

IMPACT 800 series

On-ear wired USB headset

User Guide

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Welcome

Be the best in the New Open Office

The next generation headset for desk workers in the New Open Office. Increase efficiency by 40%* by improving reaction time whilst multi-tasking to maintain accuracy with EPOS BrainAdapt™, and industry-leading voice pickup by EPOS AI™.

Be heard no matter the level of background noise, and get super wideband audio for natural sound. Enjoy total ease of use with intuitive controls and smart features. Experience all-day wearing comfort with a lightweight design, soft cushions and headband padding.

Certified for leading UC providers and meets the Microsoft Teams Open Office specifications. Stay focused during calls thanks to technology that boosts the clarity of incoming speech while the 360 busylights signal to colleagues when you're unavailable

*EPOS BrainAdapt™ Dual Task Study

Key benefits & features

Superior EPOS sound

Super wideband audio and stereo sound deliver clear speech in noisy open offices

EPOS BrainAdapt™ technology

Better focus for both sides via ANC, EPOS AI™, and industry-leading voice pickup

Adaptive digital microphones

Adaptive beamforming microphones deliver industry-leading voice pickup

TalkThrough

Communicate easily with in-office colleagues without removing the headset

360-degree busylight

Intuitive busylight clearly signals when you're on call and not to be disturbed

Smart features

Initiate, end, and mute calls by moving the boom arm or taking the headset on/off

Convenient carry pouch

Carry the headset easily between your work and home office



For safety instructions, consult the Safety Guide.



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

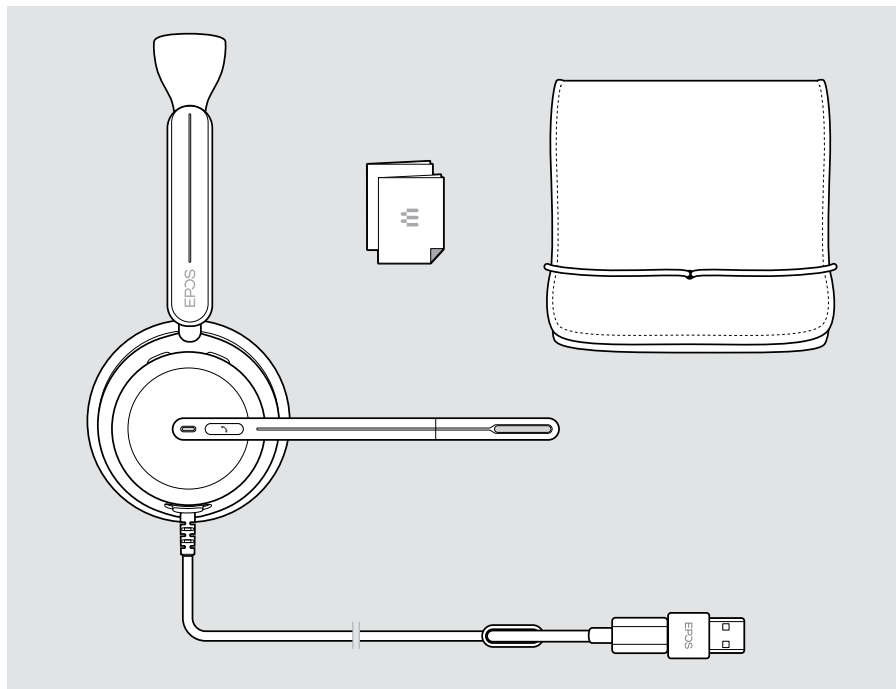


A list of accessories can be found on the product page at [eposaudio.com](https://www.eposaudio.com)

Package contents







IMPACT 860 ANC | IMPACT 860

IMPACT 860T ANC | IMPACT 860T: Microsoft Teams version

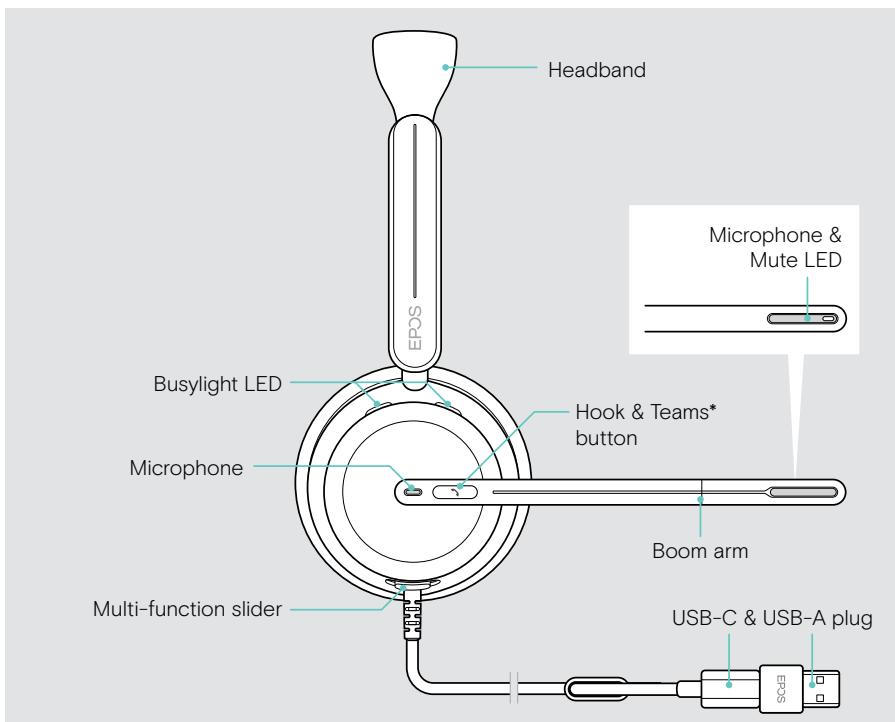


IMPACT 800 at a glance

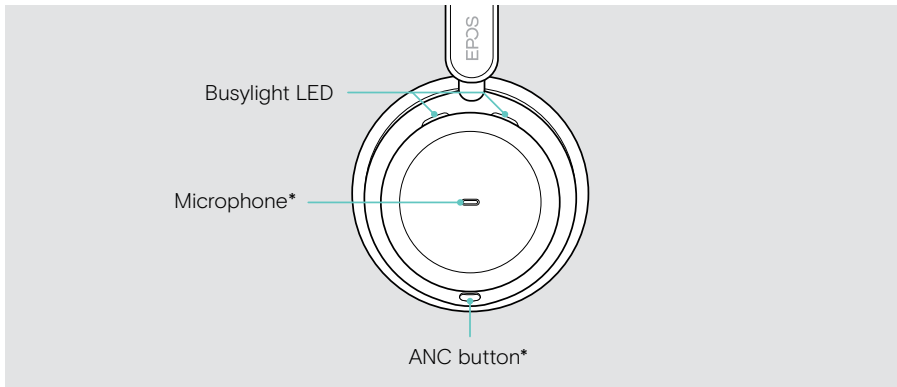
Icons at a glance

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

Headset at a glance



*Microsoft Teams: IMPACT 860T / 860T ANC only



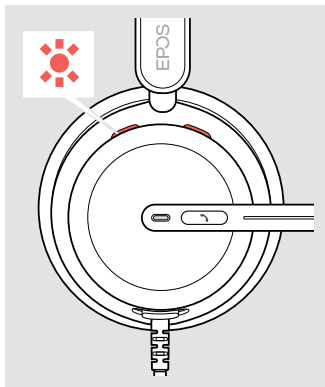
*ANC: IMPACT 860 ANC / 860T ANC only

Headset LEDs at a glance



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

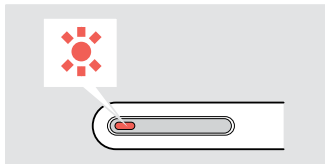
Busylight LED



Meaning

	Incoming call: if you do not wear the headset
	Active call
	Call on hold
	Connected to Teams
	Connecting to Teams
	Teams notification

