

# ADAPT 460 | ADAPT 460T

In-Ear Wireless office headset

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# The ADAPT 460 | ADAPT 460T headset

## Take great sound anywhere

Keep moving, stay focused and be productive with an in-ear, neckband headset that delivers rich, natural sound and ANC whether at work or commuting. Tune into clear business calls anywhere, any time, with a subtle vibrating neckband that means you'll never miss a call.

### Key benefits & features

#### Boost your productivity with ANC

Your in-ear neckband headset to maintain concentration in noisy environments with an advanced four microphone ANC system

#### Clear business calls with UC optimized solution

Impressive sound with a Microsoft Teams certified/UC optimized solution and subtle vibrating neckband signaling incoming calls

#### Enjoy superior comfort and fit

Lightweight construction and comfortable earbuds with a choice of four pair of ear tips, plus versatile single or double-sided use

#### Stay connected to your favorite devices

Multi-point connectivity to two actively paired Bluetooth® devices and eight devices in the pairing list

#### Talk all day

With up to 14 hours of talk time

### Additional benefits & features

#### Bluetooth®

ADAPT 460 in-ear wireless headset is compatible with all Bluetooth 1.1, 1.2, 2.0, 2.1, 3.0, 4.0, 4.1, 4.2, 5.0 and devices with the following profiles:

- Hands Free Profile (HFP),
- Advanced Audio Distribution Profile (A2DP), and
- Audio/Video Remote Control Profile (AVRCP).

#### aptX™

With aptX™ audio coding, you can be assured of crisp, pure and full stereo sound. It allows you to not only hear, but experience and feel the audio as it was intended.

Utilizing aptX™, Bluetooth technology can now offer wireless audio quality that is indistinguishable from the highest quality wired connection.



For safety instructions, consult the Safety Guide.



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

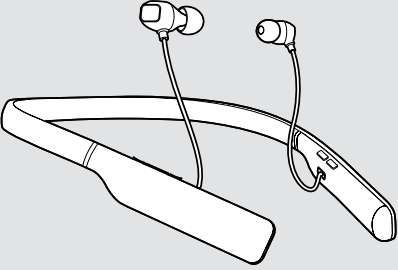
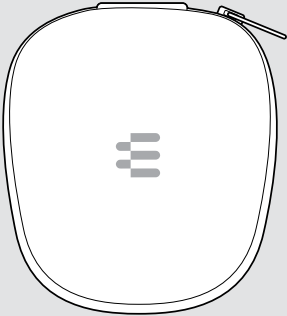
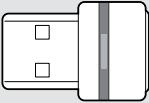
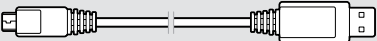
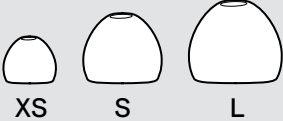
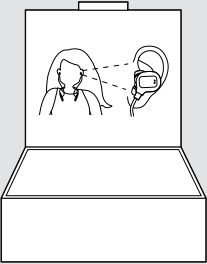

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All other trademarks are the property of their respective owners. >>include something for Teams?

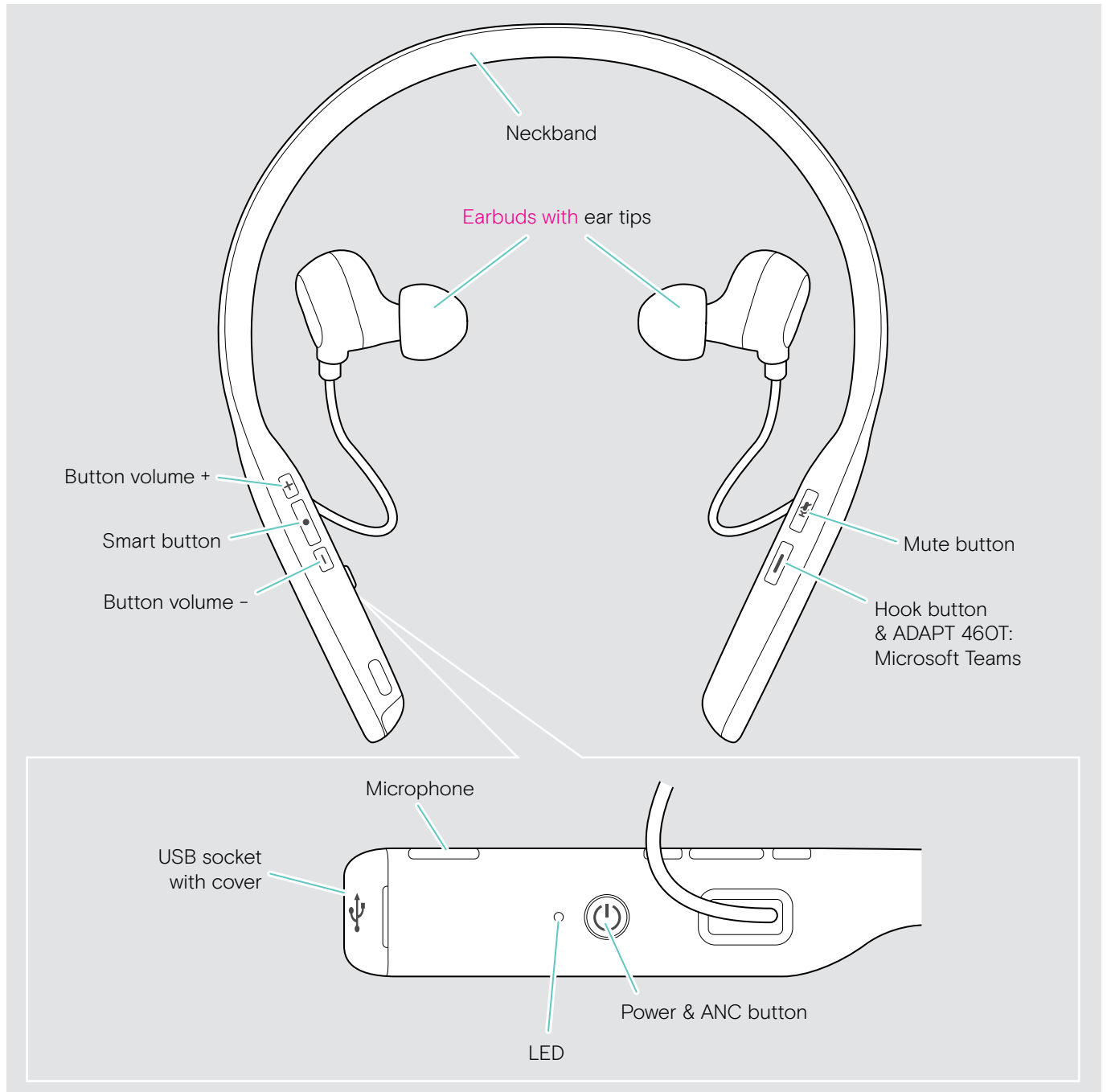
## Package contents

	<p>ADAPT 460 or ADAPT 460T Neckband headset</p>
	<p>Case</p>
	<p>BTD 800 USB Bluetooth dongle</p>
	<p>USB cable with USB-A and micro-USB plug &gt;&gt;Does cable look like this?</p>
	<p>Ear tips</p>
	<p>Quick Guide on the box</p>
	<p>Safety Guide Compliance sheet</p>

>>Do we have a cleaning tool like IE80 SBT?













# Product overview

## Overview of the headset



>>Do we have bass change on ear piece?

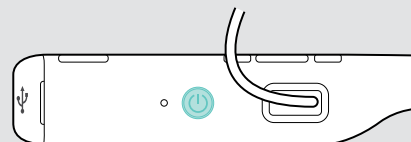





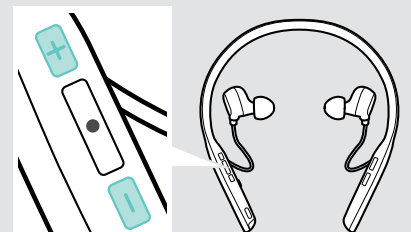






## Overview of the headset LED indications

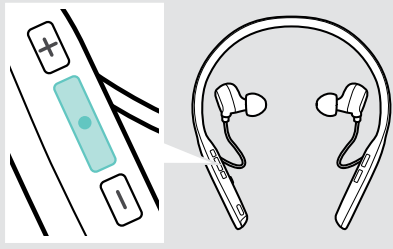




		<ul style="list-style-type: none"> <li>Headset connected</li> <li>Headset turned off</li> <li>Headset fully charged</li> </ul>
		<ul style="list-style-type: none"> <li>Headset turns on</li> <li>Pairing list cleared</li> </ul>
		<ul style="list-style-type: none"> <li>Bluetooth device found</li> <li>Bluetooth reconnects</li> </ul>
		Headset in pairing mode: searching for mobile device/dongle
		<ul style="list-style-type: none"> <li>Headset turns off</li> <li>Pairing has failed or has been cancelled &gt;&gt;DELETE?</li> </ul>
		Headset disconnected from mobile device/dongle or out of range
		Incoming call >>Flashing ok?
		<ul style="list-style-type: none"> <li>ANC activated &gt;&gt;DELETE? Found no Voice prompt or anything, how do User know if it is active or not?</li> <li>battery power between 60 and 99%</li> </ul>
		battery power between 20 and 59%
		idle mode: Headset paired but not connected to a mobile device/dongle >>DELETE?
	<ul style="list-style-type: none"> <li>no Bluetooth device found</li> <li>Rechargeable battery is weak</li> </ul>	

\*Once the headset is successfully connected, the LED turns off.

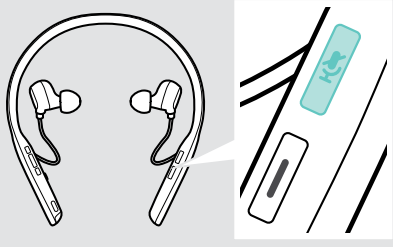



>>Include Reboot 1x blue > when and how could I do or need to do this? + vibration >>new chapter? or is it wake up? >>add something for Teams/Cortana? >>No indication for music?

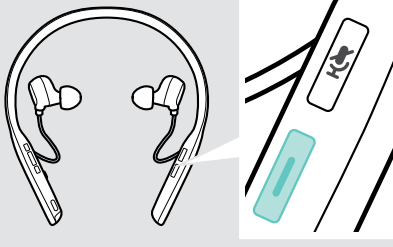



## Overview of the headset buttons

Power & ANC button	Press	Function	Page
		Turns the headset on / off	12
		Turns ANC on / off	14
		Pairs the headset with a Bluetooth device	8
		Clears pairing list + Hook button press (Pairing mode) >>from 360	27
		Cancels pairing (Pairing mode)	8
Button volume +/-	Press	Function	Page
		 Increases the volume (press or press and hold)	13
		 Decreases the volume (press or press and hold)	
		 Turns neckband vibration off (incoming call)	15

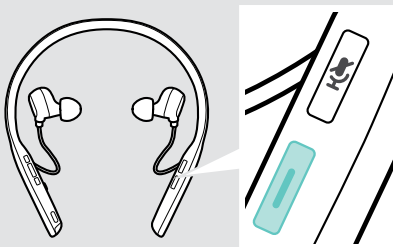


Smart button	Press	Function	Page
		Starts / pauses music or audioplayback	19
		Skips to the next track + hold: Fast-forwards the track*	
		Skips to the previous track + hold: Rewinds the track*	
		Activates voice assistant	16

\* These functions are not supported by all connected Bluetooth devices.

