

# IMPACT 400 series

On-ear wired USB headset

User Guide

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## Trademarks

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All other trademarks are the property of their respective owners.

# Welcome

## Make Yourself Heard On Any Call

Be heard on any call with a wired headset for hybrid workers that delivers value for money. Advanced noise-filtering technology transmits your voice instead of unwanted noise, while the speakers deliver exceptional sound so that you don't miss a word.

Stay comfortable throughout the day with an ultralight design and compact noise-dampening ear pads. Manage calls with less effort thanks to plug-and-play connectivity and convenient features like lift-to-mute that keep you productive and in control.

Get unrivaled value for money with a competitively priced headset that is optimized for leading UC platforms and goes beyond Microsoft Teams certification to meet the rigorous Open Office requirements. Helpful features like the dedicated Teams button, busylight, and an LED mute indicator make using the headset a seamless experience.

## Key benefits & features

### Clear voice transmission

Dual-microphone boom arm with advanced filtering algorithms transmits less unwanted noise and ensures clear calls.

### Great sound for uninterrupted focus

Professional-grade speakers and a sound profile tuned for calls ensure that you don't miss any important details.

### Comfortable design for all-day wear

Soft noise-dampening ear pads, ultralight design, and a padded headband reduce wearing fatigue and let you stay in the flow.

### Designed for convenience

Plug-and-play connectivity and intuitive features like lift-to-mute help to minimize friction and boost your productivity.

### Unmatched value for money

Meets the rigorous Microsoft Teams Open Office requirements, providing uncompromising value at a competitive price point.



For safety instructions, consult the Safety Guide.



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

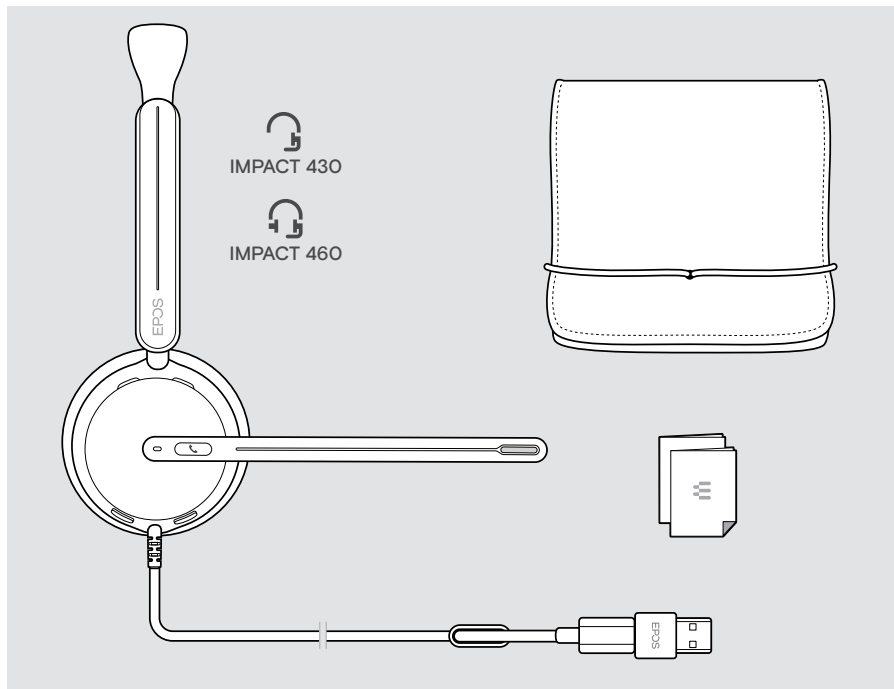


A list of accessories can be found on the product page at [eposaudio.com](https://www.eposaudio.com)

# Package contents






IMPACT 430 / IMPACT 460

IMPACT 430T / IMPACT 460T: Microsoft Teams version

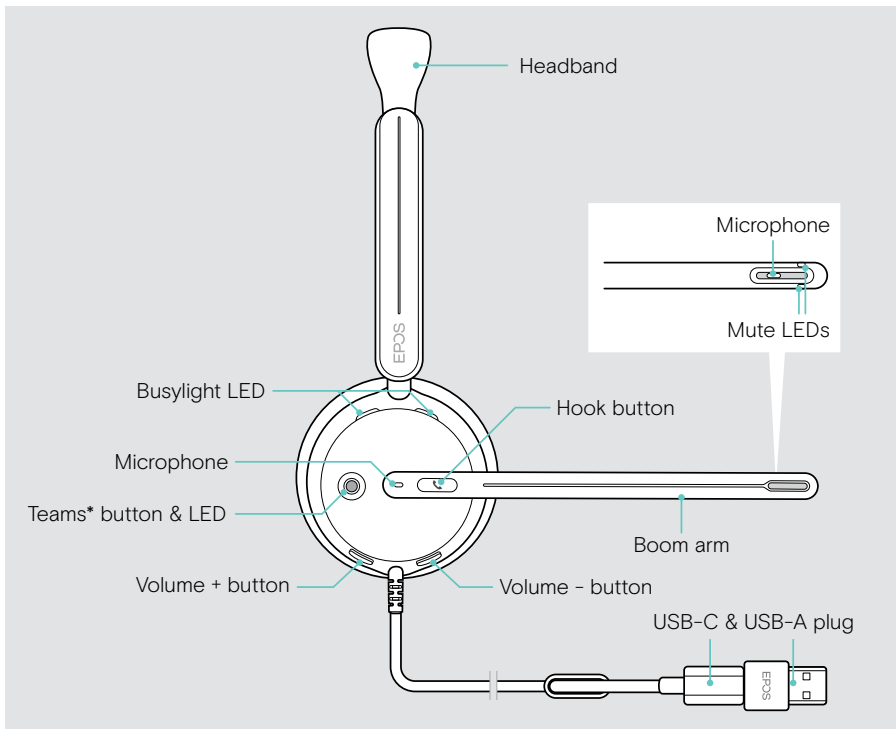


# IMPACT 400 at a glance

## Icons at a glance

	<p>Tap the button</p>		<p>Notes: Good to know</p>
	<p>Double tap the button</p>		
	<p>Press and hold the button</p>		<p>LED indications</p>

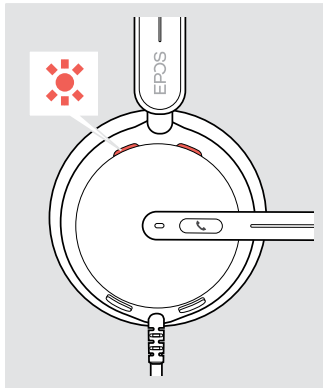
## Headset at a glance








\*Microsoft Teams: IMPACT 430T / 460T only

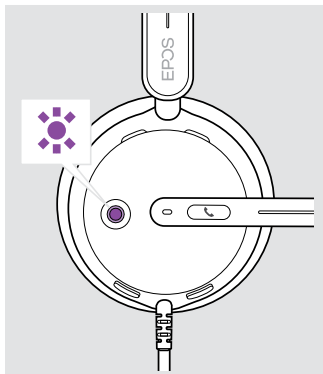
## Headset LEDs at a glance




### Busylight LED



	Meaning
1x 	Headset switches on
	Incoming call
	Media playback
	Active call
	Call on hold

