

EPOS



IMPACT 1000
FAQ

What is the IMPACT 1000 Series?

The IMPACT 1000 Series is a range of over-the-ear, future-proof Bluetooth® headsets with ANC and industry-leading microphone technology powered by EPOS AI™ for the New Open Office environments.

What is included in the box?

The following items are included in the box:

- Headset
- Soft carrying pouch
- Bluetooth USB dongle (BTD 800a)
- USB-C Cable (1.2m)
- Safety & Compliance sheet
- Contactless charging stand (included in variants: 1061, 1061T, 1061 ANC, 1061T ANC)

What advanced features do the IMPACT 1000 Series headsets have?

The IMPACT 1000 offers the following advanced features:

- Industry-leading microphone technology powered by EPOS AI™
- Hybrid adaptive ANC
- Super wideband audio
- Triple connectivity by Bluetooth®
- Microsoft Teams Certification and meets the Microsoft Teams Open Office specifications
- Smart features
- Contactless charging stand
- All-day wearing comfort
- TalkThrough
- 360-degree busylight
- EPOS hearing protection

What is the battery time?

The IMPACT 1000 has a 19-hour battery life.

Which certifications does the IMPACT 1000 have?

The IMPACT 1000 has the following certifications:

- Microsoft Teams, including the premium requirements for Open Office
- Zoom Meetings, Zoom Phone*
- Google Chromebook*

What does “Microsoft Teams Certified” mean?

In order to receive the Microsoft Teams Certification, headsets go through rigorous testing and validation procedures to ensure there are no connectivity or audio issues.

The IMPACT 1000T headsets fully integrate with Teams* for an enhanced user experience. In addition to full call control (answer/end calls, mute, and volume up/down), you can also access Teams directly by pushing the dedicated Teams button.

The following variants are Microsoft Teams Certified:

- IMPACT 1030T
- IMPACT 1060T
- IMPACT 1060T ANC
- IMPACT 1061T
- IMPACT 1061T ANC

* Certification Pending

What type of environment are IMPACT 1000 headsets best suited for?

The IMPACT 1000 is designed for New Open Office environments. It is best suited for the flexible open office worker who needs the freedom to talk handsfree around the workplace. This includes open offices or home working spaces with external distractions and ambient noise.

What is the New Open Office?

The New Open Office is whether you are in a corporate open office with people next to you in hybrid meetings and colleagues chatting across the room, or in your open office space at home with the washing machine buzzing and your dog barking, surrounded by a lot of noise and sound clutter. With so many distractions employees find it difficult to concentrate and get work done. In turn, this makes people more fatigued and less productive.

What software is available to manage and update the IMPACT 1000 headsets?

The IMPACT 1000 is compatible with the EPOS Connect software.

EPOS Connect lets you update devices with the latest firmware and personalize your audio settings for maximum productivity.

Download EPOS Connect for Windows or MAC from eposaudio.com/connect

Additionally the IMPACT 1000 is compatible with the EPOS Connect Mobile App. This app lets you customize your headset with personal settings and enhance your sound experience.

Download the EPOS Connect Mobile App in your app store (IOS or Android)

Learn more here: eposaudio.com/connect-app

What accessories are available for the IMPACT 1000 headsets?

You can purchase the following accessories for the IMPACT 1000:

- IMPACT 1000 ear pads
- IMPACT 1000 ANC ear pads
- Battery
- Contactless charging stand (CH 40)

How do I charge the IMPACT 1000 Series?

You have two options for charging the IMPACT 1000:

1. Via the CH 40 universal contactless charging stand
2. Directly via the included USB cable

What is the charging time?

- With cable: 1.5 hours
- Wireless charging on stand: 2.5 hours

Which BrainAdapt™ features are included?

EPOS BrainAdapt™ is a group of pioneering technologies that work together to improve cognitive performance. Based on more than a decade of psychoacoustic research dedicated to understanding how the brain perceives sound, we know that we hear with our ears but we listen with our brains. For the IMPACT 1000, this includes the following:

- Industry-leading microphone technology powered by EPOS AI™ isolates your voice and makes sure your message gets through
- Hybrid adaptive ANC that blocks ambient noise and lets the user focus on the conversation
- EPOS AI™ that helps compensate for poor microphone and muffled sound from the B-side, boosting audio performance for the A-side

Can I connect multiple devices to my IMPACT 1000 headset?

Yes, you can connect up to three devices at the same time. This includes any Bluetooth®-capable phone, laptop, or tablet.

Can I take calls while charging the headset?

Yes, you can use the included USB-C cable to charge your headset while calling.

What does the busylight do?

The 360-degree busylight is visible from any angle of the office and automatically turns red when you're in a call to signal that you are not to be disturbed.

What does the LED on the microphone do?

This is a mute indicator. This LED will flash red if you try to speak while your microphone is muted, reminding you to unmute yourself.

What is Super Wideband?

Super wideband refers to a type of audio technology that provides an extended frequency range for transmitting and receiving audio signals. Specifically, Super Wideband refers to a frequency range of 100 Hz to 11.5 kHz.

Super Wideband technology is capable of reproducing sound with greater clarity, detail, and realism, and is particularly useful for applications where high-quality audio is essential.

What does “adaptive” ANC mean?

This means that the built-in ANC will adapt to the surrounding noise level and only use as much ANC as needed at any given time. This reduces the feeling of occlusion in situations where a high level of ANC is not required.

What does “hybrid” ANC mean?

Standard ANC headsets typically have one of the following systems:

- Feed-forward ANC, where a microphone is placed outside of the earphone.
- Feed-back ANC, where a microphone is placed inside the earphone.

Each of the above has its advantages and disadvantages. The hybrid ANC system is a combination of the two, meaning it is capable of utilizing the advantages of both technologies.

How does “adjustable” ANC work?

Adjustable ANC lets the user manually set the level of ANC via desktop or mobile versions of EPOS Connect. The following 5 presets are supported:

- ANC off
- Low ANC (ca. 30%)
- Mid ANC (ca. 50%)
- Near-full ANC (ca. 66%)
- Full ANC

How does the “adaptive mic technology” work?

The IMPACT 1000 uses industry-leading microphone technology powered by EPOS AI™. It relies on a noise-canceling algorithm that intelligently identifies the noise around you. The microphone uses beamforming technology to scan the surrounding environment 32,000 times per second, which allows it to effectively identify and shut down sources of noise.

How does TalkThrough work?

TalkThrough opens up the outer mics, allowing the user to talk to nearby colleagues without taking off the headset. The signal from the mics is played in the speakers to overcome passive damping. ANC is turned off while TalkThrough is activated.

What smart features does the IMPACT 1000 include and how do they work?

The headset comes with a suite of smart features that allow it to react to natural physical gestures and interact with calls accordingly. This includes:

Operating the boom arm during calls:

- Lifting the boom arm will mute the call
- Lowering the boom arm will unmute an active call or answer an incoming call

Putting down / picking up the headset:

- Placing the headset on the table will stop calls or media playback
- Picking the headset up will unmute calls or resume media playback

About EPOS

EPOS designs, manufactures, and sells high-end audio and video solutions for business professionals and gamers around the world.

Based on decades of psychoacoustic research, EPOS designs audio and video solutions with unique algorithms and acoustics that provide the best conditions for the brain, enabling professional users to communicate and collaborate effectively with better concentration and less energy spent.

Owned by the world-leading hearing healthcare and audio technology group, Demant, and with headquarters in Copenhagen, Denmark, EPOS builds on more than 115 years' audio expertise and operates in a global market with offices and partners in more than 60 countries.

Find more information at eposaudio.com