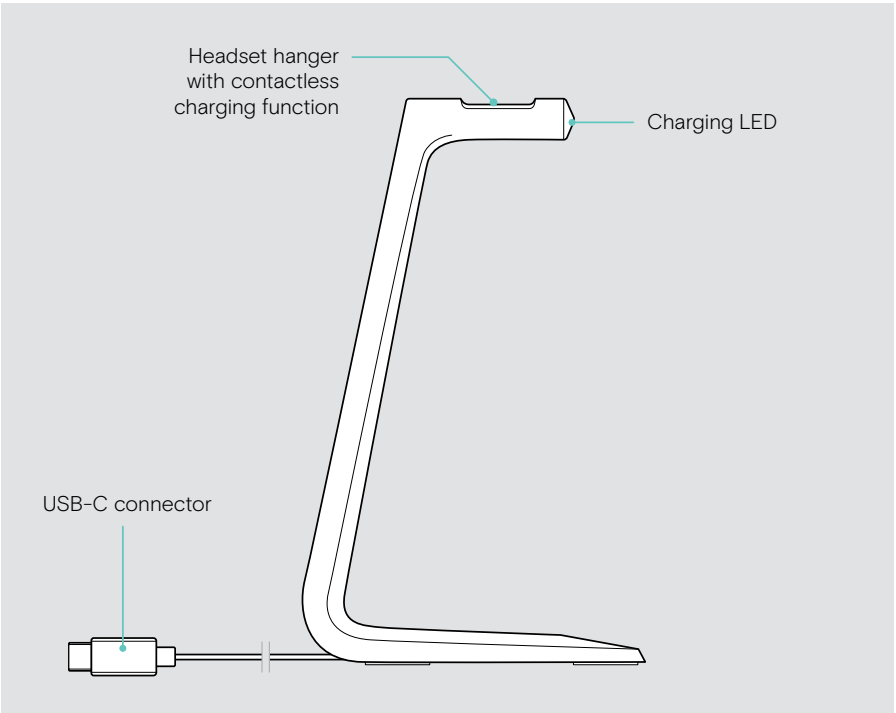
ANC button**	Press	Function	Page
		Switches ANC on / off	27
		Switches TalkThrough on/off (only if ANC is switched on)	29

**IMPACT 106x ANC only

Multi-function slider	Press	Function	Page
		Mutes / unmutes the microphone	26
		Starts / pauses audio playback	40
		Deactivates voice assistant	36
		Decreases the volume (press or press and hold)	24
		Increases the volume (press or press and hold)	24
		Activates voice assistant	36
		Skips to the next track	40
		Skips to the previous track	40

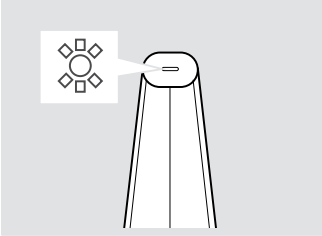
Charging stand at a glance

The charging stand CH 40 is included in the IMPACT 10x1 bundles. It is also available as an accessory.



Charging stand LEDs at a glance

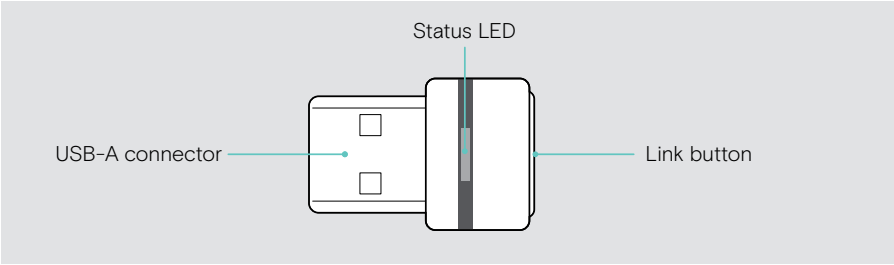
Charging LED



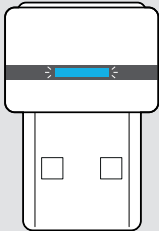
Meaning

	Headset is being charged
3x 	Charging stand plugged into USB socket

Dongle at a glance



Dongle LEDs at a glance

Dongle	LED	Meaning
		Dongle in pairing mode: searching for headset
	3x 	Pairing successful
	3x 	Pairing failed
		Dongle tries to connect to a Bluetooth device
		Incoming call
		Dongle and Bluetooth device connected
		Outgoing / active call
		Audio playback
		Connected to Teams
		Teams notification
		Connecting to Teams
		Microphone of the connected Bluetooth device is muted

Icons at a glance

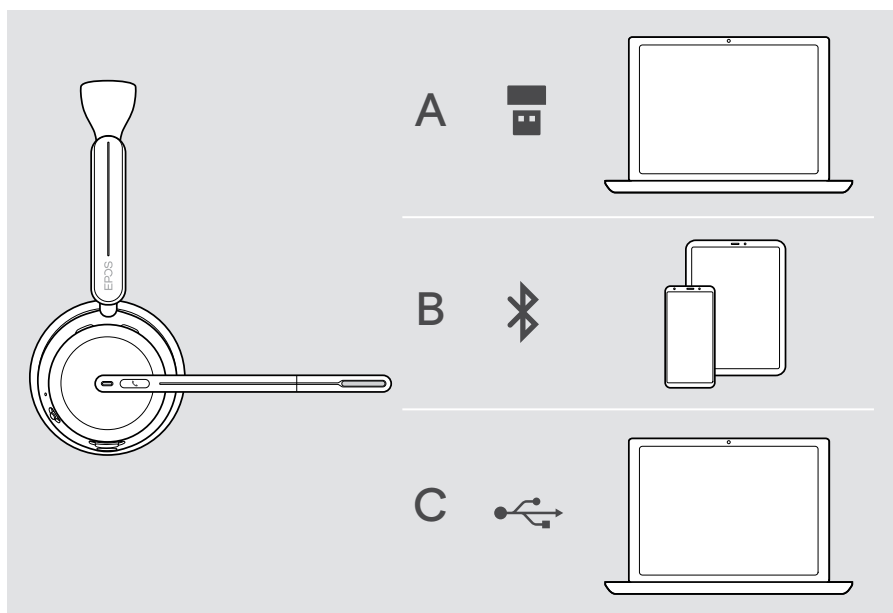
	Tap the button		Notes: Good to know
	Double tap the button		LED indications
	Press and hold the button		You hear a voice prompt or tone

Getting started

Connection possibilities

You can connect the headset:

- **A** via the **Bluetooth dongle** to a computer **or**
- **B** via **Bluetooth** to a mobile device (e. g. smartphone, tablet) **or**
- **C** via the **USB cable** to a computer

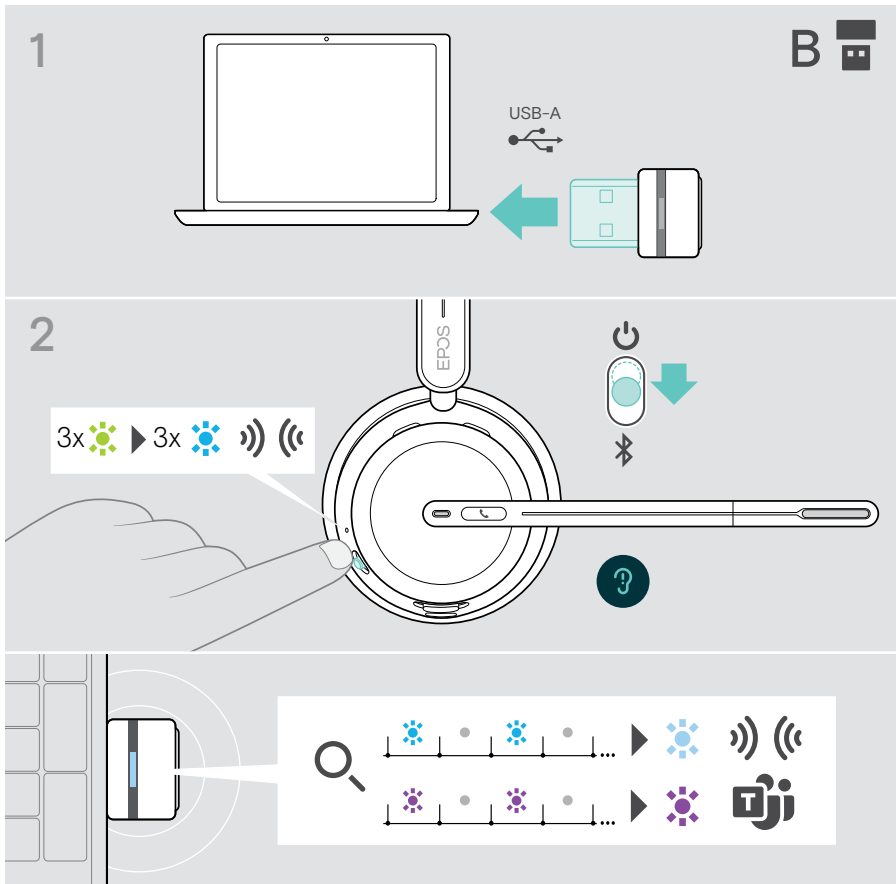


C If you connect the headset via USB cable it will automatically be charged. With the cable connected, you can use the headset even if the battery is empty.

A Connecting the dongle

Upon arrival the dongle is already paired with the headset.

- 1 Plug the dongle into a **USB-A** port of your computer.
The dongle LED flashes blue while searching.
- 2 Move the Power slider to the center to switch on the headset.
The LED flashes 3 times green and 3 times blue as soon as it is connected to the dongle. The dongle LED switches to dimmed blue. If Microsoft Teams is running:
The dongle connects to Teams and lights up purple instead of blue.

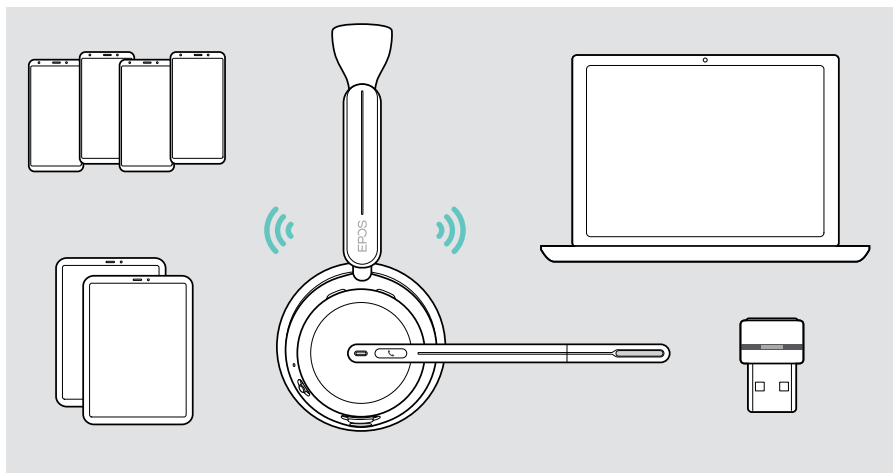


B Pairing with your Bluetooth® devices

To transmit data via Bluetooth, you first have to pair your headset to a wireless device. The delivered dongle is already paired with the headset.

The headset can save up to eight paired devices. If you pair the headset with a ninth device, the device with the oldest activity in the pairing list will be overwritten. If you want to re-establish a connection with this device, you have to pair it again.

The headset can be connected to three of the paired devices at the same time. You can only connect another device by disconnecting one of the already connected devices.

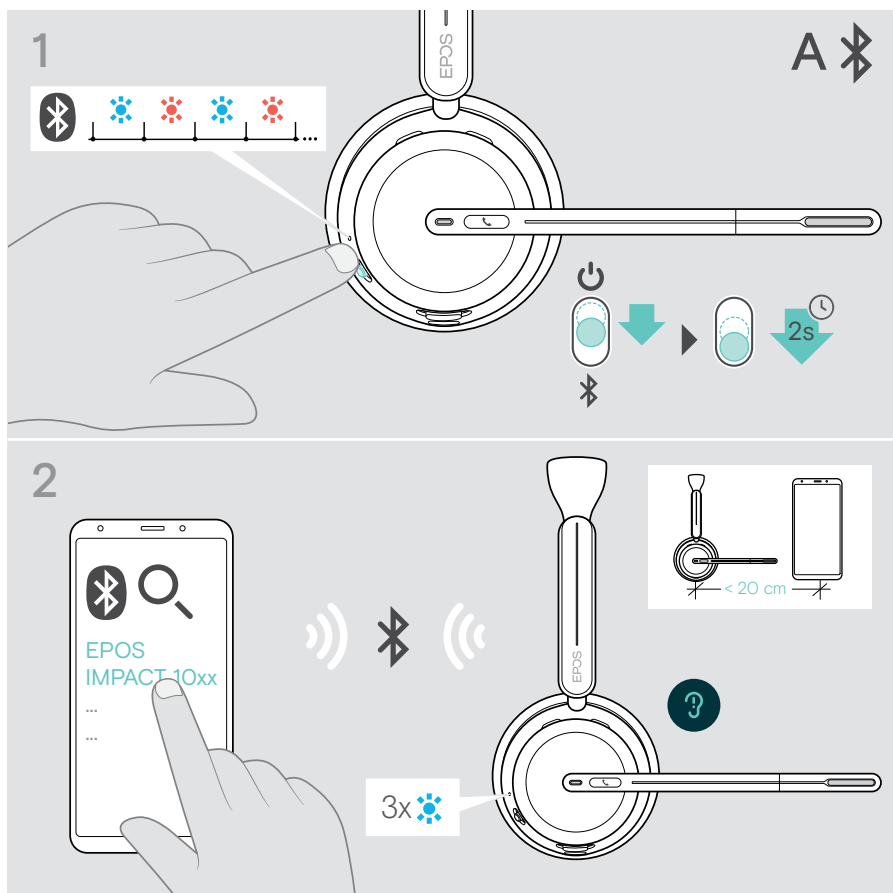


The headset complies with the Bluetooth 5.3 standard.