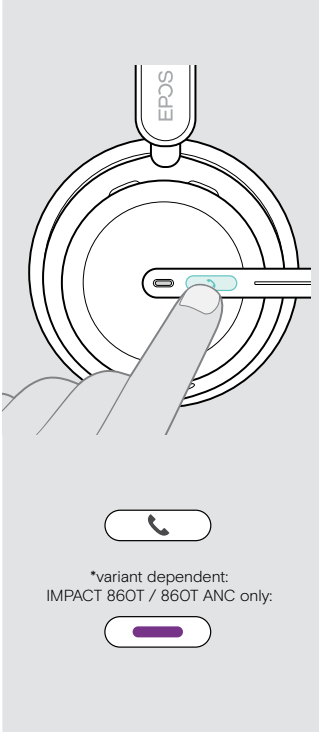




Mute LED at boom arm

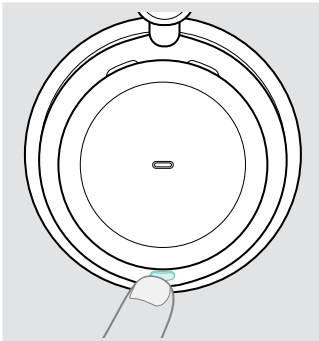




Meaning

	Microphone muted
	Talking while microphone is muted

Headset buttons at a glance

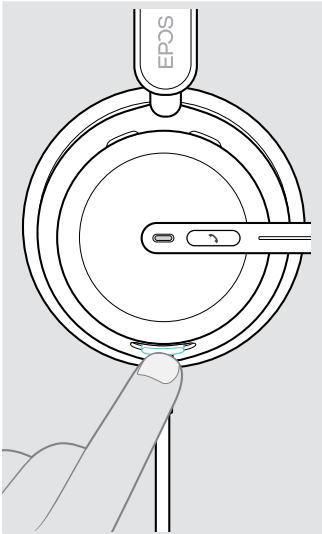



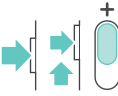
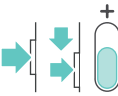
Hook & Teams* button	Press	Function	Page
 <p>*variant dependent: IMPACT 860T / 860T ANC only:</p>		Accepts a call	20
		Ends a call	22
		2 calls: Answers incoming & ends active call	23
		2 calls: Ends active and keeps 2nd call on hold	24
		Invokes Microsoft Teams*	25
		Puts an active call on hold (pause) / unholds call	20
		2 calls: Answers incoming & puts active call on hold	23
		2 calls: Toggles between two calls	24
		Raises/lowers hand in a Teams meeting* upon release	26
			Rejects a call

ANC button**	Press	Function	Page
		Switches ANC on / off	16
		Switches TalkThrough on/off (only if ANC is switched on)	18

* IMPACT 860T / 860T ANC only

** IMPACT 860 ANC / 860T ANC only

Multi-function slider

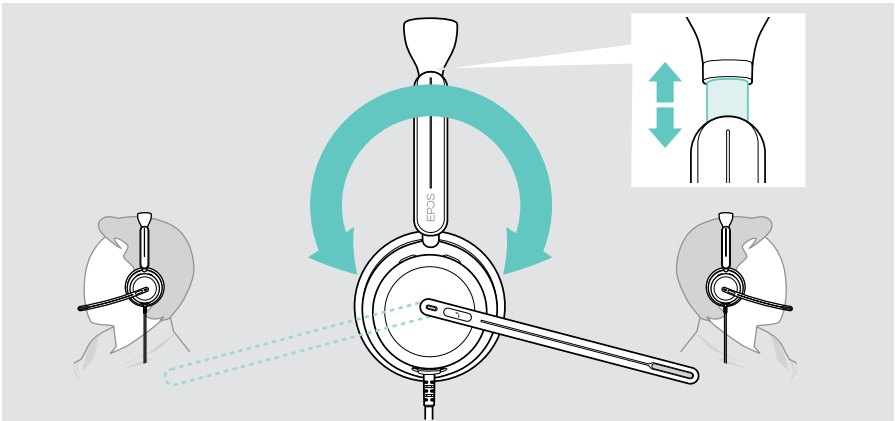
	Press	Function	Page
		Mutes / unmutes the microphone	15
		Starts / pauses audio playback	28
		Increases the volume (press or press and hold)	13
		Skips to the next track	28
	Skips to the previous track	28	

How to wear the headset

Adjusting and wearing the headset

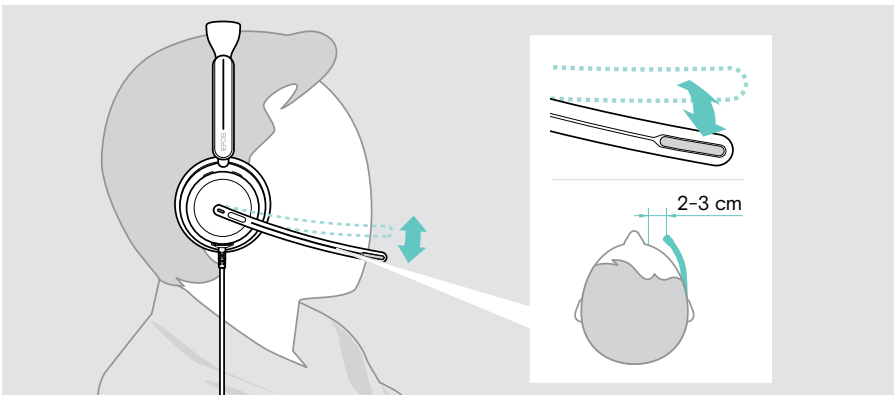
For good sound quality and best possible wearing comfort:

- > Adjust the headset so that the ear pads rest comfortably on your ears.
- > Rotate the boom arm to change wearing side. Swap the stereo channels via [EPOS Connect](#).



Positioning the microphone

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



How to connect

You can connect the headset either:

- **A** to your computer **or**
- **B** to your mobile device

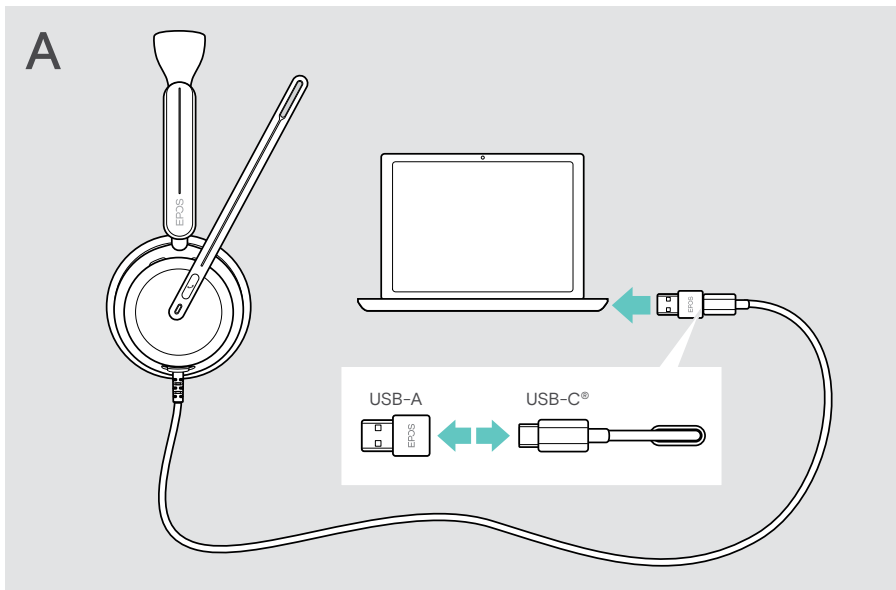
You can completely remove and reattach the USB-A adapter from the USB cable.

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.

A Connecting directly to your computer

- > Attach or detach the USB-A adapter.
- > Plug the headset into a **USB-C** **or** **USB-A** port of your computer.
The headset switches on and off with your computer.



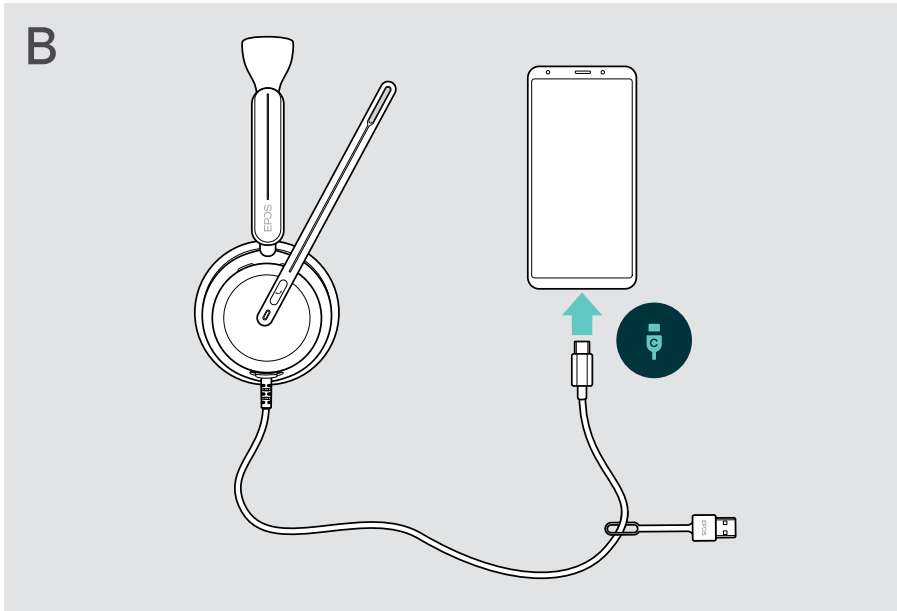
To disconnect the headset:

- > Pull the plug out of the USB port.

B Connecting to your mobile device

The following functions depend on the connected mobile device and apps and may not work for all of them.

- > Detach the USB-A adapter.
- > Plug the headset into the USB-C port of your mobile device.
The headset switches on and off with your mobile device.



