

# IMPACT DW Series

IMPACT DW OFFICE ML / IMPACT DW OFFICE USB ML / IMPACT DW OFFICE PHONE  
IMPACT DW PRO 1 ML / IMPACT DW PRO 1 USB ML / IMPACT DW PRO 1 PHONE  
IMPACT DW PRO 2 ML / IMPACT DW PRO 2 USB ML / IMPACT DW PRO 2 PHONE

## Freedom and flexibility

When work means talk choose a wireless DECT solution that drives productivity. Optimize calls with premium audio, all-day comfort and flexible connectivity. You can ensure excellent customer experiences with unique audio technologies that benefit both speaker and listener.

Address the demands of your busy working environment with audio solutions tailored to your business. It's the agility, comfort and audio excellence of the IMPACT DW Series that will ultimately help support your success.

See more at [eposaudio.com/impact-dw](https://eposaudio.com/impact-dw)



## Key benefits & features

### Ensure premium audio for excellent call quality

Maximize speech intelligibility with EPOS Voice™ technology and an ultra noise-cancelling microphone

### Talk all day in comfort

With up to 12 hours talk time and lightweight headset with extra soft ear pads

### Enjoy wireless freedom and dual-connectivity

With wireless reach of up to 180 m/590 ft and the flexibility of dual-connectivity to both desk phone and PC/softphone

### Choose your wearing style

With comfortable, smart headsets designed to suit every personal preference; headband, ear hook or optional neckband

### Easy magnetic docking and charging

Dock the headset to the magnetic charge interface and be sure it's charged and ready to go for your next call



# IMPACT DW Series

## Product data

### General

Product description	<p><b>IMPACT DW OFFICE ML:</b> Wireless DECT headset, single-sided with base station. Dual connectivity to desk phone and PC/Softphone. UC optimized and Skype for Business Certified.</p> <p><b>IMPACT DW OFFICE USB ML:</b> Wireless DECT headset, single-sided with base station. Single connectivity to PC/Softphone. UC optimized and Skype for Business Certified.</p> <p><b>IMPACT DW OFFICE PHONE:</b> Wireless DECT headset, single-sided with base station. Single connectivity to desk phone.</p> <p><b>IMPACT DW PRO 1 ML:</b> Wireless DECT headset, single-sided with base station. Dual connectivity to desk phone and PC/Softphone. UC optimized and Skype for Business Certified.</p> <p><b>IMPACT DW PRO 1 USB ML:</b> Wireless DECT headset, single-sided with base station. Single connectivity to PC/Softphone. UC optimized and Skype for Business Certified.</p> <p><b>IMPACT DW PRO 1 PHONE:</b> Wireless DECT headset, single-sided with base station. Single connectivity to desk phone.</p> <p><b>IMPACT DW PRO 2 ML:</b> Wireless DECT headset, double-sided with base station. Dual connectivity to desk phone and PC/Softphone. UC optimized and Skype for Business Certified.</p> <p><b>IMPACT DW PRO 2 USB ML:</b> Wireless DECT headset, double-sided with base station. Single connectivity to PC/Softphone. UC optimized and Skype for Business Certified.</p> <p><b>IMPACT DW PRO 2 PHONE:</b> Wireless DECT headset, double-sided with base station. Single connectivity to desk phone.</p>
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Wearing style	<p>Headband – single-sided and ear hook. Neckband optional* (DW Office variants)</p> <p>Headband – single-sided (DW Pro 1 variants)</p> <p>Headband – double-sided (DW Pro 2 variants)</p>
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Color	Black with silver
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Headset weight	<p>24 g / 0.86 oz (DW Office ear hook)</p> <p>50 g / 1.76 oz (DW Office headband)</p> <p>65 g / 2.28 oz (DW Pro 1 variants)</p> <p>85 g / 2.98 oz (DW Pro 2 variants)</p>
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Ear pad size	ø 50 mm / 1.96 in
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Personalization	Yes, with nameplate on headset
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Warranty	2 years
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### Audio