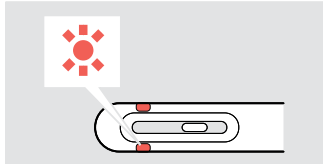
### Teams LED\*





	Meaning
	Connected to Teams
3x 	Connecting to Teams
	Teams notification

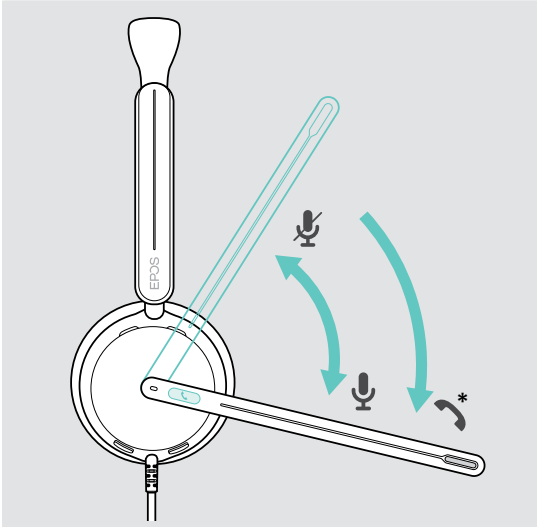
\*Microsoft Teams: IMPACT 430T / 460T only

### Mute LED at boom arm



	Meaning
	Microphone muted
	Talking while microphone is muted

## Boom arm functions at a glance



**Lift boom arm:**

- Mutes the microphone

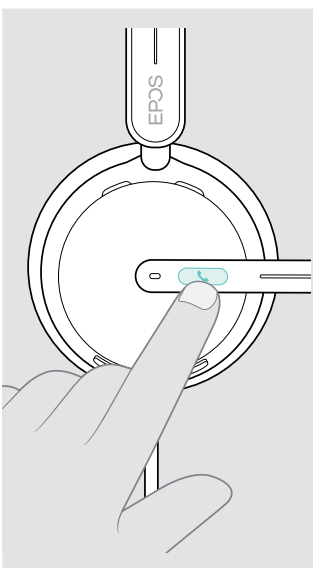



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**Lower boom arm:**

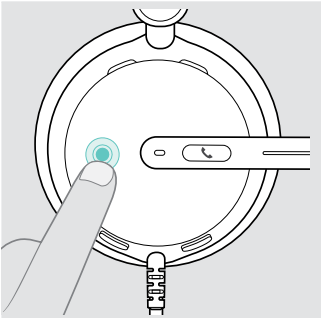


- Unmutes the microphone
- Accepts an incoming call

\*This function can be activated/deactivated via EPOS Connect.

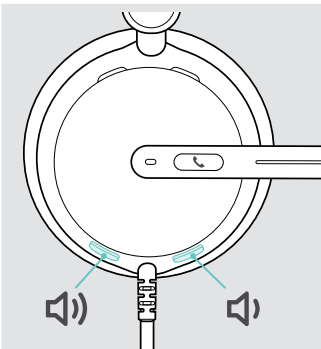

## Headset buttons at a glance

Hook button	Press	Function	Page
		Accepts a call	17
		Ends a call	19
		2 calls: Answers incoming & ends active call	20
		2 calls: Ends active and keeps 2nd call on hold	21
		Puts an active call on hold (pause) / unholds call	17
		2 calls: Answers incoming & puts active call on hold	20
		2 calls: Toggles between two calls	21
			Rejects a call



Teams* button	Press	Function	Page
		Invokes Microsoft Teams	22
		Raises/lowers hand in a Teams meeting upon release	23

\* IMPACT 430T / 460T only

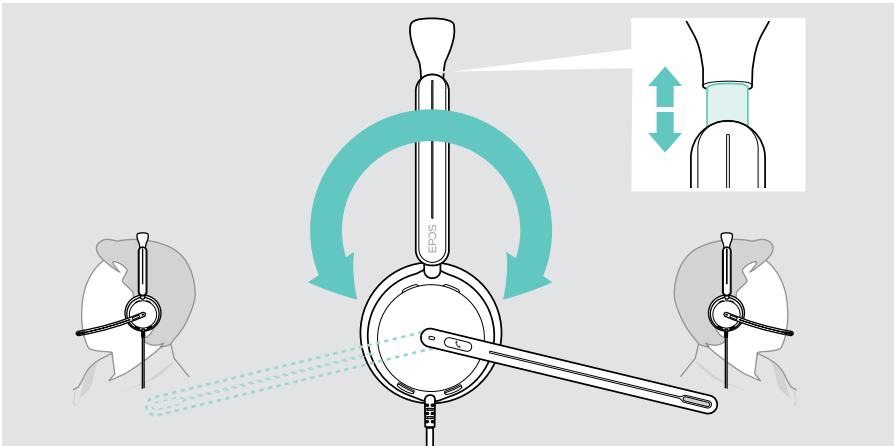
Volume buttons	Press	Function	Page
		Increases or decreases the volume (press or press and hold)	13

# How to wear the headset

## Adjusting and wearing the headset

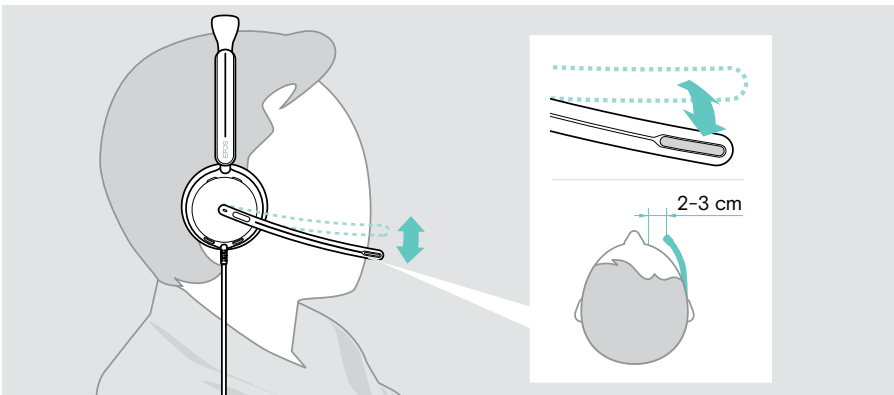
For good sound quality and best possible wearing comfort:

