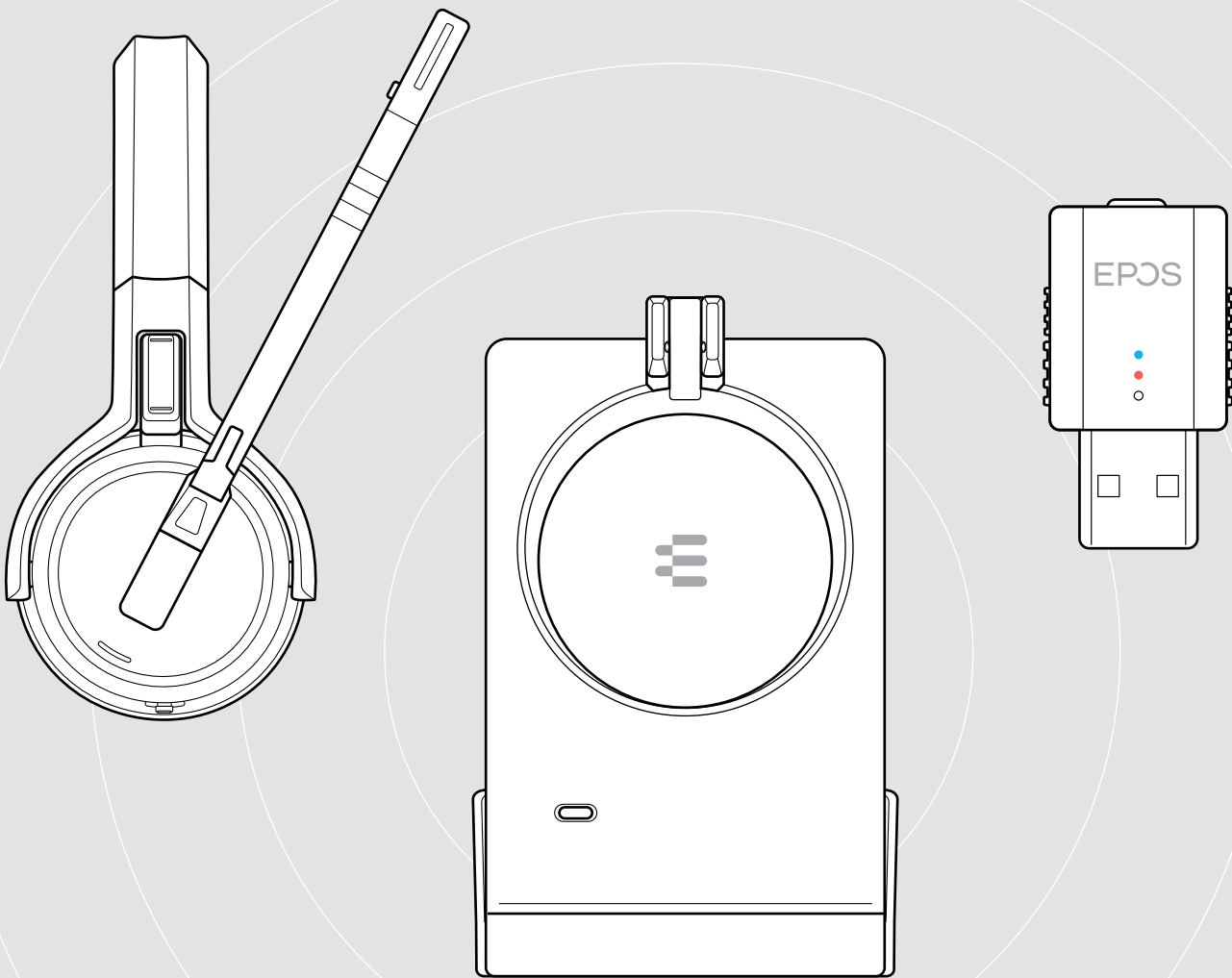
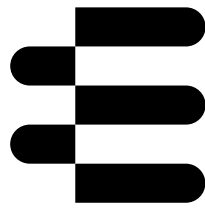




IMPACT 5000 Go Series

On-ear DECT headset with USB DECT dongle and charging stand

User Guide

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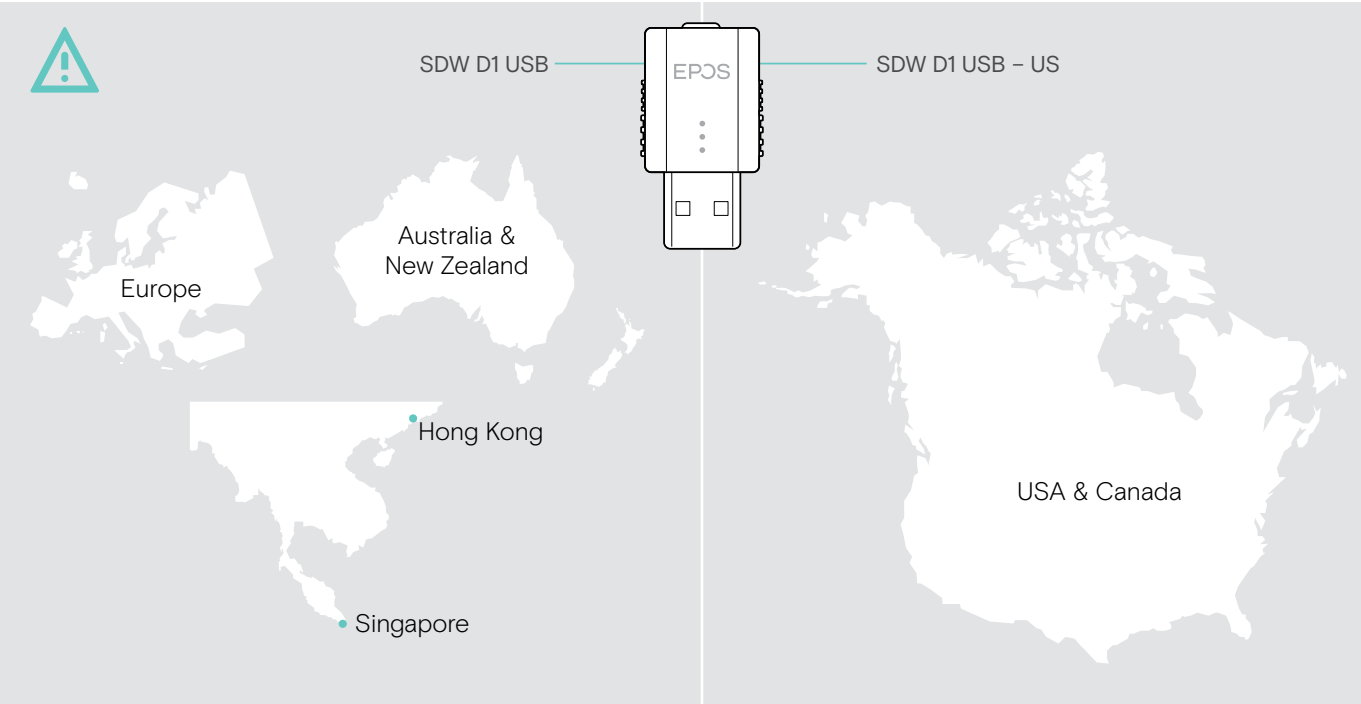
Important DECT information

CAUTION

Danger of malfunctions!

This DECT dongle uses restricted wireless radio frequencies which vary by country. DECT products should never be used outside the region/country in which they were originally purchased and intended to be used. If used in unauthorized countries, it is a violation of law, may disrupt telecommunications networks and devices and can subject you to fines and penalties by regulatory agencies.

- > Only use the product in environments where wireless transmission is permitted.
- > Before putting the product into operation, please observe the respective country-specific regulations!



SDW D1 USB	Art. no.	SDW D1 USB – US	Art. no.
Europe, Australia / New Zealand, and a wide range of countries in Asia Dongle :	1000299	USA & Canada Dongle :	1000978
Europe, Australia / New Zealand, and a wide range of countries in Asia Bundle :	1001433 & 1001436	USA & Canada Bundle :	1001437 & 1001468



For safety instructions, consult the Safety Guide.