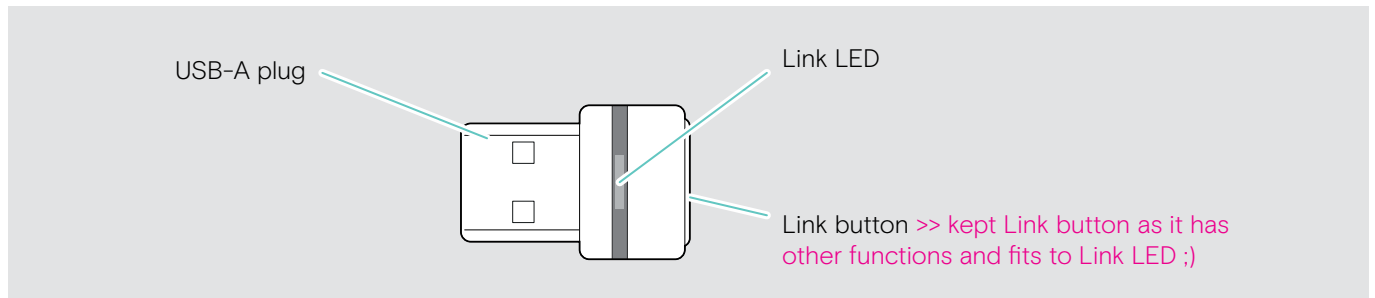
Mute button	Press	Function	Page
		Mutes / unmutes the microphone	13
		Requests remaining battery power	21
		Enables/disables voice prompts	23

Hook button	Press	Function	Page
		Initiates a call	15
		Accepts / ends a call	15
		2 calls: Answers incoming & ends active call	17
		2 calls: Ends active & unholds paused call	17
		Puts an active call on hold (pause) / unholds call	15
		Redials the last number >>cancel redial tap?!	16
		2 calls: Answers incoming & puts active on hold	16
		2 calls: Toggles between two calls	17
		Activates voice assistant	16
		Rejects a call	15

### ADAPT 460T additional functions

Microsoft Teams button	Press	Function	Page
		Invokes Microsoft Teams	18
		Activates Cortana	18

## Overview of the dongle



## Overview of the dongle LED indications

		Dongle in pairing mode: searching for <b>headset</b>
	3x	Pairing successful
	3x	Pairing failed
		Dongle tries to connect to a Bluetooth device
		Dongle and Bluetooth device connected >>IS it DARK blue?
		Incoming call
		Outgoing/active call
		Audio playback
	Microphone of the connected Bluetooth device is muted	

>> Input for Teams required >> White LEDs similar to SP 30T?

## Overview of the dongle button

Link button	Press	Function	Page
		Pairs the dongle with the headset	8
		Reconnects the headset	22
		Disconnects the headset	22

>> Input for Teams required >> White LEDs similar to SP 30T?

>>any other dongle functions?



# Getting started

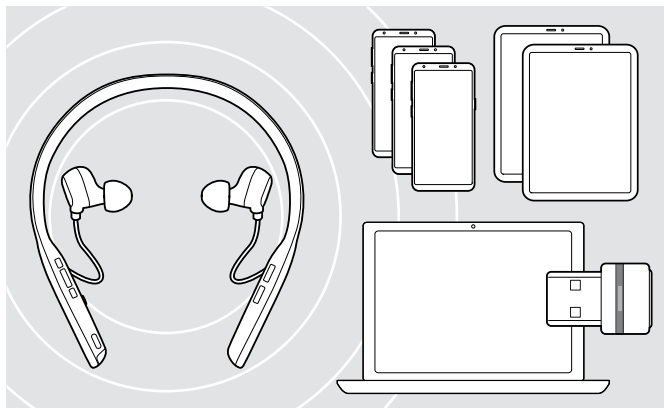
## Pairing the headset with Bluetooth® devices

**CAUTION**  
**Danger of malfunction!**

The transmitted radio waves of mobile devices can impair the operation of sensitive and unprotected devices.

▷ Only use Bluetooth where it is permitted.

The headset complies with the Bluetooth 5.0 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).



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.

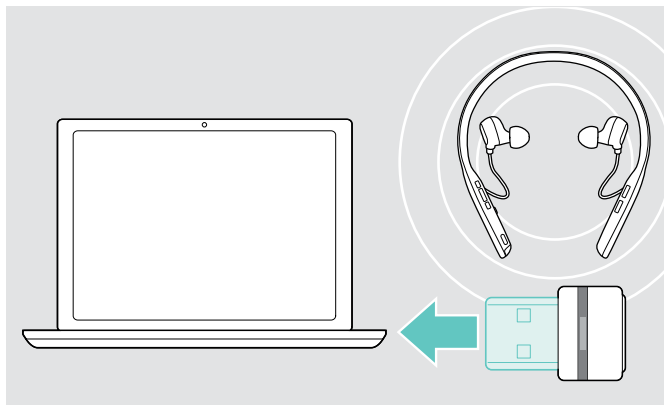
The headset can save up to eight paired devices. If you pair the headset with a ninth device, the **device with the oldest activity** will be overwritten. If you want to re-establish a connection with this device, you have to pair it again.

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

### Connecting the headset via Bluetooth with a computer/the dongle

To connect the headset wirelessly with a computer, you can use:

- the computer’s built in Bluetooth functionality (see instruction manual of your computer + step one on the next page) or
- the BTD 800 USB dongle.



The dongle and the headset are already paired.

- ▷ Turn the headset on (see page 12).
- ▷ Plug the dongle into the USB port of your computer. The dongle LED flashes blue while searching and switches to dimmed blue when connected successfully.

⤵ — ⤵ — ▶ ⤵ >> ok?

### Automatic Microsoft Teams connect >>Do we have that? if so: update icons

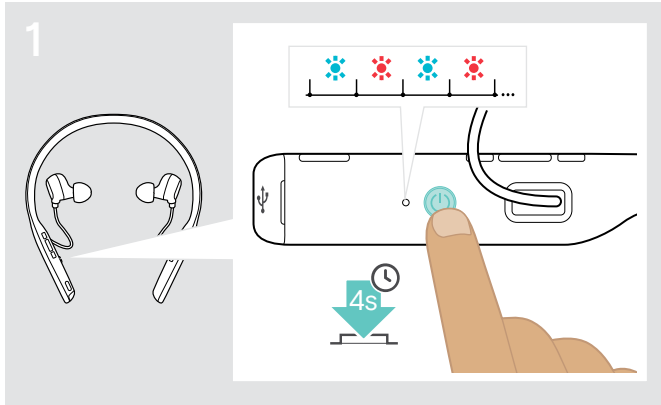


The dongle attempts to connect to Microsoft Teams. The dongle LED flashes white until the headset and Microsoft Teams are connected. Afterwards the headset shows Microsoft Teams notifications (see page 18) and Cortana is ready to use (see page 18).

To manually pair the headset and the dongle, activate the pairing mode for both:

- ▷ Press and hold the headset’s Power button and the dongle’s button until the LEDs alternately flashes blue and red. Once the dongle and the headset are connected, the dongle lights up dimmed blue.

## Pairing the headset via Bluetooth with a mobile device



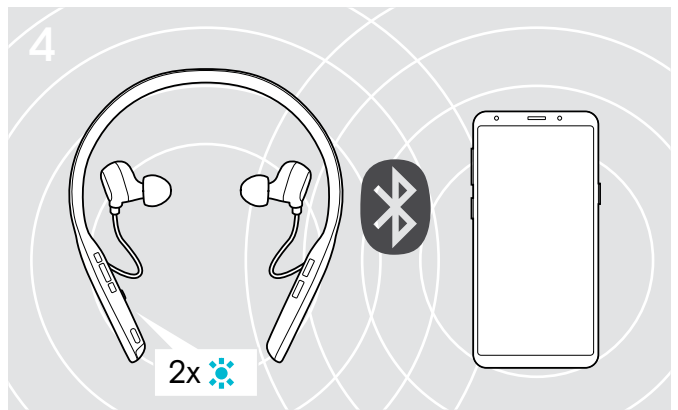
- ▶ Press and hold the Power button until the LED flashes blue and red. The headset is in pairing mode.



- ▶ Enable Bluetooth on your mobile device and start the search for Bluetooth devices (see instruction manual of your mobile device).



- ▶ Select "EPOS ADAPT 460" / "EPOS ADAPT 460T" to establish a Bluetooth connection to the headset. If necessary, enter the default PIN code "0000". >>Possible to change name via EPOS Connect?

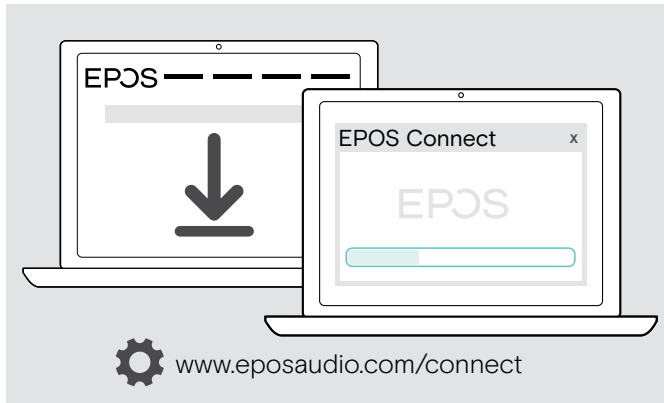


- The LED flashes 2 times blue as soon as the headset finds a device to connect to. The LED turns off. The voice prompt "Phone one/two connected" is announced in the headset

**i** To cancel pairing:  
 ▶ Press the Power button. The LED lights up blue shortly.

## Installing EPOS software

The free EPOS software allows you to configure and update your headset. Examples of supported settings and configurations in **EPOS Connect**: Bluetooth on/off, **Device name**, Manage pairing list, Sounds and notifications, Factory reset >> **Noise limiter, sidetone, vibration >>delete all others or add? >>ICON download available?**



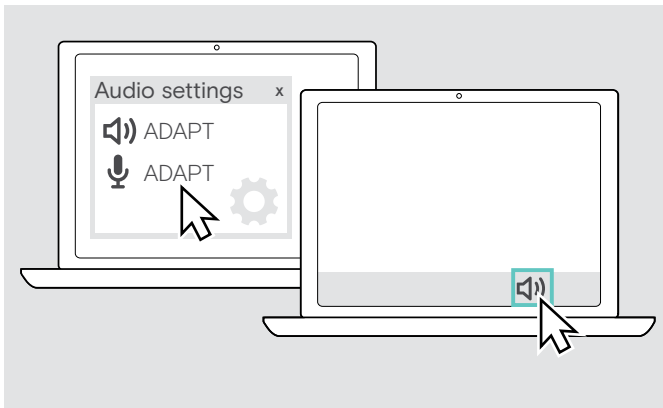
**EPOS Connect** offers further configurations and additional settings – see options in the software.