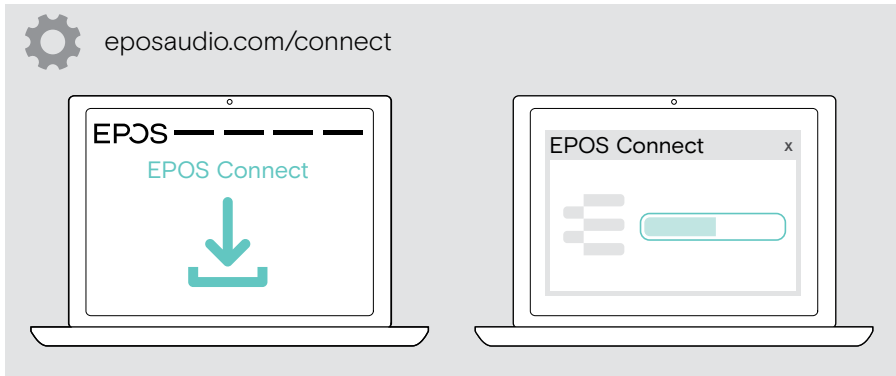
To disconnect the headset:

- > Pull the plug out of the USB port.

Installing the EPOS Connect desktop app

The free [EPOS Connect software](#) allows you to configure and update your headset and offers additional settings.

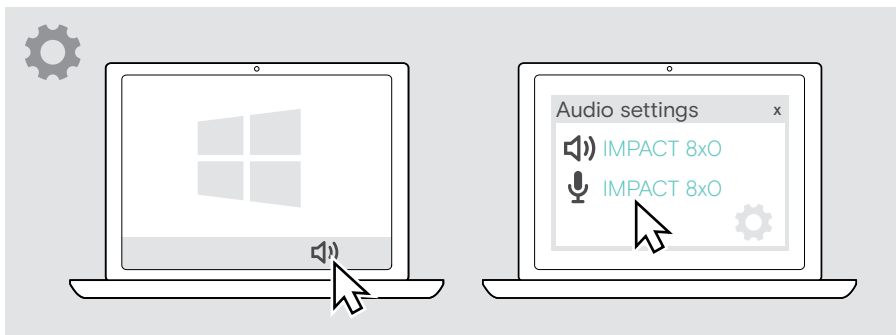
- > Download the software from eposaudio.com/connect.
- > Install the software. You need administrator rights on your computer – if necessary, contact your IT department.



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 IMPACT 8x0 as speaker.
- > Select under input IMPACT 8x0 as microphone.



How to use – basic functions



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.

Changing the volume

You can adjust three independent volume settings for the headset:

1



Call
during an active call

2



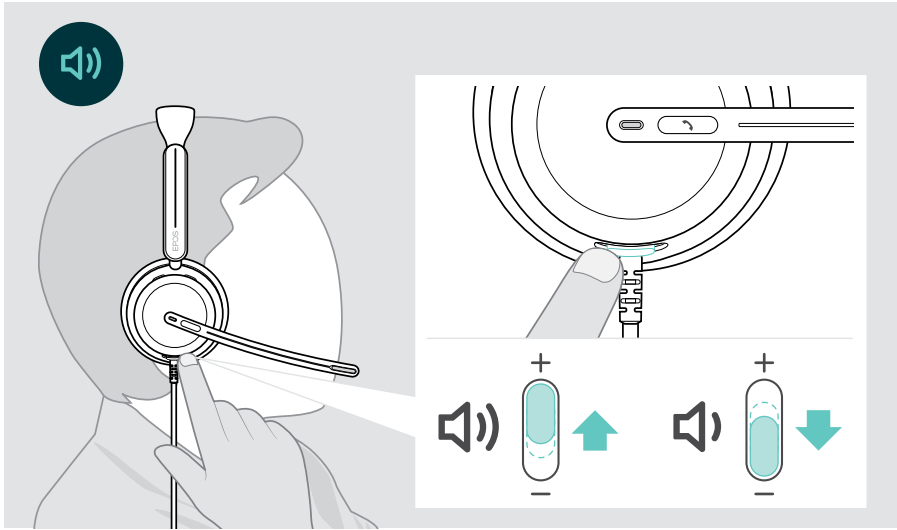
Media volume
during media streaming

3



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

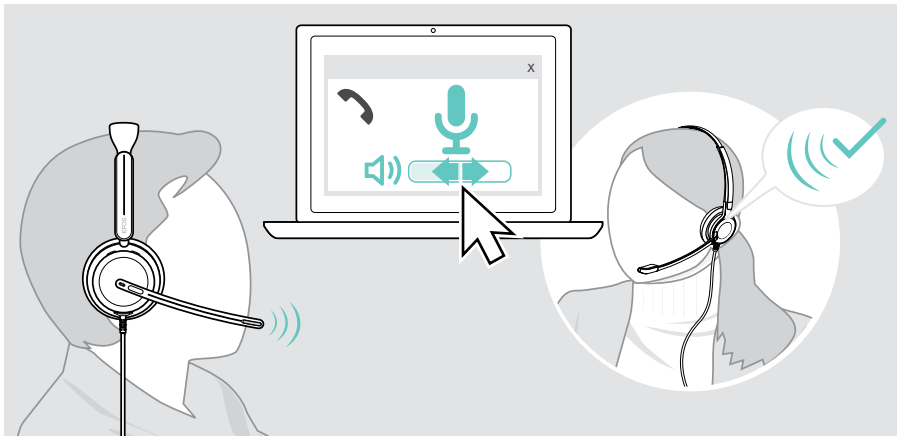
- > Move the Multi-function slider to + or - to increase or reduce the volume. You hear a double beep for maximum or minimum volume.



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

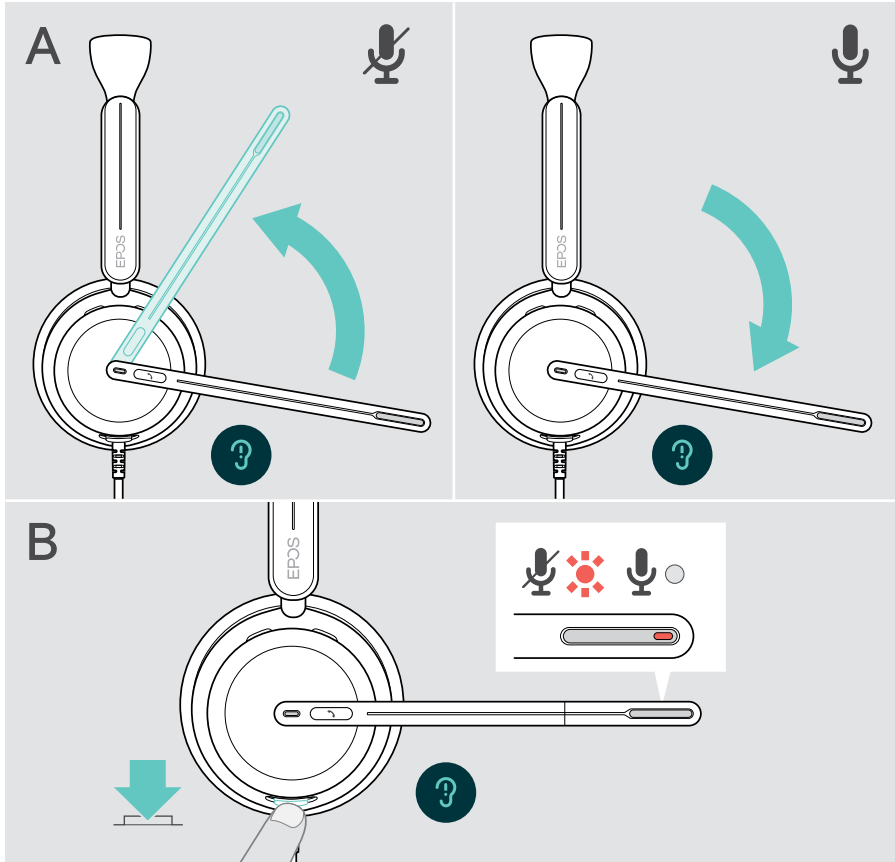
Adjusting the headset's microphone volume for softphones

- > 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 and unmuted when you put it on again.*



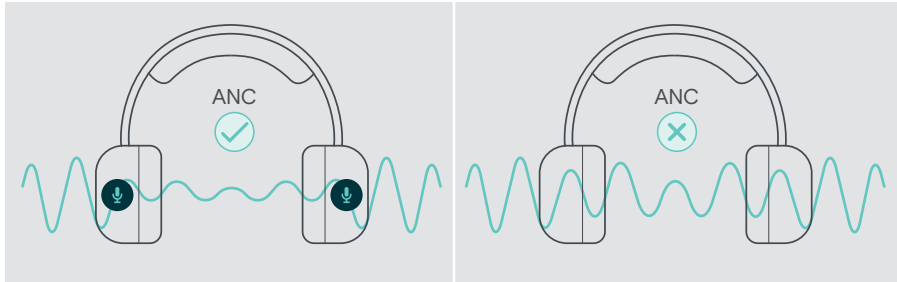
The LED flashes red, if you are talking while the microphone is muted*.