Bluetooth devices need to support the “Hands-Free Profile” (HFP), the “Headset Profile” (HSP), “Audio Video Remote Control Profile” (AVRCP) or the “Advanced Audio Distribution Profile” (A2DP).

Pairing the headset via Bluetooth with a mobile device

- 1 Move the Power slider to the center to switch the headset on. The LED flashes 3 times green.
Move the Power slider in the direction of the Bluetooth icon and hold it until the LED alternately flashes blue and red (pairing mode).
- 2 Search for Bluetooth devices and select **EPOS IMPACT 10xx** to establish the connection – see instruction manual of your mobile device. Once the headset is paired with the mobile device, the LED flashes blue 3 times and switches off.



To cancel pairing:

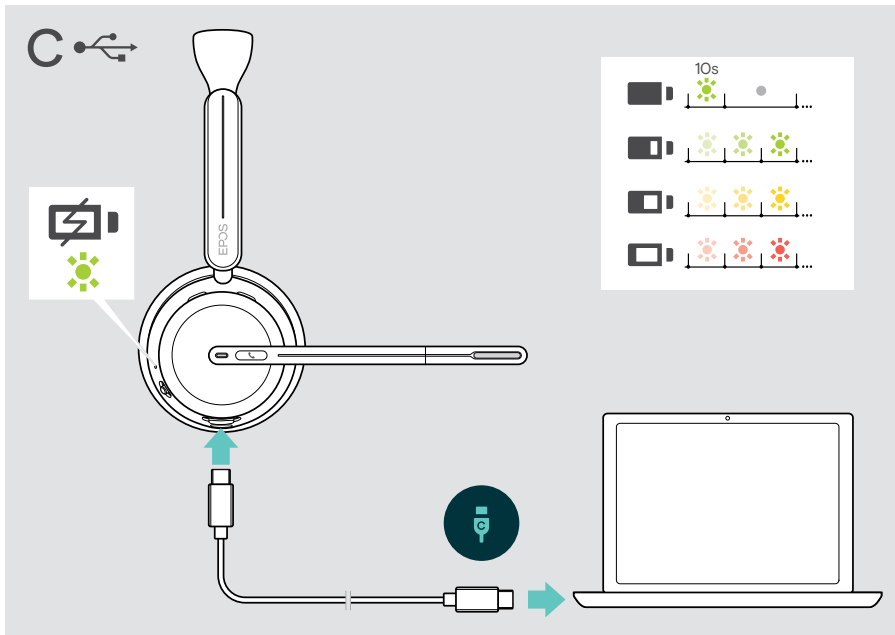
- > Move the Power slider in the direction of the Bluetooth icon shortly.

C Connecting via USB & charge the battery

The USB cable allows to charge the headset battery while using it for calls or media reproduction.

- > Connect the supplied USB cable to the USB socket of the headset and a USB socket of your computer.

The battery is being charged. The LED pulses red, yellow or green – depending on the battery status. When fully charged, the LED lights up green for 10 seconds and then switches off.



To disconnect the USB cable:

- > Pull the plugs out of the headset and your computer.

Installing the EPOS Connect mobile app

The free **EPOS Connect mobile app** allows you to configure your headset and offers additional settings.

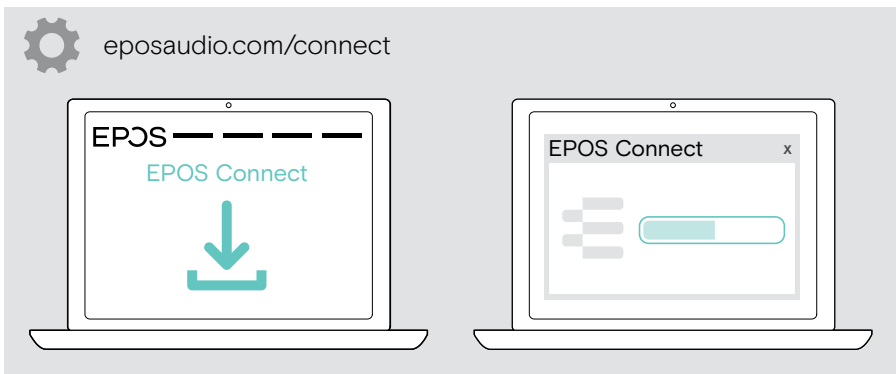
- > Open the App Store or Google Play app on your mobile device.
- > Search for “**EPOS Connect**”.
- > Download and install the app.



Installing the EPOS Connect desktop app

The free **EPOS Connect software** allows you to configure and update your headset and offers additional settings.

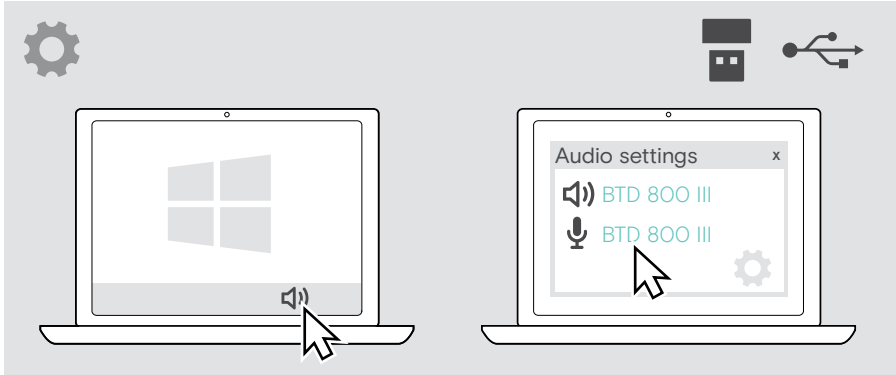
- > Download the software from eposaudio.com/connect.
- > Install the software. You need administrator rights on your computer – if necessary, contact your IT department.



Changing audio settings – Microsoft® Windows

Windows usually changes the Audio settings automatically if you connect a new headset. If the headset is connected but you hear no sound:

- > Right-click the Audio icon.
- > Select under output BTD 800 III as speaker.
- > Select under input BTD 800 III as microphone.



Adjusting and wearing the headset

For good sound quality and best possible wearing comfort:

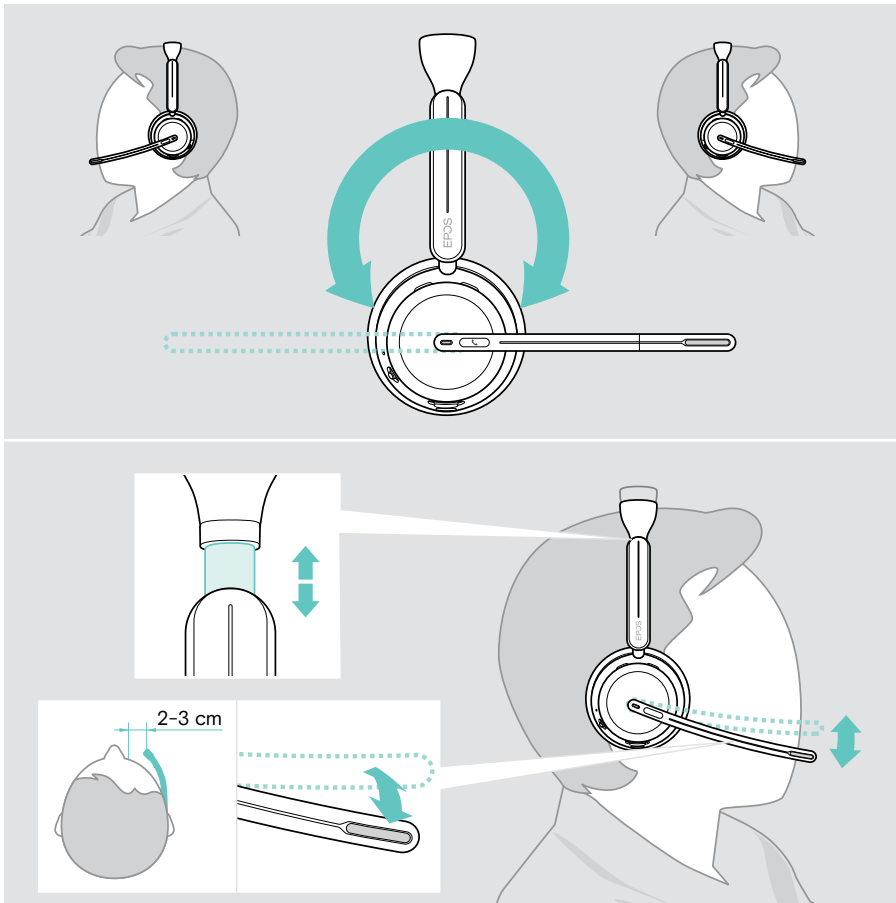
- > Rotate the microphone boom to change wearing side.
- > Bend and rotate the boom arm so that the microphone is about 0.8" (2 cm) from the corner of your mouth.



- > Adjust the headset so that the ear pad rests comfortably on your right or left ear.



- > Adjust the headset so that the ear pads rest comfortably on your ears.
- > Change the wearing side in [EPOS Connect](#) to swap the stereo channels.



How to use – the basics



CAUTION

Risk of hearing damage!

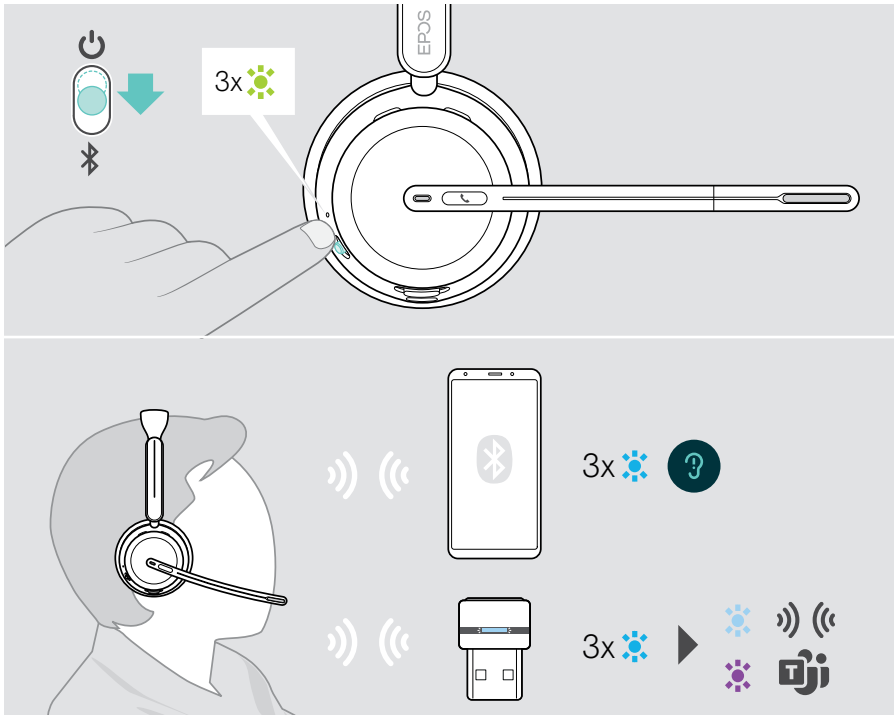
Listening at high volume levels for long periods can lead to permanent hearing defects.

- > Set the volume on your connected device to a low level before putting on the headset.
- > Do not continuously expose yourself to high volumes.

Switching the headset on – auto connect

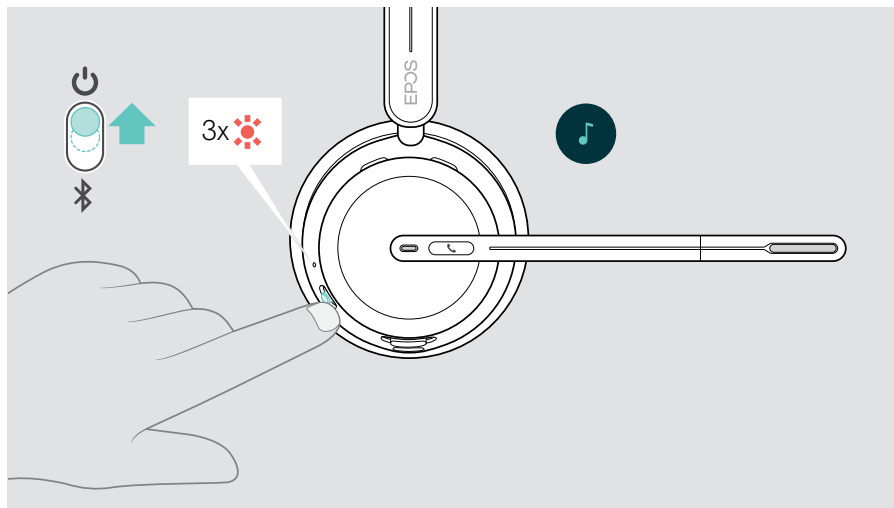
- > Move the Power slider to the center to switch the headset on.