- ▷ Download the software from [www.eposaudio.com/connect](http://www.eposaudio.com/connect).
- ▷ Install the software.  
You need administrator rights on your computer – if necessary, contact your IT department.

To make calls via the computer:

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

## Changing Audio settings for the headset – 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 ADAPT 460 as speaker.
- ▷ Select under input ADAPT 460 as microphone.  
>>Ok like this? Anything to add?

## Using the headset



### CAUTION

**Risk of hearing or ear canal damage!**

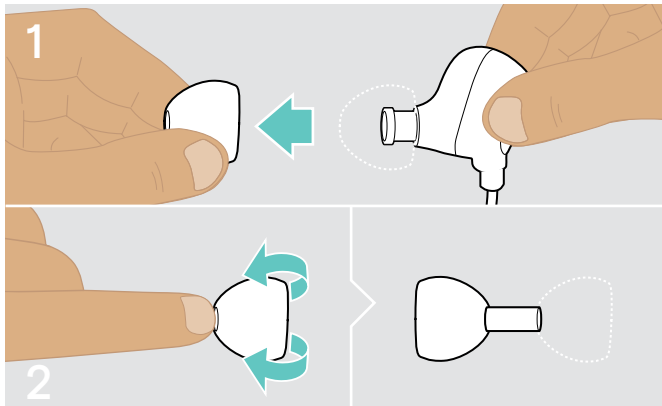
Listening at high volume levels for long periods can lead to permanent hearing defects.

- ▷ Set the volume to a low level before putting on the headset. Do not continuously expose yourself to high volumes.
- ▷ **Never insert the earbuds without ear tips.**

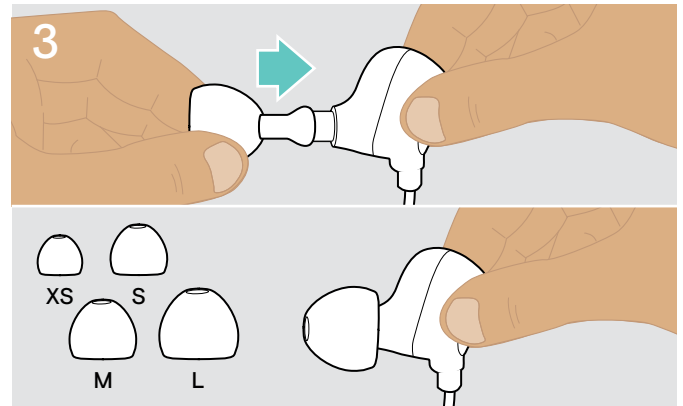
## Selecting/replacing the ear tips

The sound quality and wearing comfort depends on the correct fit of the earbuds.

- ▷ Select ear tips of the correct size (XS, S, M or L) so that the earbuds sit comfortably and securely in your ears.

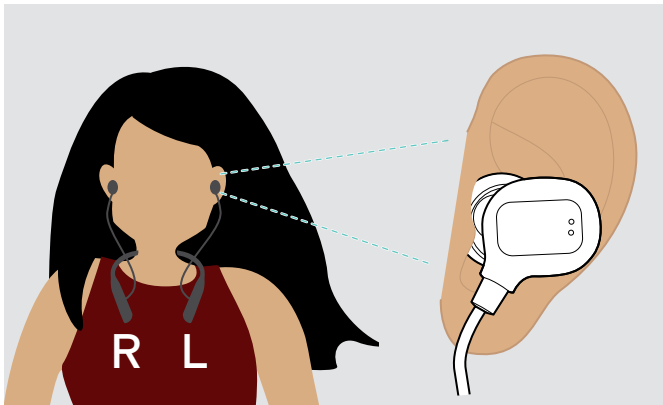


- ▷ Remove the ear tip carefully.
- ▷ Flip the ear tip.



- ▷ Push the suiting ear tip on the in-ear sound tunnel and flip it.

## Inserting/removing the earbuds

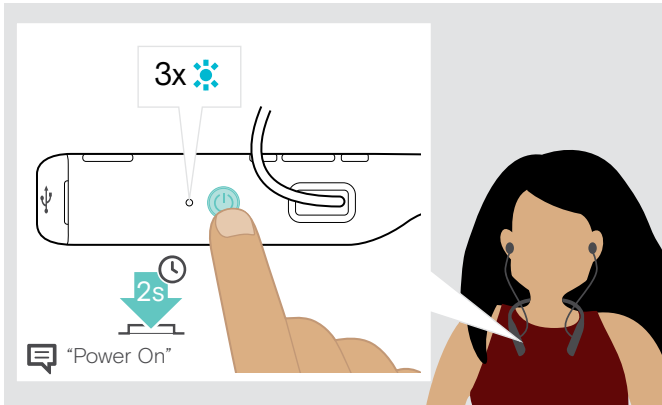


- ▷ Insert the earbuds into the ears.

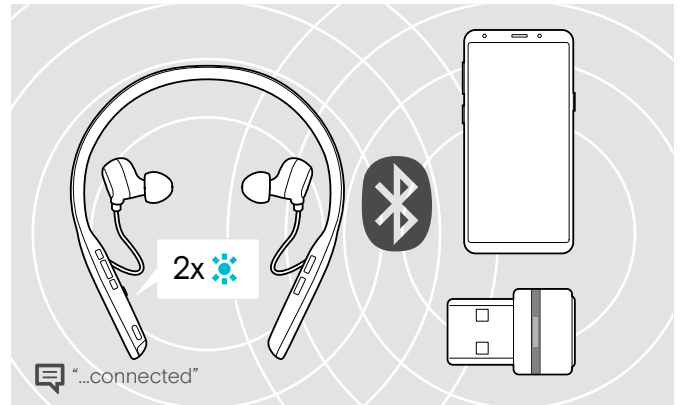
After use:

- ▷ Always extract the earbuds very slowly and carefully from your ears.

## Turning the headset on and connecting it



- ▶ Press the power button for 2 seconds. The headset turns on and vibrates once. The LED flashes blue shortly. After turn-on, the headset automatically tries to connect to available paired Bluetooth devices.



The LED flashes 2 times blue as soon as the headset finds a device to connect to. The LED turns off. The voice prompt "Phone one/two connected" or "Dongle one/two connected" is announced in the headset

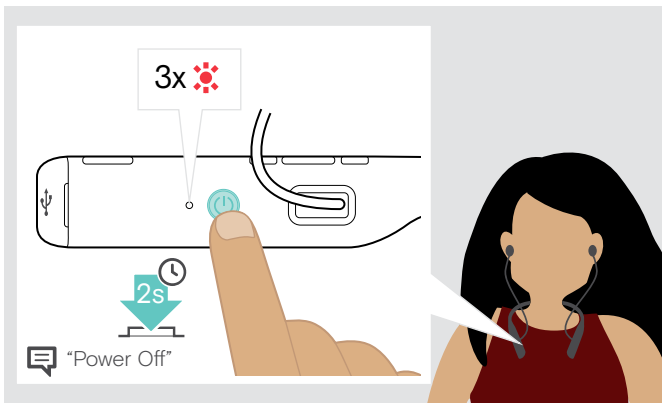
If the LED flashes red, no paired device is available:

- ▶ Turn on Bluetooth on your device. >> +Reconnect (tap button for dongle?)



The search for paired devices will timeout if no devices are found. After this, connections must be established manually on the paired Bluetooth device or by pressing the ??? button on the headset.

## Turning the headset off



- ▶ Press the power button for 2 seconds. The headset turns off and vibrates twice. The LED flashes red 3 times and turns off. All volume settings are saved automatically when the headset is turned off.
- ▶ Charge the headset (see page 20).  
OR
- ▶ Store the headset (see page 21).

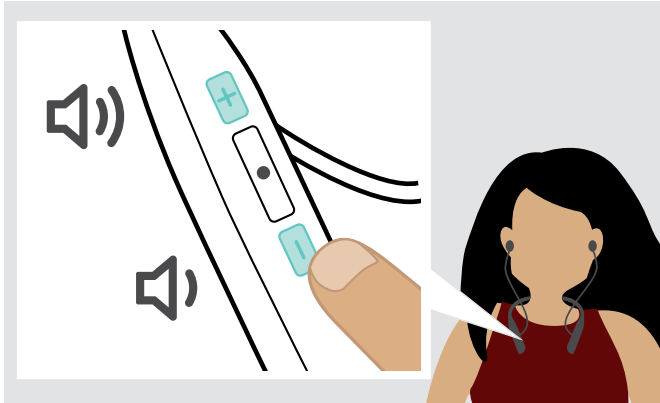
## Adjusting the volume



You can adjust three independent volume settings for the headset:

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

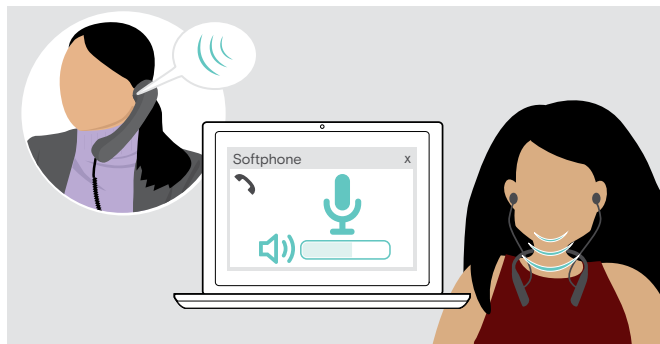
>>@ Serena: Would you mind to check with Tim: MUSIC icons available? + ear alone + Voice prompt?



- ▶ Press the Volume button to increase or decrease the volume. You hear a beep or double beep for maximum or minimum volume.

Alternatively you can adjust the volume on your connected device.

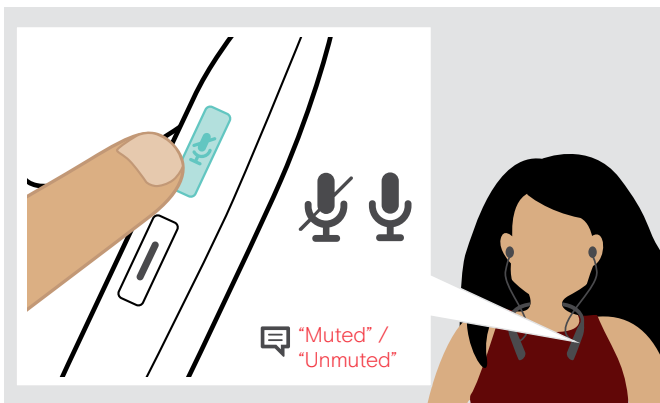
## Adjusting the headset's microphone volume for softphones



- ▶ 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 PC audio application.

