

EPOS | SENNHEISER

Reimagine the way you work

EPOS Business Solutions

Unleash your potential and achieve more

EPOS delivers high-end audio solutions designed for enterprise and gaming.

Based on pioneering audio technology, we strive to unleash human potential by perfecting audio experiences and delivering innovative design and performance with all of our audio solutions.

Our headquarters is located in Copenhagen, Denmark, and is a key hub for our business. EPOS builds on more than 115 years of experience in audio innovation. Today, we operate in a global market with offices and partners in more than 30 countries.

Our name, EPOS is derived from Latin and ancient Greek and is used to describe epic stories, speech and poetry. The name encapsulates our dedication to create solutions that enable ways of communication through the power of audio.

EPOS is part of the Demant group – a world-leading audio and hearing technology group that offers solutions and services to help people connect and communicate with the world around them. The Demant Group operates in a global market with companies in more than 30 countries, employs more than 14,000 employees, and generates an annual revenue of DKK 14 billion.





Unbeatable audio for all

At EPOS, our mission is to deliver excellent audio experiences and enable exceptional user performance, so individuals and teams can reach their goals and achieve more.

Every model we offer delivers rich and natural audio, with EPOS innovations that filter out unwanted noise, clarify speech, and deliver

an enhanced audio experience for both speaker and listener. Our products increase productivity and efficiency, while decreasing distractions, and delivering an excellent customer experience. At the end of the day users are at the core of our business, so when they're succeeding, we are too.

ADAPT 600 Series



IMPACT 5000 Series



EXPAND 30 Series





Pioneering audio technology

With an innovative mindset and a passion for technology, we are the ones who transform ideas into better audio solutions for the businesses of the world of today.

We do this by looking at audio holistically and by engineering all the small, albeit important, details – like software algorithms and microchips, and

speakers and microphones – to make premium products that reinvent the way you work.

For our users, this means being able to trust our audio tools to perform and take their day-to-day communication one step further, while staying at the forefront of what is technically possible and keeping their needs in focus, always.

Crafted to last – designed to excite

Our headsets are specifically designed for those who demand professional excellence from the products they use.

Which is why all of our products are crafted with the highest quality materials, meaning they not only feel great, but they are built to last even in the toughest office environments. Providing the perfect balance of excellent

sound and soft materials, users can enjoy our headsets day in, day out, ensuring comfort, ease and style, all year round.

We keep designs minimalistic by eliminating any unnecessary components, while still ensuring our products deliver the exact functionalities needed.

Tools for success



IMPACT

When talk matters



ADAPT

Work your way





IMPACT

When talk matters

Whatever your line of business, clear and seamless communication is essential for excellence. And in a world where 40 percent* of professionals spend long durations on the phone, and where noisy and open work environments are the norm, this proves even

more important. It's for this reason that our products are designed and crafted with superior materials that filter out unwanted noise, clarify speech and are fully compatible with all your devices and systems. So you get perfect communication, every single time.



IMPACT 5000 Series
DECT headsets



IMPACT SD Series
DECT headsets



IMPACT D 10 Series
DECT headsets



IMPACT SD Pro Series
Bluetooth® headsets



IMPACT 600 Series
Wired headsets



IMPACT 200 Series
Wired headsets



IMPACT 100 Series
Wired headsets

* Insights report: "The way we work 2019"



ADAPT

Work your way

Modern workplaces are evolving every day – becoming more mobile, more versatile and more flexible – which is why for some, a personal headset is not just a preference, but a necessity. And since 25 percent* of all professionals spend more than half of their day away from

their desk, our solutions enable perfect concentration and collaboration, anytime and anywhere. Whether in the office, open workspaces, at home or on the go, we offer best-in-class audio quality that can adapt to any situation.