The LED flashes 3 times green. The headset automatically tries to connect to the 3 latest used devices. If these are not available, the headset tries to find other paired devices. Once the connection is successfully established, you hear a voice prompt and the LED flashes 3 times blue.



Switching the headset off

- > Move the Power slider in the direction of the standby icon. The LED flashes red 3 times and the headset switches off.



- > Charge the headset – see page 42.



The headset switches off after 6 hours to save battery power, if there is no audio signal and it is not worn. Switch the headset off and on again to use it. You can set or deactivate the time for auto power off in EPOS Connect.

Changing the volume

You can adjust three independent volume settings for the headset:

1



Call volume
during an active call

2



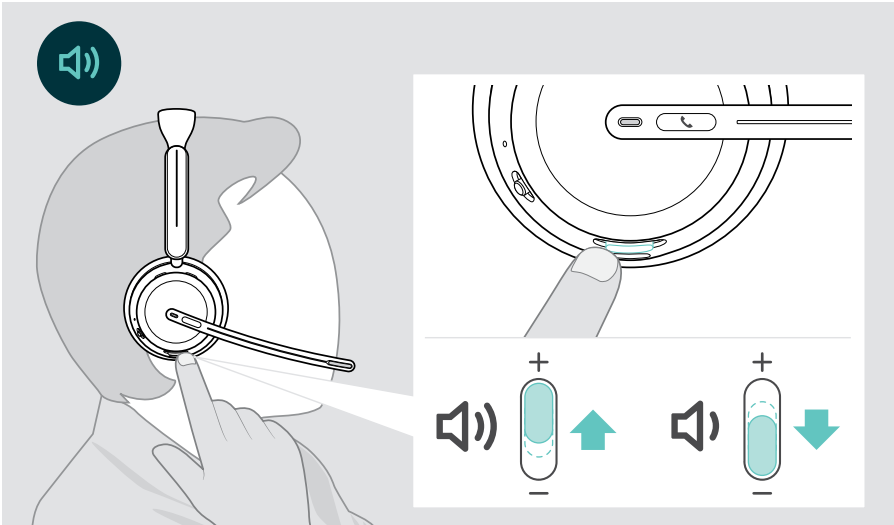
Media volume
during media streaming

3



Ring tone, tones and voice prompts volume
when headset is in idle mode
(not during a call or media streaming)

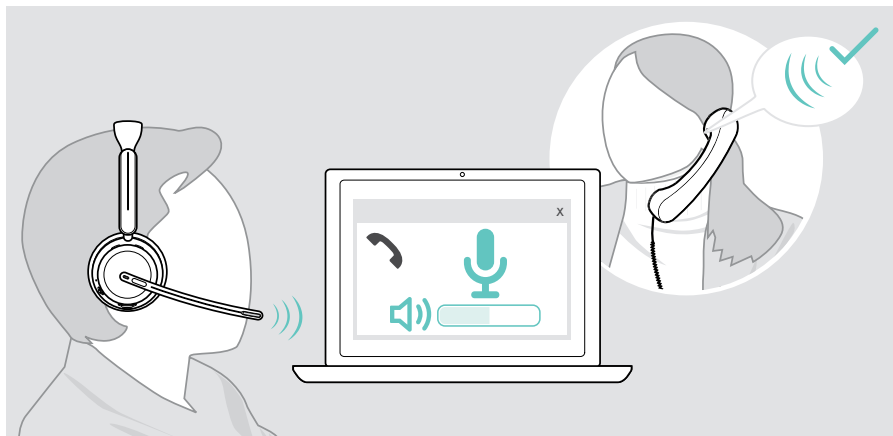
- > Move the Multi-function slider to + or - to increase or reduce the volume. You hear a double beep for maximum or minimum volume.



Alternatively, you can adjust the volume for calls and media streaming on your connected device.

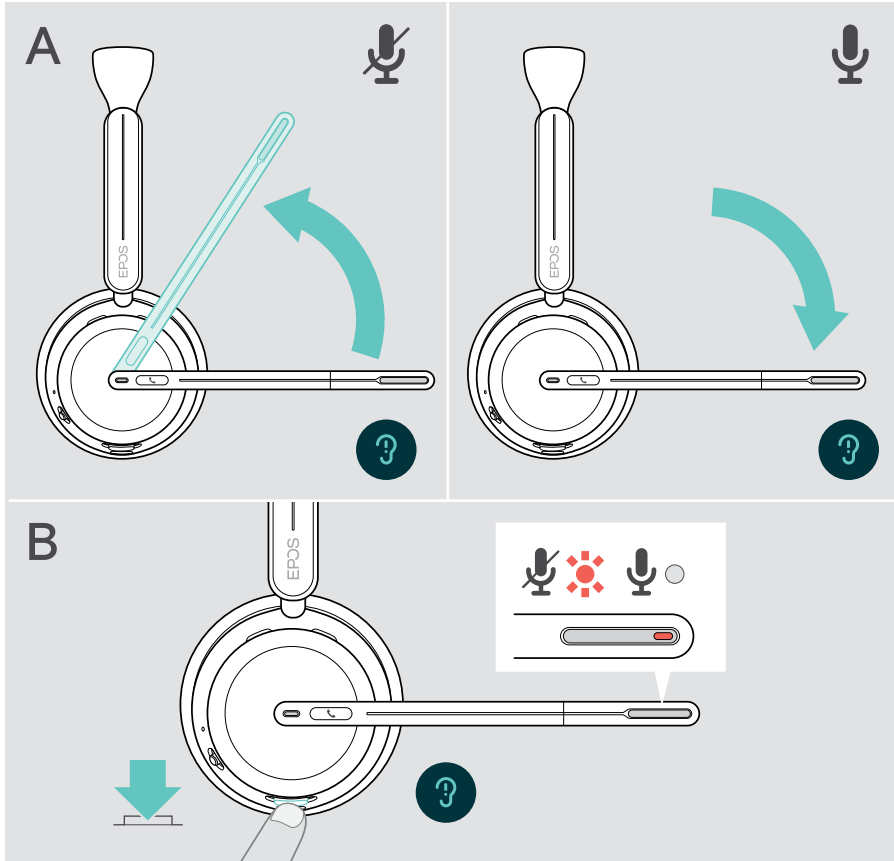
Adjusting the headset's microphone volume for softphones

- > Initiate a call on your connected device to someone who will help you find the correct volume setting for your microphone.
- > Change the microphone volume in your softphone application and/or in your computer's audio application.



Muting the headset's microphone

- > **A** Move the boom arm up to mute (you feel a slight resistance) or down to unmute the microphone*. **OR**
- > **B** Tap the Multi-function slider to mute or unmute the microphone. The Mute LED lights up red while muted.



The microphone will also be muted by taking the headset off*.



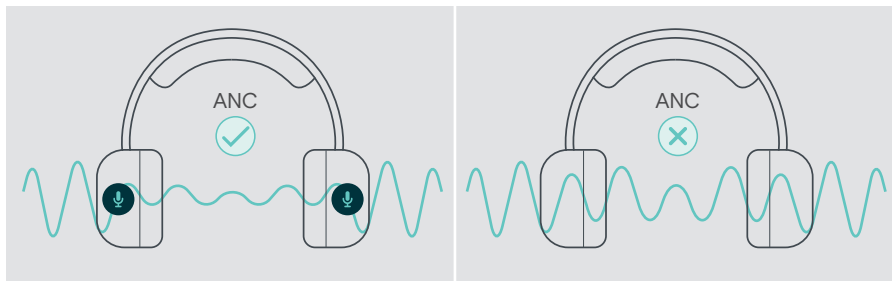
The LED flashes red, if you are talking while the microphone is muted.



*This function could be activated/deactivated via EPOS Connect.

Using Active Noise Cancellation – ANC version only

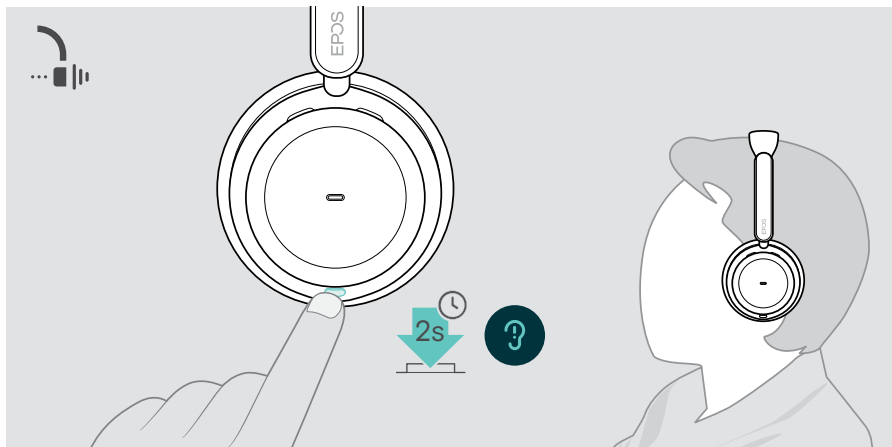
The IMPACT 106x ANC provides attenuation of ambient noise using Active Noise Cancellation (ANC) technology. Special microphones reduce background noise, such as keyboard sounds or chats from colleagues in an open office environment.



If you are in a noisy environment but would like to have your own quiet space, you can use the headset itself, disconnected from any device, and simply benefit from ANC.

Switching ANC on / off

- > Press the ANC button for 2 seconds or use EPOS Connect to activate or deactivate ANC.



You can activate ANC if the battery is sufficiently charged and if the headset is switched on.

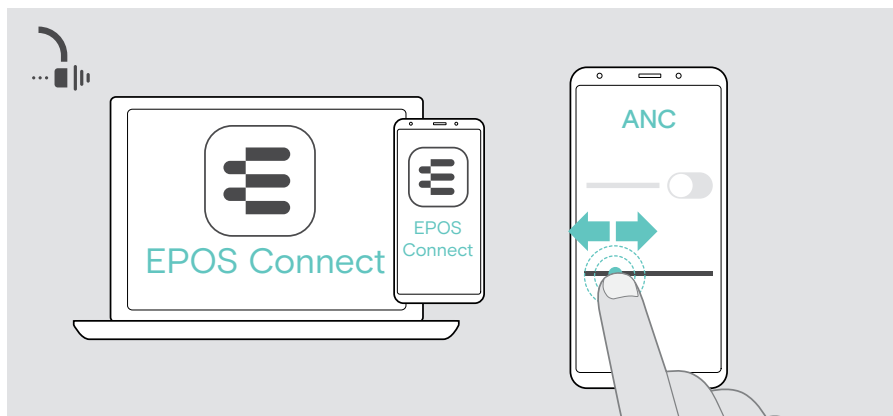
Using and adjusting ANC

The headset is equipped with **Adaptive ANC** and responds to the surrounding noise level. The built in ANC responds to the surrounding noise level to activate just as much ANC as is needed at a given time. This decreases the feeling of occlusion for situations where it is not needed.

The additional **ANC Level slider** allows you to set your individual ANC intensity (when adaptive mode is deselected).

Via **EPOS Connect** you can:

- > Choose or adjust your ANC mode.



Available Noise Control settings:

Adaptive ANC	Adjusts the ANC intensity automatically
ANC Level	> Change the ANC intensity to your preferred level.

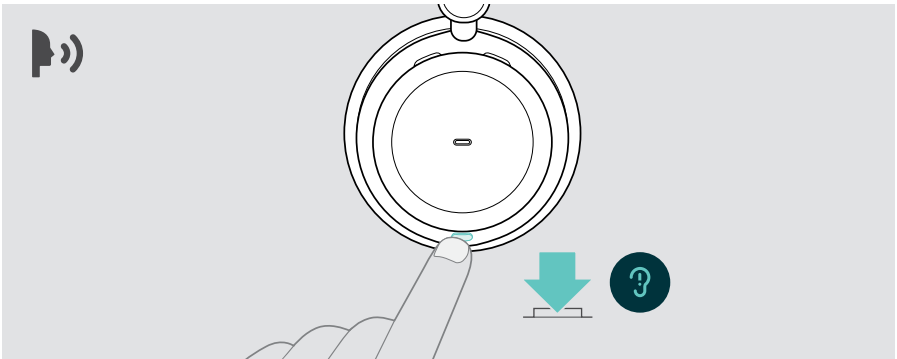
Using TalkThrough – ANC version only

TalkThrough allows you to communicate with your colleagues without having to remove the headset, when ANC is switched on. Media playback will be paused or muted.



Switching TalkThrough on / off

- > Activate ANC (see former pages).
- > Tap the ANC button to activate or deactivate TalkThrough.

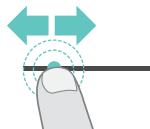


Adjusting the TalkThrough intensity



Via **EPOS Connect** you can:

- > Change the TalkThrough intensity via the Noise Control settings.



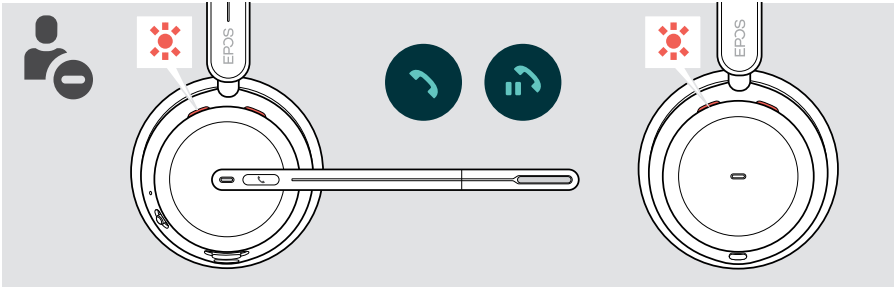
Making calls using the headset

The following functions depend on the connected device.