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

Using Active Noise Cancellation – ANC version only

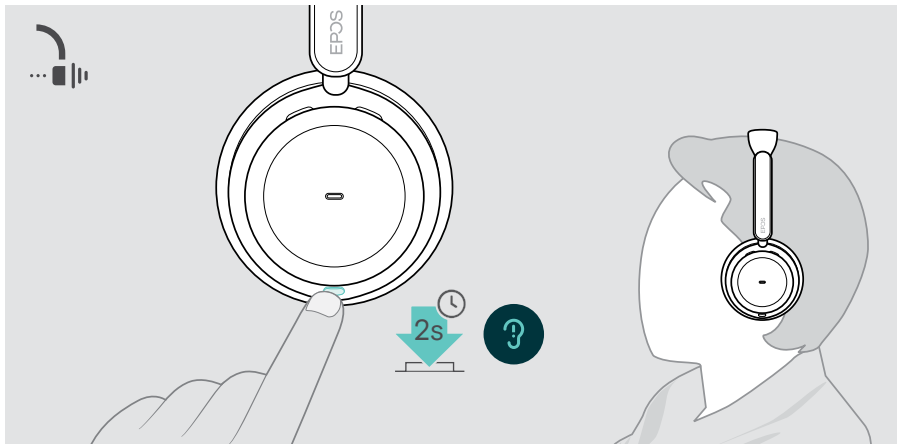
The IMPACT 860 ANC / 860T ANC provides attenuation of ambient noise using Active Noise Cancellation (ANC) technology. Special microphones reduce background noise, such as keyboard sounds or chats from colleagues in an open office environment.



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.



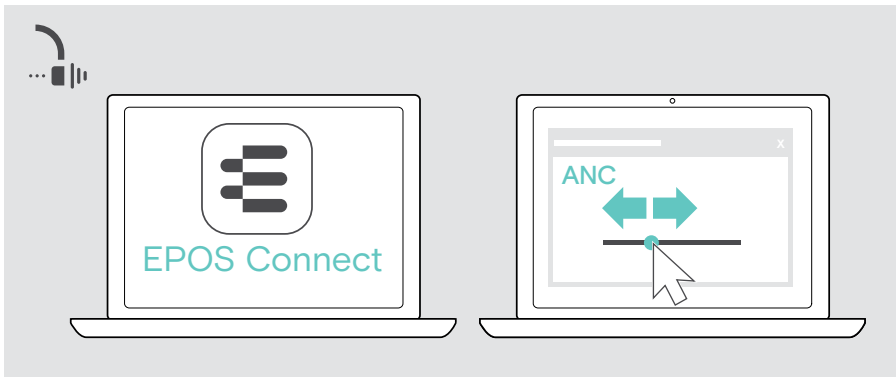
Using and adjusting ANC

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.

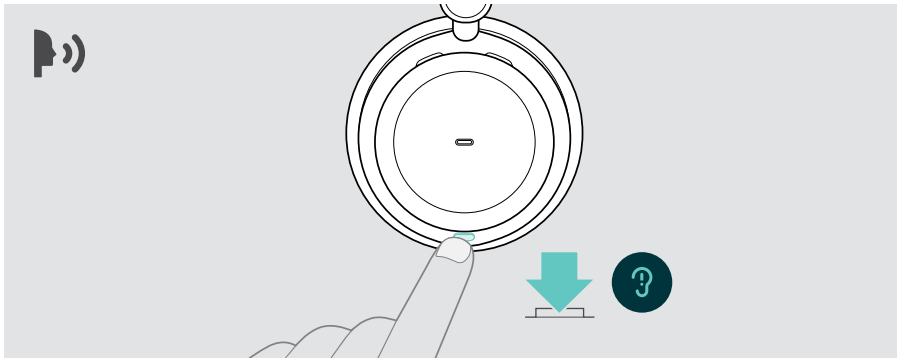
Using TalkThrough – ANC version only

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.

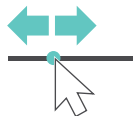


Adjusting the TalkThrough intensity



Via **EPOS Connect** you can:

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



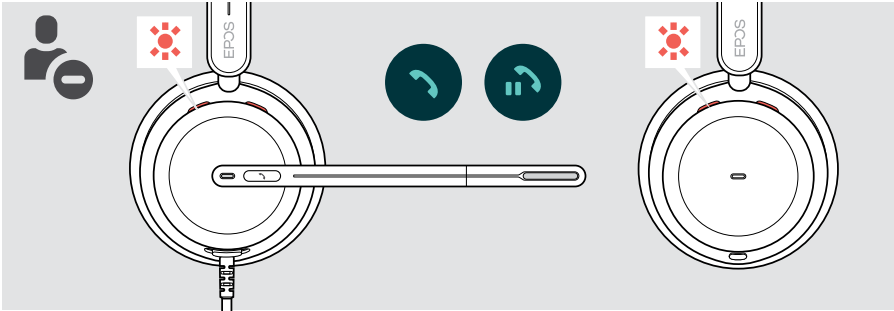
Making calls using the headset

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.

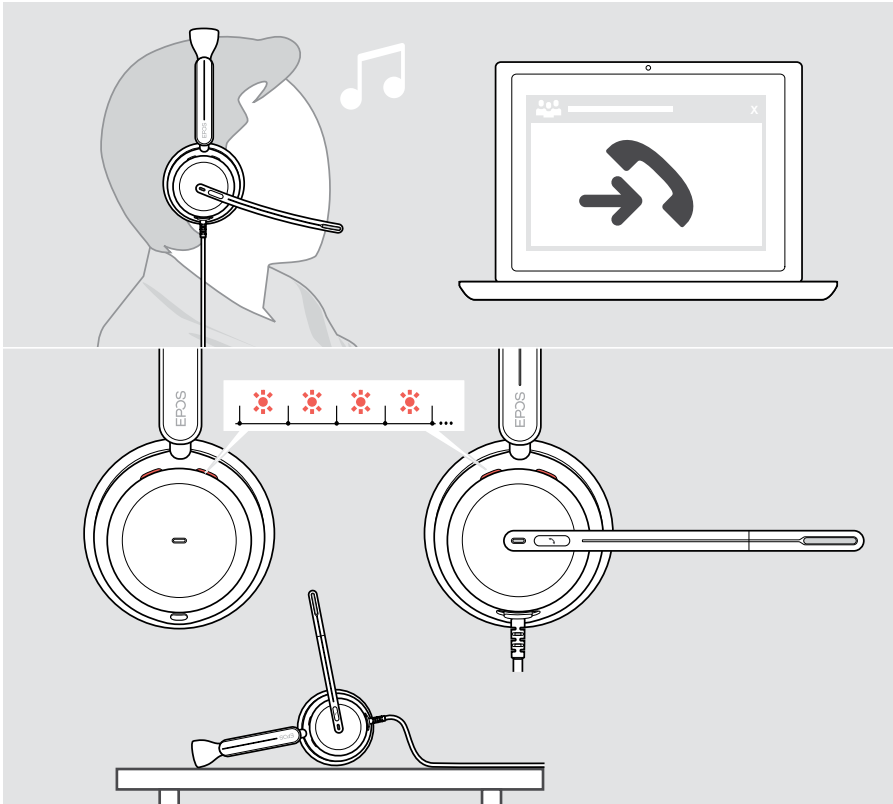


Accepting / rejecting a call

There are several ways to accept an incoming call.

Indications of an incoming call

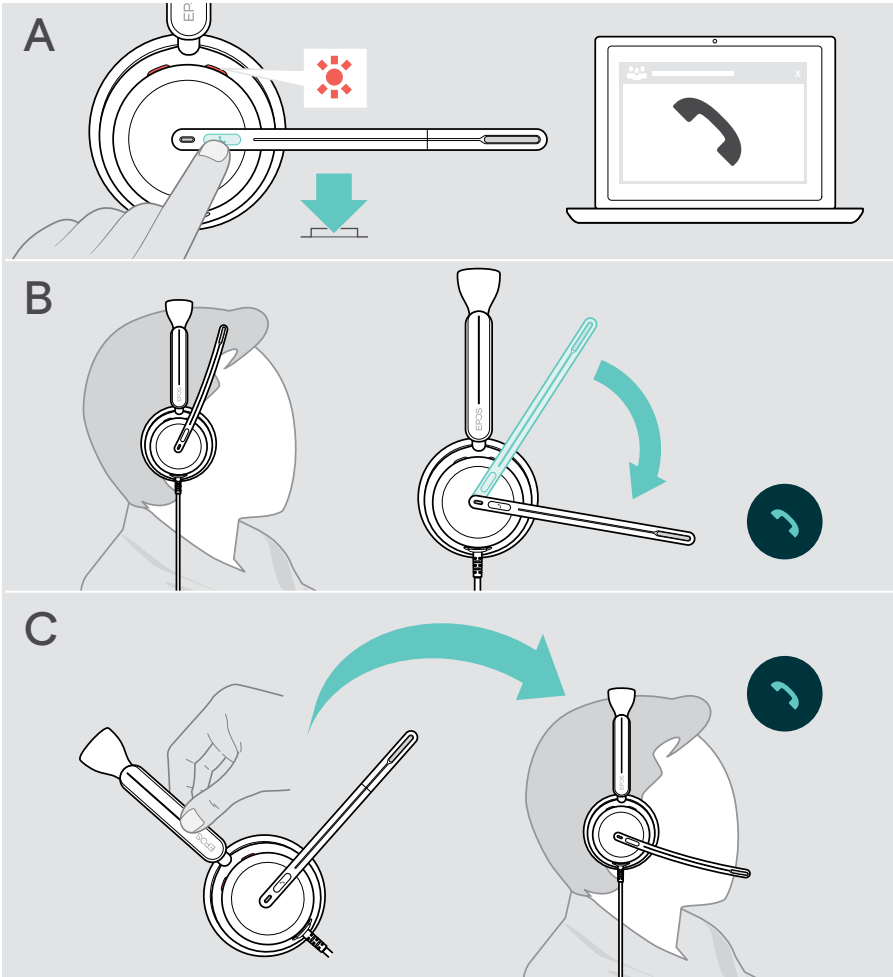
When you receive a call, you hear a ring tone. If you do not wear the headset, the flashing Busylight LED indicates the incoming call.