* Insights report: "The way we work 2019"



ADAPT 300 Series
Bluetooth® headsets



ADAPT 400 Series
Bluetooth® headsets



ADAPT 500 Series
Bluetooth® headsets



ADAPT 600 Series
Bluetooth® headsets



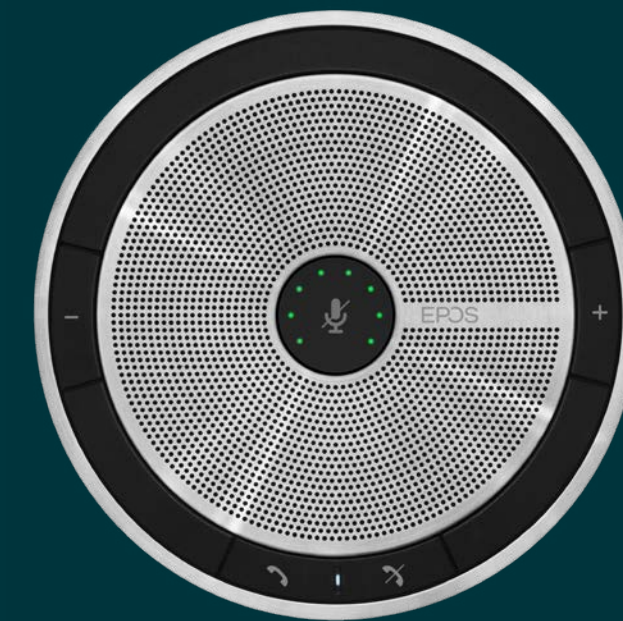
ADAPT Presence Series



ADAPT 100 Series
Wired headsets



EXPAND 30 Series



EXPAND 20 Series

EXPAND

Seamless collaboration

As collaboration becomes increasingly important for businesses around the world – with 59 percent* of office workers using an audio solution to communicate every day – the quality and reliability of audio devices is more essential than ever. Which is why we create devices for professionals who prioritize

seamless collaboration over anything else. Whether in large meeting rooms, smaller huddle spaces or simply on-the-go, our products are designed and crafted for clear conversation, ease-of-use and perfect connectivity with all your devices – so you can turn any room into a meeting room.

* Insights report: "The way we work 2019"

“EPOS came out on top in key areas of our testing, often by a fair margin. Comfort was a key criteria... We also decided to look at the technology used in the build of the product... Battery life was a very big factor for us and environmental considerations, including packaging...”

Ben Thomas
Project Manager for the Environment Agency



“At the end of our thorough selection process, EPOS headset solutions came out on top.”

Joep Kaiser
Facility Manager
Transcom

Transcom

“The headsets are robust and provide clear sound quality. The flexibility they provide while being able to take calls away from your desk is brilliant. The battery life is exceptional and a full charge can keep you going all day.”

Sejal Patel
Project Coordinator
KNIGHT FRANK



“I think we underestimate how fatiguing it is to try and ignore competing noises while focusing on your job. Now I can use my efforts on the task in hand and don't have to spend energy filtering out disturbances. I think that's what made the biggest impression on me.”

Leon Castro Lagunas
Business Relationship
Manager IT

oticon
PEOPLE FIRST

For more information please visit eposaudio.com/cases

Choosing the right headset

How will you use your headset?

IMPACT Line

Headset solutions for professionals working in energetic call center and office environments, spending much time at or around their desks talking with customers.

ADAPT Line

Headset solutions for professionals working away from their desks, participating in meetings or calls or working remotely from other locations.

EXPAND Line

Flexible plug-and-play speakerphone and conference solutions for professionals having collaborative calls/meetings with co-workers, customers and other stakeholders anywhere.

What device do you use?

You need your devices to work seamlessly with your headset. It's that simple. EPOS headsets are designed to cover every possibility – check our headset compatibility guide at eposaudio.com/compatibility



Softphone/PC – Connection via USB/USB-C cable or USB dongle (Bluetooth®) to Microsoft Windows or Apple Mac OS.



Desk phone – Connection via multiple types of cables via Easy Disconnect.



Mobile phone – Connection via Bluetooth® or 3.5 mm jack cable.



Tablet – Connection via Bluetooth®, 3.5 mm jack cable or USB depending on tablet.



Telecoil – Works with all standard telecoil-equipped hearing aids.

How noisy is your workplace?

In a noisy environment, such as a contact center or open plan office, your choice of headset should be based as much on the quality of the microphone's noise cancelling capabilities as its ability to let you hear your caller clearly. EPOS Voice™ technology for your listener is an often overlooked consideration.