To make calls via the computer:

- > Install a softphone (VoIP Software) or ask your admin for support.

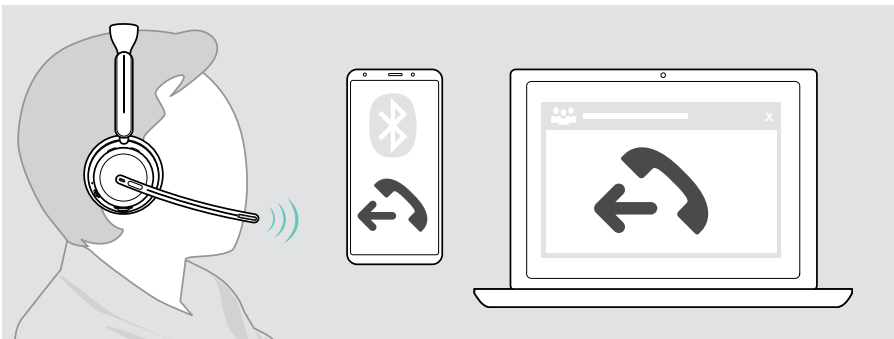
The Busylight LED lights up red as long as you are in a call or there is a call on hold.



Making a call

- > Initiate the call on your connected device.

The Busylight LED lights up red as long as you are in a call.



If your call is not automatically transferred to the headset:

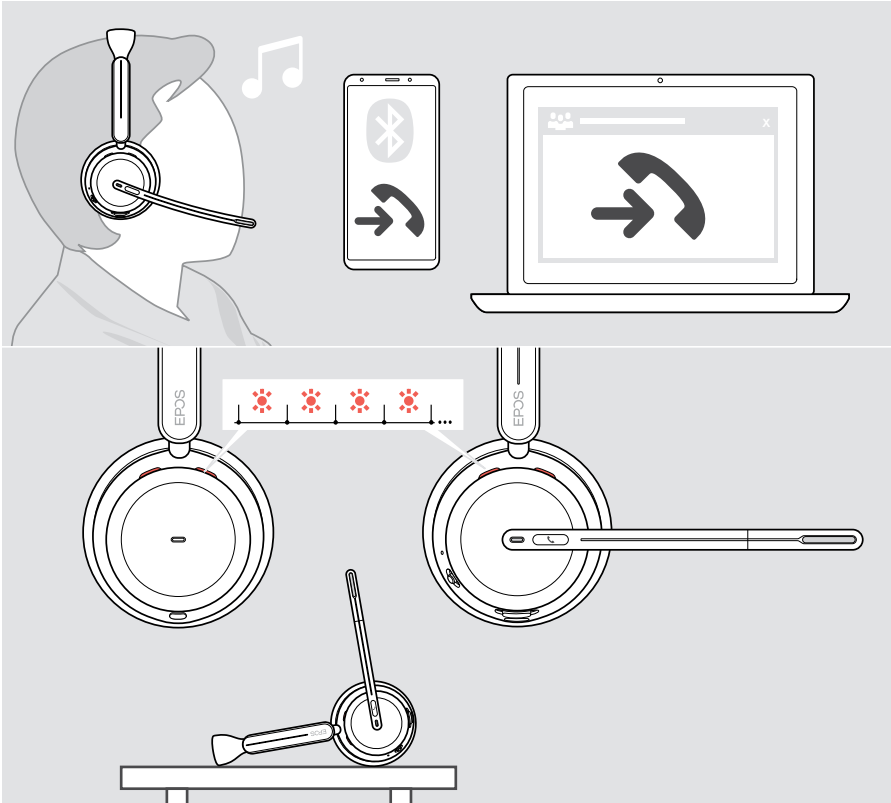
- > Search this function in the instruction manual of your connected device.

Accepting / rejecting a call

There are several ways to accept an incoming call.

Indications of an incoming call

When you receive a call, you hear a ring tone. If you do not wear the headset, the flashing Busylight LED indicates the incoming call.

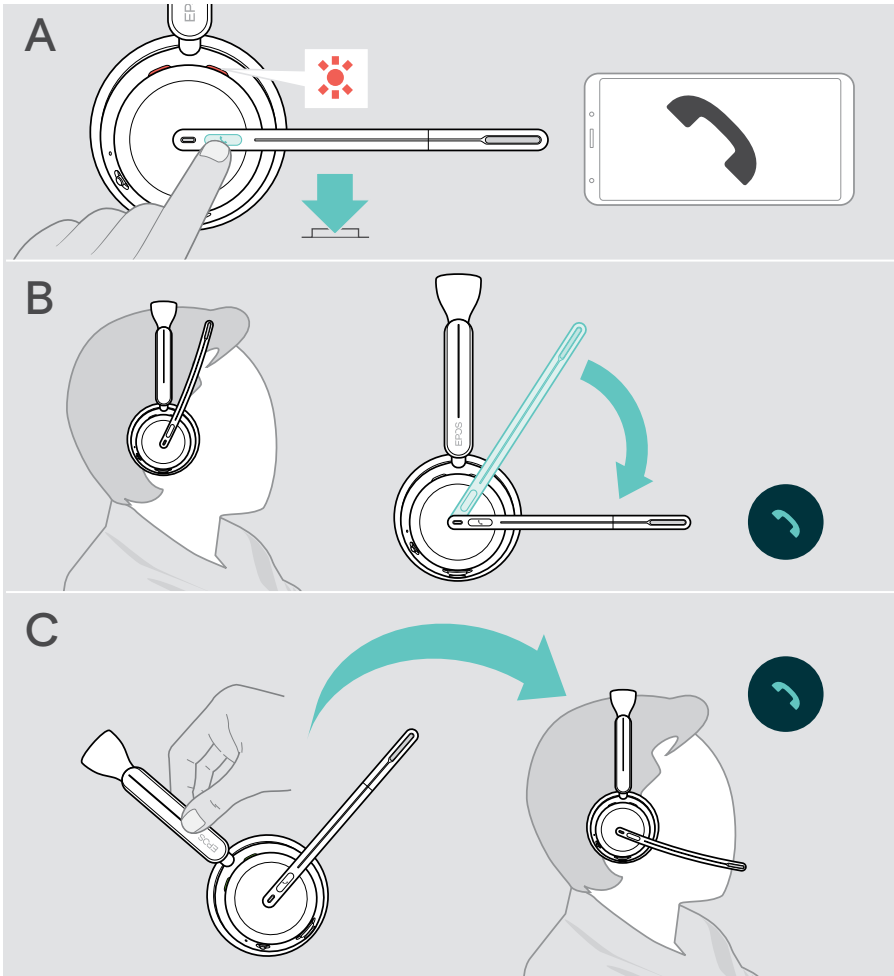


Accepting a call

You can accept a call in three different ways:

- > **A** Tap the Hook button. **OR**
- > **B** Move the boom arm down.* **OR**
- > **C** Lift the headset and put it on your head*.

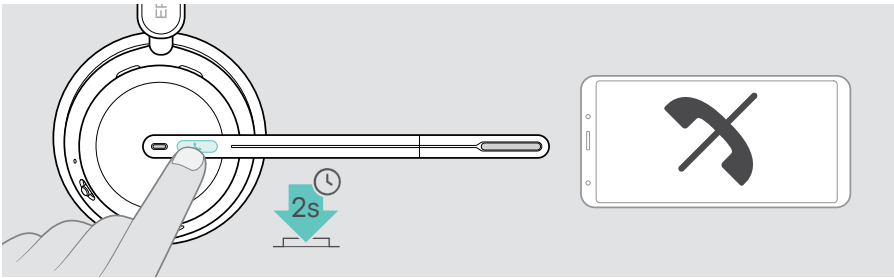
The headset is equipped with a proximity sensor that registers when the headset is worn.



* **B + C:** This function could be activated/deactivated via EPOS Connect.

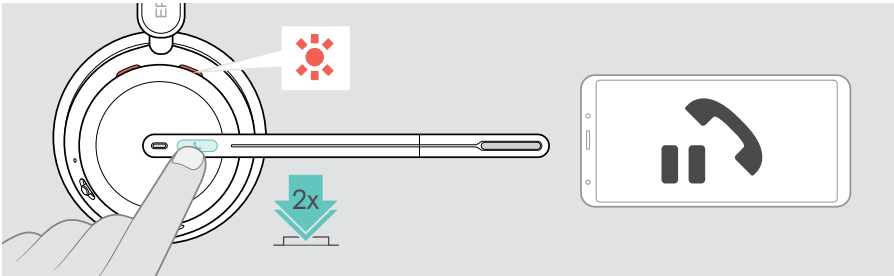
Rejecting a call

- > Press the Hook button for 2 seconds.



Putting a call on hold (pause)

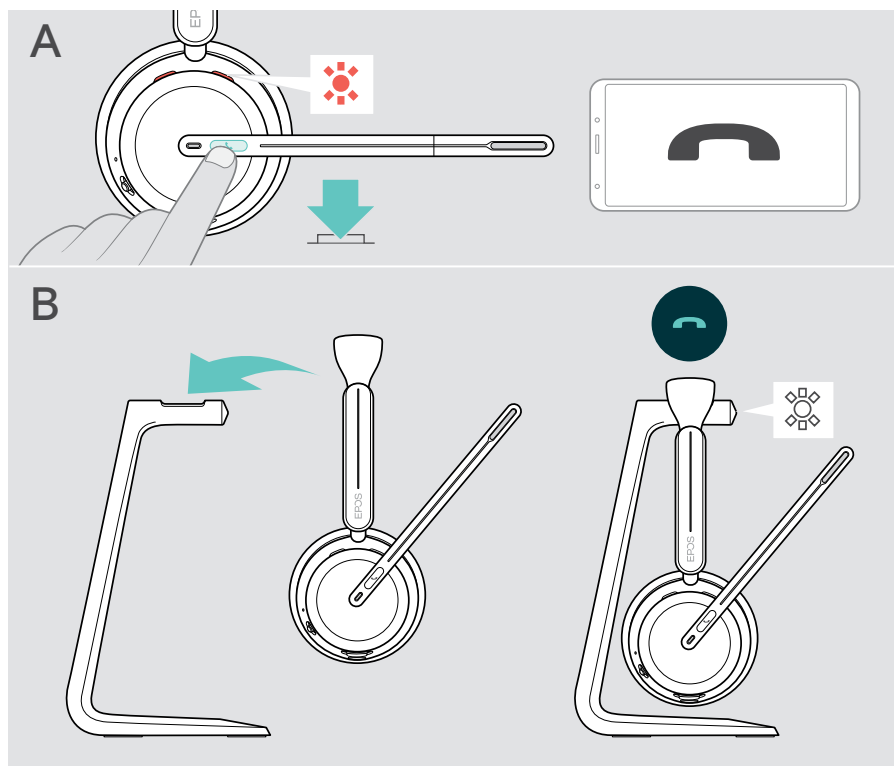
- > Double tap the Hook button to put a call on hold or unhold the call.



Ending a call

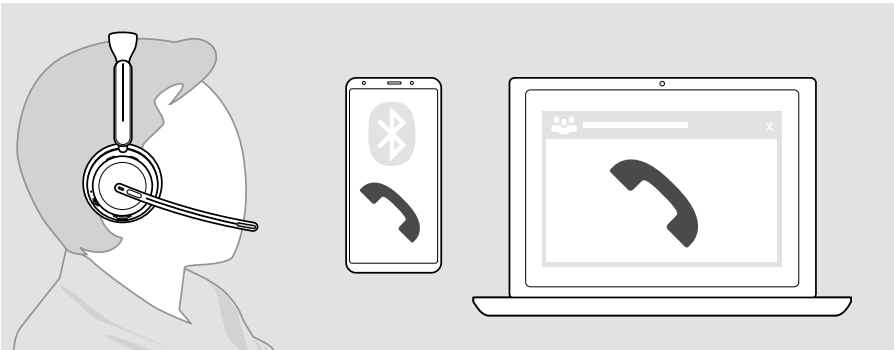
You can end a call in two different ways:

- > **A** Tap the Hook button. **OR**
- > **B** Hang the headset on the Charging stand's hanger.

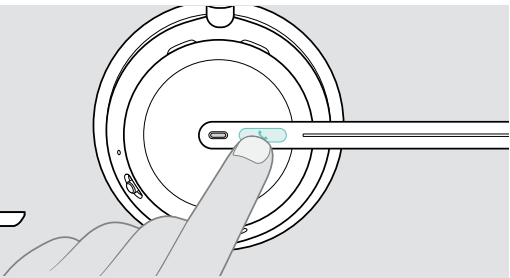


Managing multiple calls

You can use the headset with up to three connected Bluetooth devices. Two calls can be managed simultaneously. If you receive a call during an active call, a knock on tone will be played.