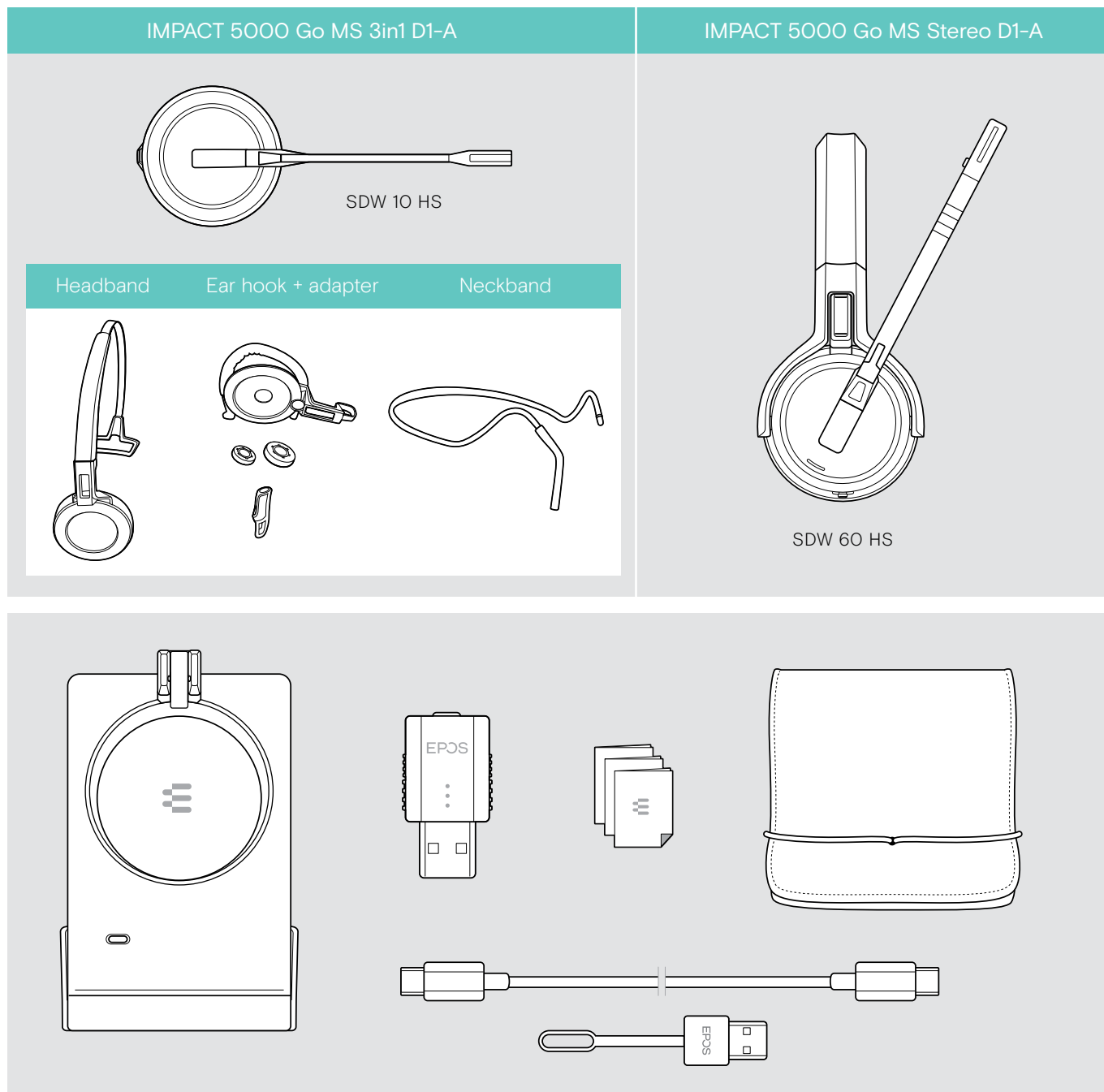


For specifications, consult the Fact sheet available at eposaudio.com



A list of accessories can be found on the product page at eposaudio.com

Package contents



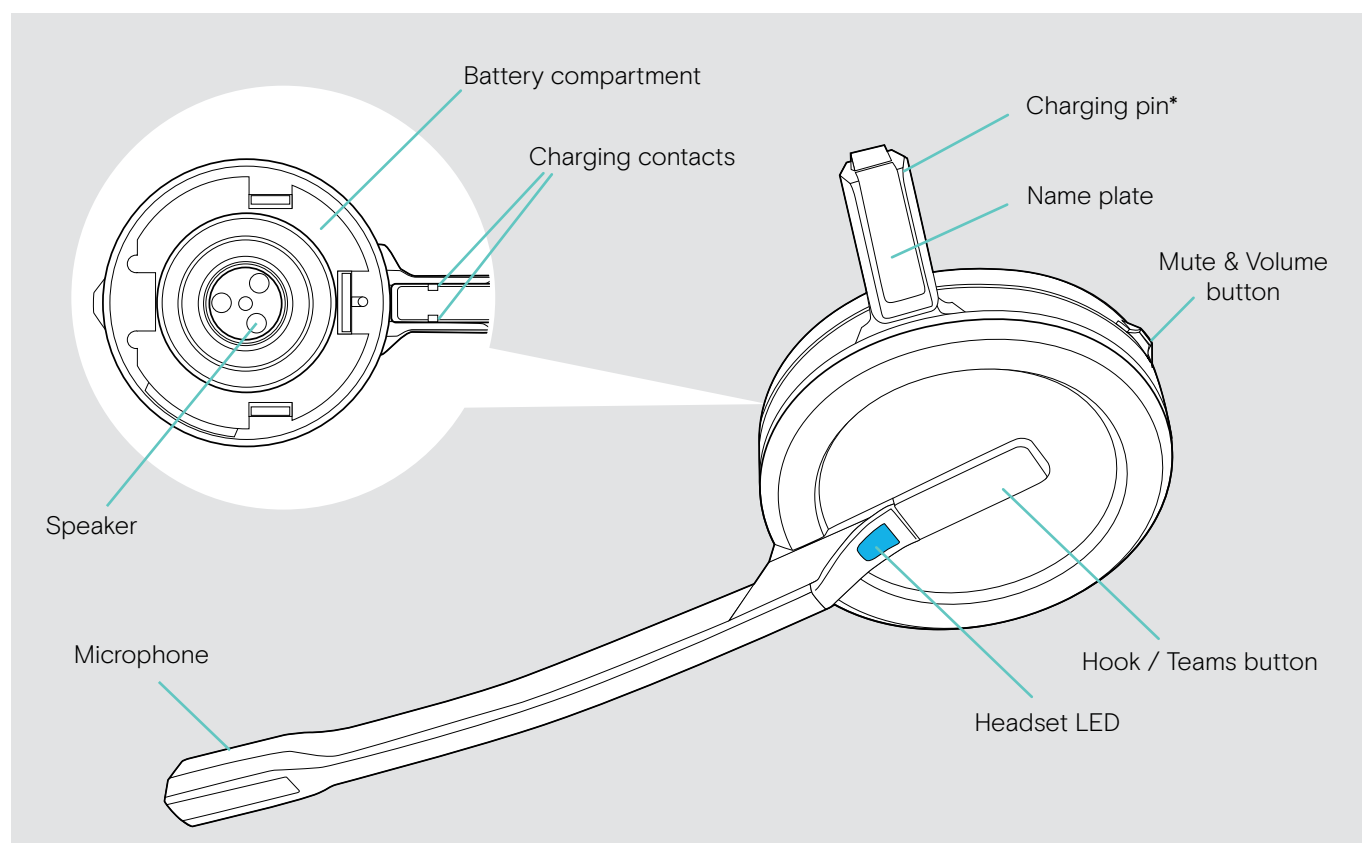
IMPACT 5000 Go at a glance

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

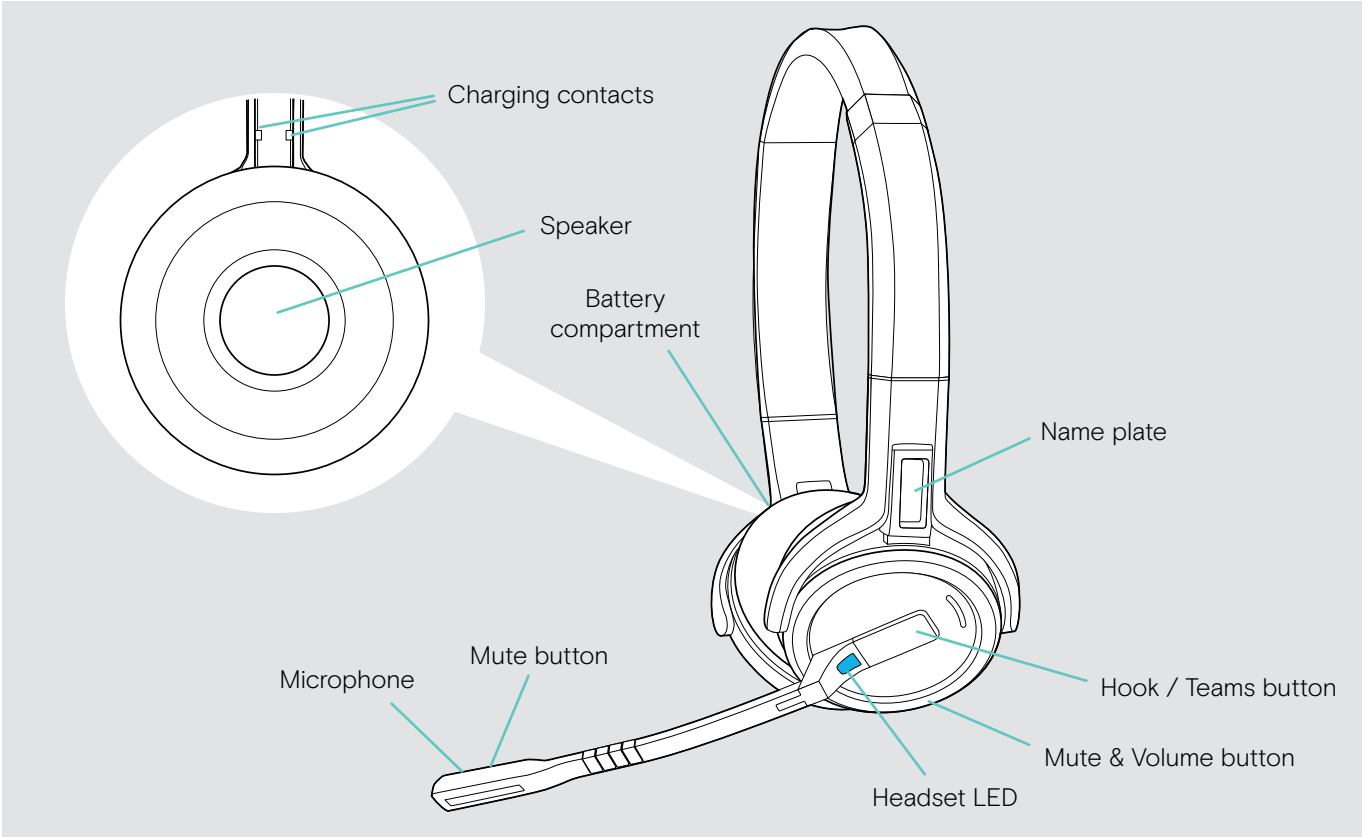
Headsets at a glance

Overview of the headset SDW 10 HS



*Inserted into the holder of the headband or wearing style adapter

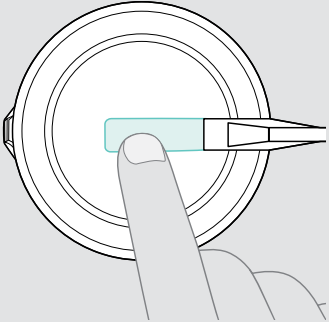
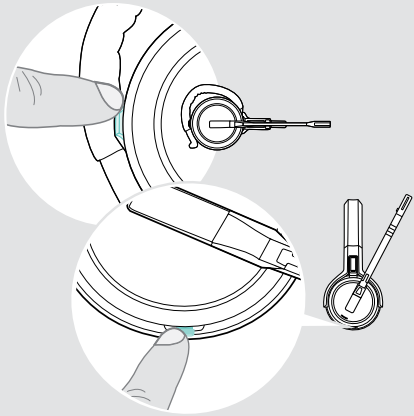
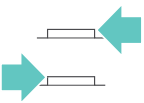
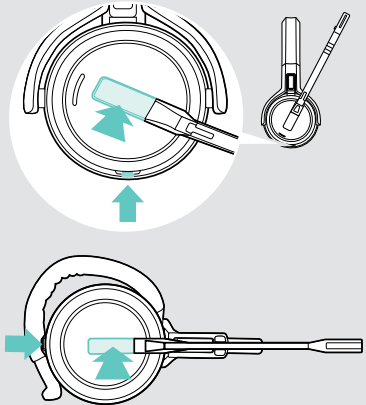
Overview of the headset SDW 60 HS



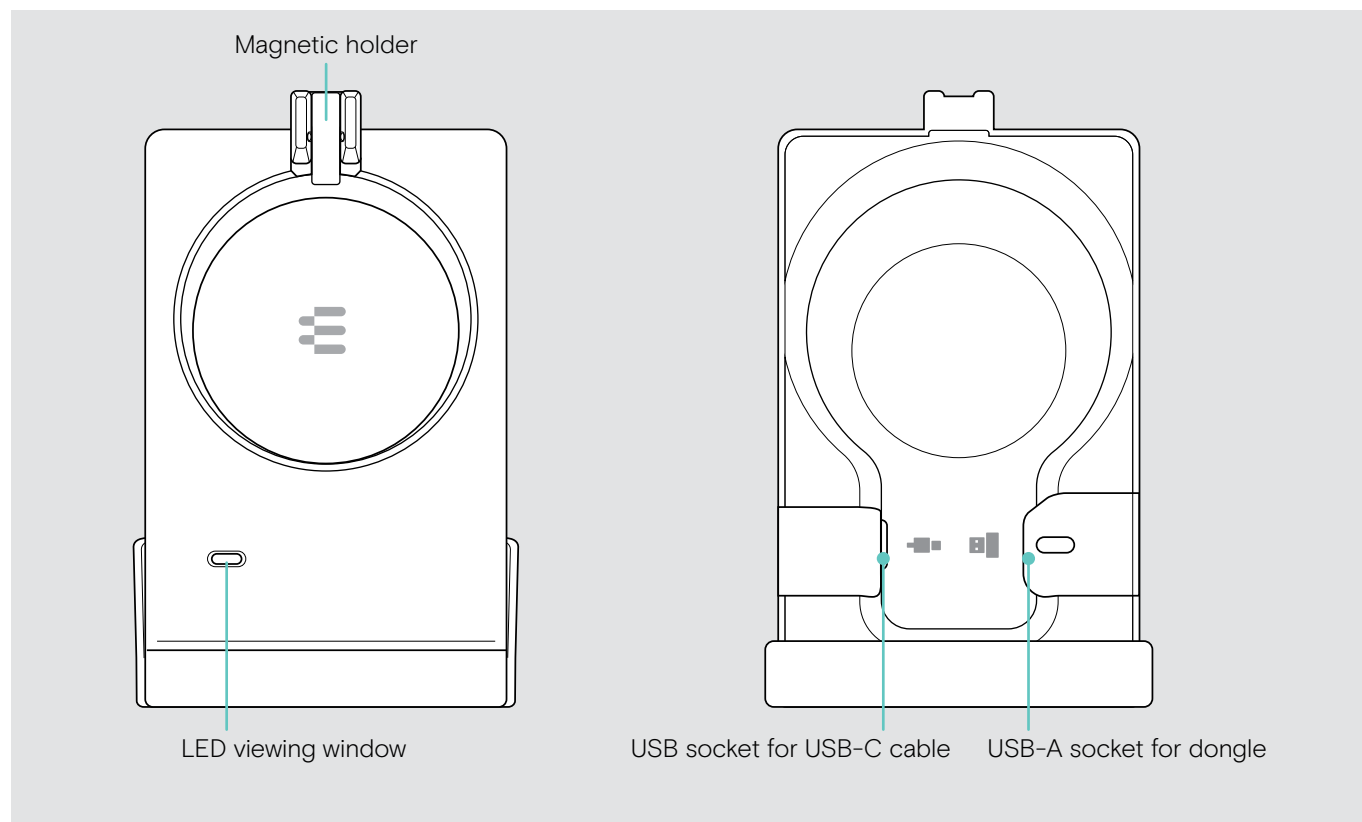
Headset LED indications at a glance

Headset	LED	Meaning
		Headset battery is being charged
		Headset is being paired to DECT dongle
		- Headset switches on - Headset successfully connected to the dongle
		Headset switches off
		Incoming call
		- Outgoing / active call - Softphone status: BUSY
		Headset in idle mode
		Firmware upgrade

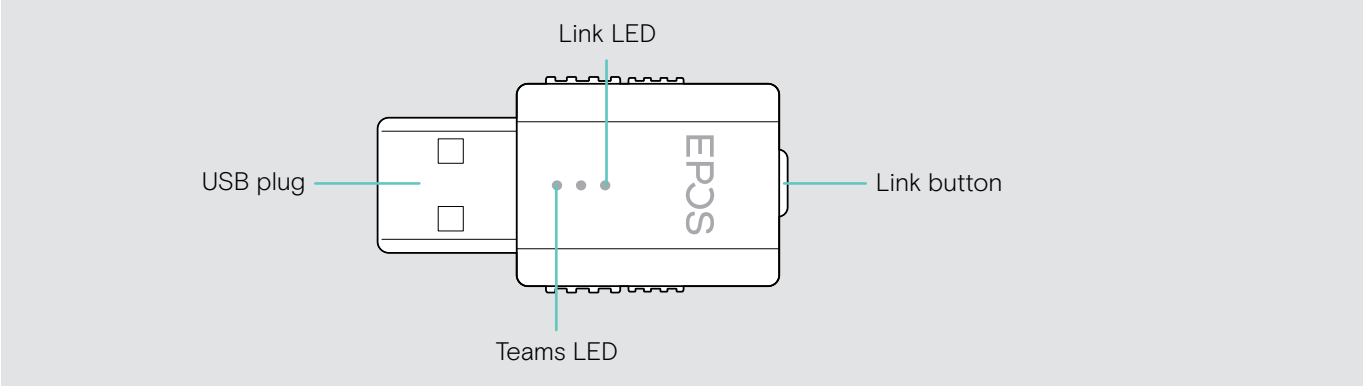
Headset buttons at a glance

Hook / Teams button	Press	Function	Page
		Switches headset on	20
		Initiates a call	23
		Accepts / ends a call	23
		2 calls: Answers incoming call and ends active call	24
		2 calls: Ends active and unholds paused call	24
		Invokes Microsoft Teams	25
		Cancels redialing	24
		Redials last number (softphone dependent)	24
		Puts active call on hold (pause) / resumes call	23
		2 calls: Answers incoming call and puts active call on hold	24
		2 calls: Toggles between calls	24
		Rejects a call	23
		Rejects second incoming call	24
		Switches headset off	20
Mute & Volume button	Press	Function	Page
		Increases or decreases the volume	21
		Mutes / unmutes microphone	22
		Requests remaining battery power	26
		Swaps direction of volume button	22
Hook + Mute button	Press	Function	Page
		Activates Pairing mode: > Press hook & mute button until LED flashes blue and red.	30
		Enables / disables voice prompts: > Press hook & mute button until you hear 2 beeps.	27

IMPACT CH 50 Charging stand at a glance



Dongle at a glance



Dongle LED indications at a glance

Dongle	LED	Meaning
		Dongle in pairing mode: searching for headset to pair and connect
		Pairing successful
		Pairing failed
		Dongle tries to connect to a headset
		Dongle and headset connected
		- Outgoing / active call - Media streaming in standard quality
		Incoming call
		Microphone of the headset is muted
		Connected to Microsoft Teams
		Notifications in Microsoft Teams
		Connecting to Microsoft Teams

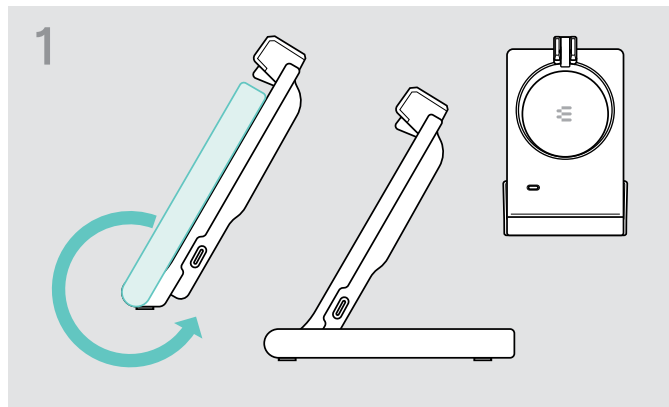
Dongle button at a glance

Link button	Press	Function	Page
		Activates Pairing mode	30

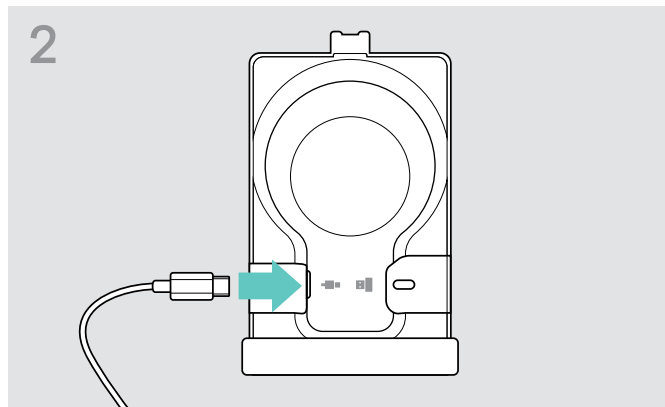
Getting started

Charging the headset before first use

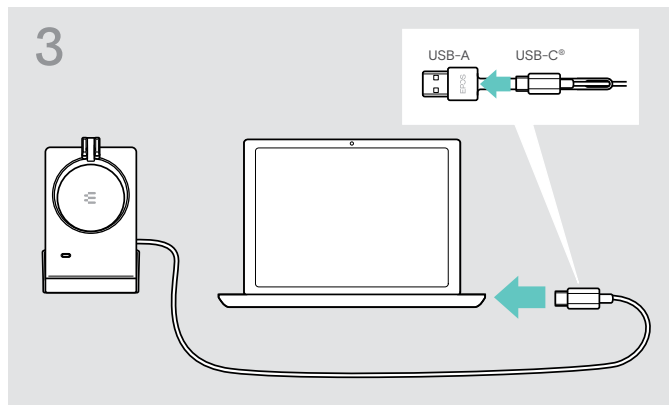
- > Charge the rechargeable battery for at least 20 minutes before using it for the first time. A complete charging process takes about 2 ½ hours for SDW 10 HS and 4 hours for SDW 60 HS (see page 26).