EPOS Voice™ technology	For a clear and natural listening experience
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Microphone	<p>Noise-cancelling microphone (DW Office variants)</p> <p>Ultra noise-cancelling microphone (DW Pro 1 &amp; Pro 2 variants)</p>
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Microphone frequency range	<p>150 Hz – 6.8 kHz (Wideband)</p> <p>300 Hz – 3.5 kHz (Narrowband)</p>
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Mute microphone	Yes
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Speaker type	High-quality neodymium magnet speaker for outstanding audio quality
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Speaker frequency response	<p>150 Hz – 6.8 kHz (Wideband)</p> <p>300 Hz – 3.5 kHz (Narrowband)</p>
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# IMPACT DW Series

## Product data

### Technical

DECT	1.880 to 1.900 MHz (EU, UK, AUS) 1.920 to 1.930 MHz (US) - DECT 6.0
GAP compatible	Yes (Headset)
Headset	Connects to base station
Base station	<p><b>DW OFFICE ML:</b> Connects to desk phone and UC/Skype for Business</p> <p><b>DW OFFICE USB ML:</b> Connects to UC/Skype for Business</p> <p><b>DW OFFICE PHONE:</b> Connects to desk phone</p> <p><b>DW Pro 1 ML / DW Pro 2 ML:</b> Connects to desk phone and UC/Skype for Business</p> <p><b>DW Pro 1 USB ML / DW Pro 2 USB ML:</b> Connects to UC/Skype for Business</p> <p><b>DW Pro 1 PHONE / DW Pro 2 PHONE:</b> Connects to desk phone</p>
Headset auto link to base	Yes, can be activated on the base station
Temperature range	Operational: +5 °C to 45 °C / +41 °F to +113 °F Storage: -20 °C to 70 °C / -4 °F to +158 °F
Battery (Lithium Polymer)	Exchangeable for service (see User manual)
Range	Line of sight: 180 m / 590 ft Typical office building: 55 m / 180 ft
Automatic power adjustment	Yes (distance between headset and base)
Talk time	Up to 8 hours (Wideband Mode) Up to 12 hours (Narrowband Mode)
Stand by time	Up to 100 hours
Auto - headset OFF when out of range	Yes, after 30 minutes
Charge time	0 - 50%: 20 minutes 0 - 100%: 1 hour

### Hearing protection

EPOS ActiveGard® technology	Protects users against acoustic injury caused by sudden sound burst on the line
EU**/AUS Limiter depending on regional variant	Enhanced audio protection preventing listening fatigue, average 85 dB over a workday. Activated by DIP switch, EPOS Connect and EPOS Manager

### Content of delivery

What's in the box	<p><b>IMPACT DW OFFICE ML</b> Headset (with name plate for ear hook and distance holder), base station, power supply, USB cable, audio phone cable, headband (detachable), ear hook adapter with pre-mounted ear hook with leatherette sleeve and earbud size S, extra earbuds size M and L, name plate holder for headband and name plate instruction, printed quick guide, printed safety guide, compliance sheet</p> <p><b>IMPACT DW OFFICE USB ML</b> Headset (with name plate for ear hook and distance holder), base station, power supply, USB cable, headband (detachable), ear hook adapter with pre-mounted ear hook with leatherette sleeve and earbud size S, extra earbuds size M and L, name plate holder for headband and name plate instruction, printed quick guide, printed safety guide, compliance sheet</p> <p><b>IMPACT DW OFFICE PHONE</b> Headset (with name plate for ear hook and distance holder), base station, power supply, audio phone cable, headband (detachable), ear hook adapter with pre-mounted ear hook with leatherette sleeve and earbud size S, extra earbuds size M and L, name plate holder for headband and name plate instruction, printed quick guide, printed safety guide, compliance sheet</p>
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# IMPACT DW Series

## Product data

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### What's in the box

**IMPACT DW Pro 1 ML / DW Pro 2 ML**

Headset, base station, power supply, USB cable, audio phone cable, printed quick guide, printed safety guide, compliance sheet

**IMPACT DW Pro 1 USB ML / DW Pro 2 USB ML**

Headset, base station, power supply, USB cable, printed quick guide, printed safety guide, compliance sheet