- > 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

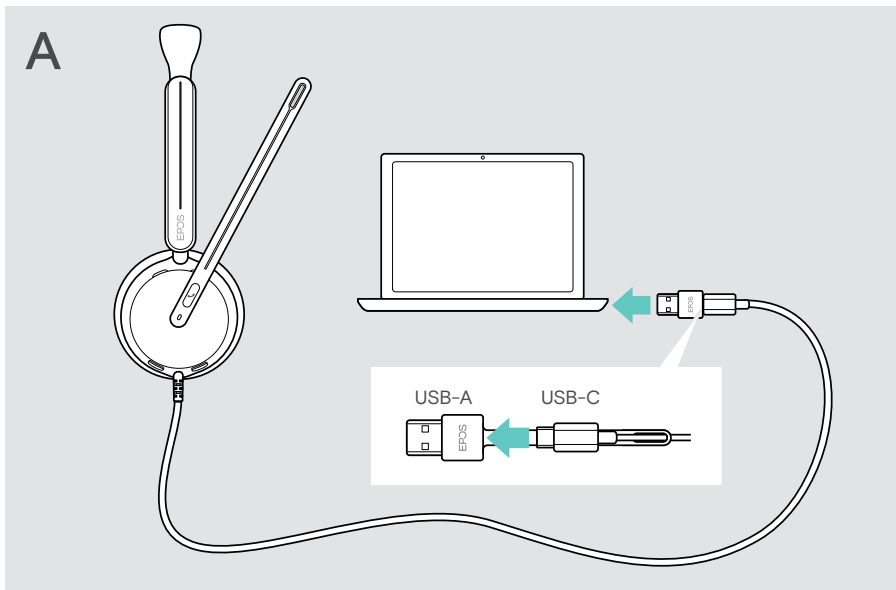
You can completely remove and reattach the USB-A adapter from the USB cable.

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:

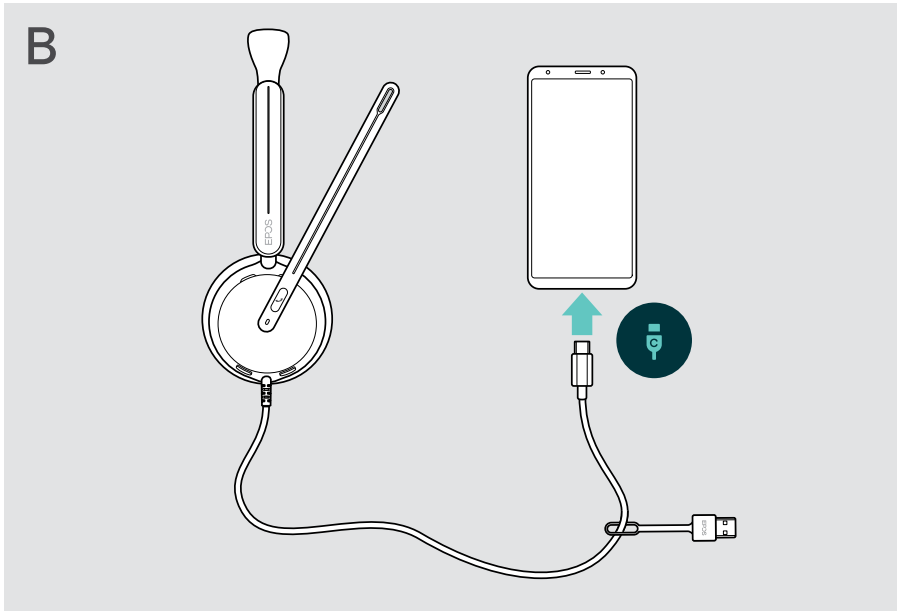
- > Pull the plug out of the USB port.

## B Connecting to your mobile device

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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.



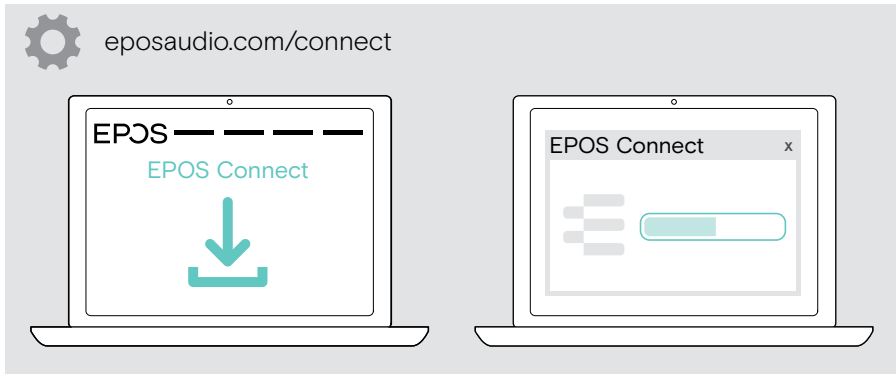
To disconnect the headset:

- > 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.

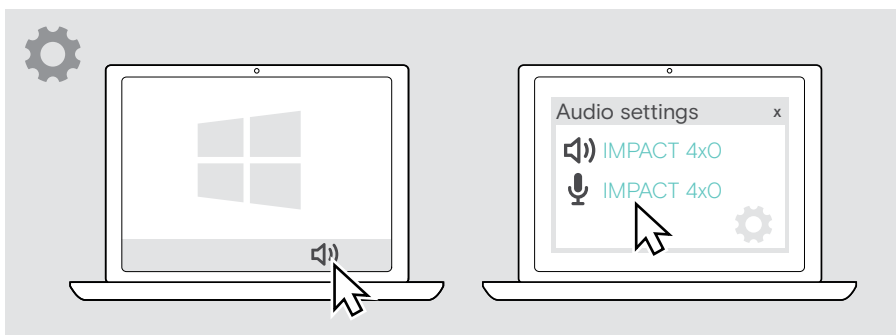
- > Download the software from [eposaudio.com/connect](https://eposaudio.com/connect).
- > Install the software. You need administrator rights on your computer – if necessary, contact your IT department.



## 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 4xO as speaker.
- > Select under input IMPACT 4xO as microphone.



# How to use – basic functions



## CAUTION

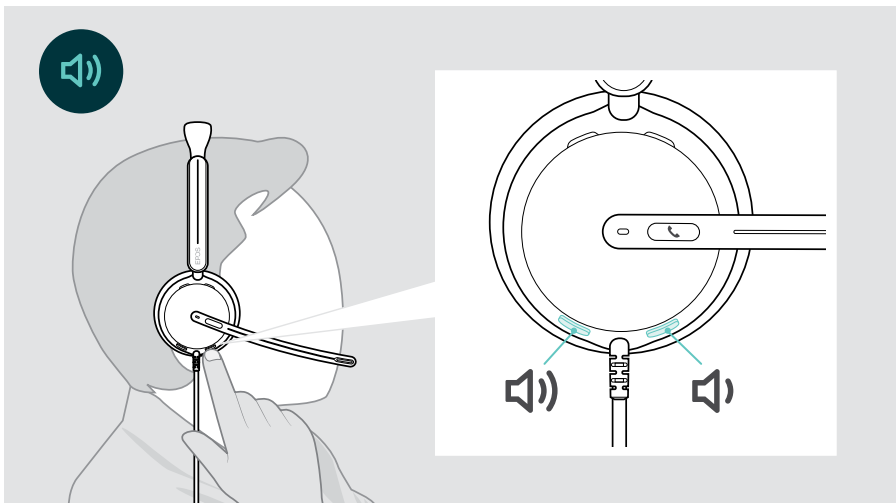
Risk of hearing damage!