>>New New Zealand chapter ;) > Ok like this + ok here?

## Muting the microphone



- ▶ Press the power button to mute or unmute the microphone.

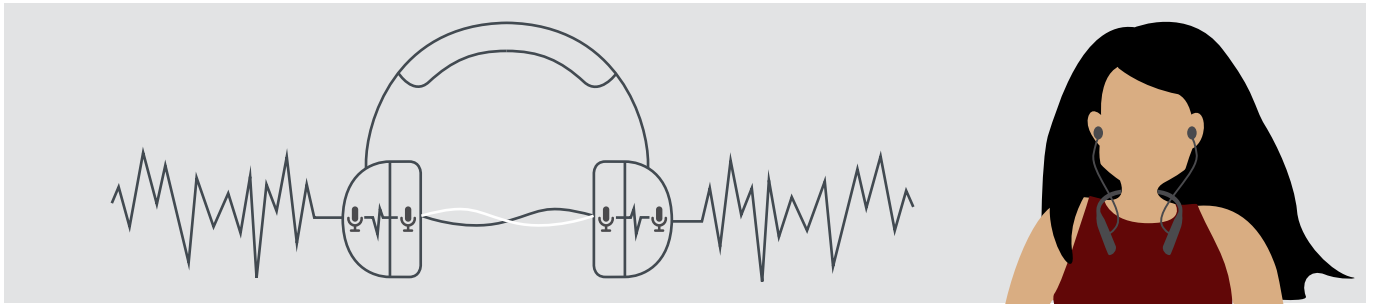
- Mute: You hear one??? beep. The dongle flashes red.

- Unmute: You hear two??? beeps.

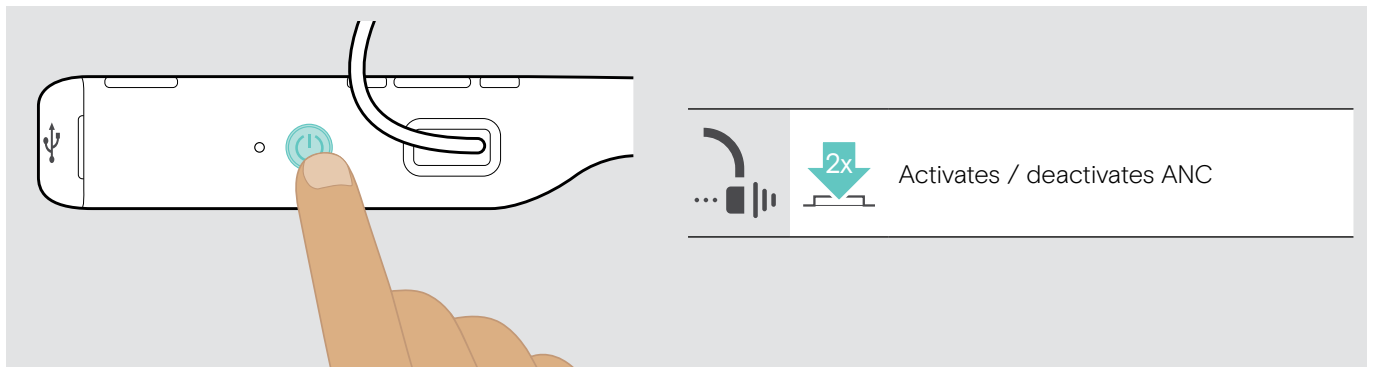
>>Similar to 360 >> beeps + dongle flashes red?

## Using Active Noise Cancellation (ANC)

This headset provides attenuation of ambient noise using Active Noise Cancellation (ANC) technology. **Special microphones optimize speech and reduce background noise.**



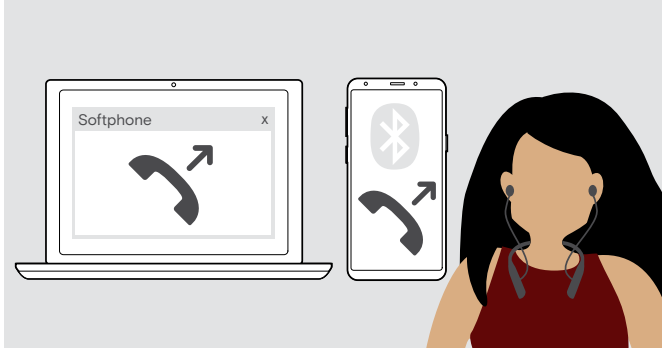
If you are in a noisy environment but would like to have your own quiet space, you can use the headset itself, disconnected from any device, and simply benefit from ANC. You can activate ANC if the battery is sufficiently charged **and if the headset is turned on.**



## Making calls using the headset

The following call functions will only be supported for device(s) connected via Bluetooth. Available functionality depends on the connected device. @Serena: Icons ok for outgoing & incoming? + pause? >> Please ask Tim!!!

### Making a call



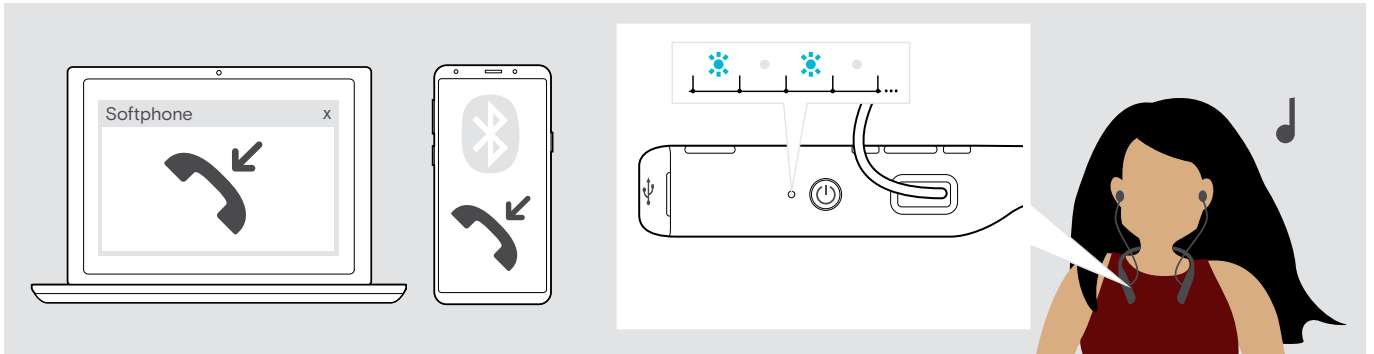
▷ Initiate the call on your connected device.  
The LED lights up ??? or voice prompt? Found nothing in MMI

OR:

▷ Press the hook button to initiate a call via your softphone. >ok? PC only?

### Accepting / rejecting / ending a call

When you receive a call, you hear a ring tone and the LED flashes blue. The neckband vibrates.



Accept / hold a call >>All functions available and ok?

	Accepts a call
	Puts an active call on hold (pause)

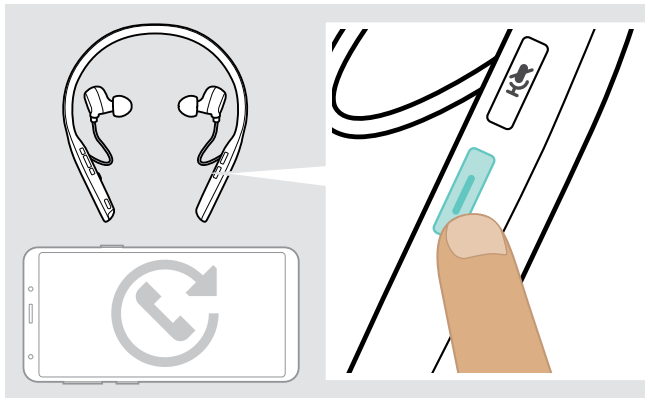
Reject / end a call

	Rejects a call
	Ends a call







## Redialing

>>Redial icons available?

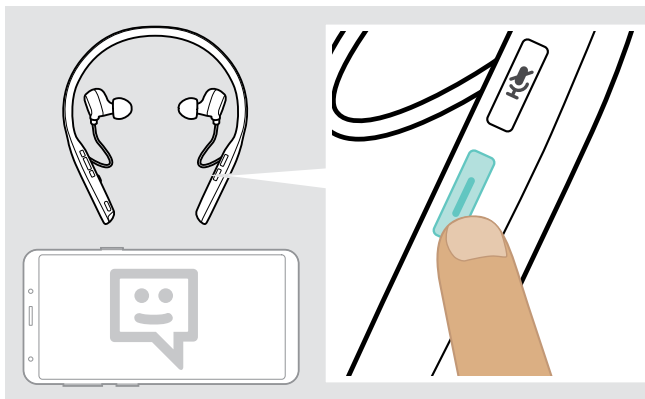


The diagram illustrates the redialing process. On the left, a headset is shown above a smartphone displaying a redial icon. On the right, a hand is shown touching a touchpad on the headset. A legend on the far right explains the touchpad gestures:





		Redials the last number
		Cancels redialing

## Using the voice assistant / voice dial / Microsoft Cortana

For Microsoft Cortana: see page 18 >> Do we have this or only for T version?. The last connected Bluetooth device will be used for voice assistant or voice dial. >>Should we name: Google Assistant, Amazon Alexa, Siri or others? If so, include TM texts? >> Do we have voice dial?

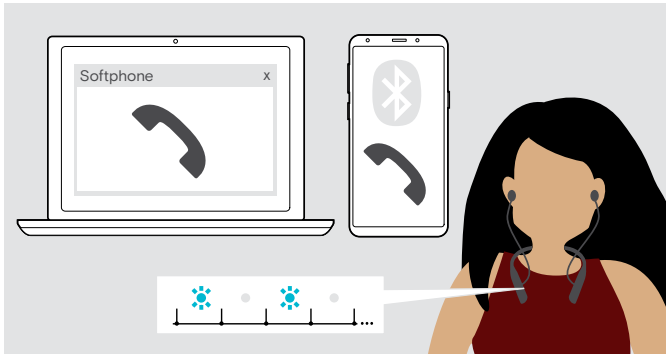


The diagram illustrates using the voice assistant. On the left, a headset is shown above a smartphone displaying a voice assistant icon. On the right, a hand is shown touching a touchpad on the headset. A legend on the far right explains the touchpad gestures:

		Activates voice assistant / voice dial / Microsoft Cortana
		Cancels voice assistant / voice dial / Microsoft Cortana

>>Icon ok for cancel?