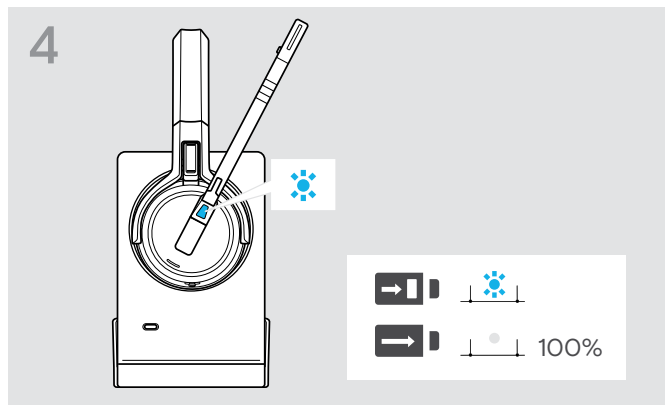
- > Unfold the charging stand CH 50.



- > Connect the USB cable to the USB-C socket at the charging stand.



- > Attach or detach the USB-A adapter*.
- > Connect the USB cable to a USB socket on your computer.



- > Place the headset into the magnetic holder of the charging stand CH 50 (see page 26).
The LED lights up blue until the battery is fully charged.

* You can completely remove and reattach the USB-A adapter from the USB cable.

To remove the USB-A adapter:

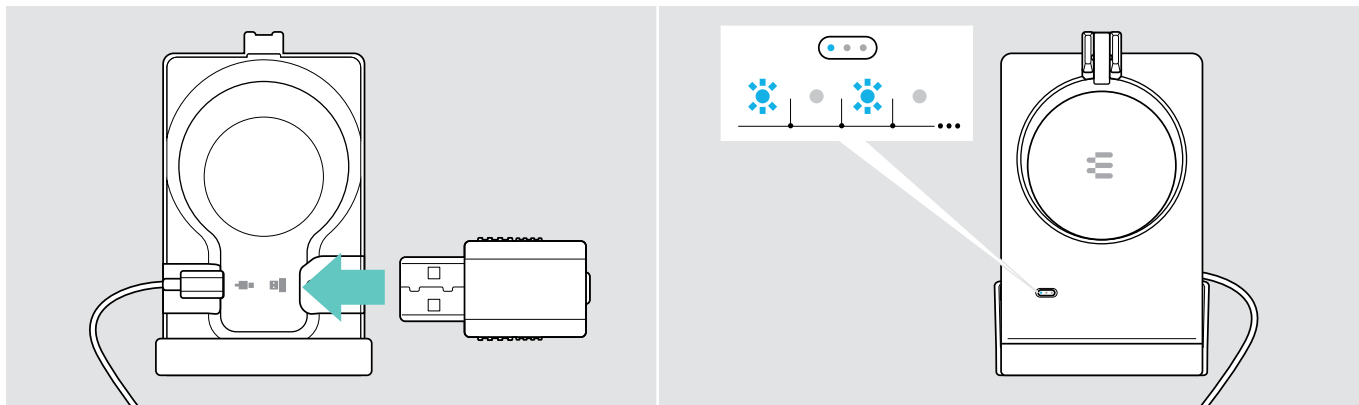
- > Disconnect the adapter from the USB-C plug.
- > Push the USB plug through the small opening at the end of the rubber holder.



During the first charging process and after long periods of non-use, it may take up to 5 minutes until the headset LED lights up.

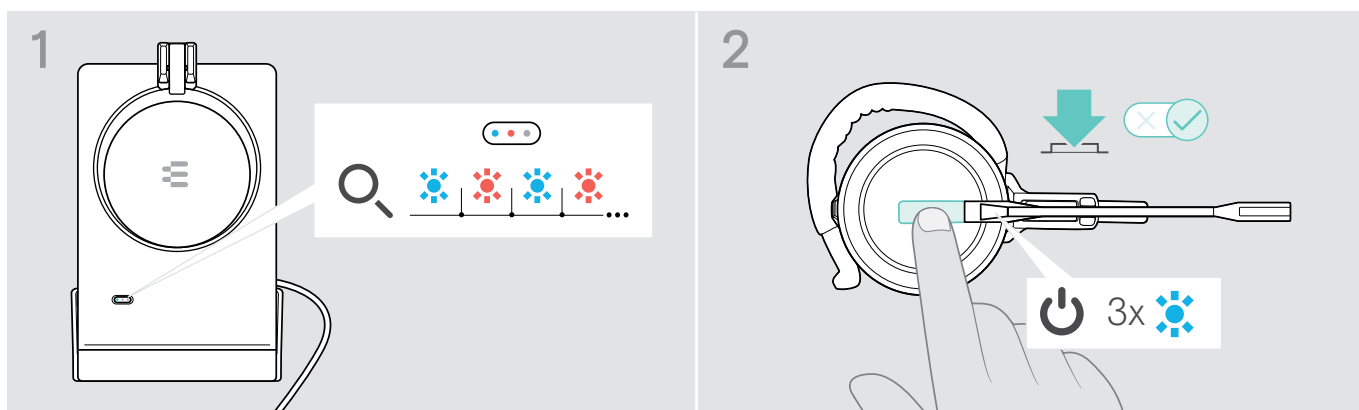
Connecting the dongle to the charging stand

The dongle controls the wireless communication between computer and headset.



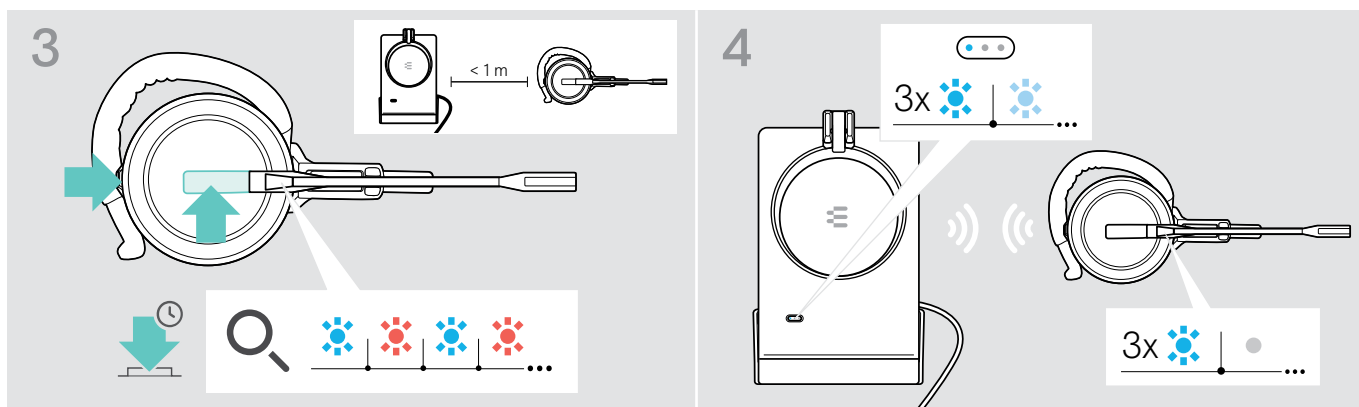
- > Connect the dongle to the USB-A socket of the charging stand.
If not yet done: Connect the USB cable to the charging stand and your computer – see previous chapter.
The dongle flashes blue.
The operating system detects the USB audio device “EPOS IMPACT D1” and installs the necessary drivers.

Pairing the headset and the dongle – 1st time use



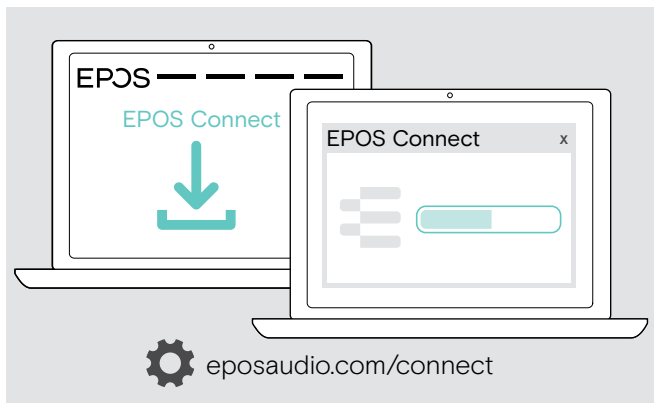
When using the dongle for the first time, the dongle automatically searches for a headset to connect to. The LED alternately flashes blue and red.

- > Press the hook button to switch the headset on. The LED flashes 3 times blue.



- > Press and hold the hook and mute button simultaneously until the LED flashes blue / red alternately. Release the buttons.
If pairing is successful, the dongle LED lights up dimmed blue and the headset LED switches off. If pairing is not successful within 2 minutes, headset and dongle switch back to standby mode.

Installing the EPOS Connect desktop app



With the free of charge [EPOS Connect](https://eposaudio.com/connect) software, you can change the settings for audio quality (narrowband/wideband), range, Audio limiter and USB auto audio.

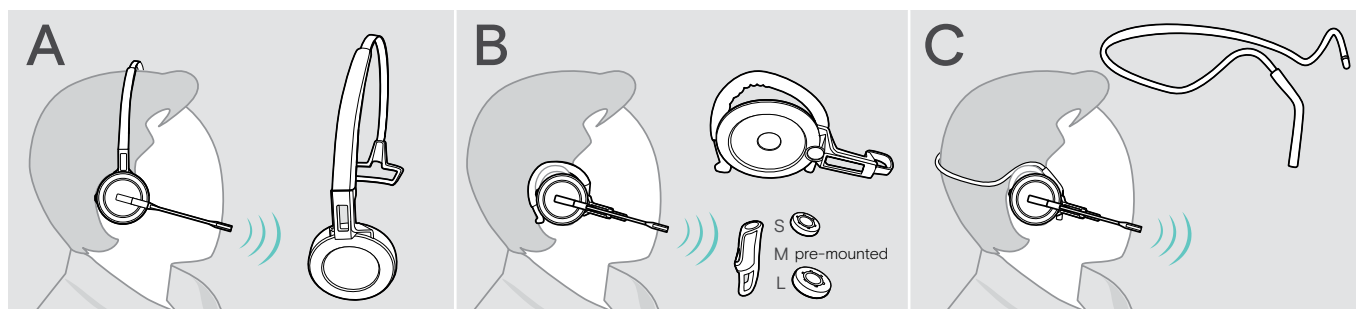
- > Download the software from eposaudio.com/connect.
- > Install the software. You need administrator rights on your computer – if necessary, contact your IT department.

To make calls:

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

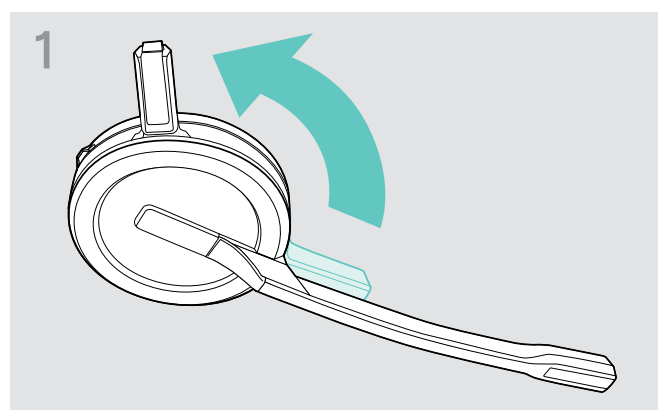
Assembling and wearing the headset SDW 10 HS

You can wear the headset either with the headband, the ear hook or the neckband.

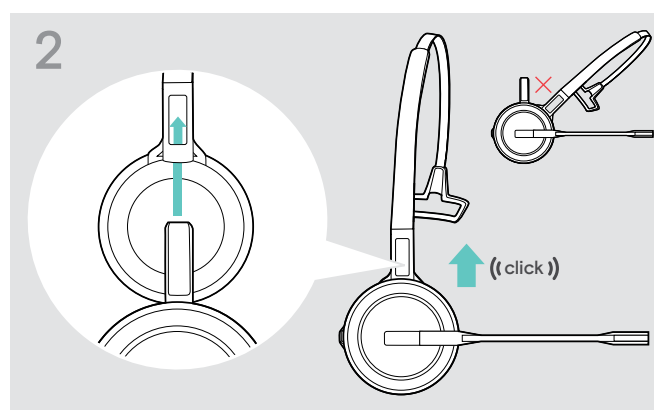


> Before assembly, remove the stickers showing where the charging pin should be inserted.