Accepting a call

You can accept a call in three different ways:

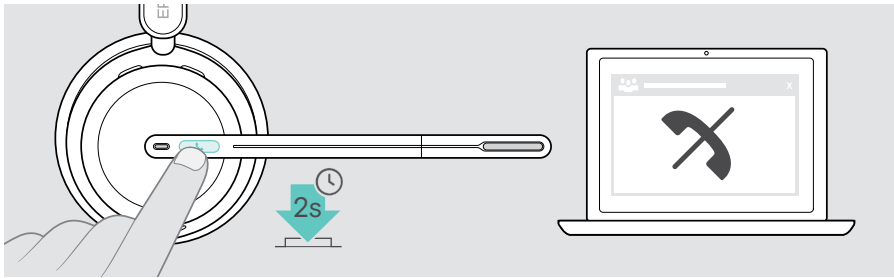
- > **A** Tap the Hook button. **OR**
- > **B** Move the boom arm down.* **OR**
- > **C** Put the headset on if not worn*. The headset is equipped with a wear detection sensor that registers when the headset is worn.



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

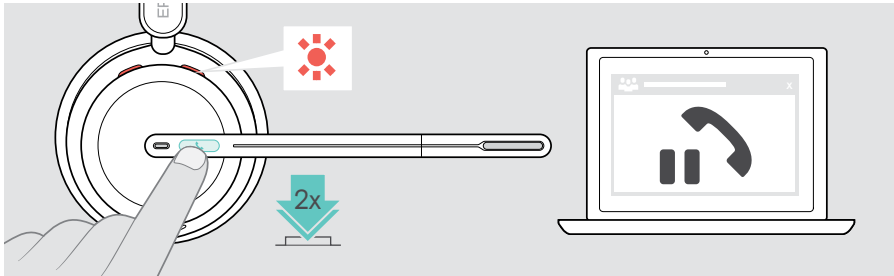
Rejecting a call

- > Press the Hook button for 2 seconds.



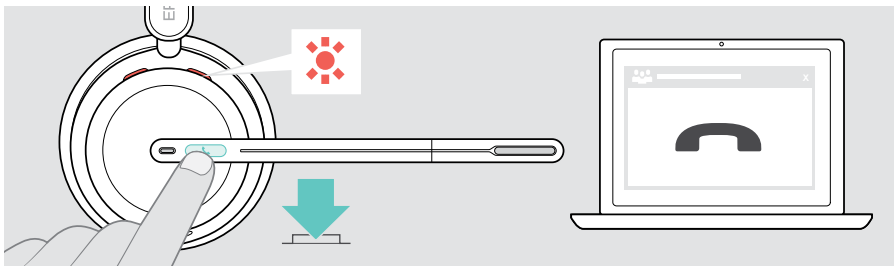
Putting a call on hold (pause)

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



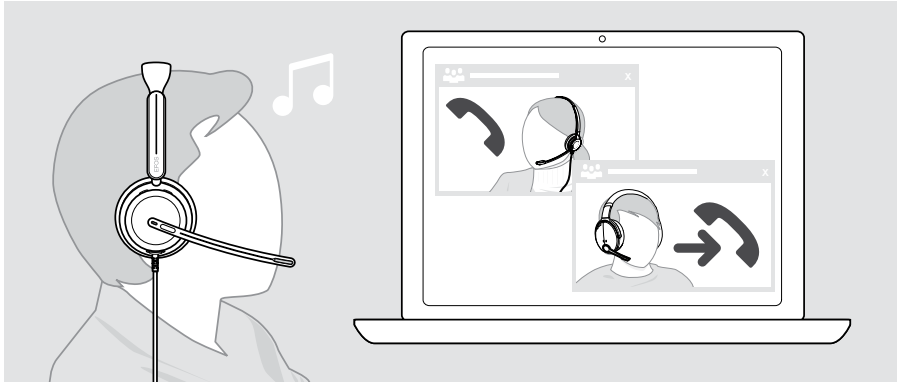
Ending a call

- > Tap the Hook button to end the call. **OR**
- > End the call via your connected device.



Managing multiple calls

Two calls can be managed simultaneously. If you receive a call during an active call, a knock on tone will be played.

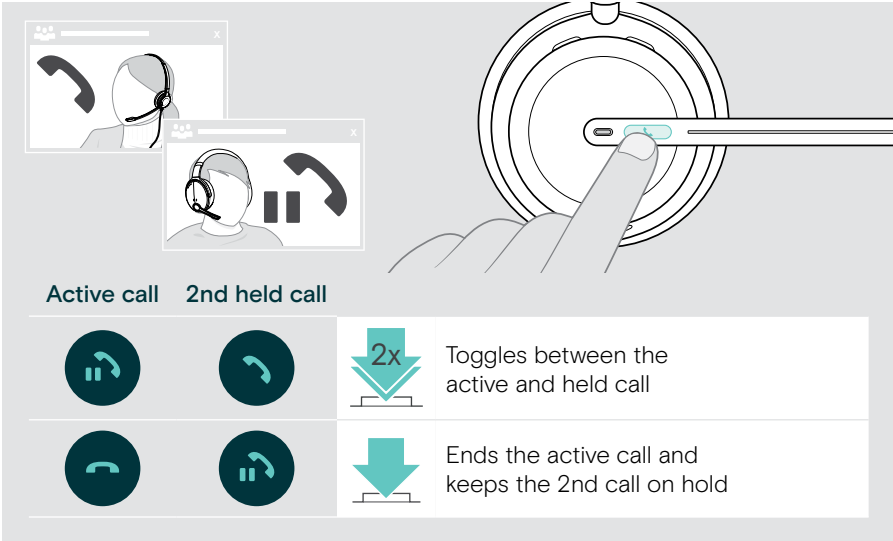


Accept / reject second call







A close-up illustration of a finger pressing a small, light-colored button on the side of a headset. Above this, two call windows are shown: one with a red phone icon and another with a red phone icon and a pause symbol.

Active call	2nd incoming call	Action
		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



The diagram illustrates the headset's call management controls. On the left, two call windows are shown: the top one is active (with a handset icon) and the bottom one is on hold (with a pause icon). To the right, a hand is shown touching a button on the headset. Below this, a legend explains the button's functions:

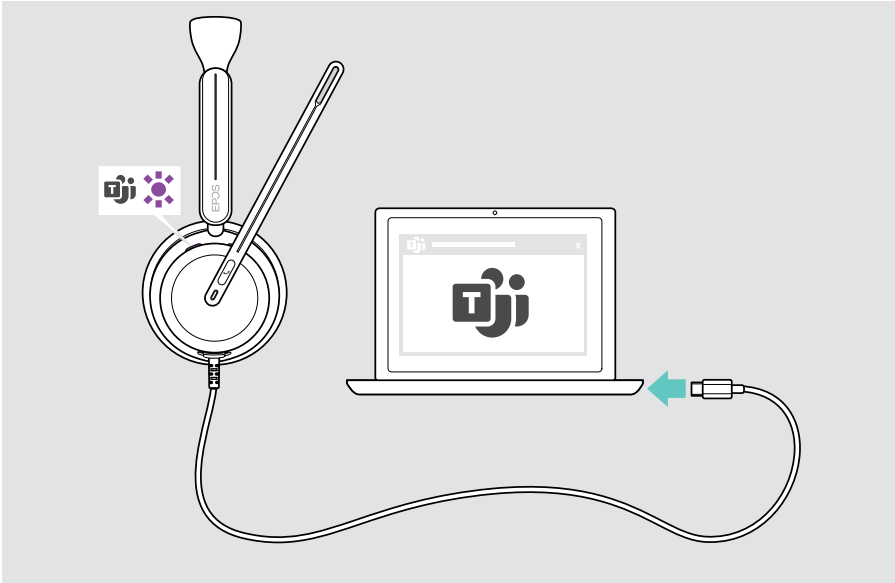
Active call	2nd held call	Action
		 Toggles between the active and held call
		 Ends the active call and keeps the 2nd call on hold