Low noise environment
Omni-directional microphone



Medium noise environment
Noise-cancelling microphone



High noise environment
Ultra noise-cancelling microphone

Single or double-sided?



Single-sided

Ideal for situations where you need to both hear your caller clearly, and pay attention to what's going on around you.



Double-sided

Delivers calls in quality sound while reducing background noise – ideal for contact centers, where you need to focus solely on your caller.

Unified Communications



UC optimized

Products are optimized for major UC and softphone brands.



Certified for Skype for Business

Products are certified for Skype for Business.



Certified for Microsoft Teams

Products are certified for Microsoft Teams



Our Sound Technologies

Innovation you can hear

The Power of Audio

EPOS is born from the demerger of Sennheiser Communications, a joint venture between electro-acoustic specialist, Sennheiser Electronic GmbH & Co. KG and the hearing healthcare company, Demant A/S. EPOS builds on the duality of past and future, pairing founded knowledge with forward-thinking technology to take excellent sound experience to the next level. EPOS caters to the Enterprise Solutions, Gaming and Air Traffic Control segment - a broad range of products with a contemporary design approach.



EPOS Voice™ technology

The natural listening experience

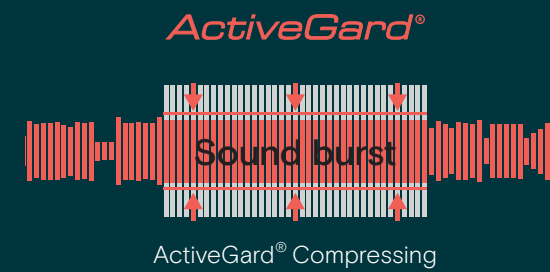


For the best possible communication between caller and listener, EPOS Voice™ technology uniquely enhances the most important frequencies and details of the human voice. For the caller, sound is crisper and clearer, allowing them to hear the

nuances contained in spoken conversation; for the listener, a noise-cancelling microphone sends the clearest signal to improve speech intelligibility. In combination this results in better, more natural sounding conversations where no important details are lost.

EPOS ActiveGard® technology

Hearing protection



During the course of a day, headset users may be exposed to seldom, but hazardous incoming noises that can be dangerous to their hearing. Technically referred to as a sound burst, this can potentially cause long-lasting damage to the human ear.

To safeguard users, all EPOS headsets for contact center and office environments are equipped with innovative EPOS ActiveGard® technology.



Play sound without EPOS Voice™



Play sound with EPOS Voice™



Play sound without EPOS ActiveGard®



Play sound with EPOS ActiveGard®

Please be warned that the sound without EPOS ActiveGard® can be extremely high. We recommend the volume should be set low when playing.

EPOS Sound™

A relaxed listening experience

In our ongoing quest for an even better user listening experience, EPOS has created a unique new way to experience headset sound on calls. We call it EPOS Sound™ technology and it's designed to reduce listener fatigue for all-day users. By externalizing the sound from your head, EPOS Sound™ technology gives you the impression that you are having a conversation with a person in the same room. This more realistic sound gives you a more natural and comfortable listening experience with less stress in noisy environments.



Play sound without EPOS Sound™ (Room Experience)



Play sound with EPOS Sound™ (Room Experience)