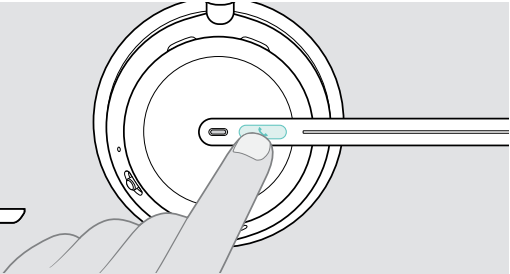


Accept / reject second call



Active call	2nd incoming call		
			Accepts the incoming call and ends the active call
			Accepts the incoming call and puts the active call on hold
			Rejects the incoming call and continues the active call

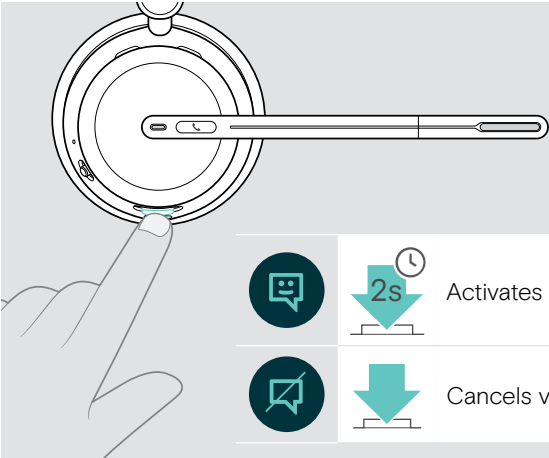
Toggle between calls / end active call



Active call	2nd held call	
		 Toggles between the active and held call
		 Ends the active call and keeps the 2nd call on hold

Using the voice assistant / voice dial

The last connected Bluetooth device will be used for voice assistant or voice dial.
For Microsoft Cortana: see page 39.

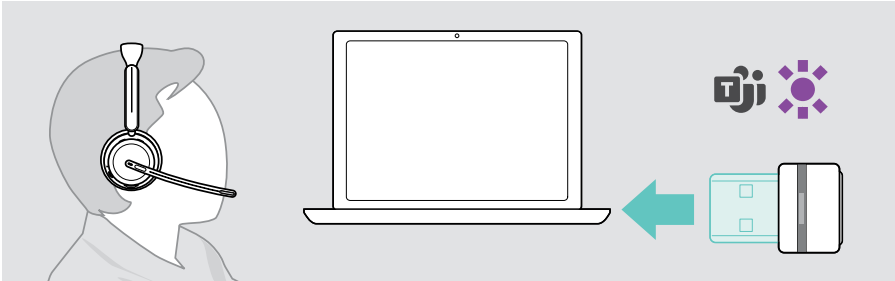


	 Activates voice assistant / voice dial
	 Cancels voice assistant / voice dial

Using Microsoft® Teams / Cortana – IMPACT 10xxT only

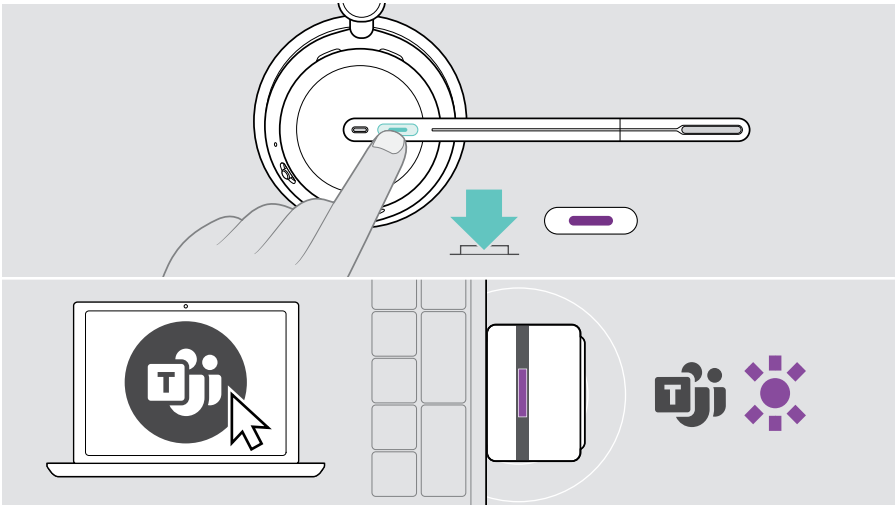
To use Microsoft Teams with the headset:

- > Plug the dongle into the USB port of your computer – see page 15.
If Microsoft Teams is already running on your computer, the dongle LED lights up purple. Otherwise install and run Microsoft Teams.



Invoking Microsoft® Teams

- > A Tap the Hook & Teams button. OR
- > B Open Microsoft Teams on your connected device.



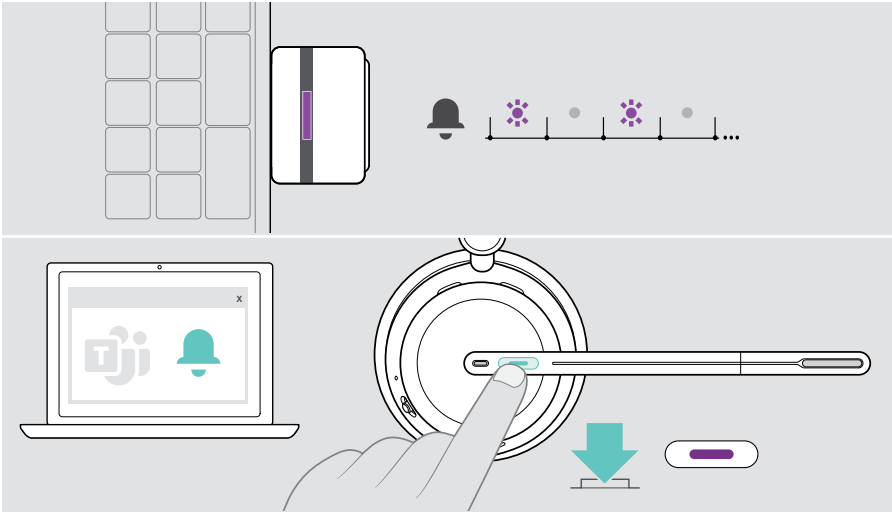
Checking Teams Notifications

The LED pulses purple to indicate:

- Meeting Join Notification
- Voice Mail Notification
- Missed Call Notification

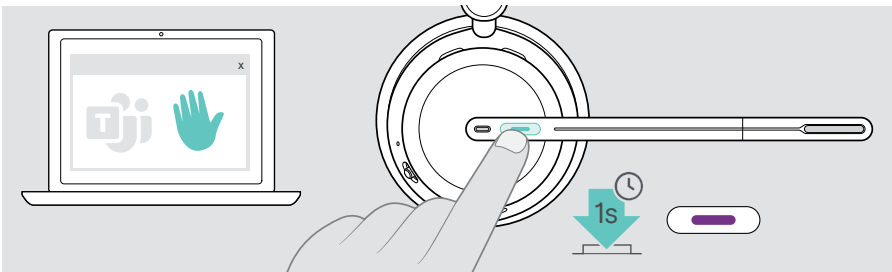
To check these Notifications on your screen:

- > Tap the Hook & Teams button.



Raising hand in a Teams meeting

- > Press the Hook & Teams button for 1 second and release it to raise or lower hand.

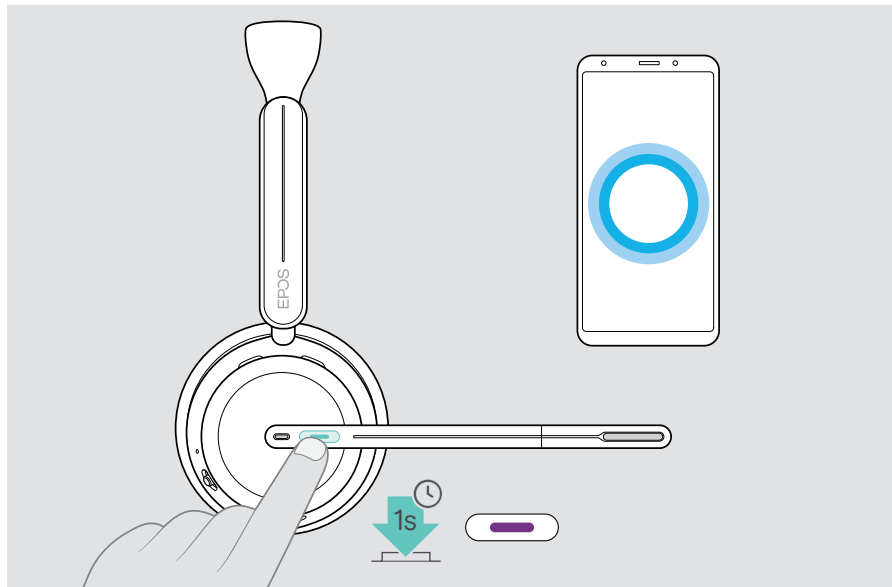


Activating and using Microsoft® Cortana

You can activate and use Cortana – Microsoft's Personal Digital Assistant using Voice command technology – with the headset.

If the headset is in idle mode (no Teams meeting):

- > Press and hold the Hook & Teams button for 1 second.



Listening to media

- > Play the media on your connected device. The dongle's LED lights up blue.

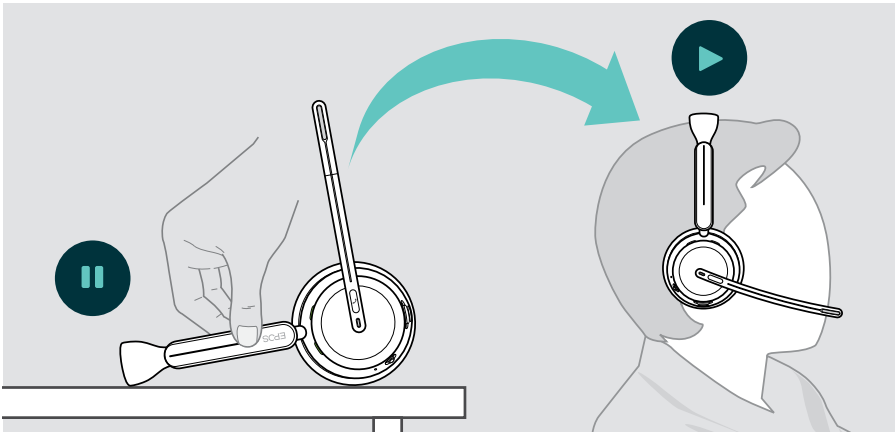


If you receive and accept a call, media reproduction is paused and resumed after the call – if supported by the connected device.

Controlling via the proximity sensor

The headset is equipped with a proximity sensor that registers whether it is on the head or not.

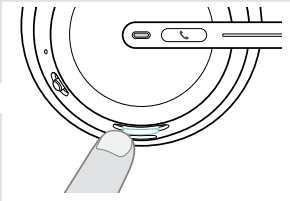
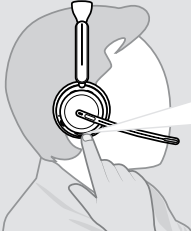
- > Remove the headset from your head and lay it down, e. g. on your desk. Media reproduction is paused.
- > Lift the headset and put it on your head. Media reproduction resumes, if media was paused via the proximity sensor.

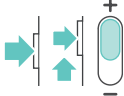
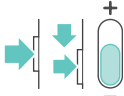


This function could be activated/deactivated via EPOS Connect.

Controlling via the button

The following functions are device dependent.



		Plays audio
		Pauses audio
> Press and hold the Multi-function slider and move it to + or - :		
		Plays the next track
		Plays the previous track



If you are connected to 2 or 3 devices: You can enable or disable the notifications from the other devices via EPOS Connect.

Good to know

Charging the headset

You can charge the headset battery via the Charging stand or the USB cable. The Charging stand is included in some bundles and available as an accessory.



If the battery level of the headset gets low, the voice prompt “Recharge Headset” is announced.

When the battery is empty, the headset switches off automatically:

- > Connect the USB cable to use the headset while charging.

Charging time via Charing stand		Talk time ANC off	Talk time ANC on
10 minutes		1 hour 30 minutes	1 hour 30 minutes
20 minutes		3 hours	3 hours
2 hours 30 minutes		20 hours	19 hours

Charging time via USB cable		Talk time ANC off	Talk time ANC on
10 minutes		3 hours 30 minutes	3 hours
20 minutes		6 hours 30 minutes	6 hours
1 hour 30 minutes		20 hours	19 hours

If you do not use the headset for extended periods of time:

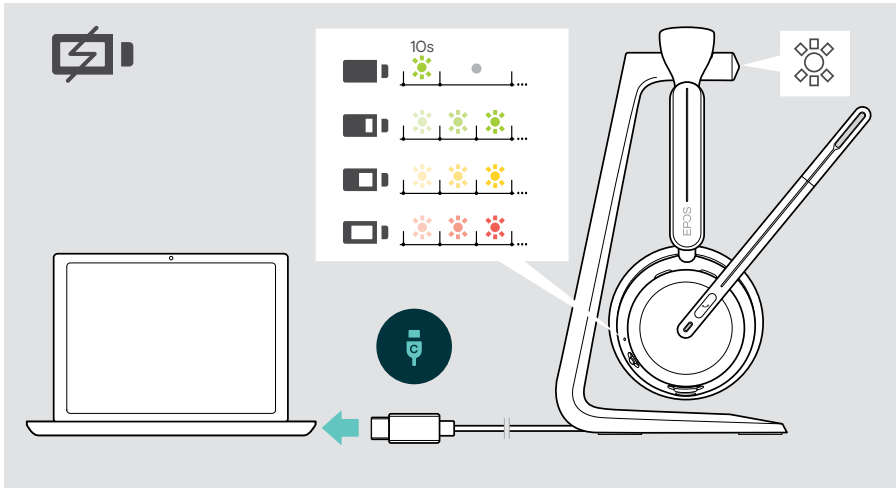
- > Charge the built-in rechargeable battery every 3 months for about 1 hour.