Using Microsoft® Teams – IMPACT 860T / 860T ANC only

To use Microsoft Teams with the headset:

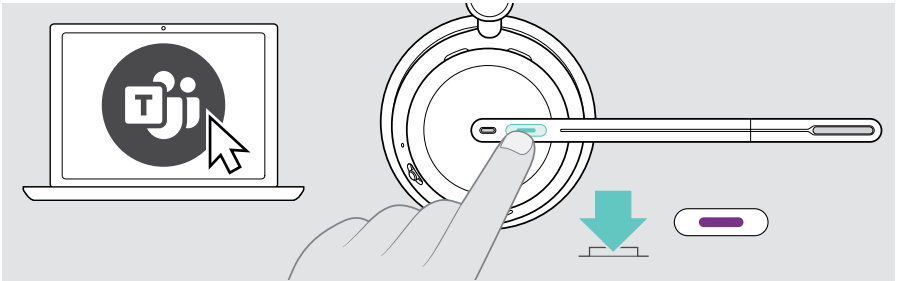
- > Connect the headset to your computer – see page 10.

If Microsoft Teams is already running on your computer, the Teams LED lights up purple. Otherwise install and run Microsoft Teams.



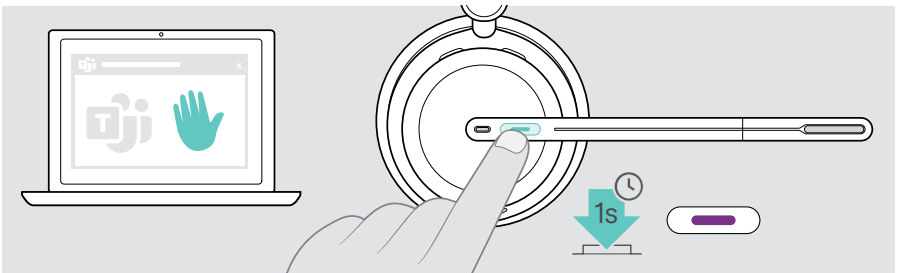
Invoking Microsoft® Teams

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



Raising hand in a Teams meeting

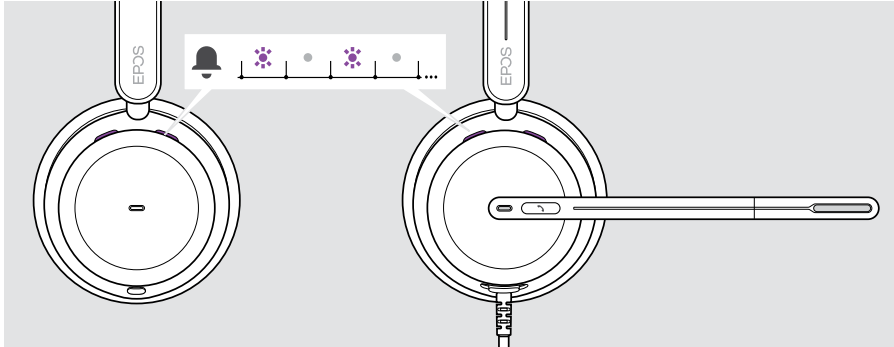
- > Press the Hook & Teams button for 1 second and release it to raise or lower hand.



Checking Teams Notifications

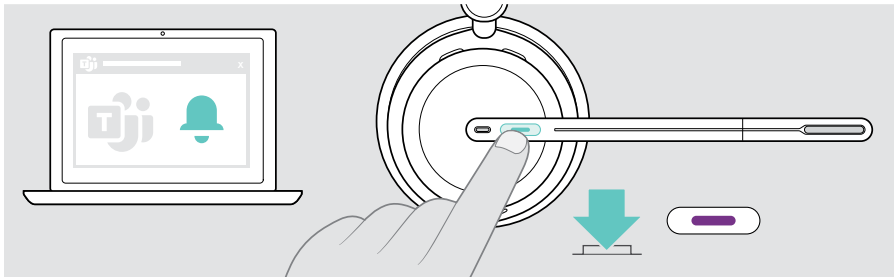
The LED pulses purple to indicate:

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



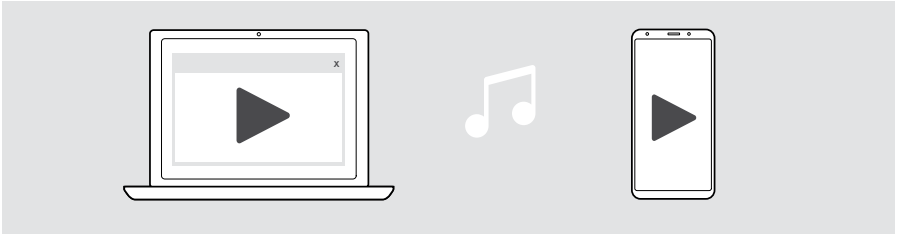
To check these Notifications on your screen:

- > Tap the Hook & Teams button.



Listening to media

- > Play the media on your connected device.

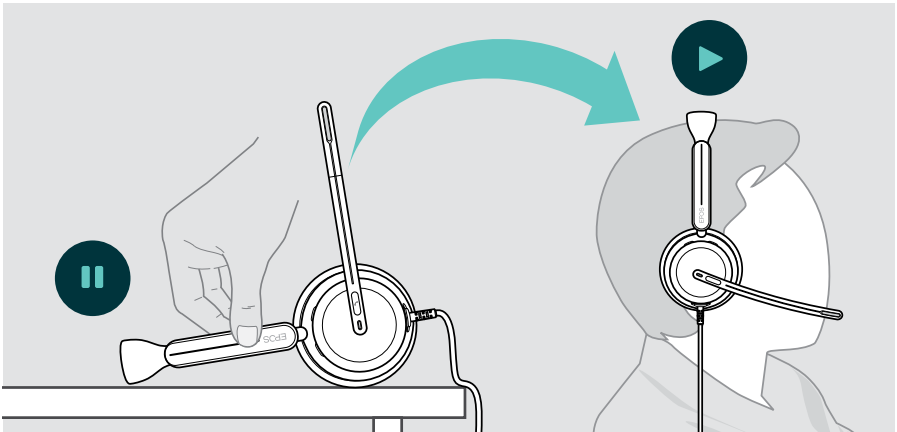


If you receive and accept a call, media reproduction is paused and resumed after the call - if supported by the connected device.

Controlling via the wear detection sensor

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

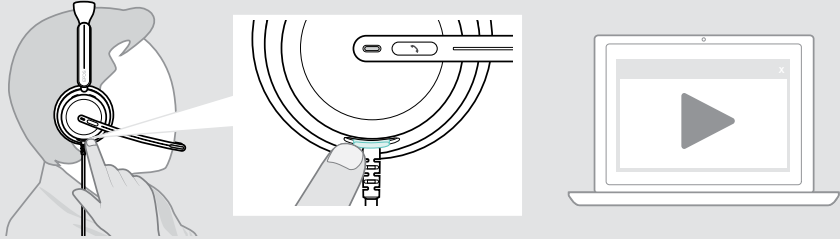
- > Take the headset off.
Media reproduction is paused.
- > Put the headset on.
Media reproduction resumes, if media was paused via the wear detection sensor.






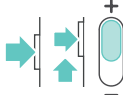

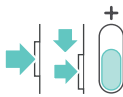


This function could be activated/deactivated via EPOS Connect.

Controlling via the button

The following functions are device dependent.



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

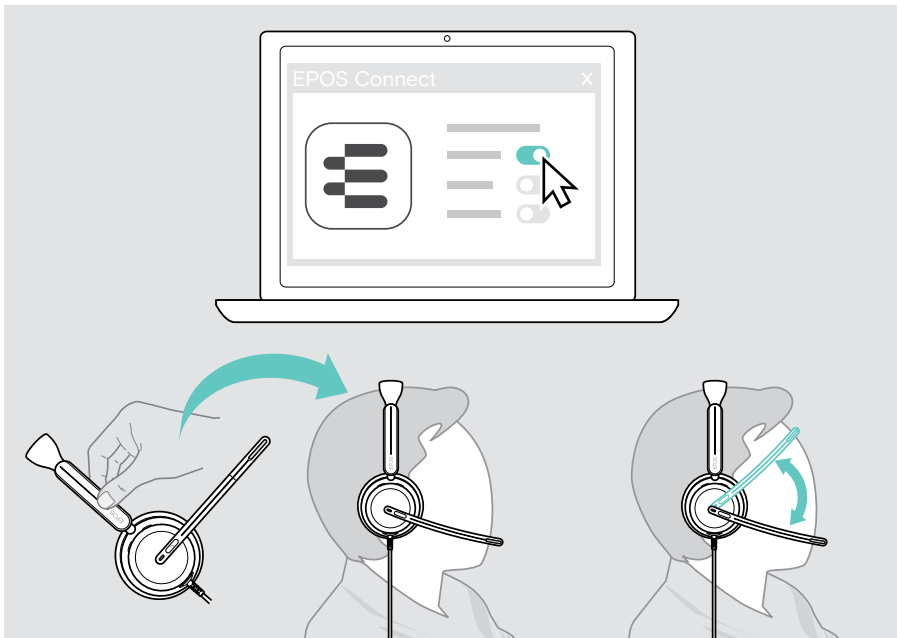
Good to know

Activating / deactivating sensor functions

The headset is equipped with a wear detection 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.