## Managing multiple calls



You can use the Headset with up to two 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. **The neckband vibrates.**

### Accept / reject second call

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

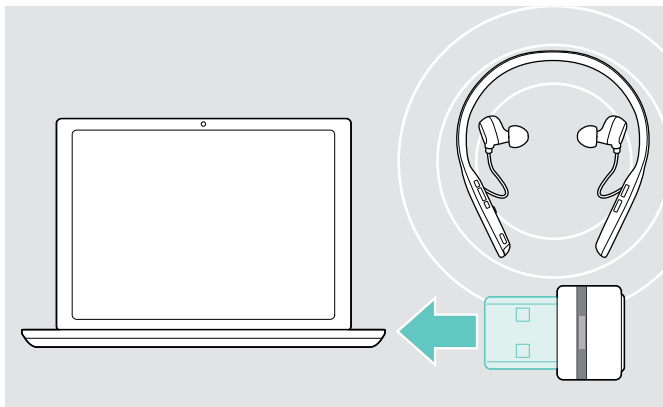
### Toggle between calls / end active call

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

# Using headset and dongle with Microsoft® Teams and Cortana

>> WHAT is special/different for ADAPT 460T? >>LED indications or VPs? Found none in the MMI >> The white indications are copied from SP 30

To use Microsoft Teams and Cortana with the headset, the dongle needs to be connected. >>NEED your support here



- ▷ Turn the headset on (see page 12).
- ▷ Plug the dongle into the USB port of your computer. The dongle LED flashes blue while searching and switches to dimmed blue when connected successfully.

⤵ — ⤵ — ▶ ⤵ — >> ok?

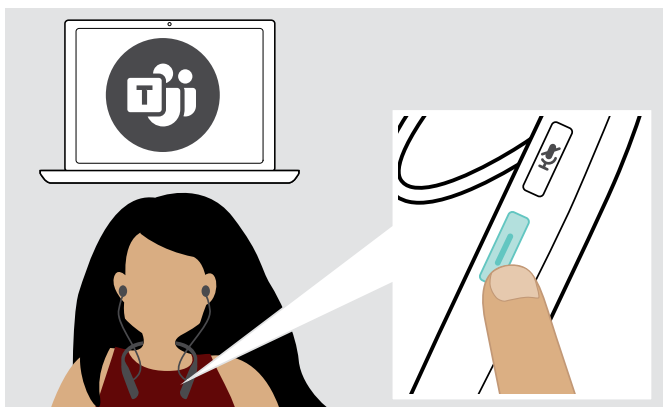
The dongle attempts to connect to Microsoft Teams. The dongle LED flashes white until the headset and Microsoft Teams are connected. >>Do we have auto connect?

⤵ — ⤵ — >> ok?

Afterwards the dongle shows Microsoft Teams notifications and Cortana is ready to use.

## Invoking Microsoft® Teams and check notifications

>>How? Automatic?



If the LED does not light up white:

- ▷ Press the Microsoft Teams button. The LED flashes white while trying to establish a connection to Microsoft Teams.

⤵ — ⤵ —

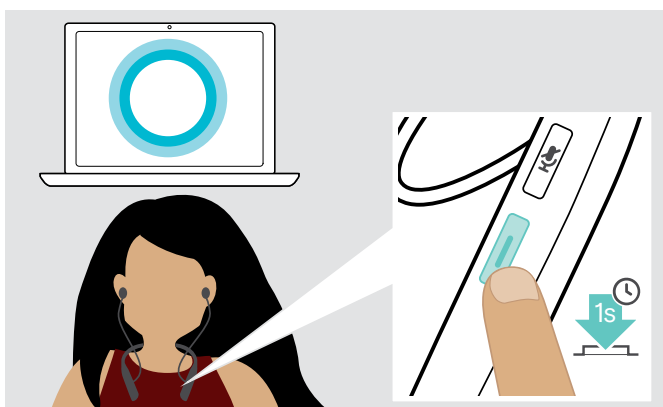
Microsoft Teams opens up. The LED lights up white.

⤵ —

The neckband vibrates shortly to indicate: >>DELETE LED part: The LED flashes white to show ⤵ — ⤵ — :

- a new voice message
- a meeting in progress >> OR Meeting start?
- a missed call

## Activating and using Microsoft® Cortana



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

- ▷ Press the Microsoft Teams button. The LED flashes fast white while activating Cortana.

⤵ — ⤵ — ⤵ —

The LED lights up white.

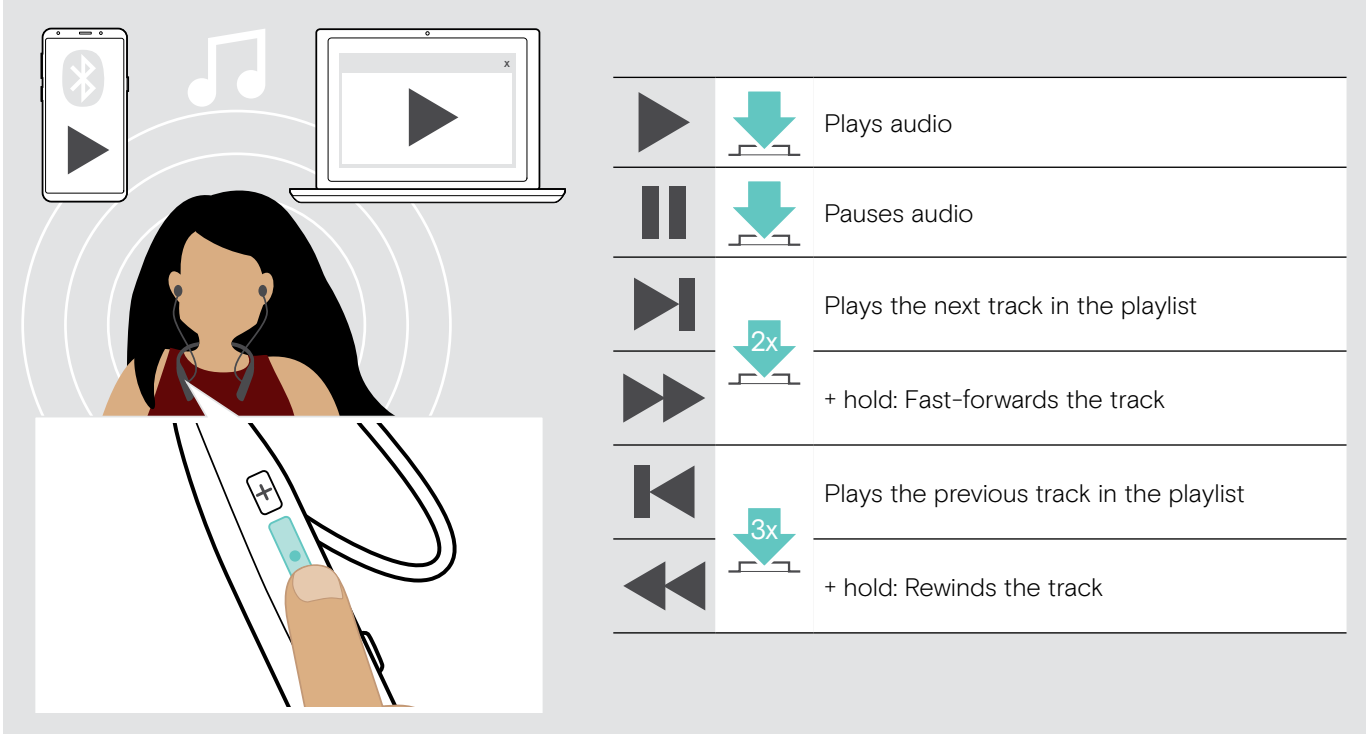
⤵ —













## Listening to music using the headset – Audio playback

The following music functions are only available when the headset and your device are connected via Bluetooth. Available functionality depends on the connected device.

>>Also possible for video control and if so, should I add it?

- ▶ Play the music on your connected Bluetooth device.  
The LED on the dongle lights up purple.



		Plays audio
		Pauses audio
		Plays the next track in the playlist
		+ hold: Fast-forwards the track
		Plays the previous track in the playlist
		+ hold: Rewinds the track

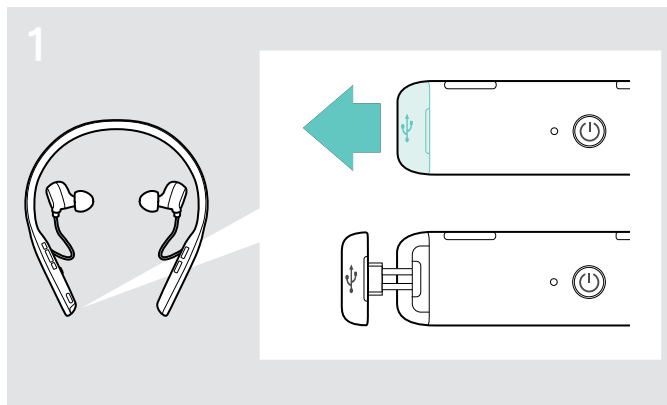
>>update or keep icons?



If you receive and accept a call, audio playback is paused and restarts after the call – if supported by the connected device.

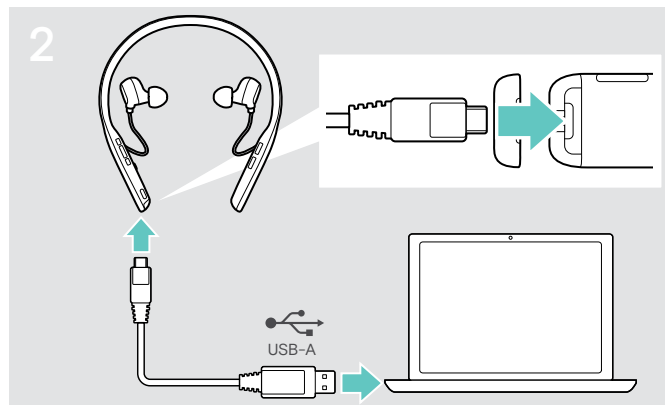
# Additional functions

## Charging the headset battery



Use the supplied USB cable for charging **and when appropriate an external USB power adapter (output rating of 500 mA or higher).** >>include power adapter or delete?

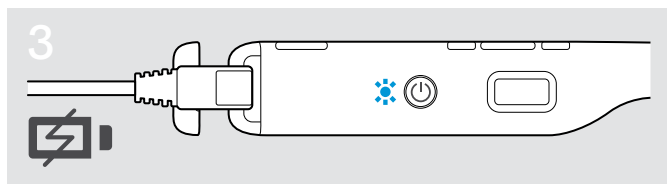
▷ Pull carefully on the cover of the USB socket.



▷ Connect the USB cable to the USB socket of the headset and a USB socket of your computer.

OR

▷ Connect the USB-A plug to an external power adapter and a power source.



The LED lights up depending on the battery status of the headset. The battery is being charged.

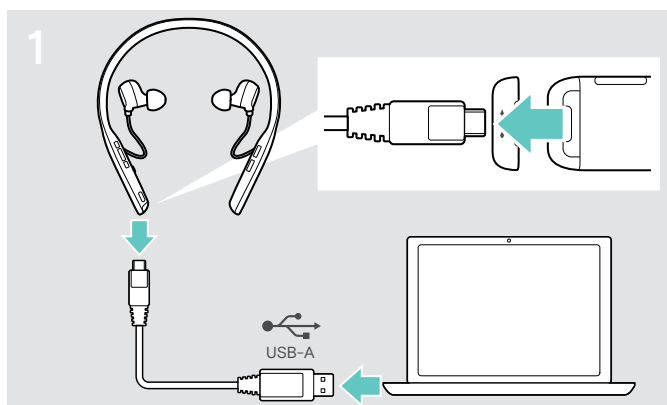
>>Permanent visible or some s/mins only?