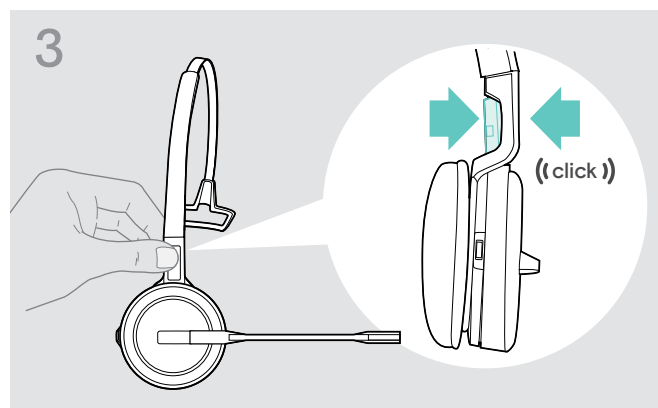
Using the headset with the headband



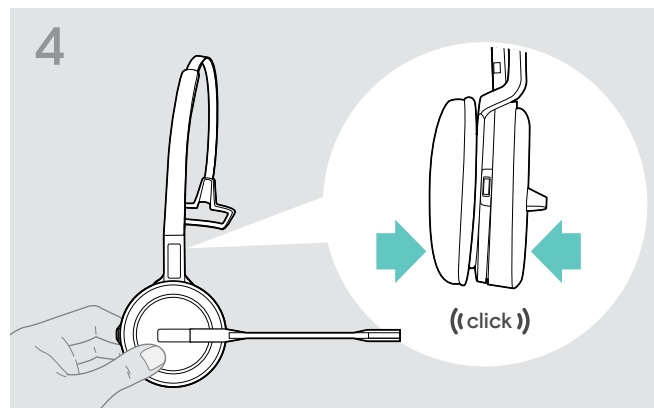
> Rotate the headset's charging pin away from the microphone boom.



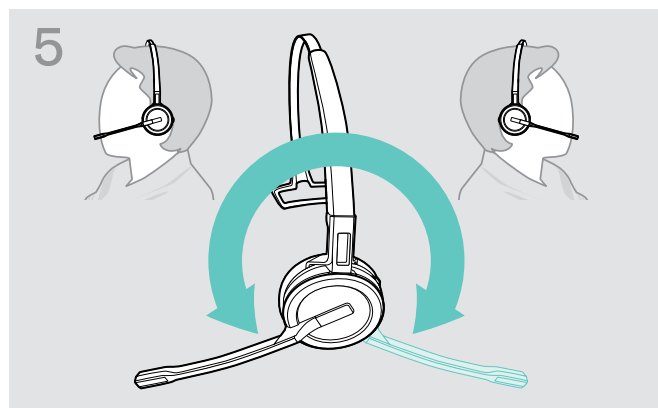
> Slide the charging pin into the holder of the headband.



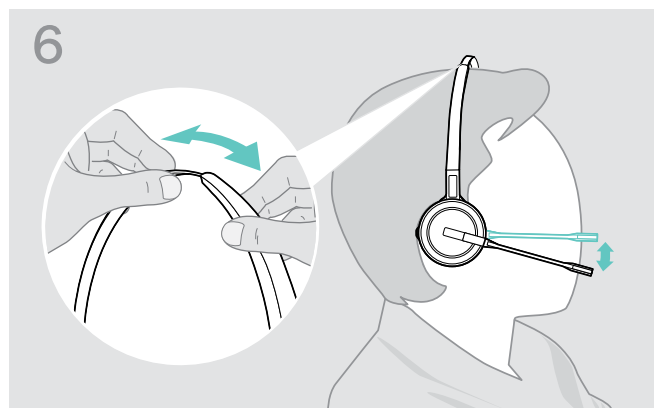
> Snap the charging pin into the headband.



> Snap the headset into the circular part of the headband.



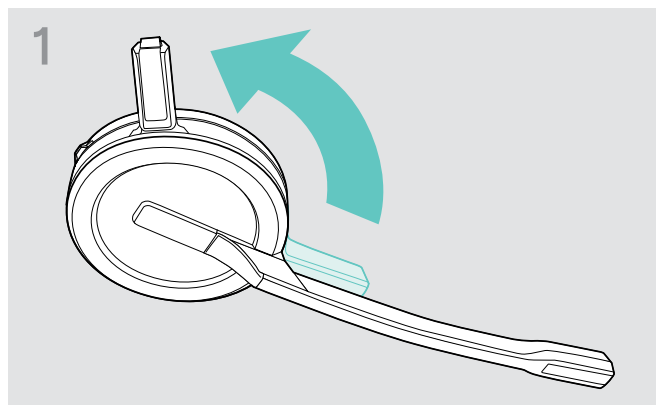
> Rotate the microphone boom to change wearing side.



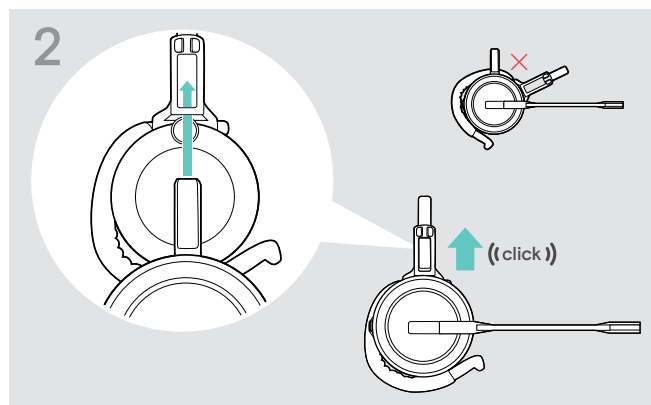
> Adjust the headset so that the ear pad rests comfortably on your right or left ear.

Using the headset with the ear hook

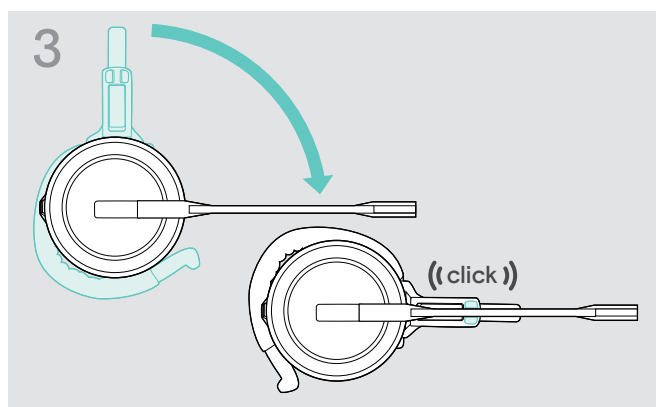
Assembling the ear hook and the headset



- > Rotate the headset's charging pin away from the microphone boom.

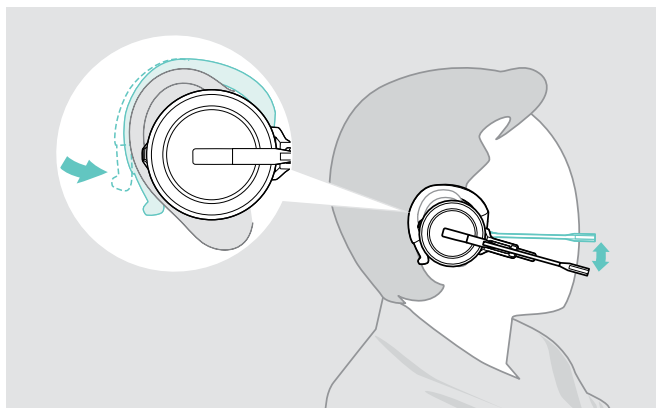


- > Insert the charging pin into the holder of the wearing style adapter.

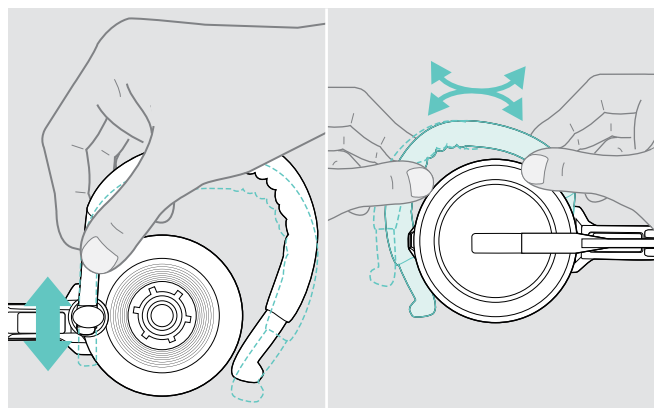


- > Rotate the boomarm to snap it in the wearing style adapter.

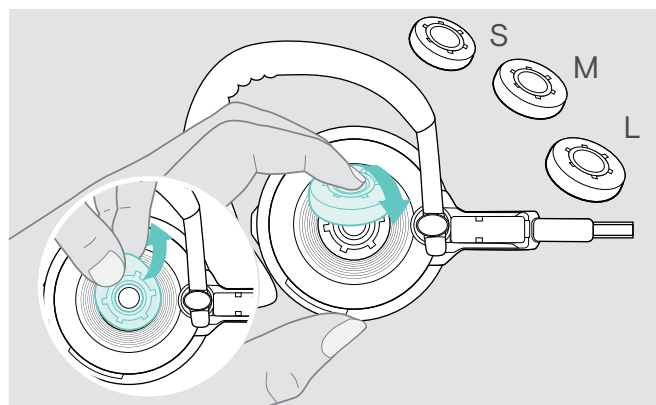
Adjusting the ear hook for perfect wearing comfort



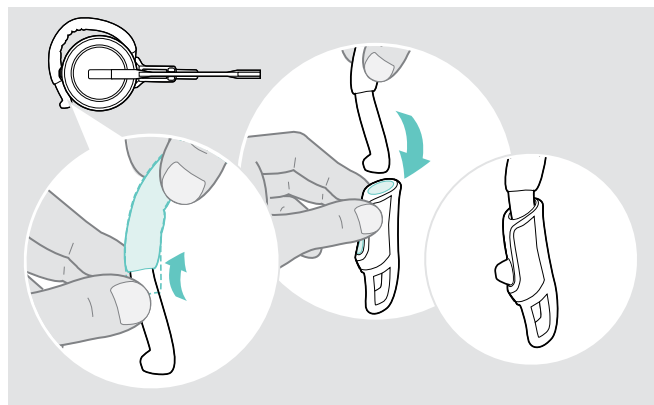
- > Fit the ear hook around your ear with the ear bud placed in your ear.
- > Bend the flexible ear hook so that the headset sits comfortably and securely on your ear.



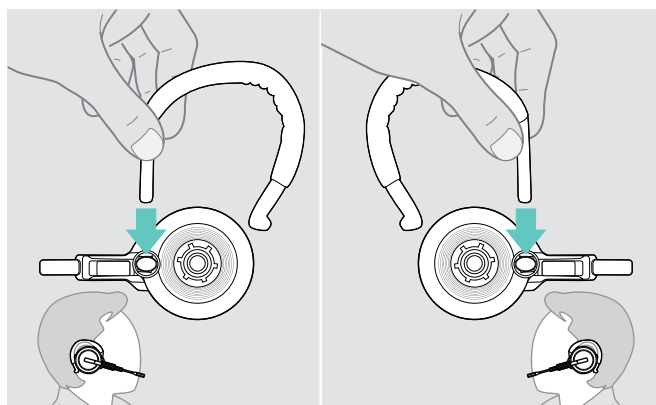
- > Adjust the ear hook's height and shape.



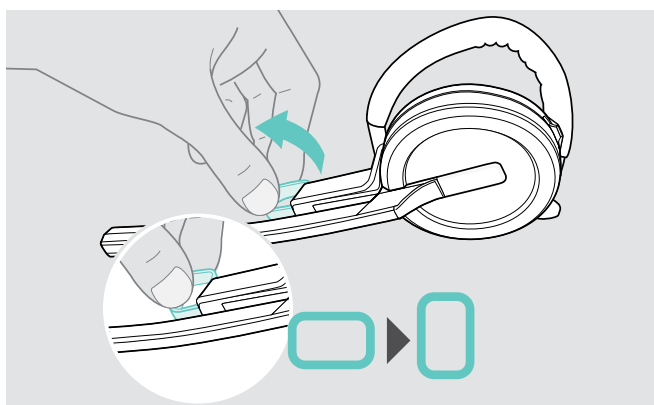
- > Change ear bud size for optimal fit – if required.



- > Mount the ear hook stabilizer for an improved fit – if required.



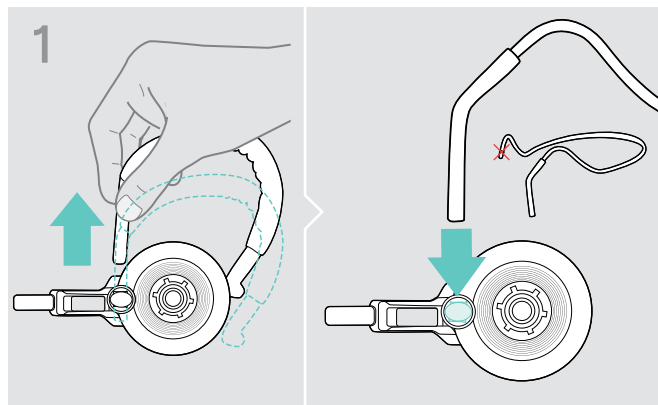
- > Change wearing side – if required.



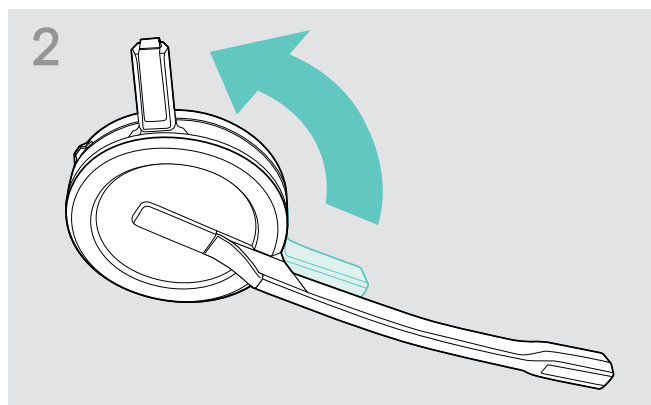
- > Rotate the cheek spacer to increase or decrease the distance between the microphone and your mouth – if required.

Using the headset with the neckband

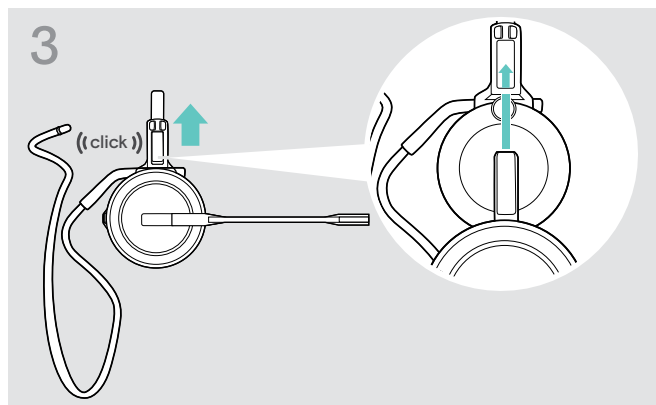
Assembling the neckband and the headset



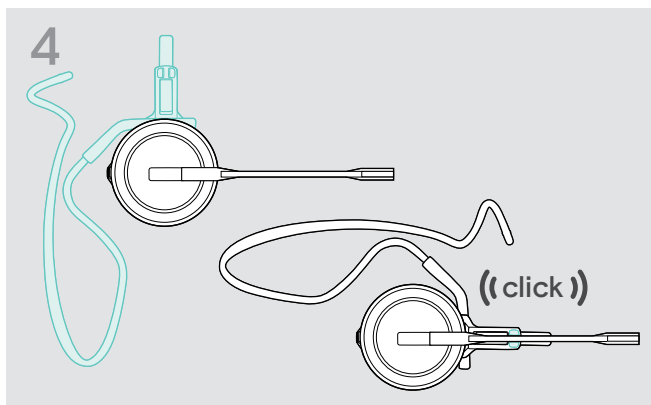
- > Remove the ear hook from the wearing style adapter and insert the neckband instead. Make sure the inserted side has the holder mounted on the neckband.