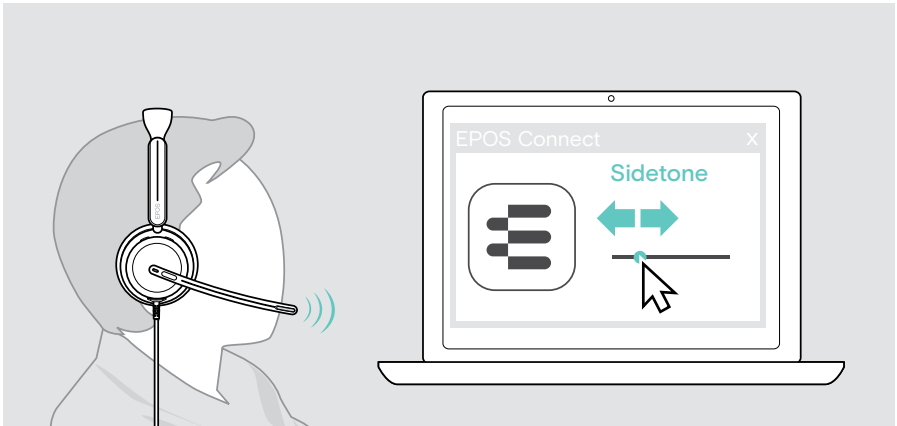
Available settings:

<p>Answer Call</p>	<p>Accepts a call when you put on the headset Accepts a call if you move the boom arm down</p>
<p>Mute</p>	<p>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</p>
<p>Play/pause</p>	<p>Pauses Media playback when you remove the headset and continues when you put it on again</p>

Adjusting the Sidetone

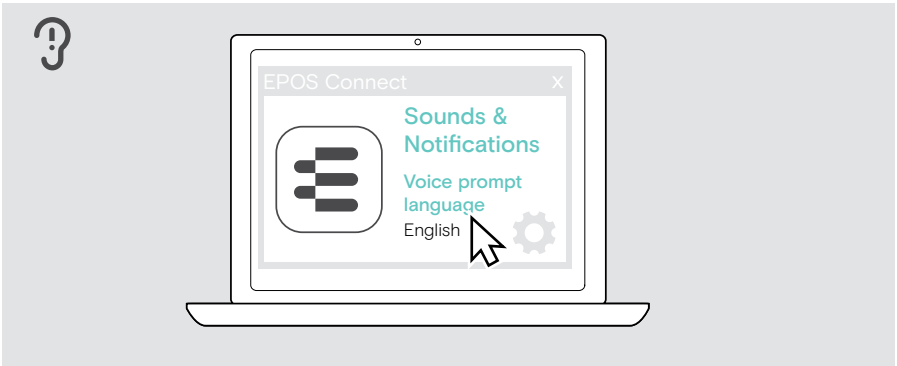
Sidetone is the audible feedback of your own voice during a phone call.

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



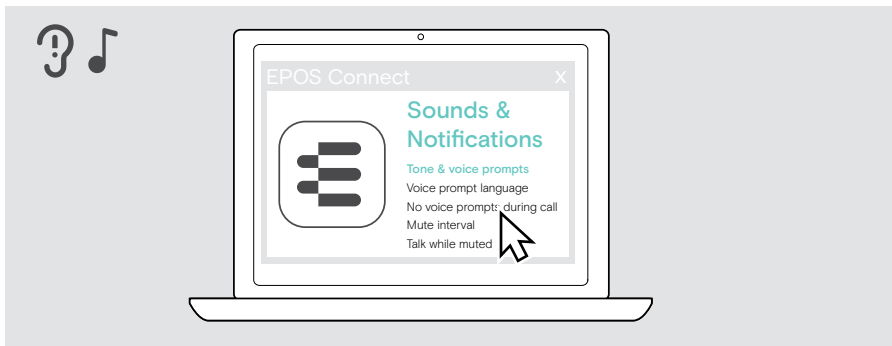
Changing the voice prompts' language

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



Adjusting sounds and notifications

> Change the sounds and notification in **EPOS Connect**.



Tone & voice prompts

Turns on/off prompts in the headset

Voice prompt language

Changes language of voice prompts in the headset

No voice prompts during call

Turns on/off non-essential voice prompts during a call

Mute interval

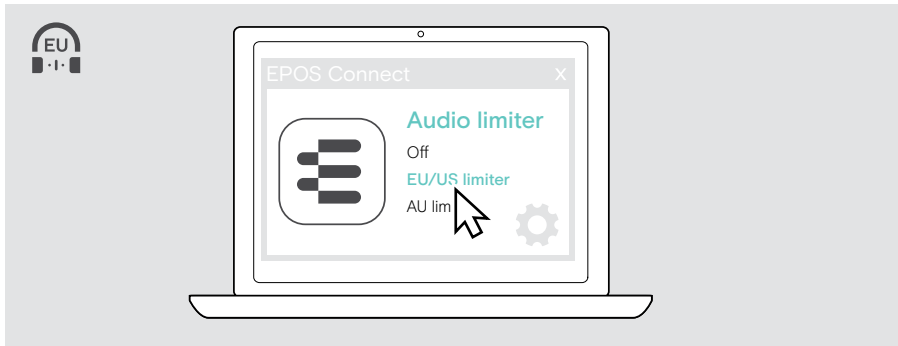
Selects the notification interval when the headset is muted

Talk while muted

Turns on/off the additional flashing of the boom arm LED: The LED generally lights up red while muted. If you activate this function, the LED flashes as soon as you start speaking as an additional reminder.

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

Maintaining & updating products

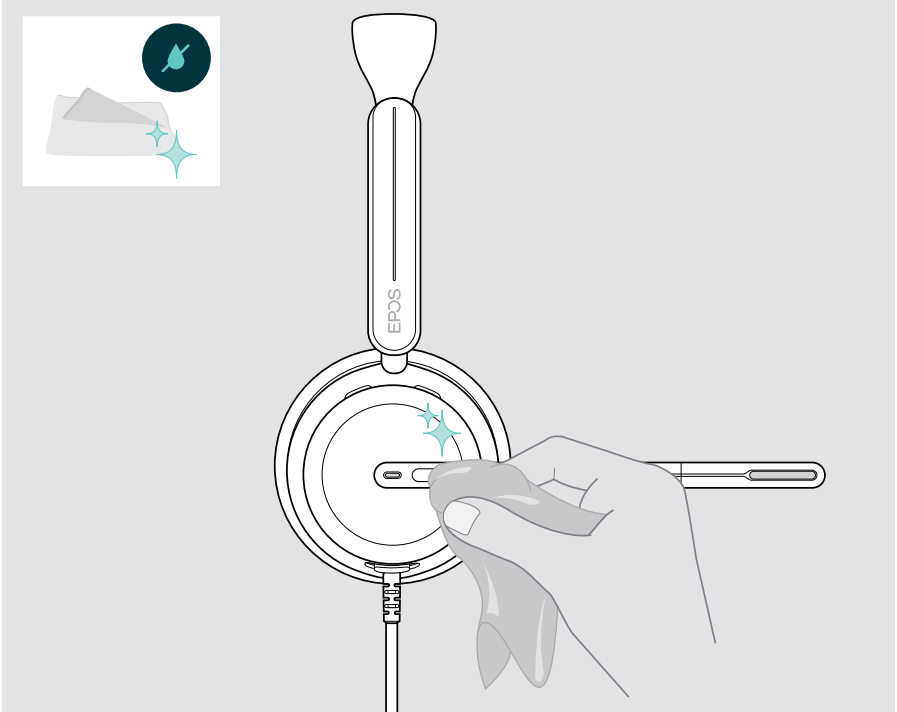
Cleaning the products

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.