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

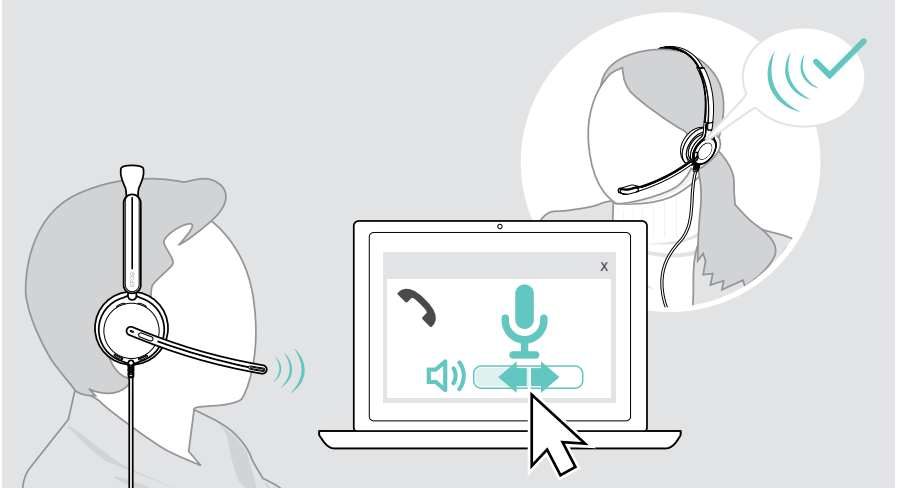
- > Tap the volume button + or - to increase or reduce the volume. OR
- > Press and hold the button for fast volume changes.



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

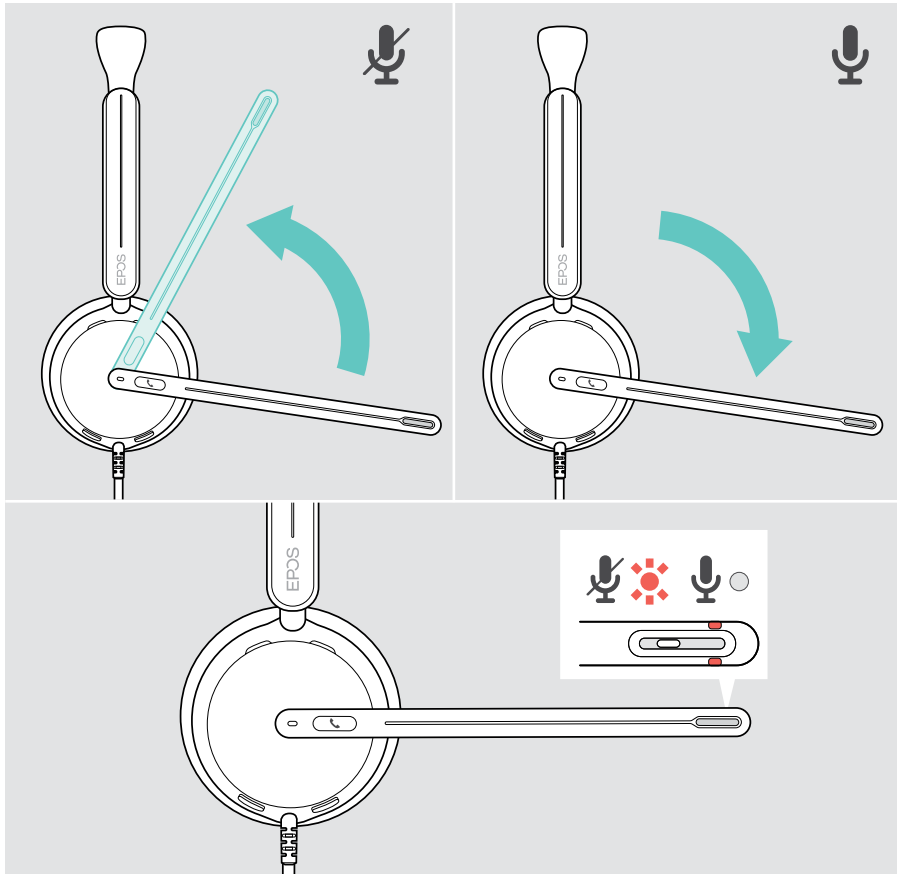
## Adjusting the headset's microphone volume for softphones

- > 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.

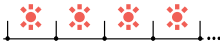


## Muting the headset's microphone

- > Move the boom arm up to mute (you feel a slight resistance) or down to unmute the microphone.  
The Mute LED lights up red while muted.



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





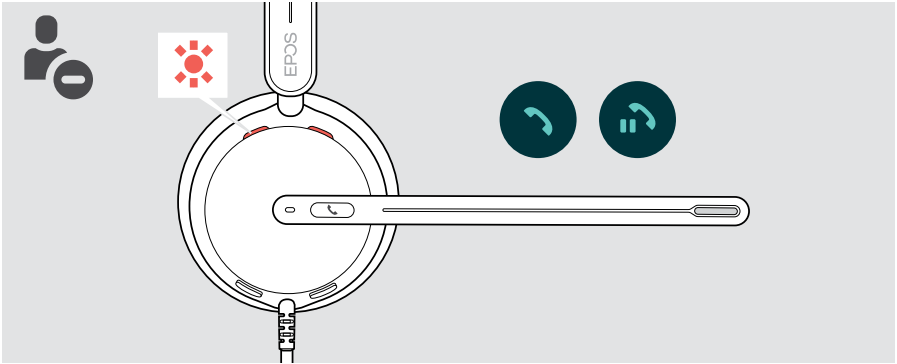
# Making calls using the headset

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.