- > Rotate the headset's charging pin away from the microphone boom.

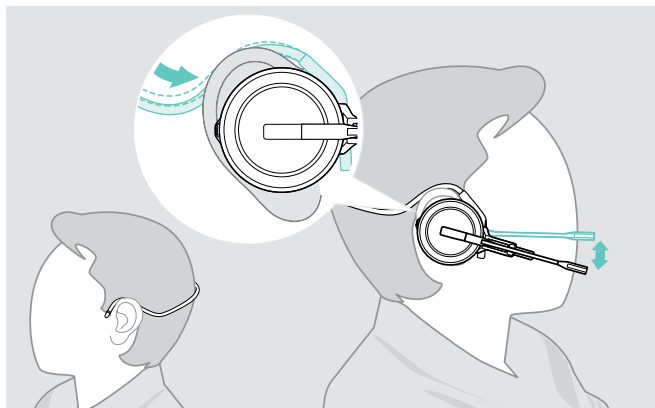


- > Insert the charging pin into the holder of the wearing style adapter.

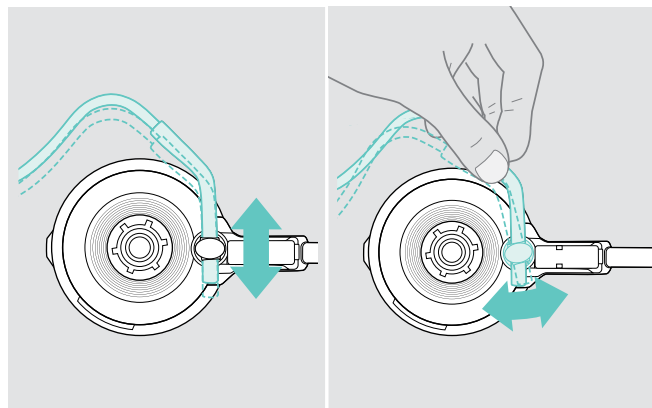


- > Rotate the boomarm to snap it on the wearing style adapter like shown.

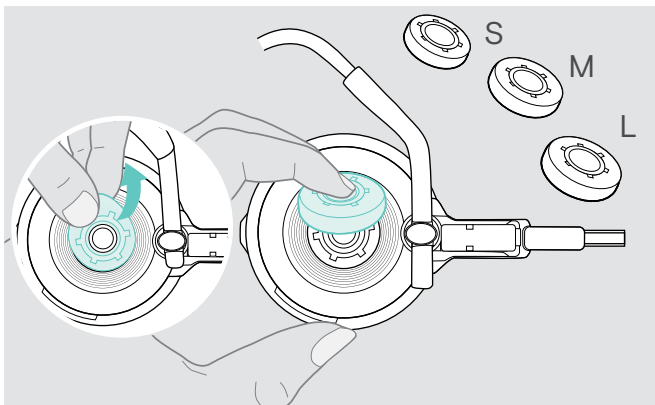
Adjusting the neckband for perfect wearing comfort



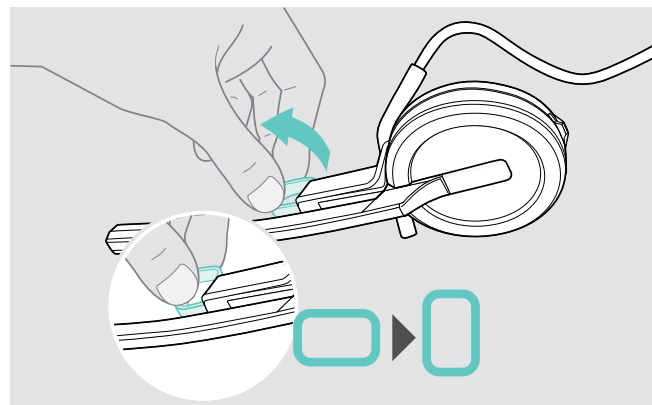
- > Fit the neckband around your neck and both ears. Ensure that the ear bud is placed in your ear.



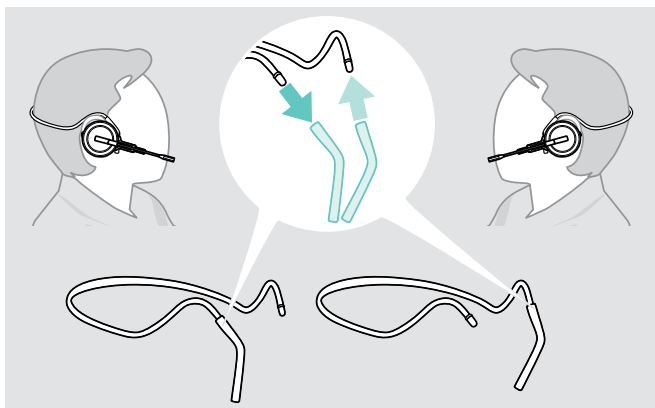
- > Adjust the neckband's height and angle.



- > Change ear bud size for optimal fit – if required.



- > Rotate the cheek spacer to increase or decrease the distance between the microphone and your mouth – if required.



- > Change wearing side – if required.

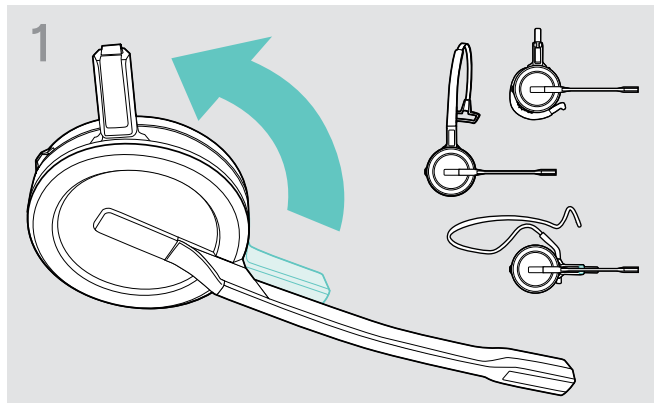
Detaching headband, ear hook or neckband

CAUTION

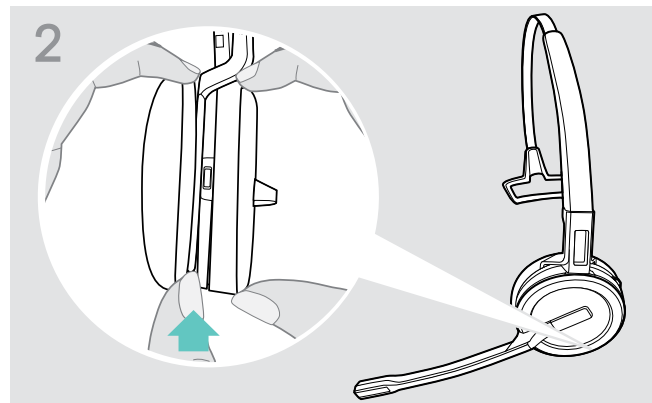
Improper handling can damage the product!

If the charging pin and microphone boom overlap while detaching, they can break.

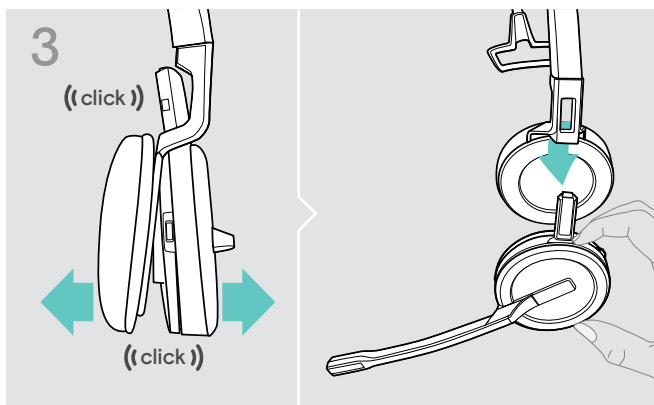
- > Rotate the charging pin as shown.



- > Rotate the holder with the charging pin away from the microphone boom.

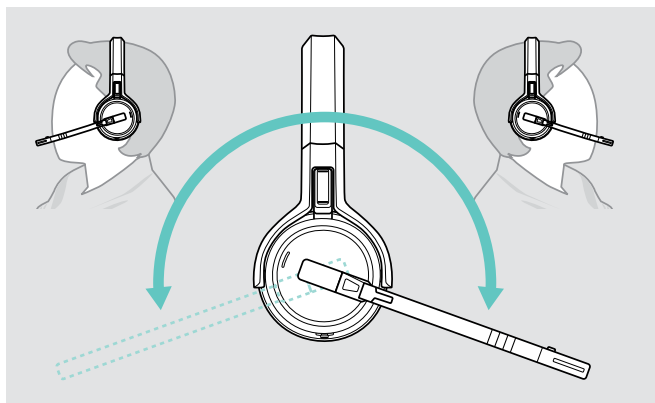


- > Hold the headset with the one hand.
- > Slide one finger of the other hand into the small recess on the headband or wearing style adapter.

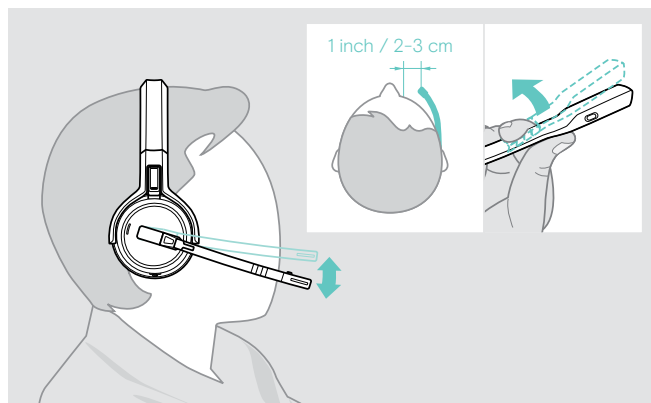


- > Pull the two units apart from each other.
The headset loosens and you hear a click.
- > Remove the headset from the holder.

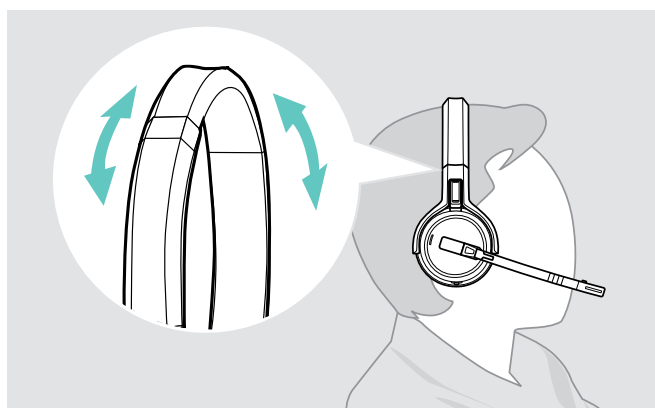
Adjusting and wearing the headset SDW 60 HS



- > Rotate the microphone boom to change wearing side.

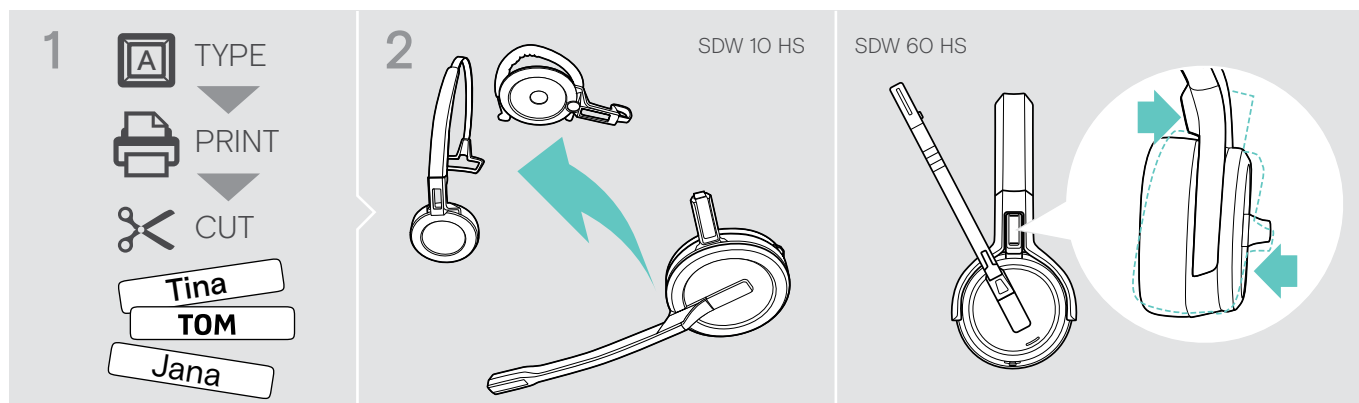


- > Bend and rotate the microphone boom so that the microphone is about 0.8" (2 cm) from the corner of your mouth.



- > Adjust the headset so that the ear pads rest comfortably on your ears.

Labeling the headset

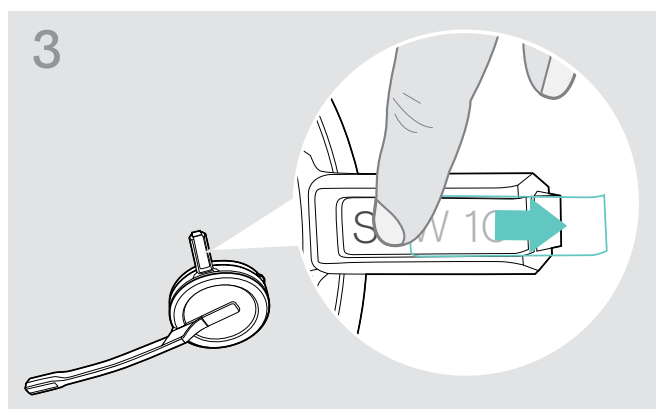


SDW 10 HS:

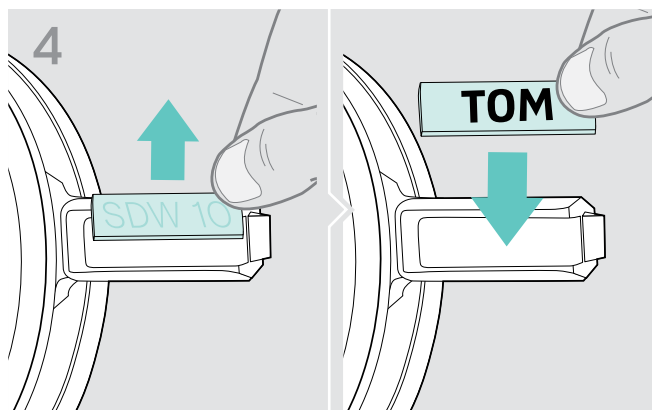
- > Detach the headband or wearing style adapter from the headset (see page 17).