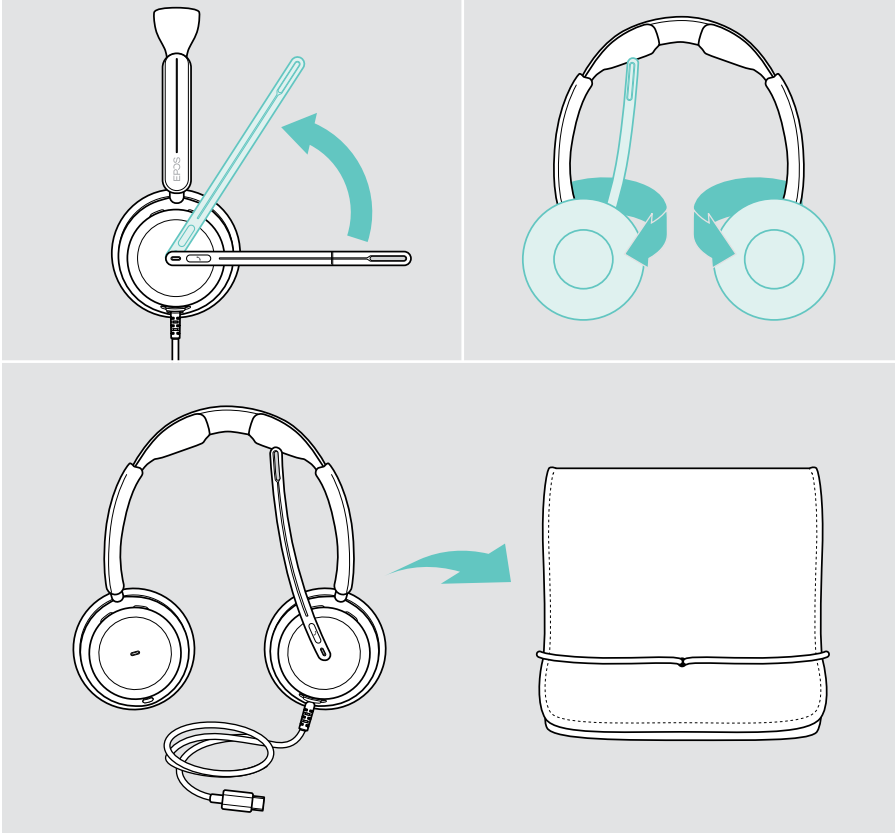


Transporting and storing the products

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

To avoid nicks or scratches on the headset:

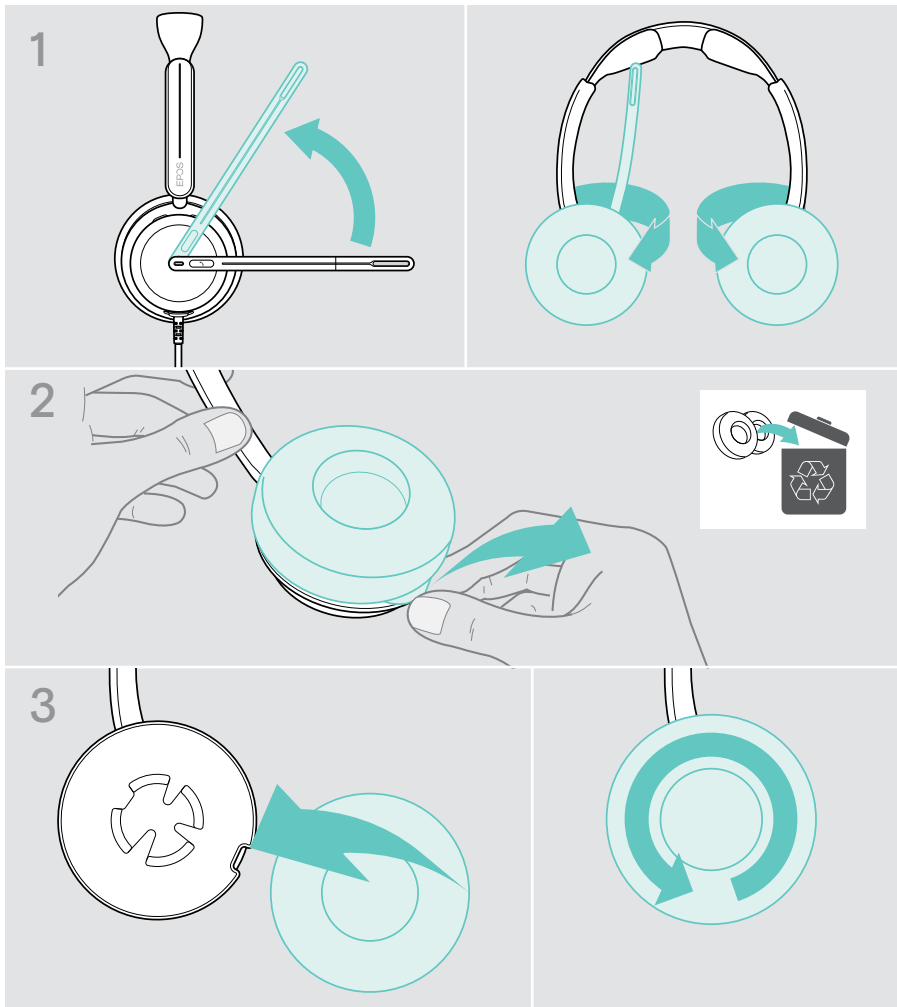
- > Store the headset in the case when not in use or when carrying it around. Lift the boom arm and twist in the ear cup(s).



Replacing the ear pads

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

- 1 Lift the boom arm and twist in the ear cups.
- 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.

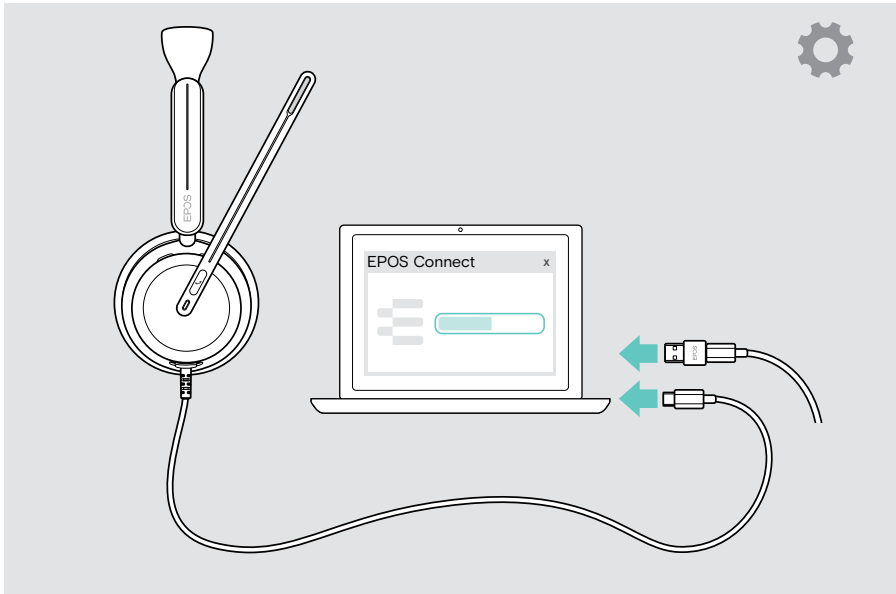


Updating the firmware

You can update the firmware of your headset by using the free [EPOS Connect](#) software (see page 12).

- > Connect the headset to your computer.
- > Start [EPOS Connect](#).

If there is a new firmware available the software will guide you through the update process.



If a problem occurs...



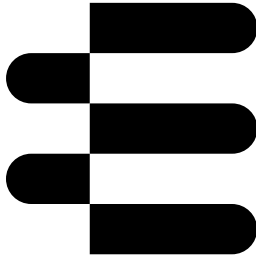
Many functions can be activated/deactivated or adjusted in **EPOS Connect**:
 > Adjust the settings.

Problem	Possible cause	Solution	Page
No audio signal or drop outs	Volume adjusted too low	> Increase the volume on the headset during a call or media streaming or on your connected device.	13
	USB plug not fully inserted	> Insert the plug again.	11
	Other audio source selected	> Select EPOS IMPACT 8xO in the Audio settings.	12
Microsoft Teams button does not work	Microsoft Teams not running on your computer	> Open Microsoft Teams on your computer.	-
Beeps instead of voice prompts	Voice prompts disabled	> Enable voice prompts via EPOS Connect.	32
Sound alerts during calls disturbing	Voice prompts or tones during calls enabled	> Disable voice prompts / tones during calls in EPOS Connect.	32
Voice prompts too loud or quiet	Volume for voice prompts adjusted too high or low	> Turn the volume wheel to adjust volume for voice prompts and audio simultaneously.	13
Stereo sound mirrored	Headset wearing side swapped	> Change the wearing side setting via EPOS Connect.	-
You hear your own voice too loud	Sidetone adjusted too high	> Change the sidetone setting via EPOS Connect.	31
Headset does not respond to wear detection sensor gestures	Wear detection sensor deactivated	> Activate wear detection sensor via EPOS Connect.	30
		> Unplug and plug in the headset again to re-start headset.	-
Microsoft Teams does not work	Microsoft Teams or connection to the app disturbed	> Re-start Microsoft Teams on your computer.	-
Headset does not react to any button press	Software or hardware problems	> Use EPOS Connect to reset the headset.	-

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](https://www.eposaudio.com)

eposaudio.com/impact800



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