Charging via Charging stand

- > Connect the Charging stand's USB-C connector to your computer.
The LED flashes 3 times white.

- > Put the headset on the charging stand.

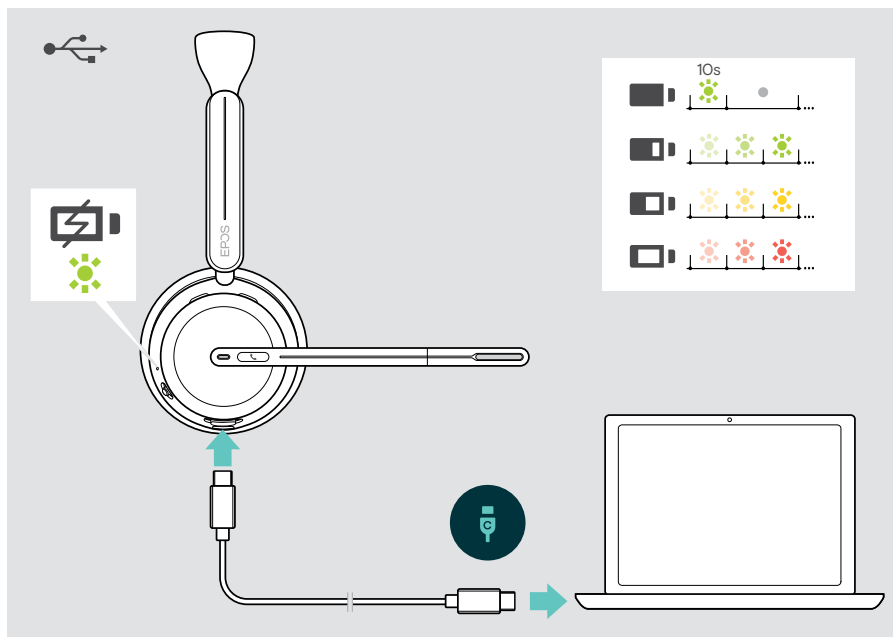
The charging stand's LED lights up white. The headset battery is being charged. The headset's LED pulses red, yellow or green – depending on the battery status. When fully charged, the LED lights up green for 10 seconds and then switches off.



Charging via USB cable

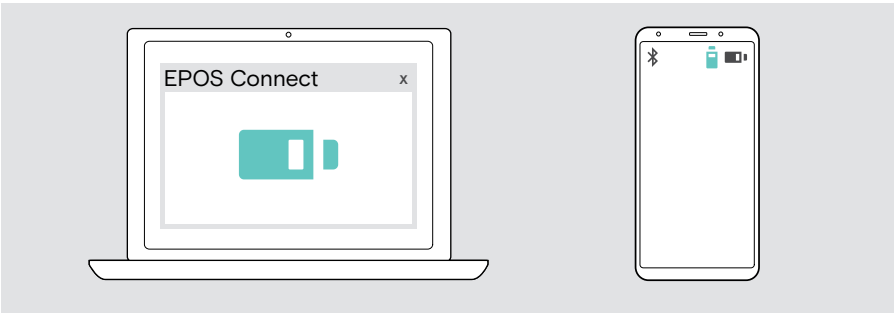
The USB cable allows to charge the headset battery while using it for calls or media reproduction.

- > Connect the USB cable to your headset and your computer (see page 18).
The battery is being charged. The LED pulses red, yellow or green – depending on the battery status. When fully charged, the LED lights up green for 10 seconds and then switches off.



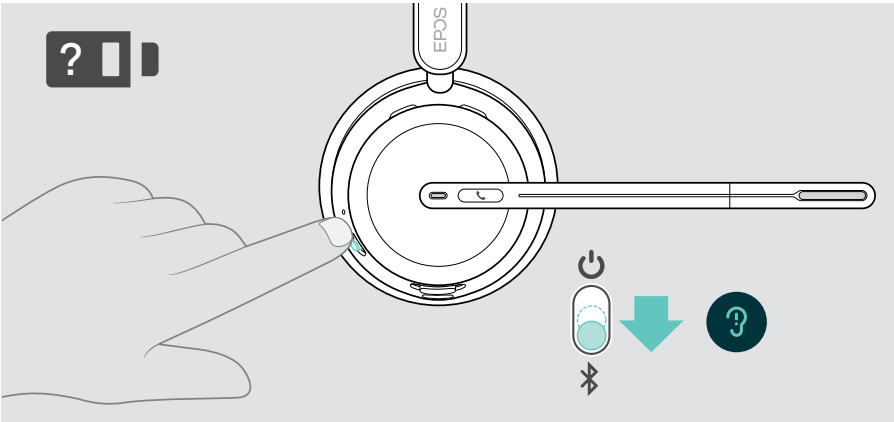
Verifying battery power / remaining talk time

You can check the battery status of the headset in EPOS Connect. Some mobile devices also indicate it.



You can verify the remaining talk time at any time except when you are in a call/ listening to media:

- > Move the Power & Bluetooth slider shortly in the direction of the Bluetooth icon.



LED	Information announced
-----	-----------------------

 3x 	"Battery High"
--	----------------

 3x 	"Battery Medium"
--	------------------

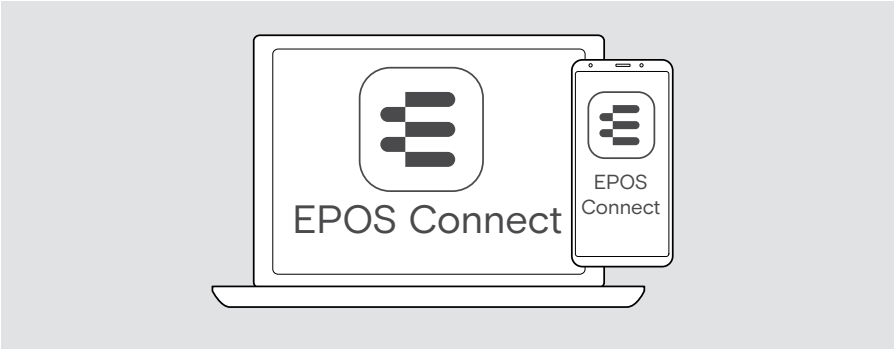
 3x 	"Battery Low"
--	---------------

Activating / deactivating sensor functions

The headset is equipped with a proximity sensor that registers whether it is on the head or not. A second sensor registers the boom arm position.

Via [EPOS Connect](#) you can:

- > Activate or deactivate Smart Pause functions.



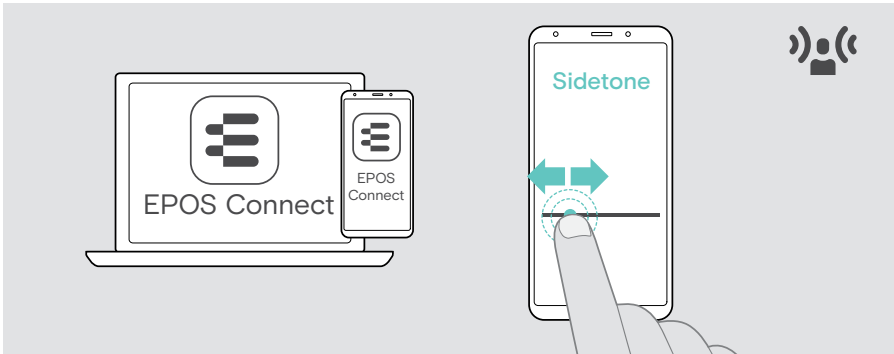
Available settings:

Answer Call	Accepts a call when you put on the headset
	Accepts a call if you move the boom arm down
Mute	Mutes the microphone when headset is removed during a call and unmutes when put on again
	Mutes the microphone if you move the boom arm up
Play/pause	Pauses Media playback when you remove the headset and continues when you put it on again

Adjusting the Sidetone

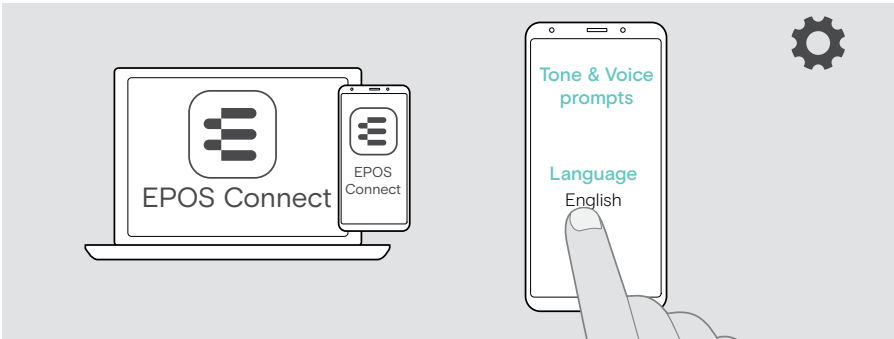
Sidetone is the audible feedback of your own voice during a phone call.

- > Change the strength for the Sidetone in [EPOS Connect](#).



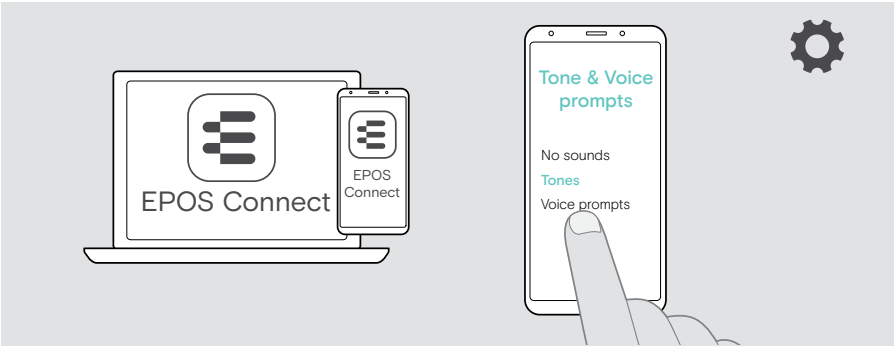
Changing the voice prompts' language

- > Choose the corresponding voice prompts' language from the list in [EPOS Connect](#) (English by default).



Enabling / disabling voice prompts and tones

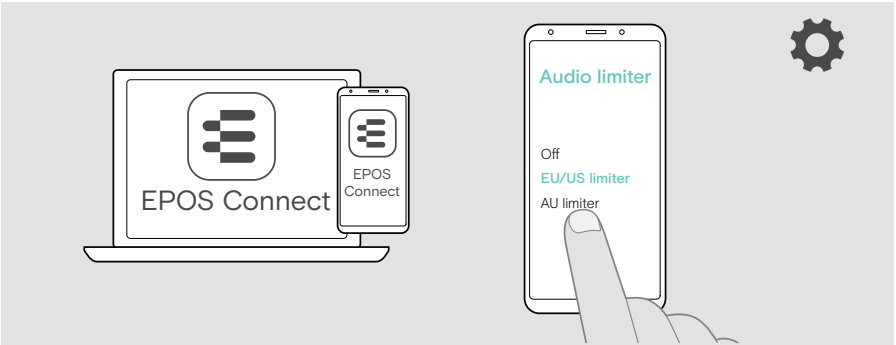
> Activate or deactivate the voice prompts and tones in **EPOS Connect**.



No sounds	Deactivates tones and voice prompts; few exceptions e. g. rechargeable battery is empty
Tones	Deactivates voice prompts; headset plays tones only
Voice prompts	Activates tones and voice prompts
Block product sounds	Deactivates all sounds during calls; except Teams Raise Hand and low battery warning

Enabling / disabling an Audio Limiter

> Choose an Audio Limiter in **EPOS Connect**.



Off	Deactivates limiter
EU/US limiter	Activates limiter: max. 90 dB; compliant with Directive 2003/10/EC
AU limiter	Activates limiter: max. 85 dB; compliant with Directive AS/ACIF G616:2006

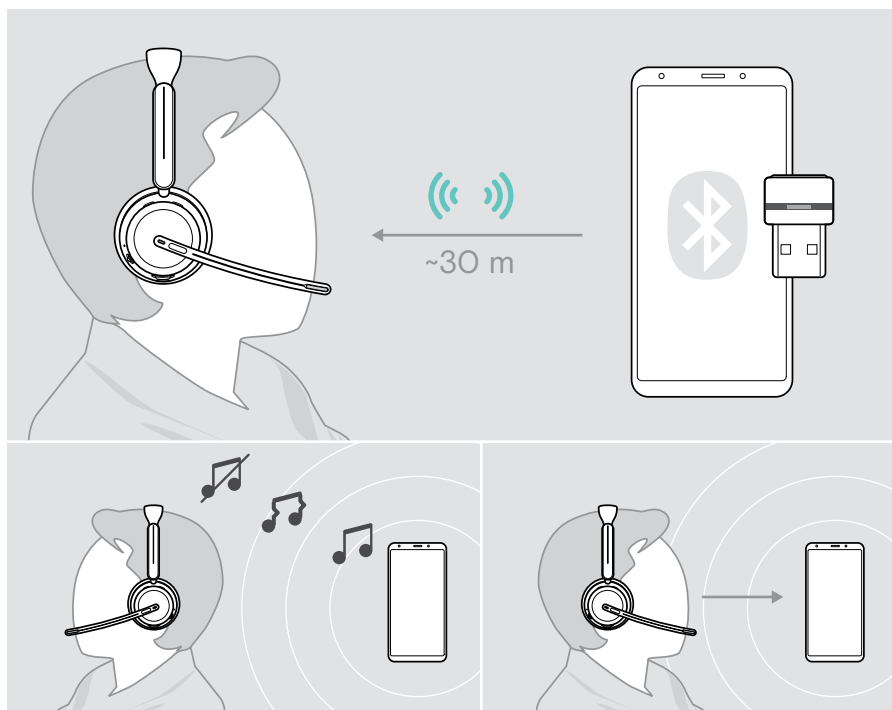
If you are close to leave the Bluetooth range

The range between headset and Bluetooth device is device dependent. The transmission range largely depends on environmental conditions such as wall thickness, wall composition etc.