SDW 60 HS:

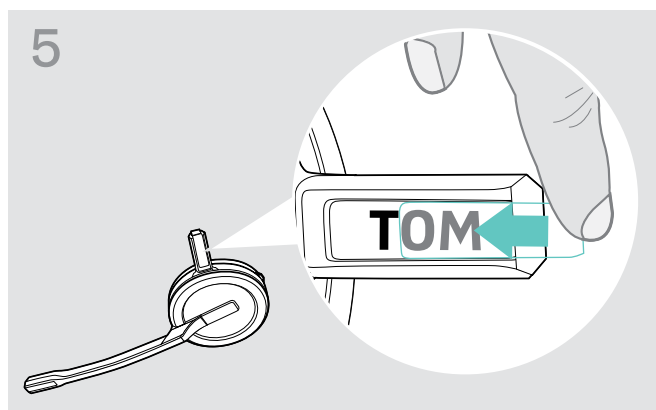
- > Tilt the earcup with the boom arm as shown.



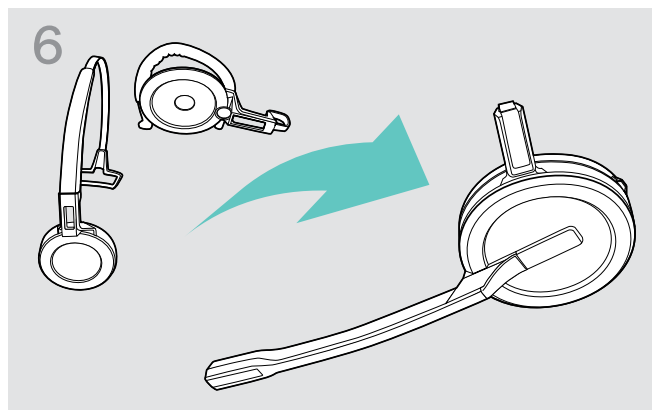
- > Remove the cover.



- > Replace the name plate.



- > Slide the cover in the holder.

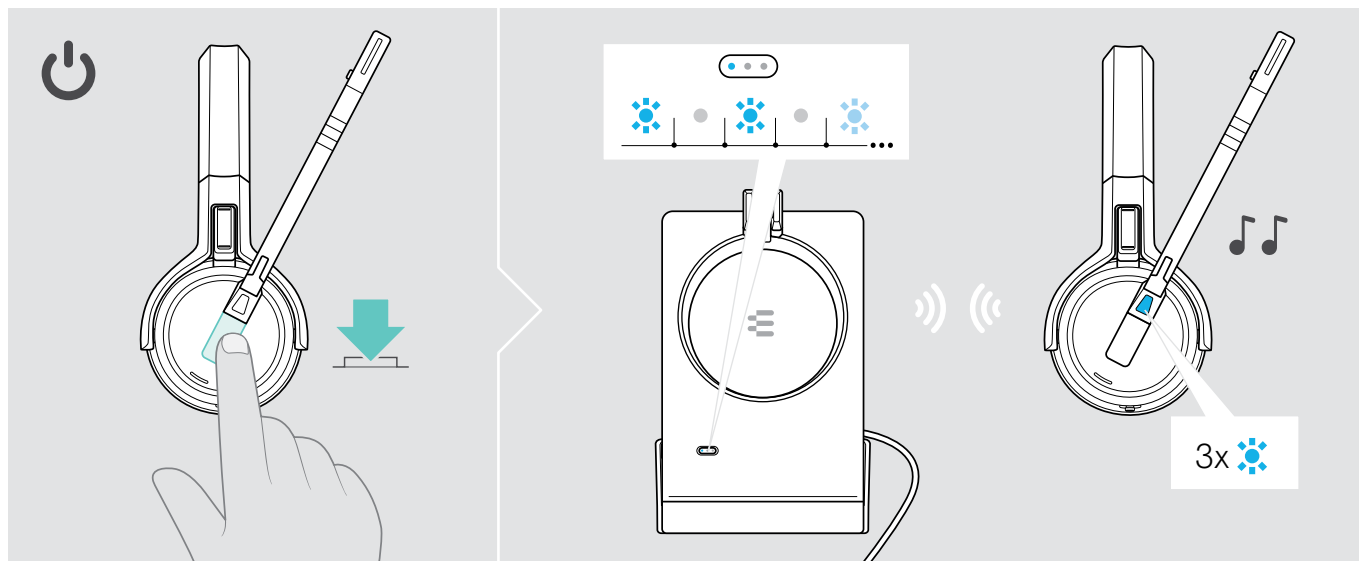


SDW 10 HS:

- > Reassemble the headset with the headband or wearing style adapter (see page 12).

Setting up and using the headset

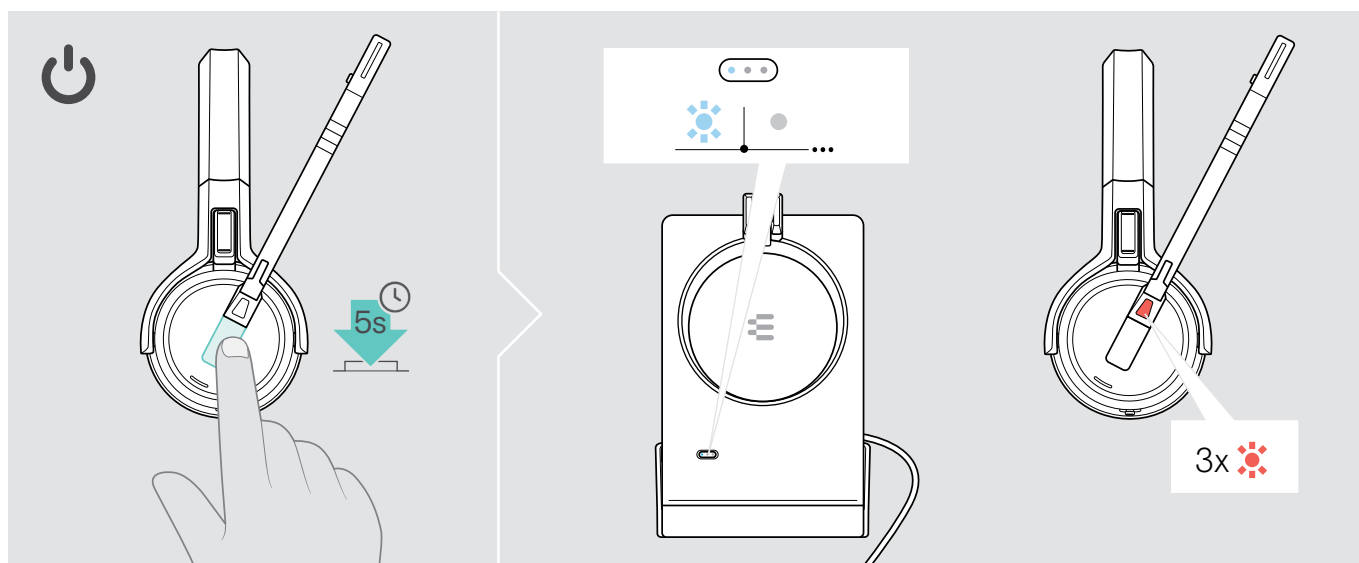
Switching the headset on



- > Press the hook button.

The headset switches on and searches for the dongle. If the connection is successful, you hear 2 beeps. The headset LED flashes blue 3 times and the dongle LED lights up dimmed blue.

Switching the headset off



- > Press the hook button for 5 seconds.

The headset switches off. The LED on the headset flashes red 3 times and the dongle LED lights turn off.



To ensure that the headset is fully charged when needed:

- > Place the headset into the magnetic holder of the charging stand CH 50 (see page 26).

Adjusting the volume



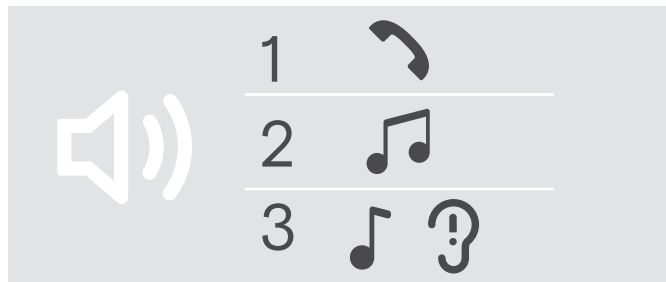
CAUTION

Hearing damage due to high volumes!

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

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

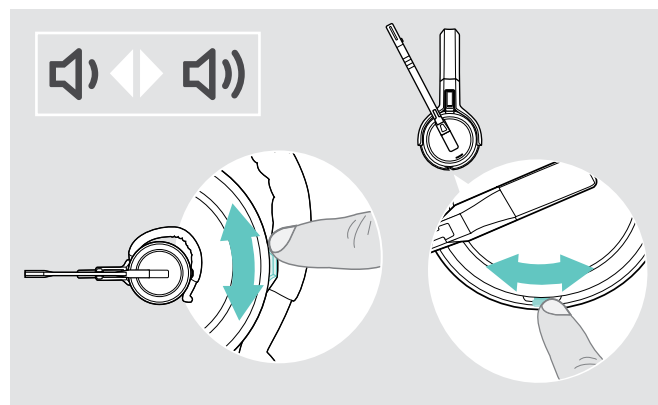
Adjusting the speaker volume



You can adjust three independent volume settings for the headset:

1. Call volume: during an active call
2. Media volume: during media streaming
3. Volume for ring tone, tones and voice prompts: in idle mode – no active call or media streaming

The direction of the volume buttons can be swapped.



To adjust **volume for calls and the audio signal**:

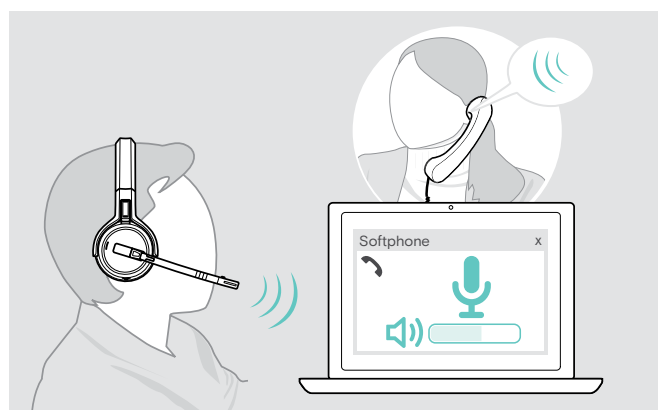
- > Make a call (see page 23).
- > Move the Volume button to adjust the volume.

To adjust volume for **ring tone, beeps and voice prompts**:

- > Make sure that the headset is in idle mode – no active call or media reproduction.
- > Move the Volume button to adjust the volume.

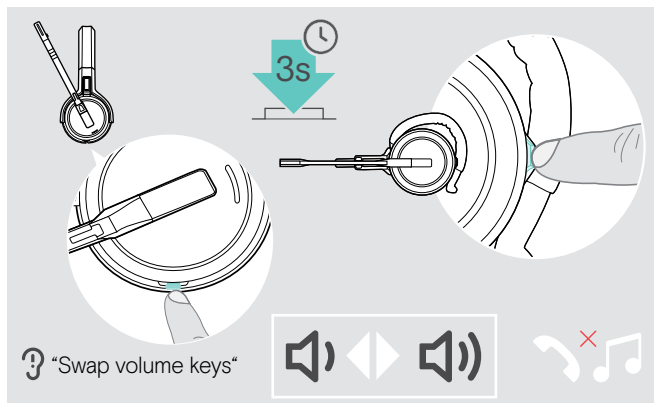
When the minimum or maximum volume is reached, the voice prompt “**Volume min**” or “**Volume max**” is announced in the headset. When the voice prompts are disabled, you hear a beep in the headset instead.

Adjusting the headset's microphone volume for softphones



- > Make a call 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.
- *Activate the option “Automatically adjust microphone sensitivity” – if available.

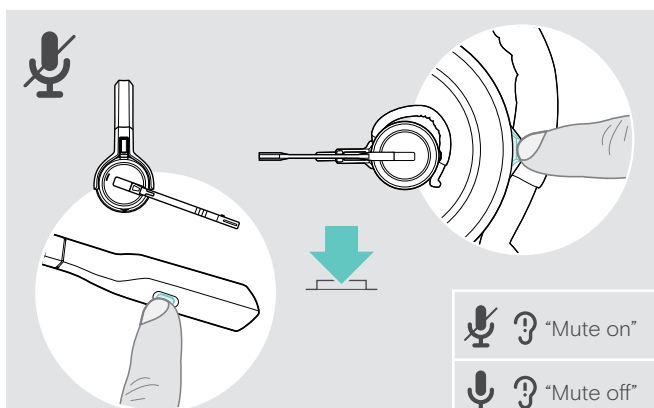
Swapping the direction of the volume buttons



You can change the direction of the Volume button if, for example, you want to wear the headset on the other ear.

- > Press and hold the Mute & Volume button while headset is in idle mode – no active call or media reproduction. The direction of the button is changed. The voice prompt “Swap volume keys” is announced.

Muting the headset's microphone



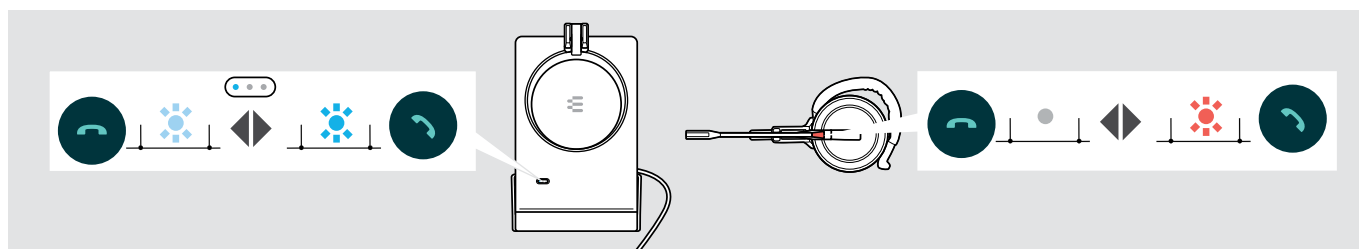
- > Press the Mute & Volume button on the headset
OR
Mute button on the boom arm for SDW 60 HS.