LED	Battery status
●	100% - Battery fully charged
⦿	more than 60%
⦿	more than 20%
⦿	less than 20%

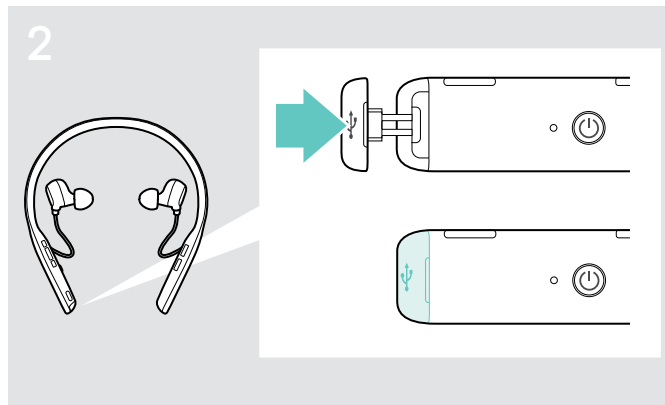


- When the battery is flat, the headset turns off automatically.
- After long periods of non-use, it may take up to 5 minutes until the LED lights up. >>from MODI, ok?

## Ending charging

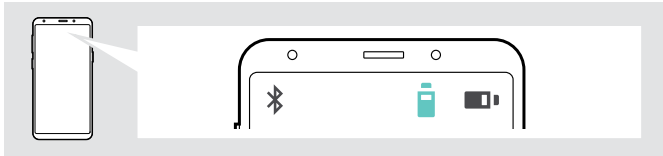


▷ Disconnect the USB cable from the headset.

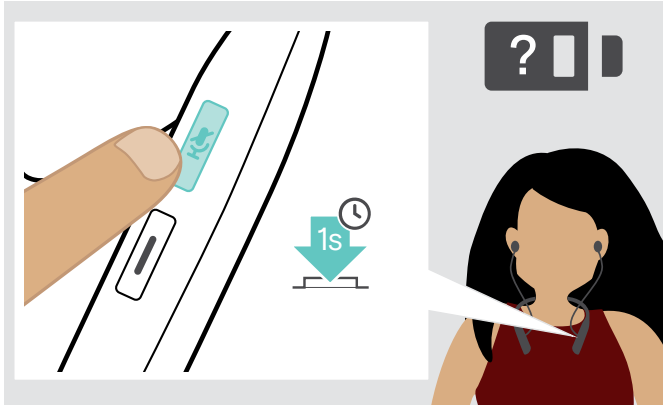


▷ Close the cover.

## Verifying remaining battery power



Some mobile devices indicate the battery status of the headset. >> Do we have this?



You can retrieve information on the remaining battery power at any time – except while you are in a call or during audio playback?:

- ▶ Press the volume button. >>Is it the vol button?! The LED lights up shortly and a voice prompt is announced. >>How long does LED light up?

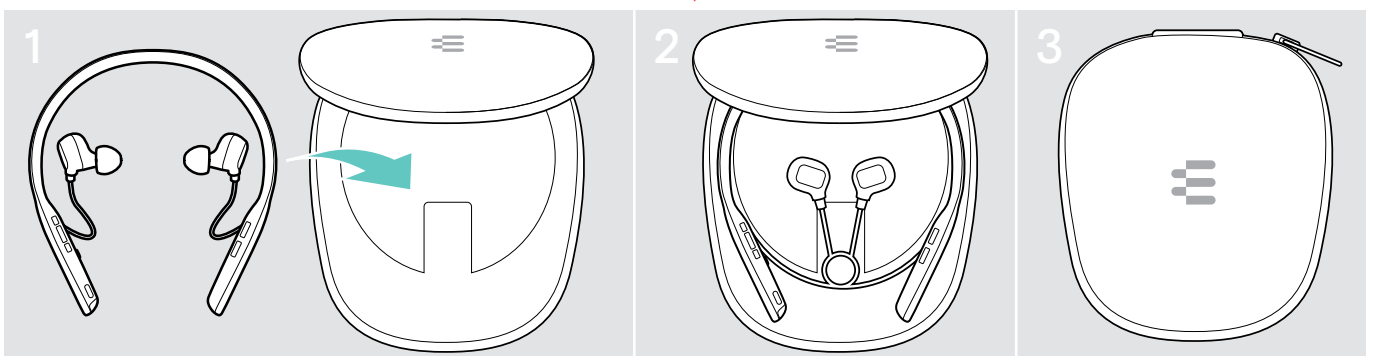


When the battery power drops below 20%, the LED flashes red and “Recharge headset” >>or “Low Battery”? is announced several times.

LED	Remaining battery power	Voice prompt
	100% - Battery fully charged >> Blue when retrieving battery information or off like fully charged? blue makes more sense here	“100 percent battery”
	more than 80%	“More than 80 percent battery”
	more than 60%	“More than 60 percent battery”
	more than 40%	“More than 40 percent battery”
	more than 20%	“More than 20 percent battery”
	less than 20% - automatic voice prompt	“Recharge headset”

## Storing and transporting the headset

To avoid nicks or scratches on the headset: >>Does the inner part of the case look similar?



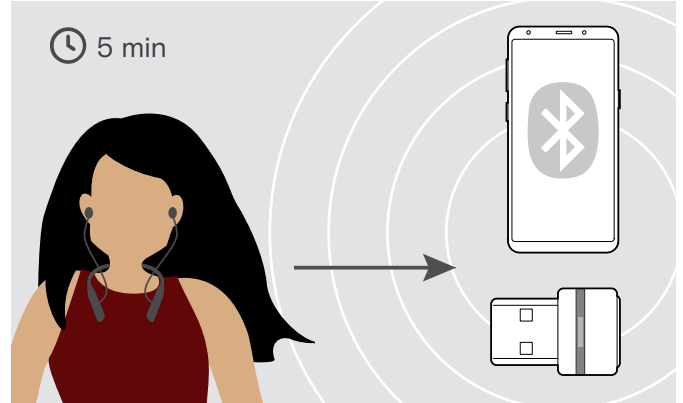
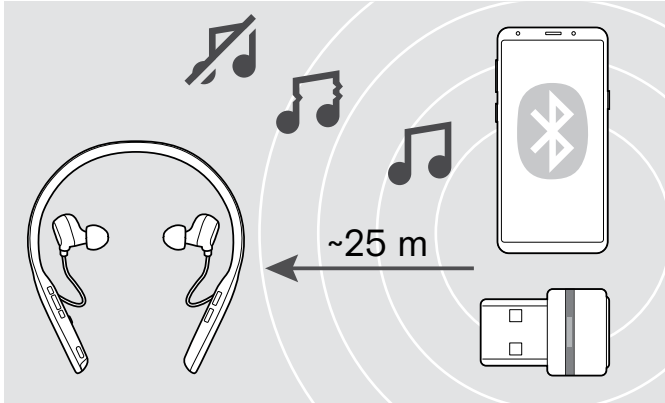
- ▶ Store the headset in the case when not in use or when carrying it around.
- ▶ Keep it in a clean and dry environment.

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.

## If you 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 25 meters. >>MUSIC icons available?!



If the audio quality deteriorates e.g. during a call or the link breaks down completely, the voice prompt “Phone one/two disconnected” or “Dongle one/two disconnected” is announced in the headset. The headset LED flashes 2 times red?. + add something for the dongle?

▷ Re-enter the radio range of the Bluetooth device.

If you re-enter the Bluetooth transmission range **within 5 minutes**, the connection is re-established and the voice prompt “Phone one/two connected” or “Dongle one/two connected” is announced in the headset.

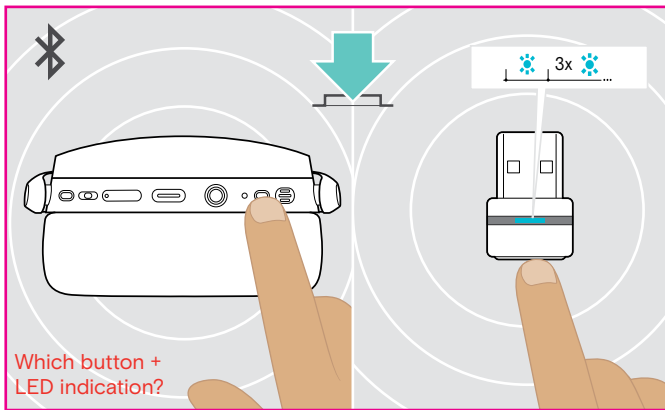
If you spend **more than 5 minutes** outside the Bluetooth transmission range, the connection breaks down completely and you have to manually re-establish the connection.

**i** If your softphone supports call control, the call will automatically be ended 60 seconds after leaving the radio range. >>Do we have something like this? from Modi

## Reconnecting/disconnecting Bluetooth

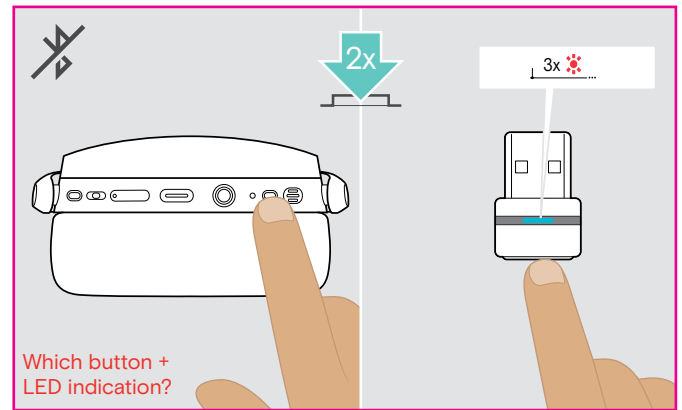
>>Do we have that or on dongle only? > if we have it: Tina – update illustrations incl. icons

### Reconnecting Bluetooth



▷ Tap the headset’s or dongle’s button. The headset or dongle flashes blue and searches for Bluetooth devices. The LED lights up blue once and after that flashes 3 times blue. >> indication(s) after this?

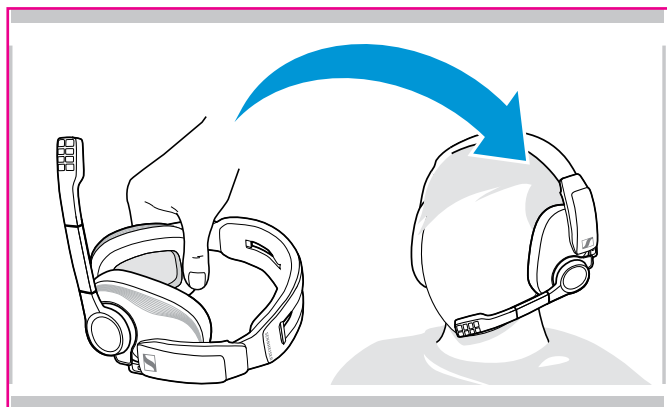
### Disconnecting Bluetooth



▷ Double tap the headset’s or dongle’s button. Bluetooth will be disconnected. The LED flashes 3 times red.