With a free line of sight, the transmission range of most Bluetooth devices is up to 30 meters.

If you are close to leave the transmission range of the connected Bluetooth device, you hear a tone in the headset. The audio quality deteriorates e. g. during a call. If you leave the transmission range the link breaks down completely.

- > Re-enter the radio range of the Bluetooth device.
The connection is re-established automatically.



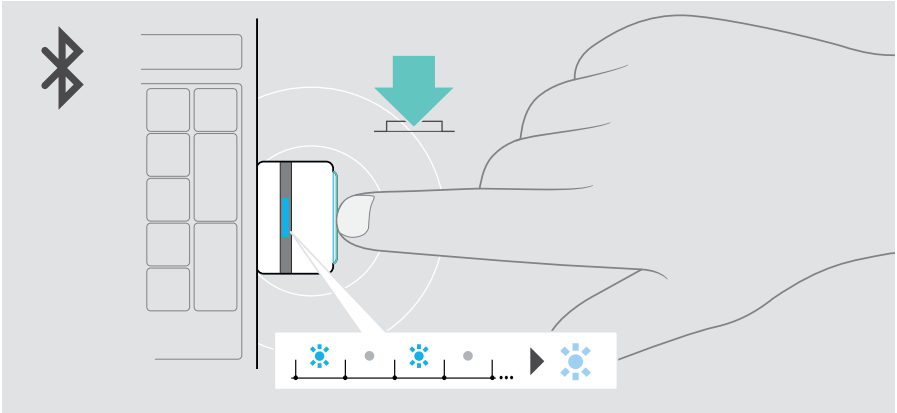
After **more than 40 minutes** the automatic connection will end to save battery power: > Turn the headset off and on again to connect manually.

Reconnecting / disconnecting Bluetooth

Reconnecting Bluetooth

- > Tap the dongle's button.

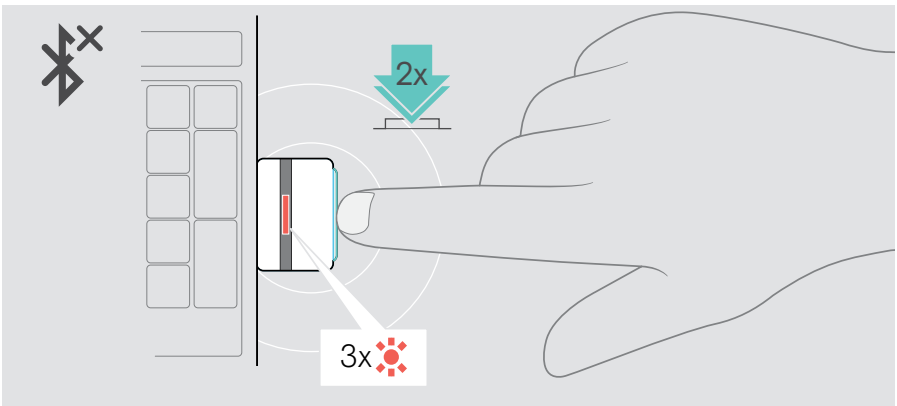
The dongle flashes blue and lights up dimmed blue as soon as a Bluetooth device is connected.



Disconnecting Bluetooth

- > Double tap the dongle's button.

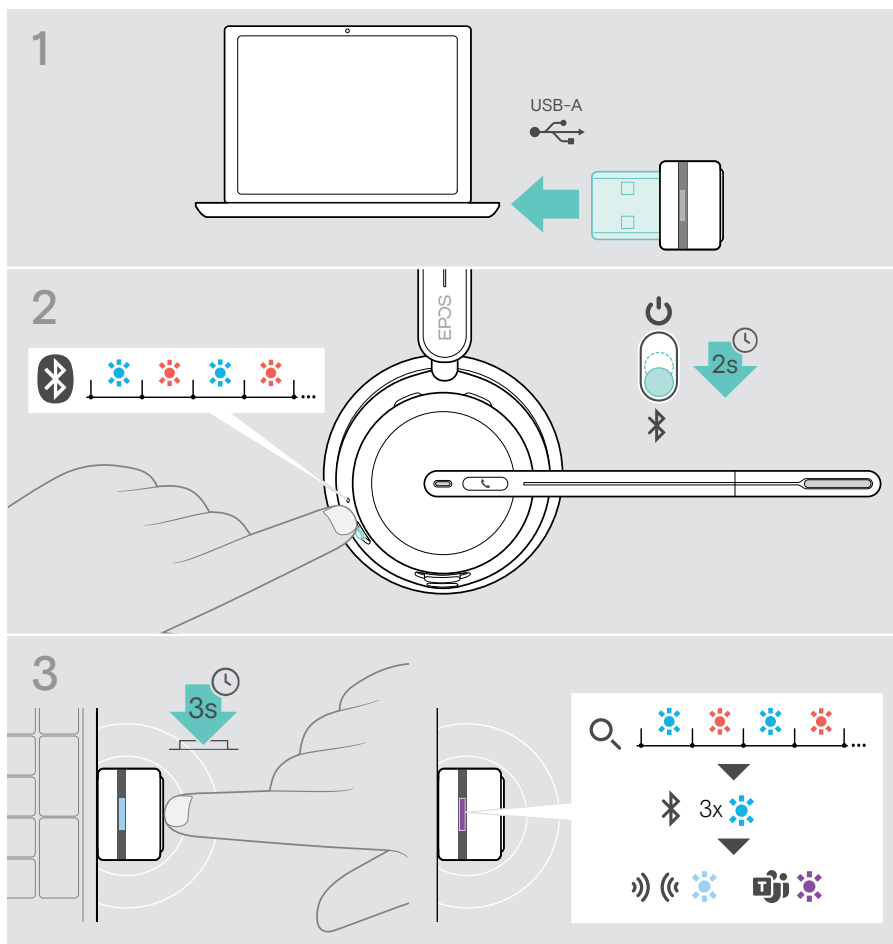
Bluetooth will be disconnected. The LED flashes 3 times red.



Pairing with the dongle

Upon arrival the dongle is already paired with the headset. In case you reset your paired device list:

- 1 Plug the dongle in.
- 2 Move the Power slider in the direction of the Bluetooth icon and hold it until the LED alternately flashes blue and red (pairing mode).
- 3 Press and hold the dongle's button until the LED alternately flashes blue and red (pairing mode). Once the dongle and the headset are connected, both LEDs flash 3 times blue. The dongle LED lights up constant.



It may take a few moments for the devices to find each other and connect.

Maintaining & updating products

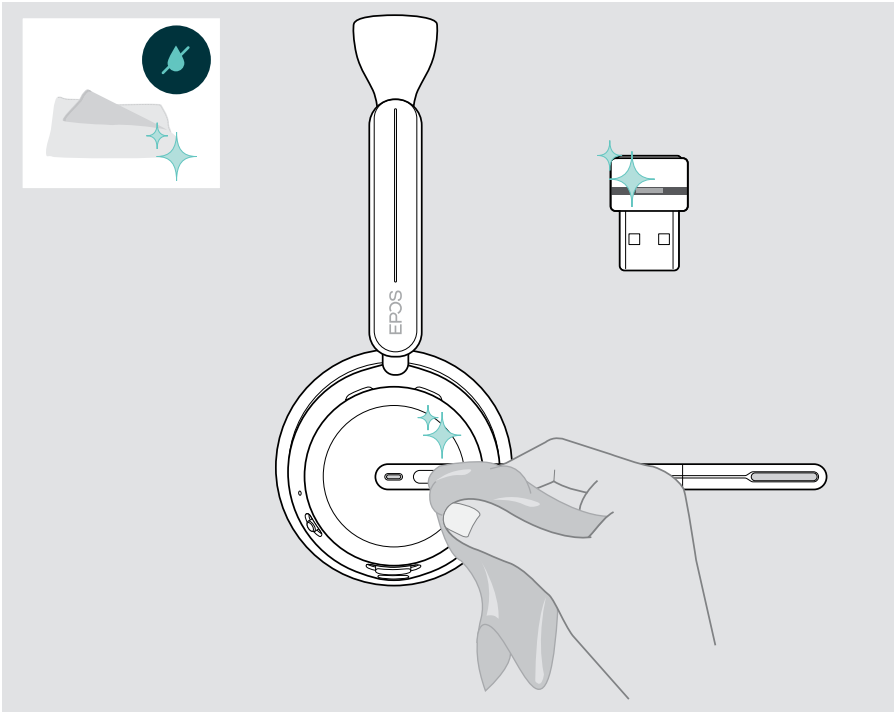
Cleaning the products

WARNING

Liquids can damage the electronics of the product!

Liquids entering the housing of the device can cause a short circuit and damage the electronics.

- > Keep all liquids away from the product.
 - > Do not use any cleansing agents or solvents.
- > Use a dry cloth to clean the product only.

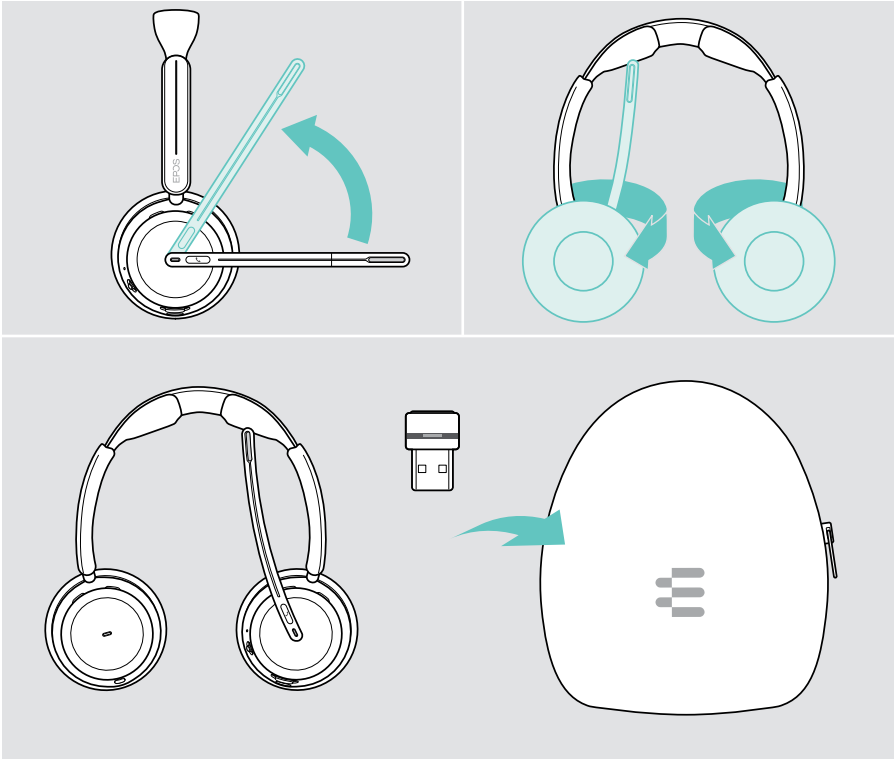


Transporting and storing the products

- > Keep the products in a clean and dry environment.

To avoid nicks or scratches on the headset and the dongle:

- > Store the headset and the dongle in the case when not in use or when carrying it around. Lift the boom arm and twist in the ear cup(s).



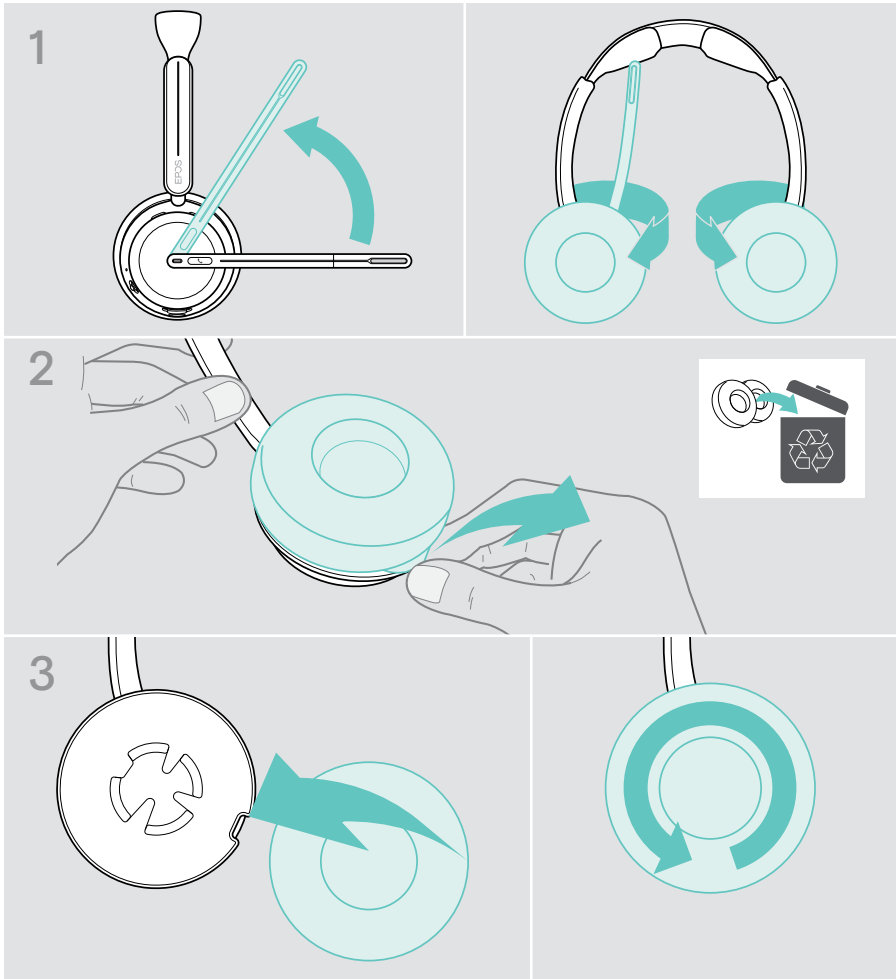
If you do not use the headset for extended periods of time:

- > Charge the rechargeable battery every 3 months for about 1 hour.