The microphone is:

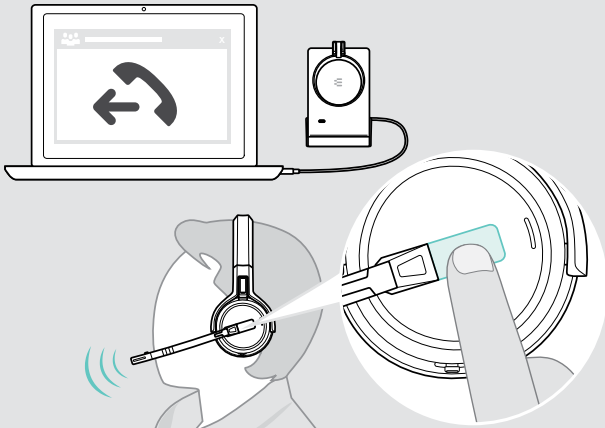
- muted:
The voice prompt “Mute on” is announced.
The dongle LED flashes red.
- unmuted:
The voice prompt “Mute off” is announced.
The dongle LED lights up dimmed blue.

Making calls

During a call the dongle LED lights up blue and the headset LED lights up red.



Making / ending a call



> Start or end the call via your softphone **OR** Press the hook button on the headset.

		Initiates a call: dongle LED lights up blue
		Ends a call*

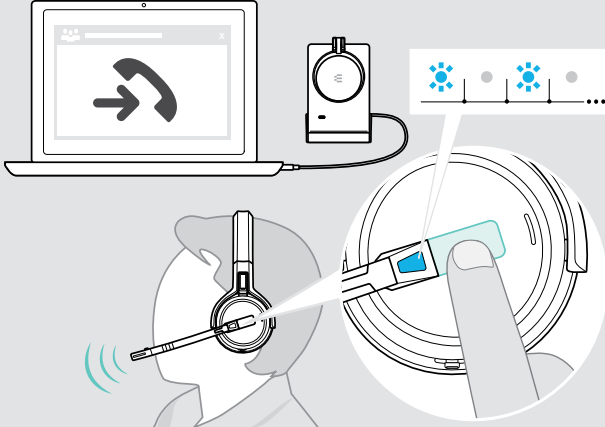


*To ensure that the headset is fully charged when needed:

> Place the headset into the magnetic holder of the charging stand CH 50 (see page 26).

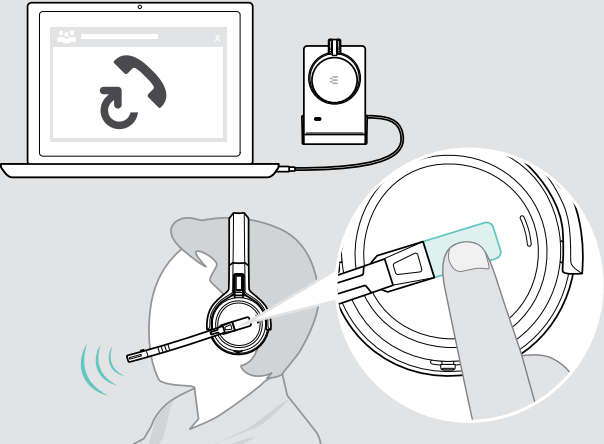
Handling a call

When you receive a call, you hear a ring tone in the headset and the LED flashes blue.



		Accepts a call
		• Puts the call on hold (pause) "Call held" • Resumes the call "Call unheld"
		Rejects a call "Call rejected"

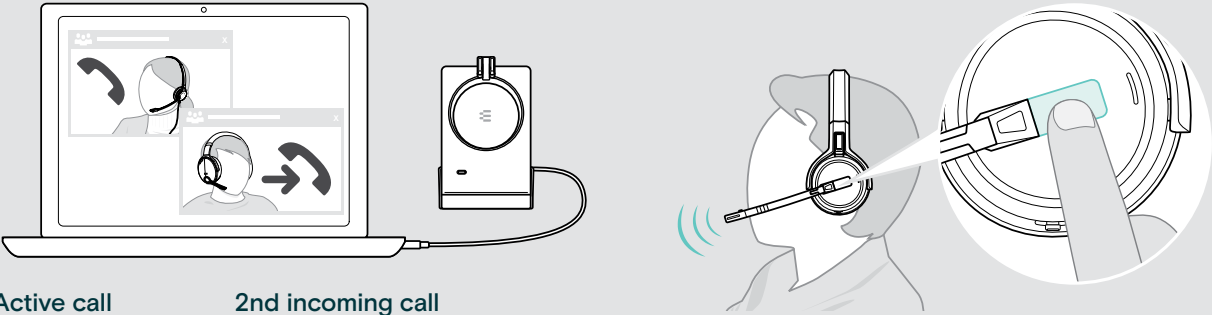
Redialing*



		Redials the last number “Redialing”
		Cancels redialing

* This feature is softphone dependent

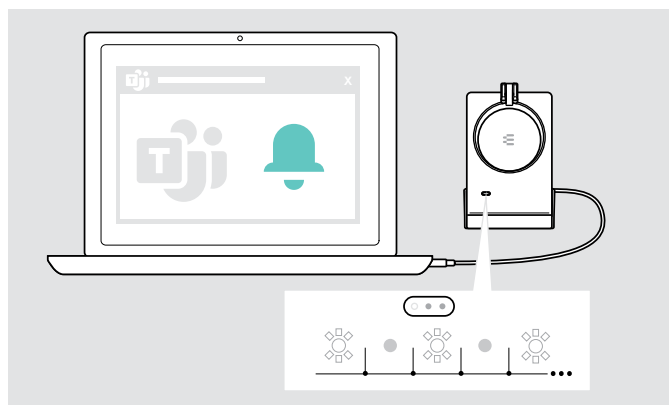
Managing a second call – second softphone



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

Active call	2nd held call	
		 Toggles between the active and held call
		 Ends the active call and resumes the held call

Using headset and dongle with Microsoft® Teams

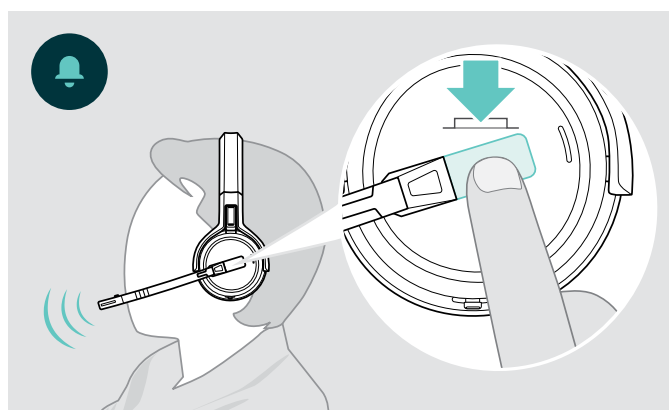


- > Start Microsoft Teams on your computer.
The dongle connects to Microsoft Teams and the white LED lights up steady.



The white LED pulses to indicate:

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

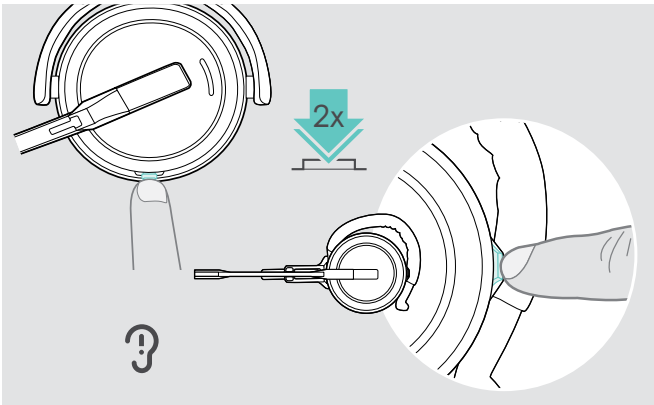


To check these Notifications or bring Microsoft Teams to the forefront on your screen:

- > Press the Hook/Teams button on your headset.

Additional functions

Verifying battery life



You can retrieve information on the remaining battery life at any time except when you are on a call or listening to media:

- > Double tap the headset's Mute & Volume button. The remaining battery life is announced.



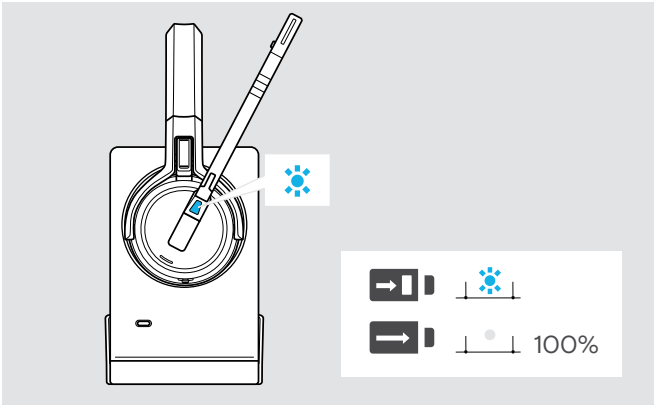
Shortly before the rechargeable battery is about to run flat (15 minutes remaining) the voice prompt “recharge headset” is announced.

Information announced	Remaining battery life
“More than eighty percent battery left”	> 80%
“More than sixty percent battery left”	> 60%
“More than forty percent battery left”	> 40%
“More than twenty percent battery left”	> 20%
“Less than twenty percent battery left”	< 20%

Charging the headset

To ensure that the headset is fully charged when needed:

- > Dock it to the charging stand CH 50.

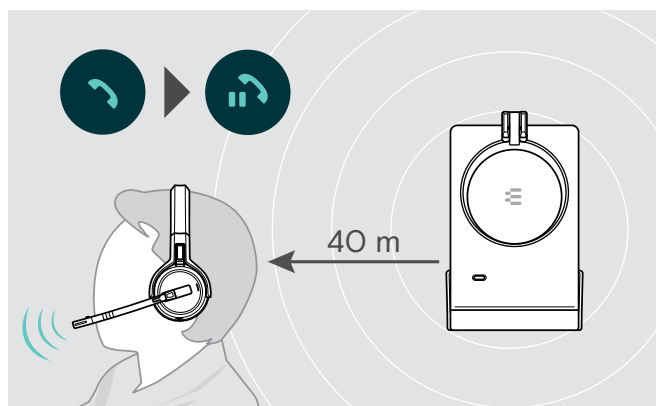


- > Place the headset into the magnetic holder of the charging stand CH 50. The battery is being charged. The LED lights up blue until the battery is fully charged.

 SDW 10 HS: 1¼ h = 50% 2½ h = 100%	 SDW 60 HS: 2 h = 50% 4 h = 100%
 100%  10 h	 100%  14 h

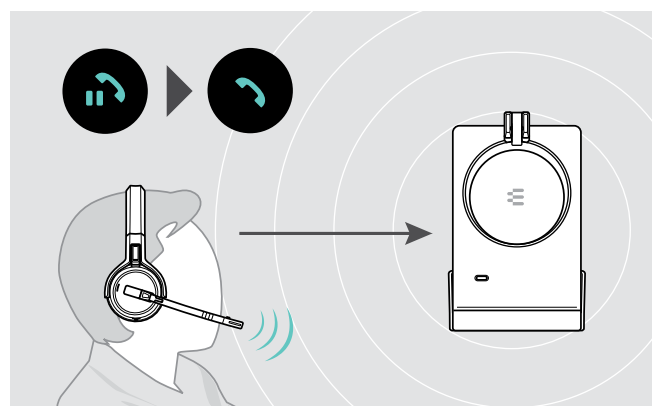
 If the headset has not been used for 12 hours, it will switch off in order to conserve battery power. To switch it on again, press the headset's hook button.

If you leave the DECT range



In office buildings, the range between DECT headset and dongle is up to 40 m.

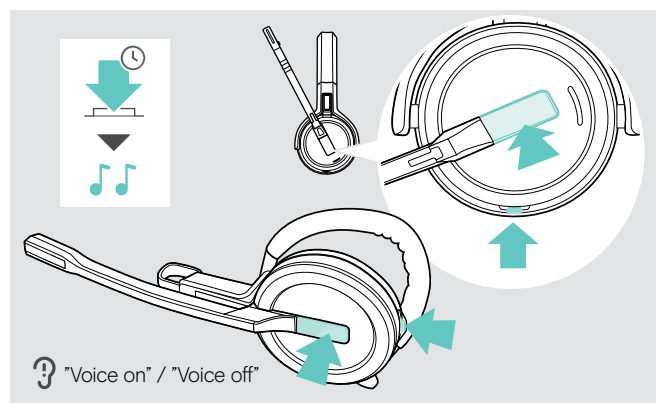
If the audio quality deteriorates during a call or the link breaks down completely, the voice prompt “**device disconnected**” is announced in the headset.



- > Re-enter the radio range of the dongle to resume the call.

If your softphone supports call control, the call will automatically be ended 60 seconds after leaving the radio range.

Enabling / disabling voice prompts



- > Simultaneously press and hold the hook and mute button until you hear 2 beeps, then release the button. The voice prompts are now activated or deactivated and the voice prompt “**Voice on**” or “**Voice off**” is announced. If the voice prompts are deactivated, the headset emits beeps.

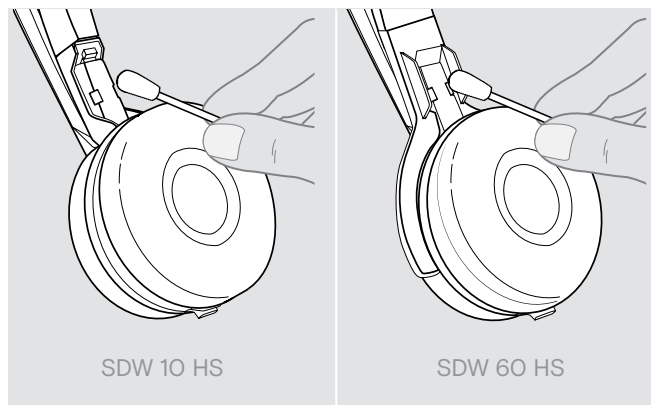
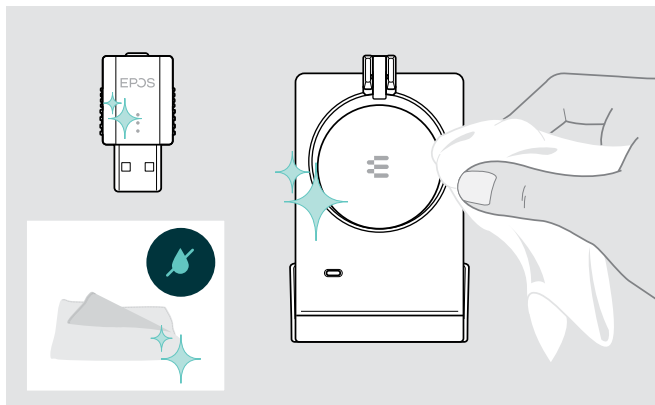
Cleaning and maintaining the headset system

CAUTION

Liquids can damage the electronics of the product!