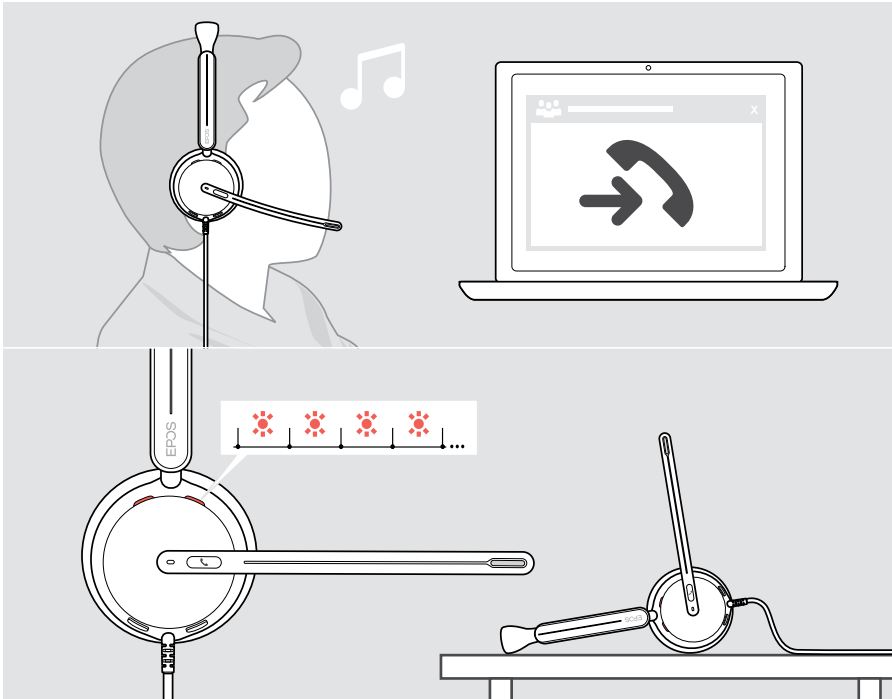
## Accepting / rejecting a call

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There are several ways to accept an incoming call.

### Indications of an incoming call

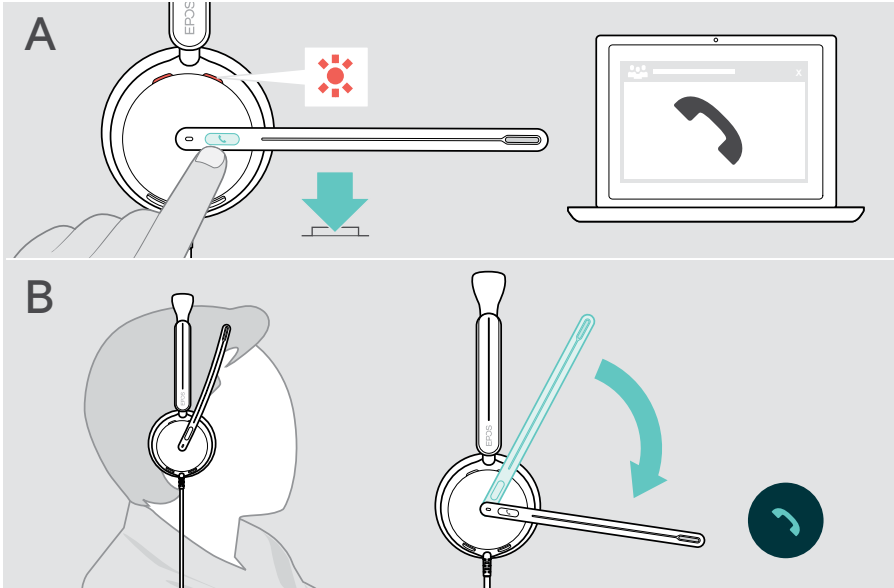
When you receive a call, you hear a ring tone. If you do not wear the headset, the flashing Busylight LED indicates the incoming call.



## Accepting a call

You can accept a call in three different ways:

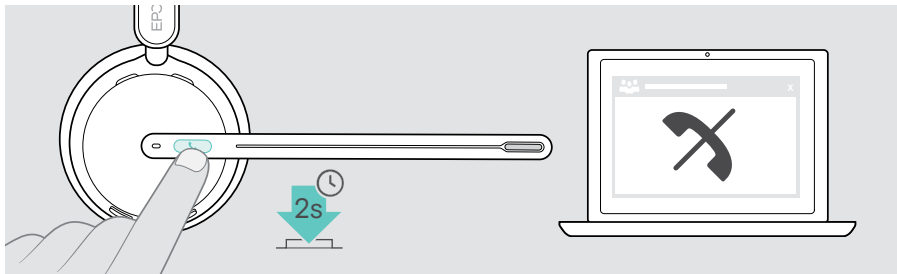
- > **A** Tap the Hook button. **OR**
- > **B** Move the boom arm down.\*



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

## Rejecting a call

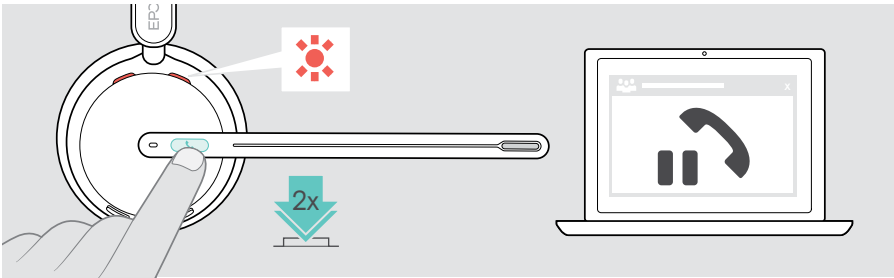
- > Press the Hook button for 2 seconds.



## Putting a call on hold (pause)

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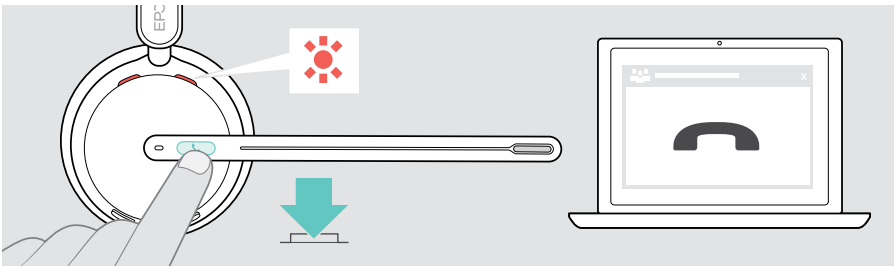
- > Double tap the Hook button to put a call on hold or unhold the call.



## Ending a call

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- > 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

An illustration of a hand pressing a button on the side of a headset. The button is highlighted in light blue.

Active call	2nd incoming call		
			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 how to manage multiple calls using a headset button. It shows two call windows: one for an active call and one for a 2nd held call. A hand is shown pressing the call management button on the headset. Below this, a table explains the actions performed by the button in different states.