**IMPACT DW Pro 1 PHONE / DW Pro 2 PHONE**

Headset, base station, power supply, audio phone cable, printed quick guide, printed safety guide, compliance sheet

## Software

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## EPOS Connect (Freeware)

Remote call control, firmware updates and settings:  
[eposaudio.com/software-epos-connect](https://www.eposaudio.com/software-epos-connect)

## PC Software (Freeware)

For other relevant PC software, please check:  
[eposaudio.com/software](https://www.eposaudio.com/software)

## EPOS Manager (Saas)

Manage, update and configure your EPOS audio devices from one location: [eposaudio.com/software-epos-manager](https://www.eposaudio.com/software-epos-manager)

## UC compatible


Yes. For more information please go to:  
[eposaudio.com/compatibility](https://www.eposaudio.com/compatibility)

\* Neckband available as accessory (Art. No. 506525)

\*\* In compliance with EU Noise at Work legislation (Directive 2003/10/EC), that sets limits for two types of noise in the workplace: Acoustic burst and Sustained noise.

# IMPACT DW Series

## Product overview

Connects to	Product	Order name	Details	EAN / UPC code
Desk phone, PC/Softphone 	<b>DW Office ML - EU</b> Art. no. 504454	DW 10 ML - EU	UC optimized and Skype for Business Certified	EAN: 40 44155 05188 9 UPC: 6 15104 18191 5
	<b>DW Office ML - UK</b> Art. no. 504456	DW 10 ML - UK	UC optimized and Skype for Business Certified	EAN: 40 44155 05190 2 UPC: 6 15104 18193 9
	<b>DW Office ML - AUS</b> Art. no. 504457	DW 10 ML - AUS	UC optimized and Skype for Business Certified	EAN: 40 44155 05191 9 UPC: 6 15104 18194 6
	<b>DW Office ML - US</b> Art. no. 504455	DW 10 ML - US	UC optimized and Skype for Business Certified	EAN: 40 44155 05189 6 UPC: 6 15104 18192 2
PC/Softphone 	<b>DW Office USB ML - EU</b> Art. no. 504466	DW 10 USB ML - EU	UC optimized and Skype for Business Certified	EAN: 40 44155 05200 8 UPC: 6 15104 18203 5
	<b>DW Office USB ML - UK</b> Art. no. 504468	DW 10 USB ML - UK	UC optimized and Skype for Business Certified	EAN: 40 44155 05202 2 UPC: 6 15104 18206 2
	<b>DW Office USB ML - AUS</b> Art. no. 504469	DW 10 USB ML - AUS	UC optimized and Skype for Business Certified	EAN: 40 44155 05203 9 UPC: 6 15104 18208 0
Desk phone 	<b>DW Office PHONE - EU</b> Art. no. 504430	DW 10 PHONE - EU		EAN: 40 44155 05164 3 UPC: 6 15104 18160 1
	<b>DW Office PHONE - UK</b> Art. no. 504431	DW 10 PHONE - UK		EAN: 40 44155 05165 0 UPC: 6 15104 18162 5
	<b>DW Office PHONE - AUS</b> Art. no. 504433	DW 10 PHONE - AUS		EAN: 40 44155 05167 4 UPC: 6 15104 18164 9
Desk phone, PC/Softphone 	<b>DW Pro 1 ML - EU</b> Art. no. 504458	DW 20 ML - EU	UC optimized and Skype for Business Certified	EAN: 40 44155 05192 6 UPC: 6 15104 18195 3
	<b>DW Pro 1 ML - UK</b> Art. no. 504460	DW 20 ML - UK	UC optimized and Skype for Business Certified	EAN: 40 44155 05194 0 UPC: 6 15104 18197 7
	<b>DW Pro 1 ML - AUS</b> Art. no. 504461	DW 10 ML - AUS	UC optimized and Skype for Business Certified	EAN: 40 44155 05195 7 UPC: 6 15104 18198 4
	<b>DW Pro 1 ML - US</b> Art. no. 504459	DW 20 ML - US	UC optimized and Skype for Business Certified	EAN: 40 44155 05193 3 UPC: 6 15104 18196 0
PC/Softphone 	<b>DW Pro 1 USB ML - EU</b> Art. no. 504466	DW 10 USB ML - EU	UC optimized and Skype for Business Certified	EAN: 40 44155 05200 8 UPC: 6 15104 18203 5
	<b>DW Pro 1 USB ML - UK</b> Art. no. 504472	DW 20 USB ML - UK	UC optimized and Skype for Business Certified	EAN: 40 44155 05206 0 UPC: 6 15104 18211 0
	<b>DW Pro 1 USB ML - AUS</b> Art. no. 504473	DW 20 USB ML - AUS	UC optimized and Skype for Business Certified	EAN: 40 44155 05207 7 UPC: 6 15104 18212 7