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

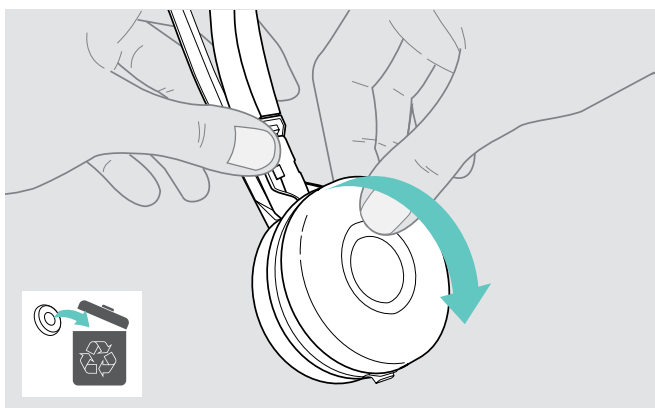
- > Keep all liquids far away from the product.
- > Do not use any cleansing agents or solvents.



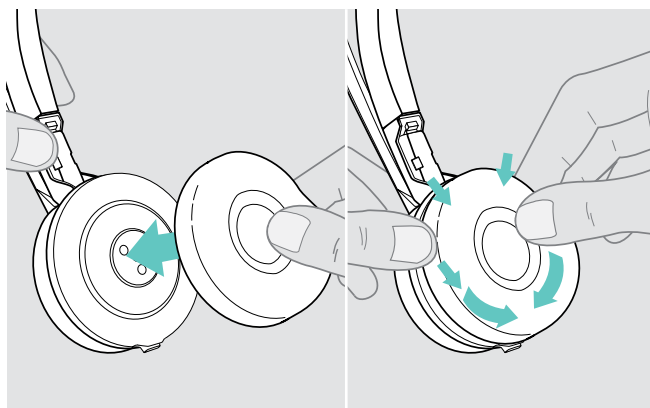
- > Only use a dry and soft cloth to clean the product.
- > Clean the charging contacts of the headset and the charging stand from time to time using e.g. a cotton swab.

Replacing the ear pads

For hygienic reasons, you should replace the ear pads from time to time. Spare ear pads are available from your EPOS partner.



- > Carefully remove the old ear pad from the ear cup.

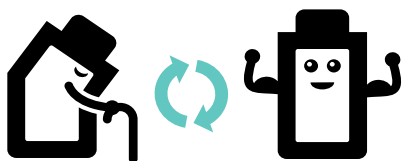


- > Attach the new ear pad to the ear cup by pressing firmly around the ear pad.

Replacing / removing the headset's rechargeable battery

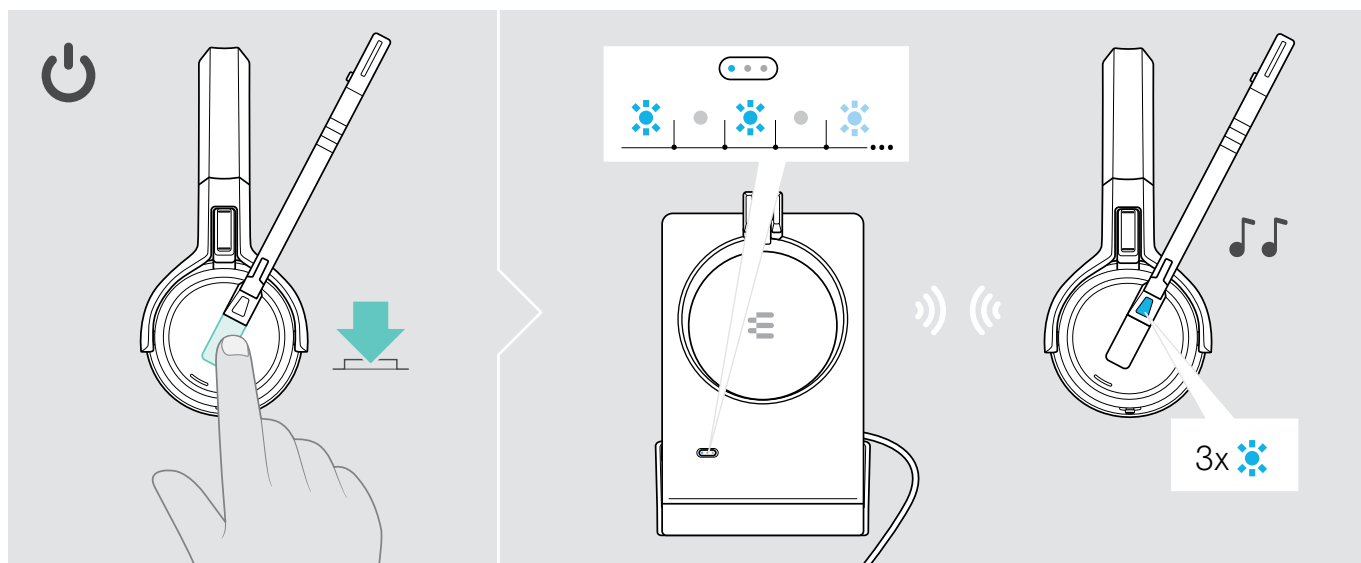
The rechargeable battery may be replaced or removed by any qualified technician of your IT or Service department.

- > Visit eposaudio.com/impactsdw10-batteryreplacement – Replacing the SDW 10 HS battery **OR** eposaudio.com/impactsdw30-60-batteryreplacement – Replacing the SDW 60 HS battery.



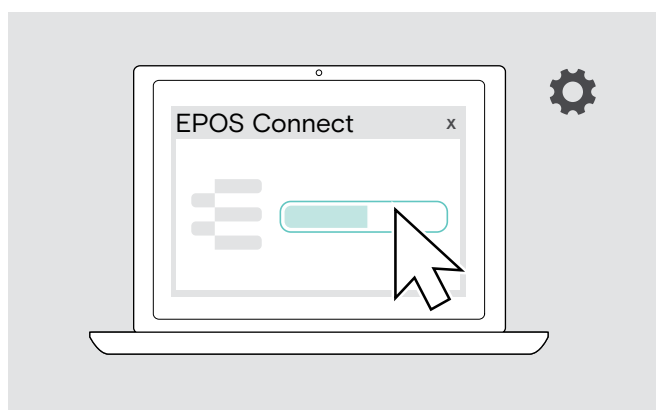
Updating the firmware of the products

You can update the firmware of your headset and dongle by using the free **EPOS Connect** software (see page 11).



- > Press the hook button.

The headset switches on and searches for the dongle. If the connection is successful, you hear 2 beeps. The headset LED flashes blue 3 times and the dongle LED lights up dimmed blue.

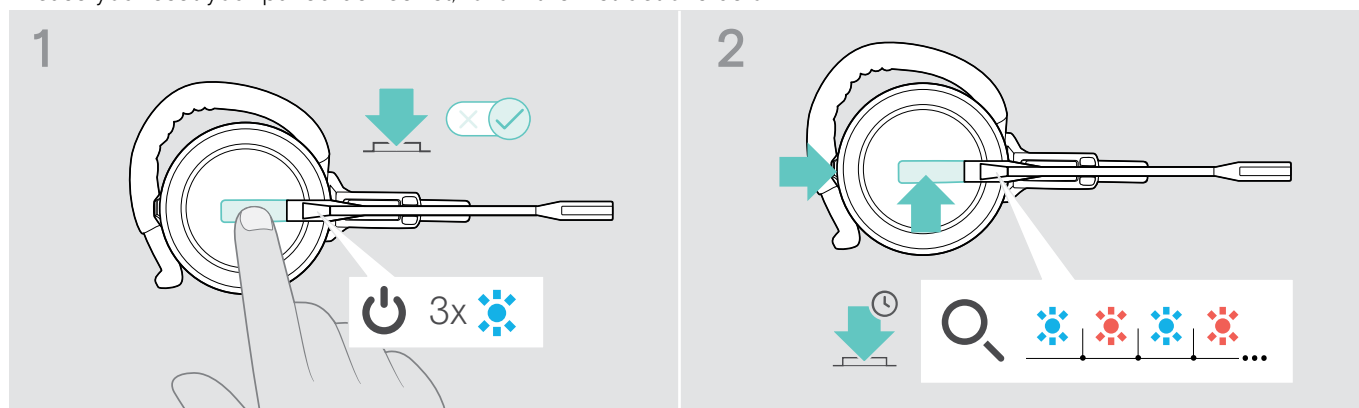


- > Start **EPOS Connect**.

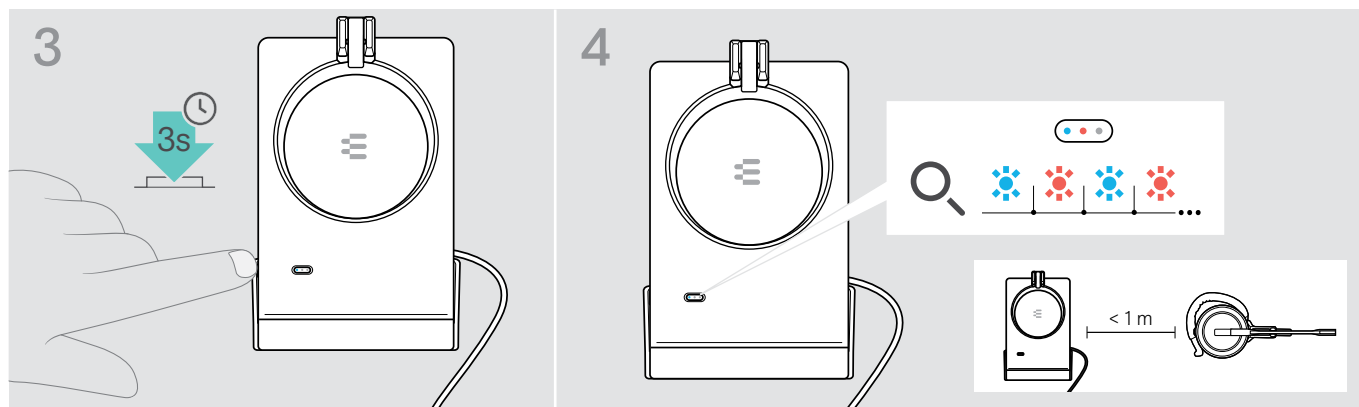
EPOS Connect checks if the installed firmware is the latest version available on the EPOS server. If required, upgrade to the latest version.

Pairing the headset and the dongle

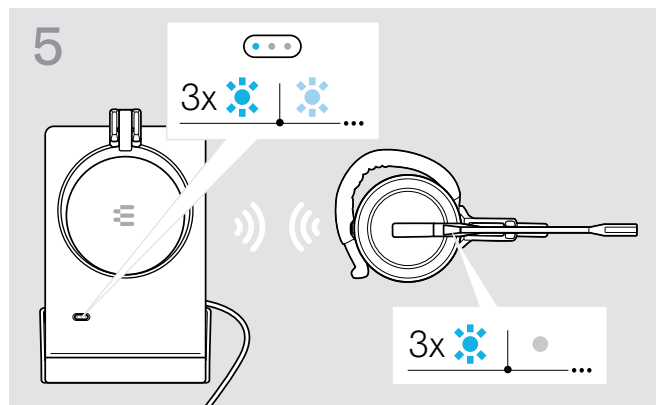
In case you reset your paired device list, follow the instructions below.



- > Press the hook button to switch the headset on. The LED flashes 3 times blue.
- > Press and hold the hook and mute button simultaneously until the LED flashes blue / red alternately. Release the buttons.



- > Press and hold the dongle's button for 3 seconds to enter pairing mode. The LED alternately flashes blue and red.



If pairing is successful, the dongle LED lights up dimmed blue and the headset LED switches off.

If pairing is not successful within 2 minutes, headset and dongle switch back to standby mode.

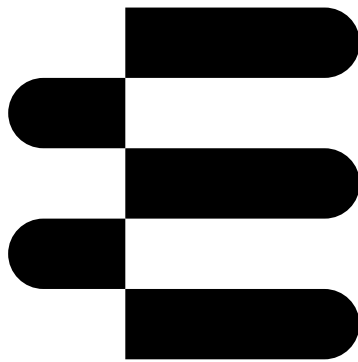
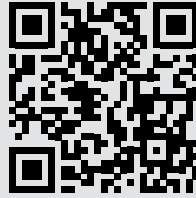
If a problem occurs ...

Problem	Possible cause	Solution	Page
Link between headset and dongle cannot be established	Headset is not paired with the dongle	> Pair the dongle and your headset.	30
Bad or no connection between headset and dongle	Transmission range is exceeded	> Reduce the distance between headset and dongle. > Adjust the radio range in EPOS Connect.	27
	Dongle not inserted correctly in USB socket of the charging stand	> Plug in the dongle again.	10
Noise interference and connection loss	Microphone placed in the wrong position	> Adjust the headset so that the microphone is about 0.8 - 1.2" (2 - 3 cm) from the corner of your mouth.	12
	Too many DECT systems within the radio range	> Reduce the radio range in EPOS Connect.	-
Headset battery cannot be charged	Charging contacts of the headset or charging stand are dirty	> Clean the charging contacts.	28
	Rechargeable battery is defective / worn out	> Ask a technician to replace the rechargeable battery.	29
	Headset is not properly placed in the magnetic holder of the charging stand	> Place the headset again into the magnetic holder.	26
Beeps instead of voice prompts	Voice prompts are deactivated	> Activate the voice prompts.	27
The talk time is reduced	Worn-out rechargeable battery	> Ask a technician to replace the rechargeable battery.	29
	Large distance between dongle and headset	> Reduce the distance if possible. Larger distances require a higher transmission power and reduce the talk time.	-
	Many DECT systems in the same area	> Switch off DECT systems that are currently not required. Congestion requires a higher transmission power and reduces the talk time.	-
	Narrowband / wideband setting	> Set to narrowband transmission as it requires less power than wideband transmission.	-
Dropped calls due to high density	High density: Too many DECT systems in the same area	> Reduce the radio range on all DECT systems in the area.	-
		> Reduce audio quality to narrowband.	-

If a problem occurs that is not listed in the above table 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.

eposaudio.com/impact5000go



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07/25, A01