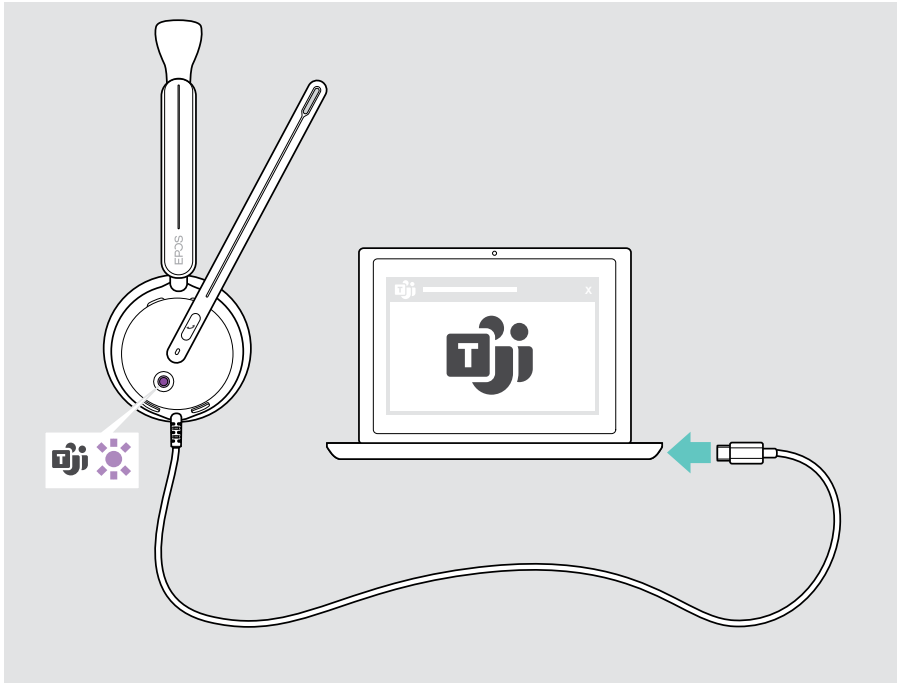
Active call	2nd held call	Action
		Toggles between the active and held call
		Ends the active call and keeps the 2nd call on hold

# Using Microsoft® Teams – IMPACT 430T / 460T only

To use Microsoft Teams with the headset:

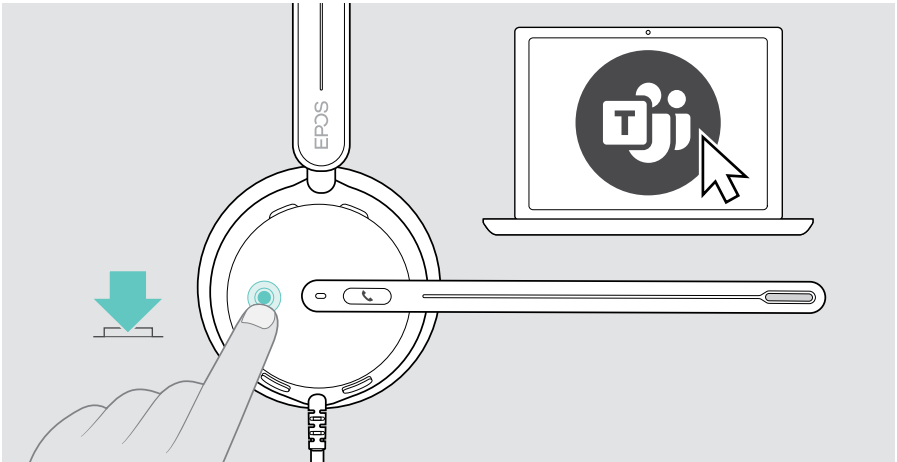
- > Connect the headset to your computer – see page 10.

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



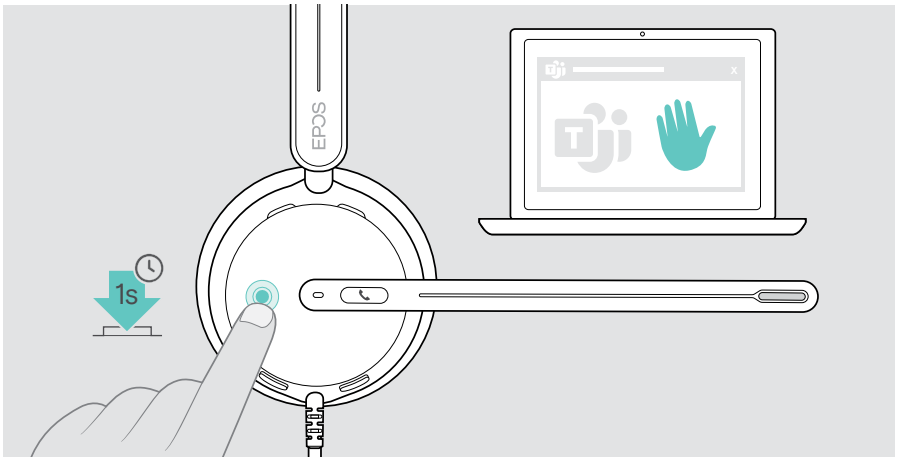
## Invoking Microsoft® Teams

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



## Raising hand in a Teams meeting

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

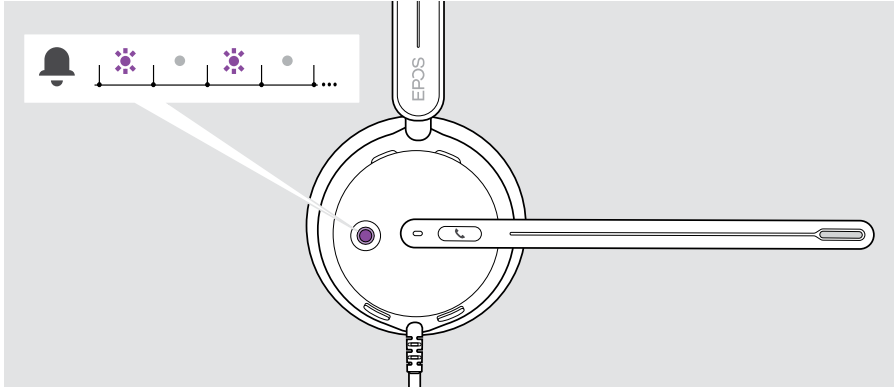




## Checking Teams Notifications

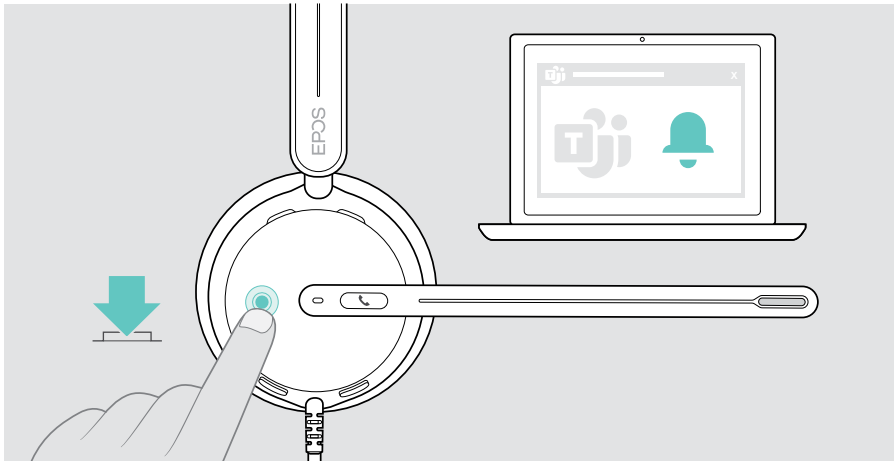
The LED pulses purple to indicate:

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



To check these Notifications on your screen:

- > Tap the Teams button.