ANC technology

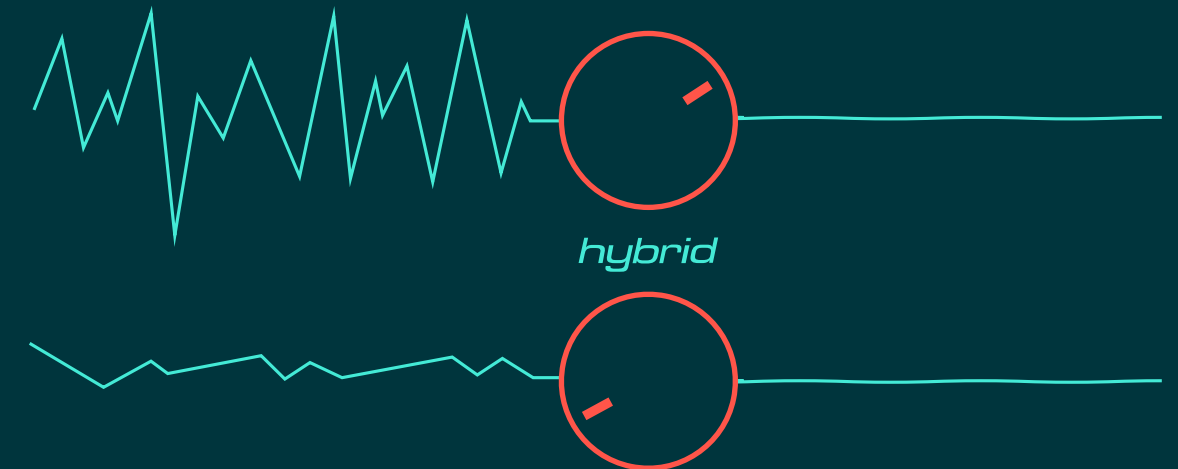
Adaptive Active Noise Cancellation



EPOS has raised the bar on ANC technology with the introduction of ADAPT 660 – the industry's first UC certified adaptive ANC headset. ADAPT 660 leverages the latest, most advanced ANC technology to provide today's knowledge workers with an elegant, effective business tool specifically designed to adjust to the challenges of open office environments. EPOS' hybrid active noise-cancellation technology offers an "adaptive" dimension which constantly monitors your background environment and seamlessly adjusts to ambient noise around you, providing the correct level of suppression where and when it's needed.

This solution is unique from other ANC headsets in that it empowers you to take control of your sound environment, bringing a new dimension of peace and quiet lacking in other noise-cancellation solutions.

EPOS' superior headset solutions eliminate the incessant disruptions of today's open workspace and empower employees to reclaim control over their offices, for maximum focus and productivity.



Play sound without ANC technology



Play sound with ANC technology

* Listen to the Room Experience™ sound demo with a double-sided stereo headset.

SpeakFocus™ technology

The ADAPT Presence and ADAPT 600 Series headsets automatically adapt to environmental differences to deliver the best sound possible with the help of SpeakFocus™ and WindSafe™ technologies.



WindSafe™ technology



You never know when that important call will come. Be confident that wherever you take it – on the road, on the street or in the check-in queue, your voice can be clearly heard.

SpeakFocus™ technology focuses on your voice to deliver a crystal clear sound that enhances speech intelligibility for your listeners.

The unique 3 digital microphone system in the ADAPT Presence and ADAPT 660 headsets focuses on the target sound

– your voice – to deliver a calm, steady sound picture, which enhances voice intelligibility for listeners.

SpeakFocus™ technology ensures that your listener receives all the important details of your call to reduce misunderstandings – no matter where you are calling from.

The technology zooms in on your voice, works in all sound environments and adapts intelligently whatever the environment.

Wind noise can make it hard to hear what people are saying on the phone. However, it's the sender that causes the problem not the receiver. Even the best microphones can suffer during breezy conditions, making sound and voices indistinct and difficult to understand. With WindSafe™ technology, you can be sure that your listener won't be troubled by wind noise and that your message gets through, no matter what the weather forecast says.

WindSafe™ technology reduces wind noise to ensure the clearest possible sound is sent to your listener. By choosing the best mix of three microphones and processing the sound, WindSafe™ technology finds the best way to balance and enhance the user's voice when speaking outside in windy conditions.



Play sound without SpeakFocus™



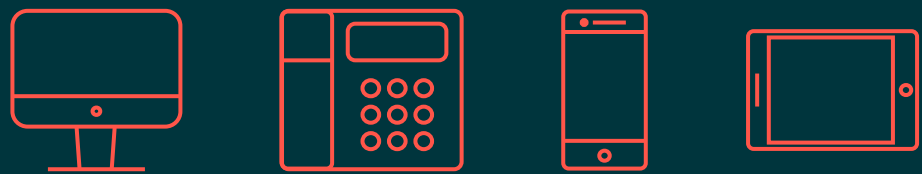
Play sound with SpeakFocus™



Play sound without WindSafe™



Play sound with WindSafe™



Unified Communications

Moving towards a UC environment

A Unified Communications solution does precisely what it says: It brings together a company's voice, text and video based communication under one unified solution.