## Waking up the headset from sleep mode >>or standby?

>>Do we have that? The headset enters **standby** mode automatically after some time to save energy – depends on connection status, activity etc.



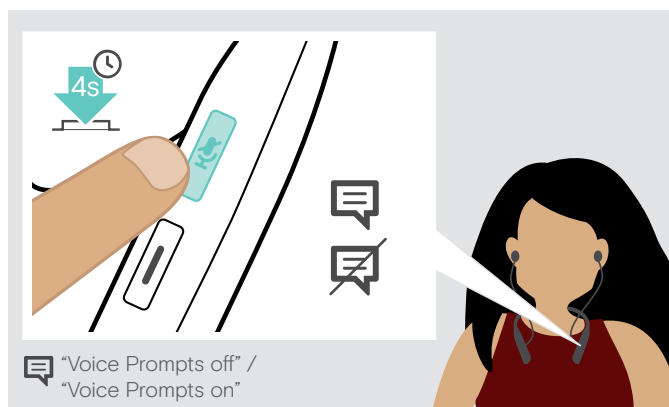
The headset turns to sleep mode to save battery power, if:

- the headset does not receive any audio signal for 30 minutes or
- the headset does not find a paired device to connect to for 15 minutes

To wake up the headset:

- ▶ Press any button.  
The LED flashes green 3 times. The voice prompt “power on” is announced in the headset. The headset re-establishes the wireless connection.

## Enabling/disabling voice prompts



In idle mode (no active call or music reproduction):

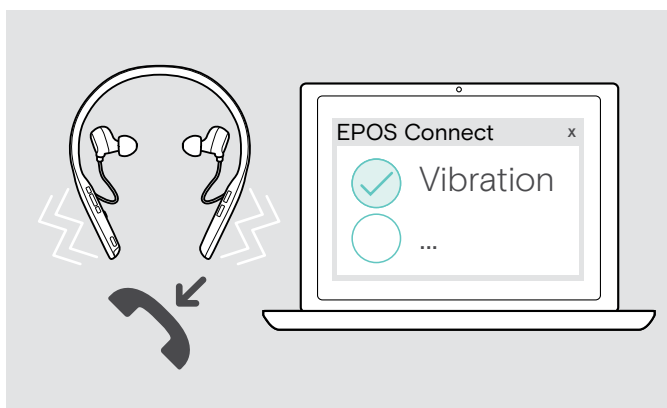
- ▶ Press and hold the mute button until the headset announces a voice prompt for on or off.



If the voice prompts are deactivated you hear tones instead.

>>Icons ok?

## Enabling/disabling neckband vibration



The neckband vibrates to indicate incoming calls and turn on or off.

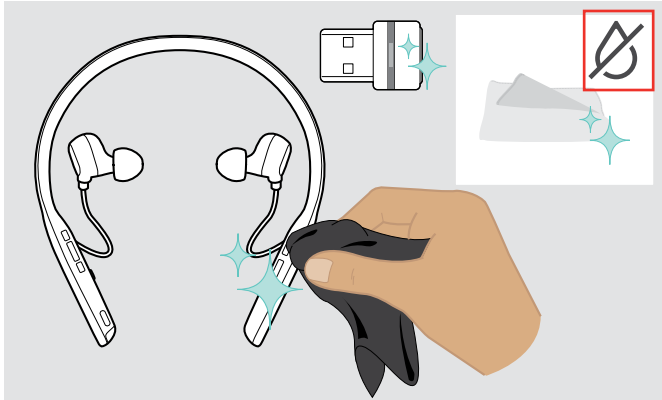
ADAPT 460T indicates meeting start, missed call and voice mail for Microsoft Teams in addition.

- ▶ Enable or disable the neckband vibration via EPOS Connect.



## Maintaining the products and updating the firmware

### Cleaning the products



#### CAUTION

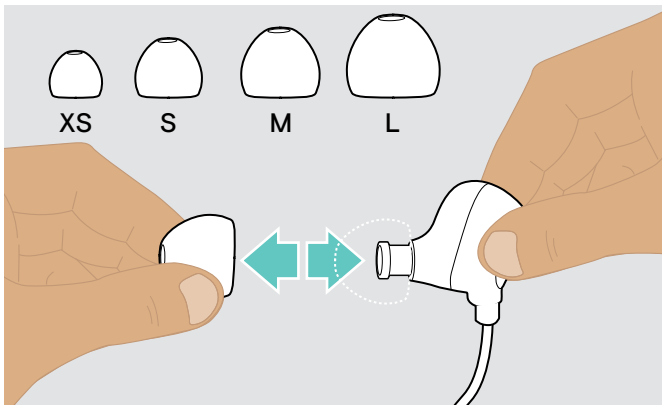
#### Liquids can damage the electronics of the product!

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 cloth to clean the product.  
 >>DROP ICON available?

### Exchanging the ear tips



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

- ▷ Follow the steps on page 11.

### Replacing/removing the headset's rechargeable battery

The rechargeable battery must only be replaced or removed by an authorized EPOS service center.

- ▷ Contact your EPOS service center if the rechargeable battery needs to be replaced. To find the EPOS service partner in your country, visit [www.eposaudio.com](http://www.eposaudio.com).

Outside the warranty period, the rechargeable batteries may be replaced or re-moved by any qualified service center. [Instructions on how to replace or remove the batteries for qualified service centers are available from the EPOS service partner.](#) >>If so: Create instruction similar to Modi battery replacement Guide?

## Updating the firmware of the products

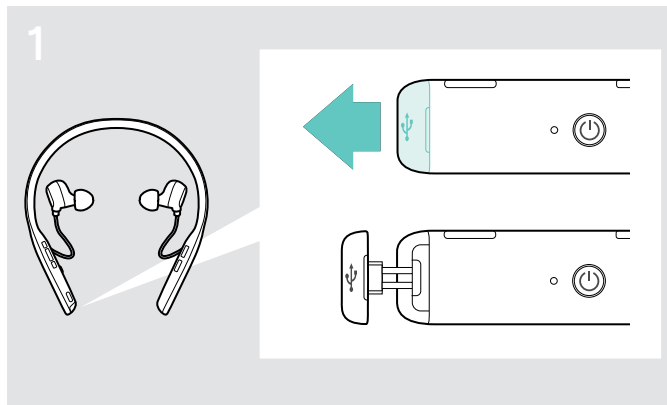
To update the installed firmware:

- ▶ Install the free of charge **EPOS Connect** software (see page 10).

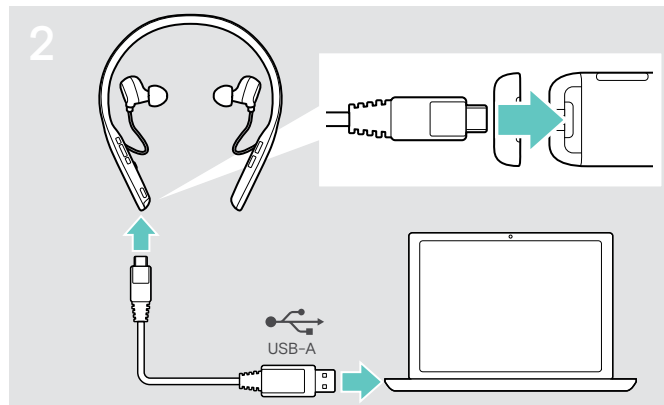
During the update, only one **EPOS** product may be connected at a time:

- ▶ Disconnect other **EPOS** products before starting the update.

### Updating the firmware of the headset



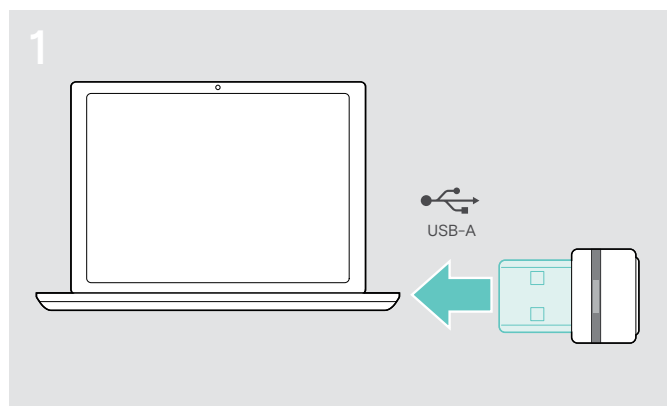
- ▶ Pull carefully on the cover of the USB socket.



- ▶ Connect the USB cable to your headset and your computer.  
The LED lights up.
- ▶ Start **EPOS Connect**.  
If there is a new firmware available the software will guide you through the update process.



### Updating the firmware of the dongle



- ▶ Plug the dongle into the USB port of your computer.  
The LED lights up.



- ▶ Start **EPOS Connect**.  
If there is a new firmware available the software will guide you through the update process.

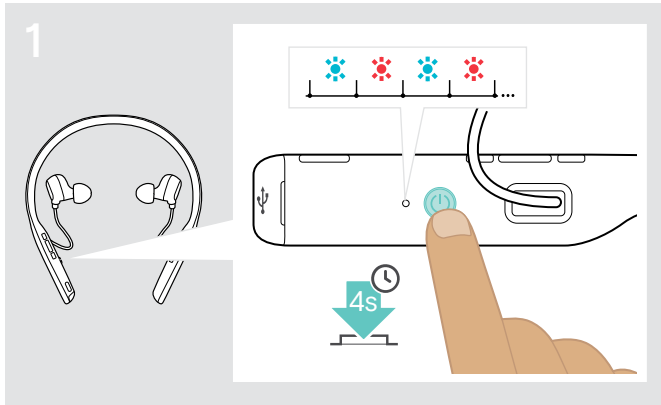
## If a problem occurs ...

>>Anything else to add?!