Replacing the ear pad(s)

For hygienic reasons, replace the ear pad(s). Spare ear pads are available from your EPOS partner.

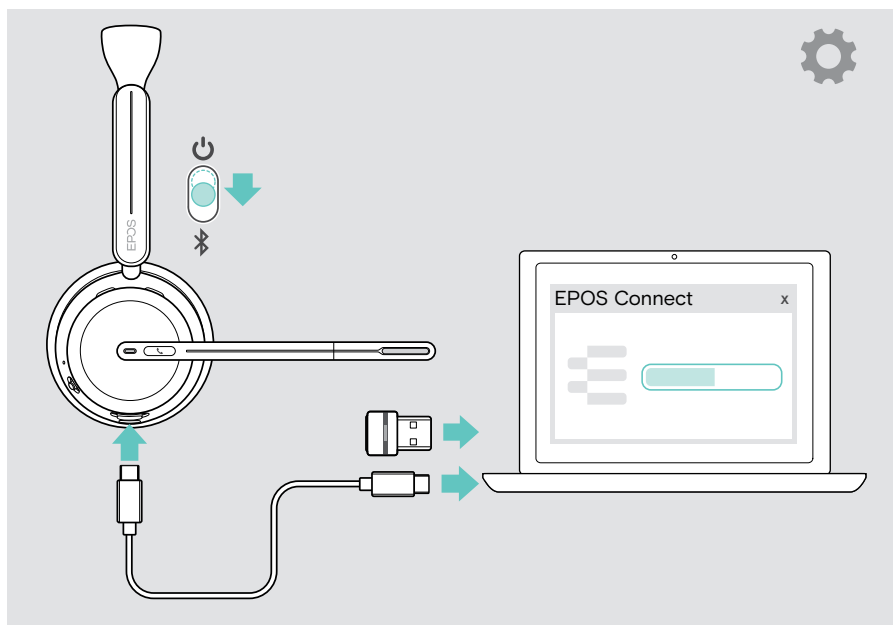
- 1 Lift the boom arm and twist in the ear cup(s).
- 2 Grasp the edge of the ear pad behind the ear cup and peel it up and away from the ear cup.
- 3 Slide the edge of the new ear pad into the small recess. Carefully rotate the ear pad anti-clockwise until it is fully attached.



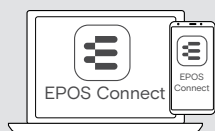
Updating the firmware

You can update the firmware of your headset and dongle by using the free **EPOS Connect** software (see page 19).

- > Connect the USB cable to your headset and your computer.
Move the Power slider to the center to switch the headset on.
OR
- > Plug the dongle into the USB port of your computer. The LED flashes blue.
- > Start **EPOS Connect**.
If there is a new firmware available the software will guide you through the update process.



If a problem occurs...



Many functions can be activated/deactivated or adjusted via the software:

- > Check the settings in [EPOS Connect](#).

Problem	Possible cause	Solution	Page
Headset cannot be switched on	Rechargeable battery empty	> Recharge the headset battery. Use the headset with the USB cable during charging.	42
Headset switched off but button in on position	Battery saving mode: headset switches off after 2 or 6 hours (no audio signal; not worn + setting via EPOS Connect)	> Switch the headset off and on again.	23 22
Active Noise Cancellation (ANC) cannot be switched on	Rechargeable battery empty	> Recharge the headset battery. Use the headset with the USB cable during charging.	42
	Headset switched off	> Switch the headset on.	22
No audio signal or drop outs	Headset not paired with a Bluetooth device or dongle	> Pair the headset.	16
	Volume adjusted too low	> Increase the volume on the headset during a call or media streaming or on your connected device.	24
	Headset or connected device switched off	> Switch the headset or device on.	22
	USB cable's plugs not fully inserted	> Insert the plugs again.	18
Headset cannot be connected via Bluetooth	Headset not paired	> Pair the headset.	16
	Bluetooth at connected device deactivated	> Activate Bluetooth.	–
	Dongle not plugged in	> Connect the dongle to your computer.	15
Beeps instead of voice prompts	Voice prompts disabled	> Enable voice prompts via EPOS Connect.	48
Voice prompts too loud or quiet	Volume for voice prompts adjusted too high or low	> Increase the volume on the headset in idle mode (no call or audio streaming).	24

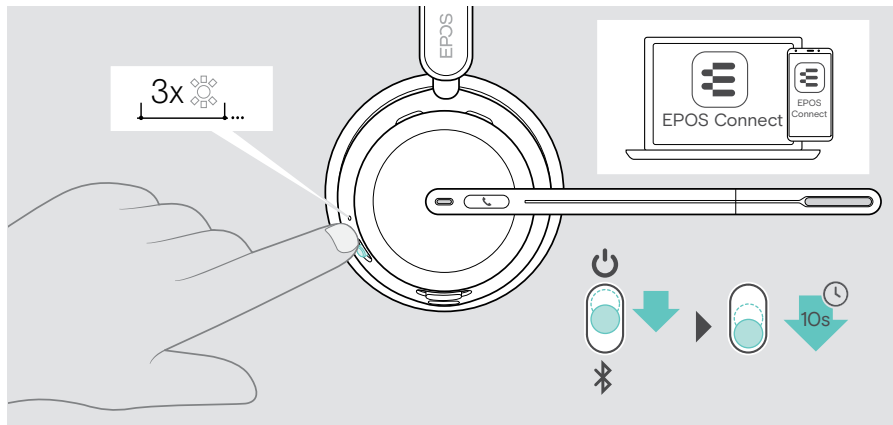
Problem	Possible cause	Solution	Page
Stereo sound mirrored	Headset wearing side swapped	> Change the wearing side setting via EPOS Connect.	21
You hear your own voice too loud	Sidetone adjusted too high	> Change the sidetone setting via EPOS Connect.	47
Headset does not respond to Smart Pause gestures	Smart Pause is deactivated	> Activate Smart Pause via EPOS Connect.	46
	Smart Pause may not be compatible with your media player	> Try another media player or streaming app.	–
Microsoft Teams does not work	Dongle or Microsoft Teams disturbed	> Unplug and plug in the dongle again.	–
		> Re-start Teams on your device.	–
Dongle does not work	Dongle plugged into a monitor USB port	> Connect the dongle to your computer.	15
Laptop screen switches off	Some laptops register a magnet and switch off the screen	> Do not hang your headset on top of a laptop screen as it contains a magnet in the headband.	–
Headset or dongle does not react to any button press	Software or hardware problems	> Switch the headset off and wait for 10 seconds.	42
		> Switch the headset on again.	22
		> Unplug and plug in the dongle again.	15
		> Clear the pairing list of the headset.	58
		> Clear the pairing list of the dongle.	59
		> Reset the headset to the factory default settings.	58

If a problem occurs that is not listed here or if the problem cannot be solved with the proposed solutions, please contact your local EPOS partner for assistance.

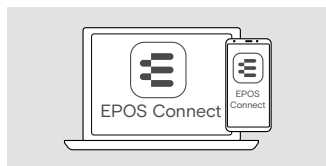
To find an EPOS partner in your country, search at eposaudio.com.

Clearing the pairing list of the headset

- > Use **EPOS Connect** to reset the headset.
OR
- > Move the Power slider to the center to switch the headset on. The LED flashes 3 times green.
- > Move the Power slider in the direction of the Bluetooth icon and hold it until the LED flashes 3 times white. The pairing list is cleared. The headset tries to pair with Bluetooth devices (see page 16).



Restoring factory default settings (Reset)

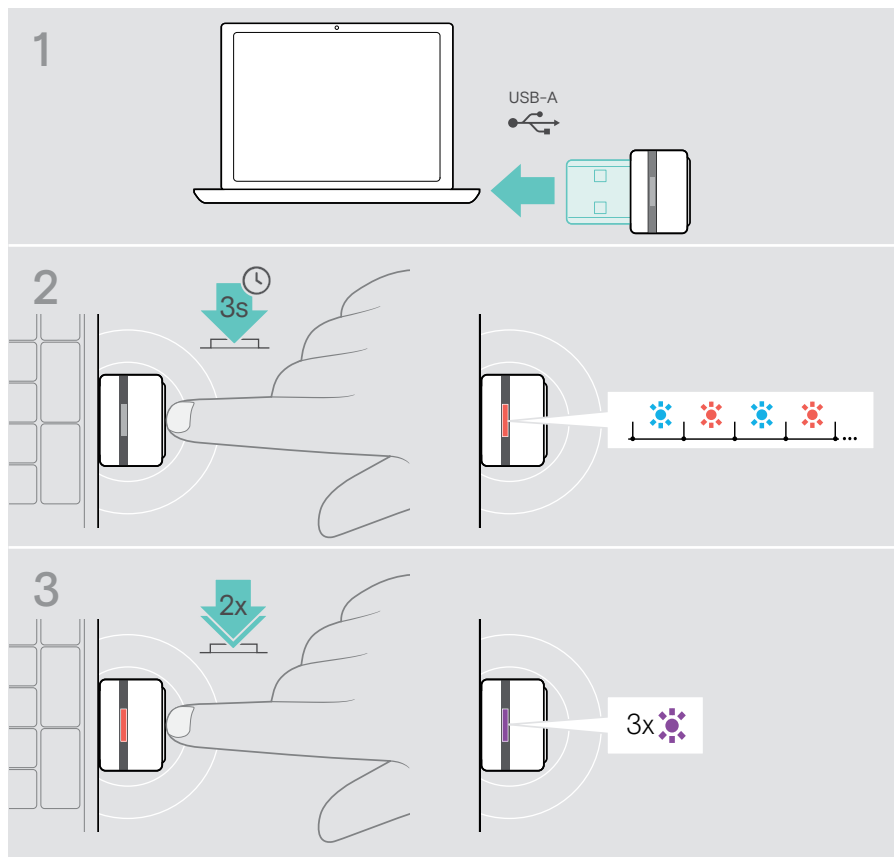


- > Use **EPOS Connect** to reset the headset.

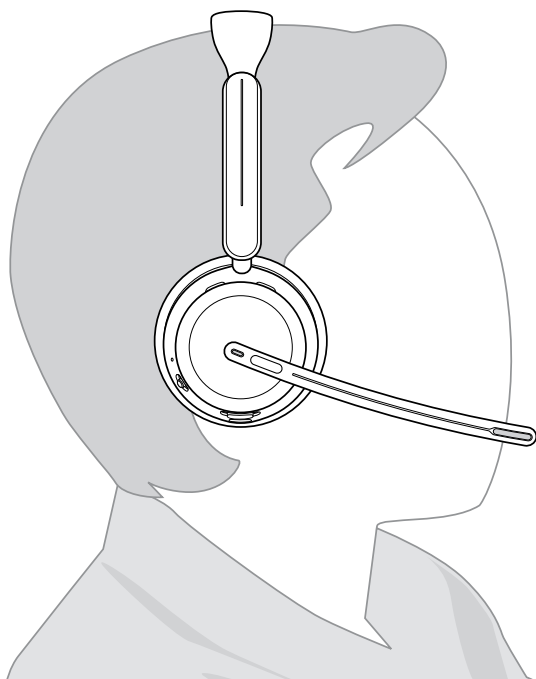
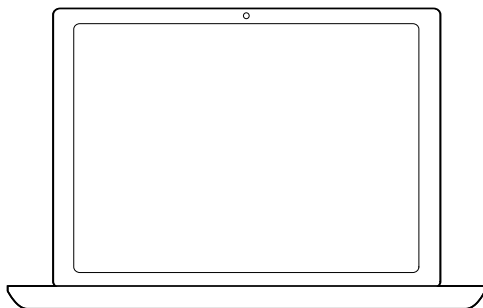
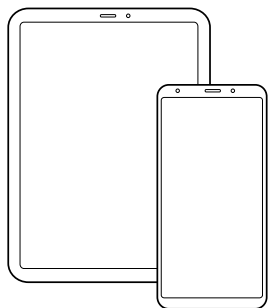
Clearing the pairing list of the dongle

- 1 Plug the dongle into the USB port of your computer.
- 2 Press and hold the button until the LED flashes blue and red.
- 3 Double tap the dongle's button.

The LED flashes purple 3 times. The pairing list is cleared. The dongle searches for Bluetooth devices to pair with (see page 51).



EPOS



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eposaudio.com