# IMPACT DW Series

## Additional benefits & features

### Get a premium look and performance

Iconic design that combines style with functionality

### Enable seamless call management

Intuitive interface to answer/end calls\*, mute and control volume

### Stay mobile with fast charging

50% battery charges in just 20 minutes

### Eliminate Wi-Fi interference

DECT protected frequency band enabling increased number of headset users

### Secure your conversation

Effective and efficient encryption of all your calls

### Engage easily in phone conferences

Intuitive, easy setup of up to 4 headsets with the same base station

### Simple hot desking

Fast, secure pairing – simply dock headset in the base station

### Protect your hearing

From acoustic shock with EPOS ActiveGard® technology

## Product overview

Connects to	Product	Order name	Details	EAN / UPC code
Desk phone 	<b>DW Pro 1 PHONE - EU</b> Art. no. 504434	DW 20 PHONE - EU		EAN: 40 44155 05168 1 UPC: 6 15104 18165 6
	<b>DW Pro 1 PHONE - UK</b> Art. no. 504435	DW 20 USB ML - UK		EAN: 40 44155 05169 8 UPC: 6 15104 18166 3
	<b>DW Pro 1 PHONE - AUS</b> Art. no. 504437	DW 20 USB ML - AUS		EAN: 40 44155 05171 1 UPC: 6 15104 18171 7
Desk phone, PC/Softphone 	<b>DW Pro 2 ML - EU</b> Art. no. 504462	DW 30 ML - EU	UC optimized and Skype for Business Certified	EAN: 40 44155 05196 4 UPC: 6 15104 18199 1
	<b>DW Pro 2 ML - UK</b> Art. no. 504464	DW 30 ML - UK	UC optimized and Skype for Business Certified	EAN: 40 44155 05198 8 UPC: 6 15104 18201 1
	<b>DW Pro 2 ML - AUS</b> Art. no. 504465	DW 30 ML - AUS	UC optimized and Skype for Business Certified	EAN: 40 44155 05199 5 UPC: 6 15104 18202 8
	<b>DW Pro 2 ML - US</b> Art. no. 504463	DW 30 ML - US	UC optimized and Skype for Business Certified	EAN: 40 44155 05197 1 UPC: 6 15104 18200 4
PC/Softphone 	<b>DW Pro 2 USB ML- EU</b> Art. no. 504474	DW 30 USB ML - EU	UC optimized and Skype for Business Certified	EAN: 40 44155 05208 4 UPC: 6 15104 18213 4
	<b>DW Pro 2 USB ML- UK</b> Art. no. 504476	DW 30 USB ML - UK	UC optimized and Skype for Business Certified	EAN: 40 44155 05210 7 UPC: 6 15104 18215 8
	<b>DW Pro 2 USB ML- AUS</b> Art. no. 504477	DW 30 USB ML - AUS	UC optimized and Skype for Business Certified	EAN: 40 44155 05211 4 UPC: 6 15104 18216 5
Desk phone 	<b>DW Pro 2 PHONE - EU</b> Art. no. 504438	DW 30 PHONE - EU		EAN: 40 44155 05172 8 UPC: 6 15104 18172 4
	<b>DW Pro 2 PHONE - UK</b> Art. no. 504439	DW 30 PHONE - UK		EAN: 40 44155 05173 5 UPC: 6 15104 18174 8
	<b>DW Pro 2 PHONE - AUS</b> Art. no. 504441	DW 30 PHONE - AUS		EAN: 40 44155 05175 9 UPC: 6 15104 18176 2