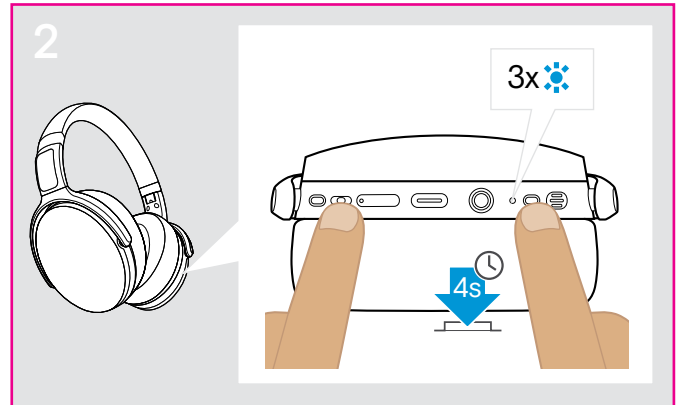
Problem	Possible cause	Solution	Page
Headset cannot be turned on	Rechargeable battery empty	▷ Recharge the rechargeable battery.	20
Active Noise Cancellation (ANC) cannot be turned on	Rechargeable battery empty	▷ Recharge the rechargeable battery.	20
	Headset turned off	▷ Turn the headset on.	12
No audio signal or drop outs	Headset not paired with a Bluetooth device	▷ Pair the headset.	8
	Volume adjusted too low	▷ Increase the headset's volume.	13
		▷ Increase the volume on the connected device.	-
	Headset turned off	▷ Turn the headset on.	12
Computer: Headset not selected as audio device	▷ Change the Audio settings of your computer.	10	
Headset cannot be connected via Bluetooth	Headset not paired	▷ Pair the headset with a Bluetooth device (max. 20 cm distance while pairing between devices).	8
		▷ Check if your Bluetooth device supports the HF or HS profile.	-
	Bluetooth at mobile device turned off	▷ Turn Bluetooth on.	-
	Dongle not plugged in	▷ Plug the dongle into the USB port of your Computer.	8
Beeps instead of voice prompts	Voice prompts disabled	▷ Enable the voice prompts.	23
Headset or dongle faulty	Software or hardware problems	▷ Turn the headset off and on again.	12
		▷ Unplug and plug in the dongle again.	8
Headset or dongle does not react to any button press	Operation of the headset or dongle faulty	▷ Unplug and plug in the dongle again.	8
		▷ Clear the pairing list of the headset.	27
		▷ Clear the pairing list of the dongle.	27

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 the EPOS partner in your country, search at [www.eposaudio.com](http://www.eposaudio.com).

## Clearing the pairing list of the headset (Reset)

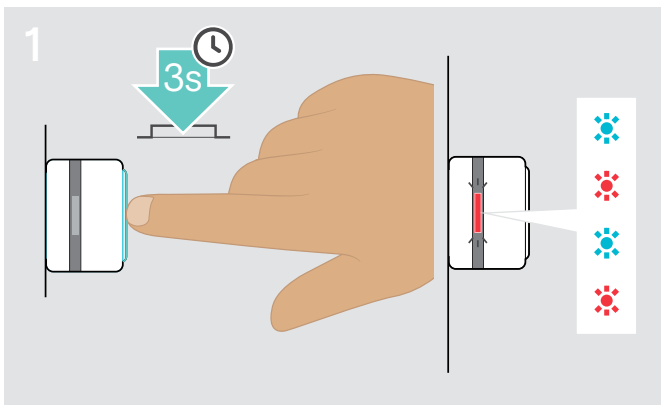


- ▷ Make sure that the headset is turned off (see page 12).
- ▷ Press and hold the Power button until the LED flashes blue and red.

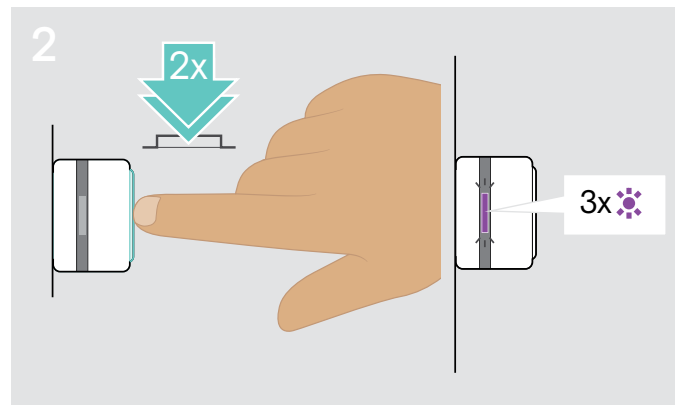


- ▷ Simultaneously press the multifunction button and the Power button. >>Found in MMI: inserting USB cable + Hold (2 sec) Power button at the same time > How does it work finally? Tina: update illustration >>KG: power + music button for 4s > 3x purple  
The LED flashes purple or blue? 3 times. The pairing list is cleared. The headset searches for Bluetooth devices to pair with (see page 8).

## Clearing the pairing list of the dongle (Reset)



- ▷ Plug the dongle into the USB port of your computer.
- ▷ Press and hold the button until the LED flashes blue and red.



- ▷ Double press 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 8).

# Specifications

@Serena: Still a mix up as some things feels missing, please check >>DELETE and only refer to Fact sheet? Is this allowed?  
Please check with Ernest

## Headset

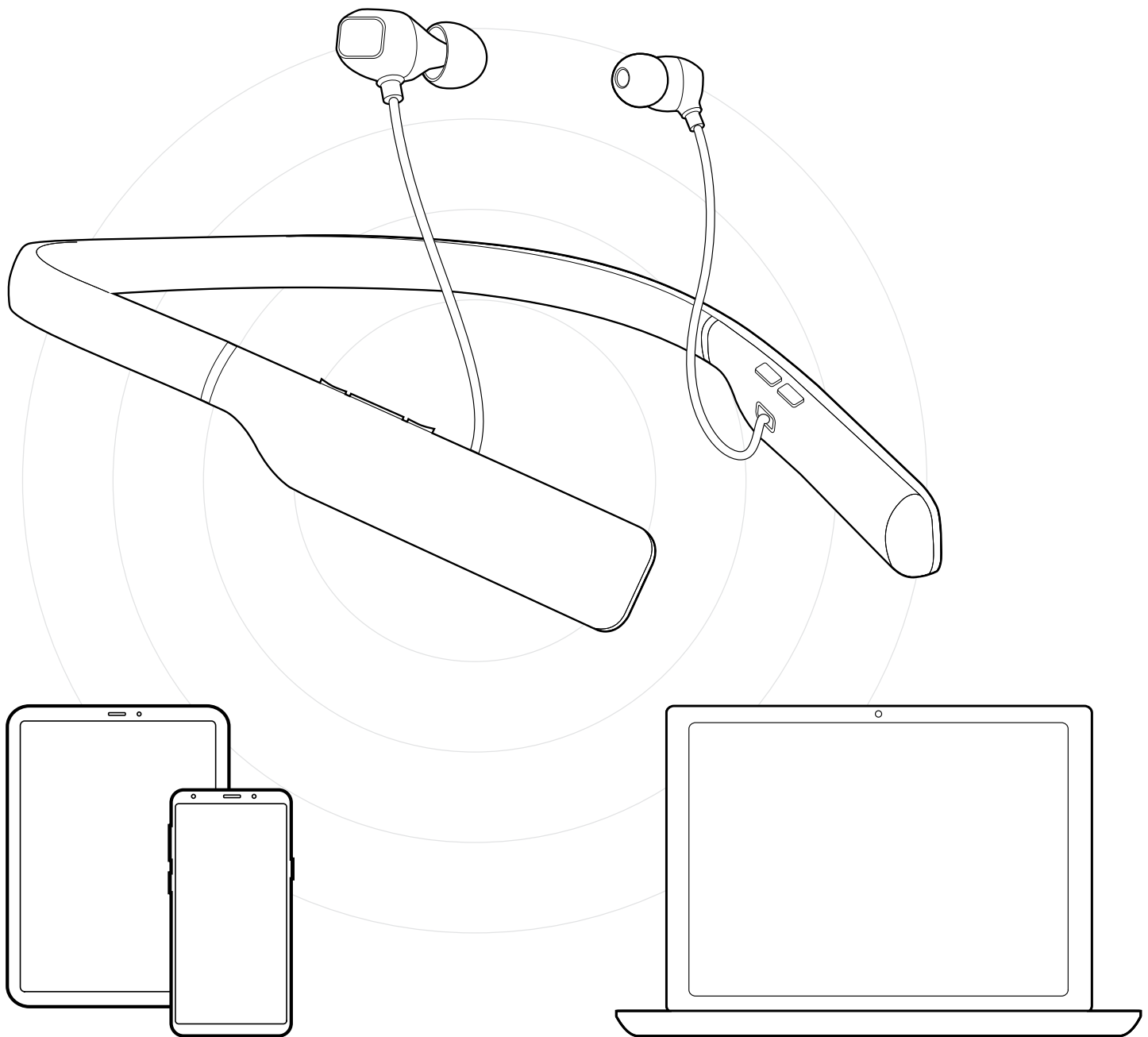
Wearing style	In-ear neckband headset, single and double sided wearing style
Dimensions (W x H x D)	171 x 159 x 17 mm / 6.73 x 6.25 x 0.67 in
Weight	50 g / 1.76 oz
Audio connection	Bluetooth
Connector	Micro USB
<b>Battery time</b>	Listening time: up to 15 hours (ANC off) Talking time: up to 14 hours (ANC off)
Noise cancellation	Hybrid ANC technology with 4 microphones
Charging time	approx. 2 hours @ 5 V, 430 mA >> keep/delete pink part?
Rechargeable battery (built-in)	Lithium Polymer / 3.7 V DC / 240 mAh
Max. charging voltage via USB	5 V DC / max. current 240 mA
Speaker type	Dynamic, neodymium magnet
Frequency response	Microphone: 100 – 10,000 Hz Speaker: 20 – 20,000 Hz
<b>Sound pressure level (SPL)</b>	Limited by EPOS ActiveGard®: max. 118 dB
Total harmonic distortion (THD)	< 0.5 % @ 1 kHz, 100 dB
Transducer principle	Dynamic, closed
Microphone type	2 beamforming MEMS microphones
Impedance >> keep/delete?	28 Ω
Microphone Sensitivity >> keep/delete?	-47 dBV/Pa
Temperature range	+10 °C to +45 °C / +50 °F to +113 °F
Relative humidity	10 to 80%, non condensing

## Dongle

Dimensions (W x H x D)	22 x 16 x 6 mm / 0.87 x 0.63 x 0.24 in
Weight	2 g / 0.07 oz / 0.004 lbs
Connector	USB-A plug
Temperature range	Operation: +10 °C to +40 °C / +50 °F to +104 °F Storage: -20 °C to +60 °C / -4 °F to +140 °F
Relative humidity	Operation: 20 to 85% Storage: 10 to 95%



Range	up to 20 m / 65.6 ft (device dependent)
Transmission frequency	2402 – 2480 MHz
Supported profiles	<ul style="list-style-type: none"> <li>• Hands-Free Profile (HFP 1.2.)</li> <li>• Headset Profile (HSP 1.2)</li> <li>• Audio Video Remote Control Profile (AVRCP 1.6)</li> <li>• Advanced Audio Distribution Profile (A2DP 1.3.1)</li> </ul>
Supported codecs	AptX™
Output power	<ul style="list-style-type: none"> <li>• Headset: max. 10 dBm</li> <li>• Dongle: max. 8 dBm (EIRP)</li> </ul>



**Sennheiser Communications A/S**

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[www.eposaudio.com](http://www.eposaudio.com)