# Good to know

## Listening to media

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- > Play the media on your connected device.



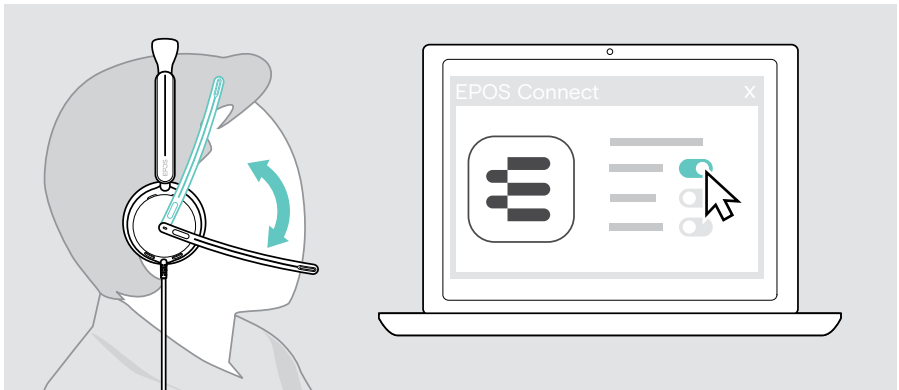
## Activating / deactivating sensor functions

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The headset is equipped with sensor that registers the boom arm position.

Via [EPOS Connect](#) you can:

- > Activate or deactivate the sensor functions.



Available settings:

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**Answer Call**      Accepts a call if you move the boom arm down

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**Mute**              Mutes the microphone if you move the boom arm up

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## Adjusting the Sidetone

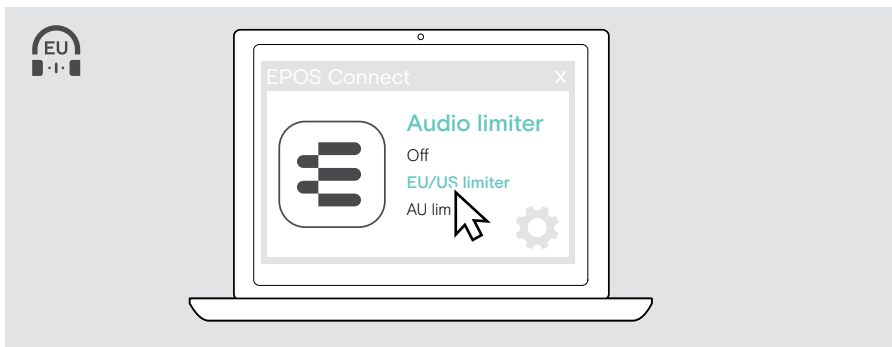
Sidetone is the audible feedback of your own voice during a phone call.

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



## 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

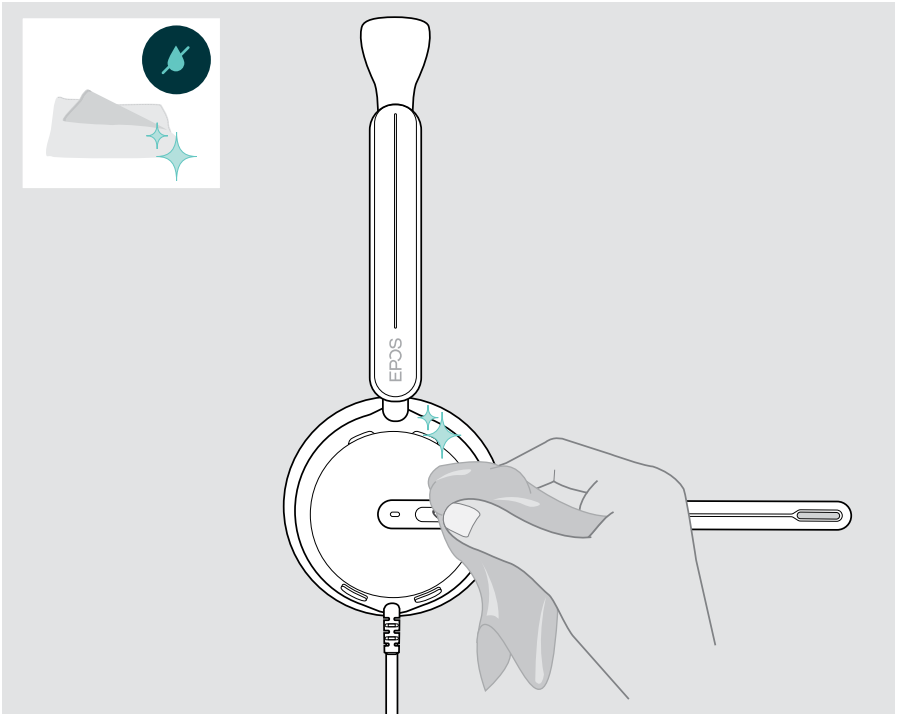
## Cleaning the products

### 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.



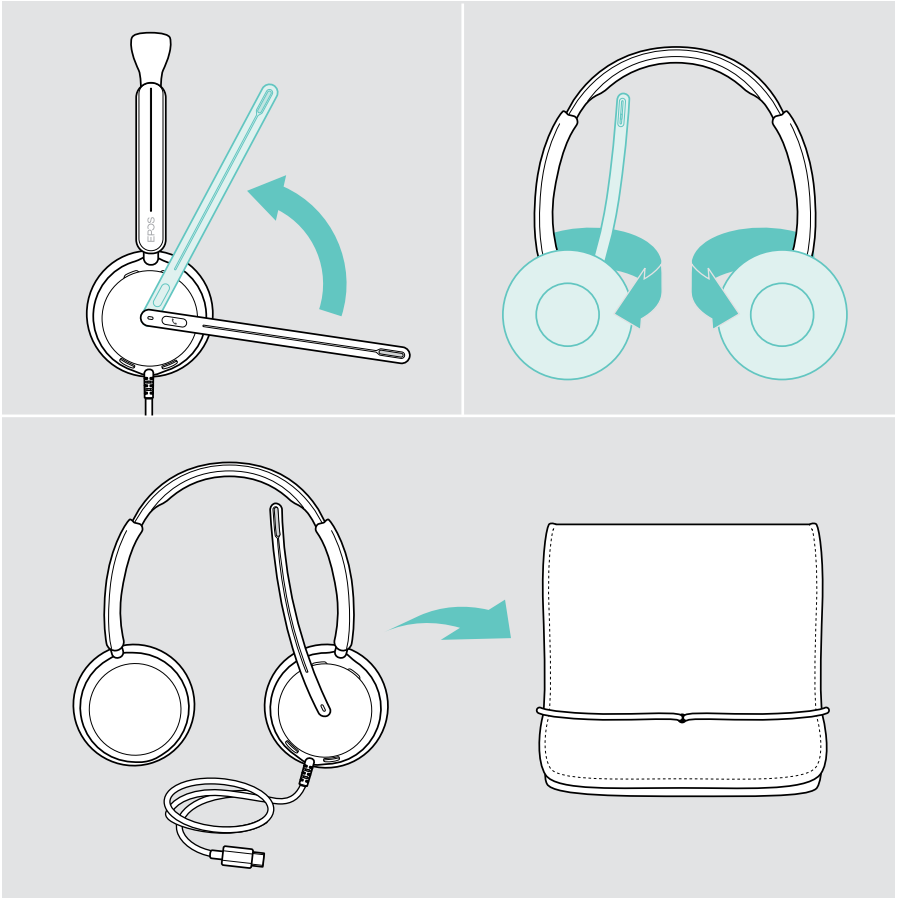
## Transporting and storing the products