The advantages of a Unified Communications solution include enhanced overall efficiency of a business through increased productivity and mobility, resulting in a positive return on investment. The ability to view colleagues' availability status and send instant messages, reduces unnecessary emails and missed calls to an absolute minimum.

Whether in the office, at a meeting, traveling, or working from home, EPOS offers a comprehensive range of quality wired and wireless headsets and speakerphones to enhance your Unified Communications experience and helping you to stay in touch.

The human voice is still at the heart of all Unified Communications systems. It's the swiftest and most effective way of delivering and receiving important information. A EPOS headset for Unified Communications is designed to work seamlessly with major UC platforms and completes the solution with the best possible sound for both user and listener – ensuring your message always gets across clearly.

Our partnerships

EPOS' partnerships with other technology-driven companies and vendors have a common goal – to simplify your daily business.

We are your one-stop audio solution provider for all your business communication needs.

For more information, please visit www.eposaudio.com





Our Services

We've got you covered

EPOS Manager

Empower your business anywhere

Save valuable time and make life simpler and smarter for your IT department, your business and your colleagues. By keeping you in touch with all your EPOS devices, EPOS Manager puts you in control of your company's UC environment in three key areas:



Asset Management

Get the overview

See all your devices on the dashboard; from headsets to speakerphones and even non-EPOS devices. All users are registered in the system, which shows both active and inactive devices – who is using which device and how they are being used. Simply reallocate redundant resources to boost productivity. Reports on usage and firmware compliance keep you in complete control of company assets.



Update Management

Less downtime, more convenience

A flexible and cost-effective way to get the latest firmware updates to all your organization's EPOS devices, whenever it's convenient for you and your end-users. Push new updates to an unlimited number of devices across your organization from one simple dashboard. Schedule your automated updates to cause minimum downtime and disruption to your company's workflow.



Configuration Management

Easy for you, easy for end-users

The centralized configuration option allows all settings to be controlled from the IT department, ensuring that headset user's experience a simple plug and play solution. You can centrally push configurations or lock specific specifications on EPOS devices to comply with regulatory compliance settings for specific groups or individuals.



EPOS Manager for IT administrators

EPOS Manager has been developed for companies with a need to control their UC environment in a fast and secure way. By installing the client application, EPOS Connect, on your end users' PCs, you gain a complete overview of all deployed devices and access to new updates and settings.

For companies with several locations, it's possible to manage, update and control settings for all end-users in the entire organization. For improved security, all communication and data are encrypted and no sensitive data is stored.

The resulting simplification of the asset, update and configuration management gives great savings in both time and money.

EPOS Connect for headset users

EPOS Connect is the client application running in the background on the headset user's PC. The solution ensures that EPOS headsets and speakerphones work seamlessly with various leading softphones and give you access to the latest firmware updates and personalized settings.

EPOS Connect is uniquely configured to either work together with a signed-up company account on EPOS Manager or as a stand-alone application for smaller companies or personal use.

Designed to be simple to use, the application allows EPOS headset and speakerphone users to enhance and personalize their experience and productivity simply and quickly.



Service and Support

We've got you covered

EPOS Global Service and Support aims at providing a premium customer experience to all our customers across the world. With a standardized support process across all channels, we can guarantee a uniform, consistent, structured and high quality handling for all support requests, from either end user, resellers, distributors, country partners or subsidiaries, throughout the world.

Visit our Support Portal here:
eposaudio.com/enterprise-support

E-mail:
contact@eposaudio.com

Experience EPOS

Try our audio solutions first hand

The EPOS professional trial program gives you the opportunity to test and experience our range of headsets and speakerphones before you decide on the best choice for your office, contact center or Unified Communication solution.

eposaudio.com/try



THE POWER OF AUDIO

EPOS

EPOS Group A/S
Industriparken 27
2750 Ballerup, Denmark
eposaudio.com