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

To avoid nicks or scratches on the headset:

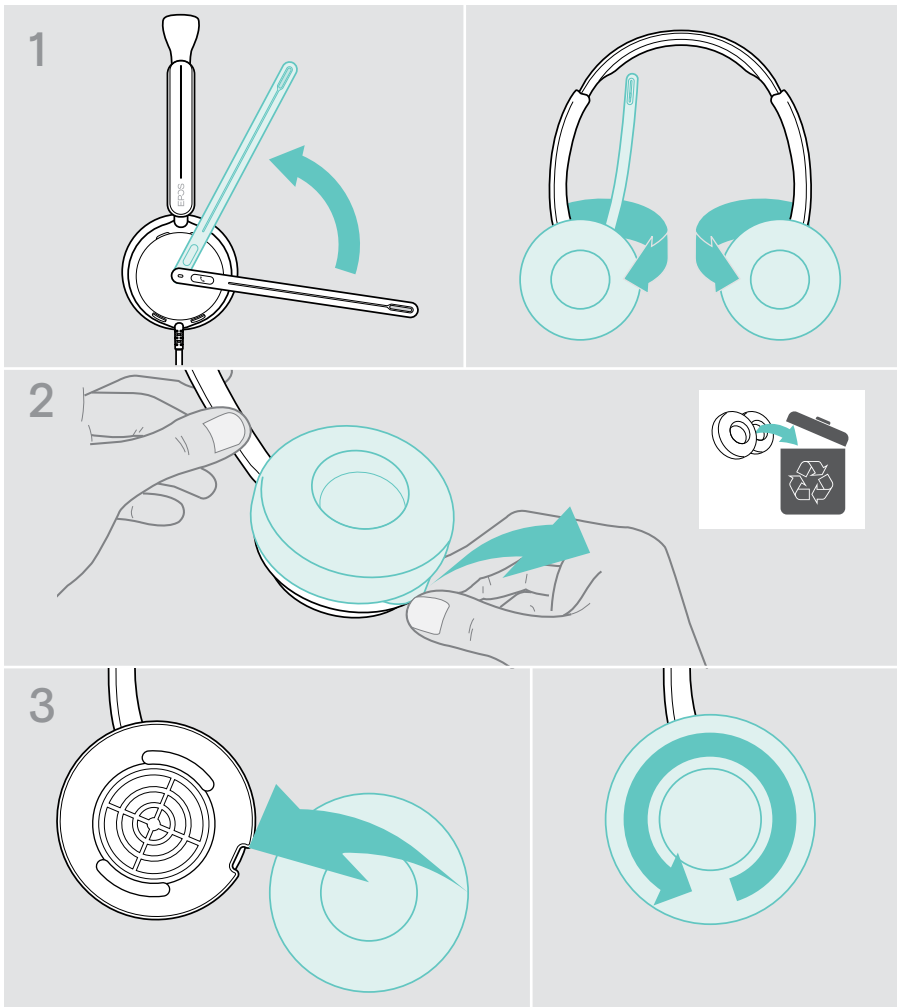
- > Store the headset in the case when not in use or when carrying it around. Lift the boom arm and twist in the ear cup(s).



## 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.

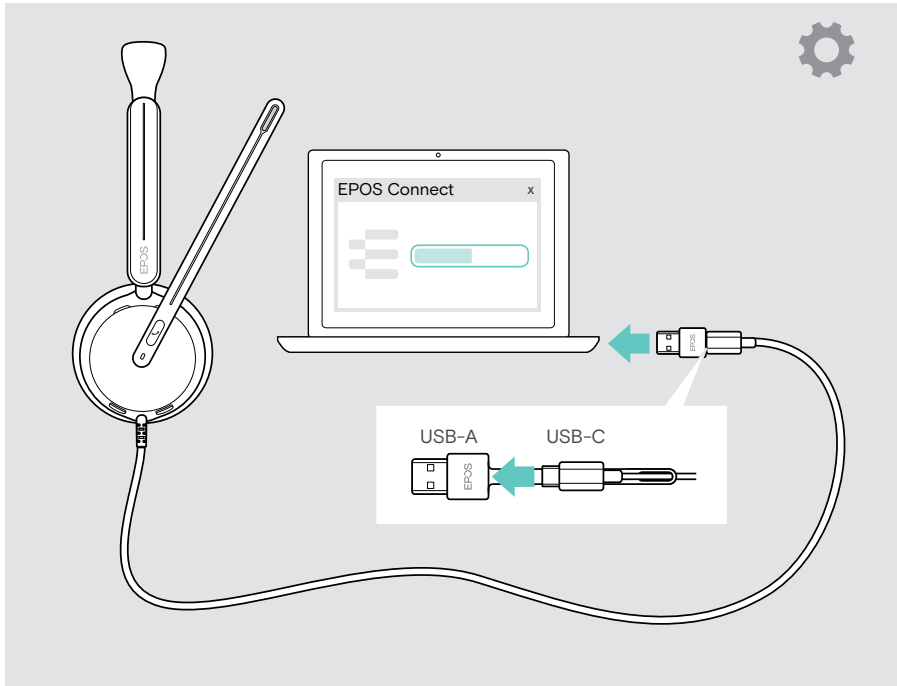


## Updating the firmware

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...

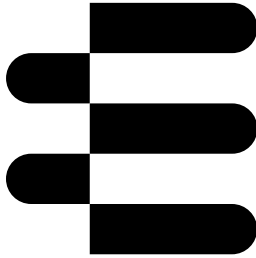
Problem	Possible cause	Solution	Page
No audio signal or drop outs	Volume adjusted too low	> Increase the volume on the headset or on your connected device.	13
	USB plug not fully inserted	> Insert the plug again.	11
	Other audio source selected	> Select EPOS IMPACT 4x0 in the Audio settings.	12
Microsoft Teams button does not work	Microsoft Teams not running on your computer	> Open Microsoft Teams on your computer.	–
You hear your own voice too loud	Sidetone adjusted too high	> Change the sidetone setting via EPOS Connect.	26
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	> Unplug and plug in the headset again to re-start 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://eposaudio.com)



[eposaudio.com/impact400](https://eposaudio.com/impact400)



**DSEA A/S**

Kongebakken 9, DK-2765 Smørum, Denmark  
[eposaudio.com](https://eposaudio.com)

07/24, A01