

# 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 ActiveGuard® 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://eposaudio.com/software-epos-connect)

## PC Software (Freeware)

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

## EPOS Manager (Saas)

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

## UC compatible

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

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\* 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. 1000529	DW 10 ML - EU	UC optimized and Skype for Business Certified	EAN: 57 14708 00330 4 UPC: 8 40064 40330 6
	<b>DW Office ML - UK</b> Art. no. 1000531	DW 10 ML - UK	UC optimized and Skype for Business Certified	EAN: 57 14708 00332 8 UPC: 8 40064 40332 0
	<b>DW Office ML - AUS</b> Art. no. 1000532	DW 10 ML - AUS	UC optimized and Skype for Business Certified	EAN: 57 14708 00333 5 UPC: 8 40064 40333 7
	<b>DW Office ML - US</b> Art. no. 1000530	DW 10 ML - US	UC optimized and Skype for Business Certified	EAN: 57 14708 00331 1 UPC: 8 40064 40331 3
PC/Softphone 	<b>DW Office USB ML - EU</b> Art. no. 1000541	DW 10 USB ML - EU	UC optimized and Skype for Business Certified	EAN: 57 14708 00342 7 UPC: 8 40064 40342 9
	<b>DW Office USB ML - UK</b> Art. no. 1000542	DW 10 USB ML - UK	UC optimized and Skype for Business Certified	EAN: 57 14708 00343 4 UPC: 8 40064 40343 6
	<b>DW Office USB ML - AUS</b> Art. no. 1000543	DW 10 USB ML - AUS	UC optimized and Skype for Business Certified	EAN: 57 14708 00344 1 UPC: 8 40064 40344 3
Desk phone 	<b>DW Office PHONE - EU</b> Art. no. 1000520	DW 10 PHONE - EU		EAN: 57 14708 00321 2 UPC: 8 40064 40321 4
	<b>DW Office PHONE - UK</b> Art. no. 1000521	DW 10 PHONE - UK		EAN: 57 14708 00322 9 UPC: 8 40064 40322 1
	<b>DW Office PHONE - AUS</b> Art. no. 1000522	DW 10 PHONE - AUS		EAN: 57 14708 00323 6 UPC: 8 40064 40323 8
Desk phone, PC/Softphone 	<b>DW Pro 1 ML - EU</b> Art. no. 1000533	DW 20 ML - EU	UC optimized and Skype for Business Certified	EAN: 57 14708 00334 2 UPC: 8 40064 40334 4
	<b>DW Pro 1 ML - UK</b> Art. no. 1000535	DW 20 ML - UK	UC optimized and Skype for Business Certified	EAN: 57 14708 00336 6 UPC: 8 40064 40336 8
	<b>DW Pro 1 ML - AUS</b> Art. no. 1000536	DW 10 ML - AUS	UC optimized and Skype for Business Certified	EAN: 57 14708 00337 3 UPC: 8 40064 40337 5
	<b>DW Pro 1 ML - US</b> Art. no. 1000534	DW 20 ML - US	UC optimized and Skype for Business Certified	EAN: 57 14708 00335 9 UPC: 8 40064 40335 1
PC/Softphone 	<b>DW Pro 1 USB ML - EU</b> Art. no. 1000544	DW 20 USB ML - EU	UC optimized and Skype for Business Certified	EAN: 57 14708 00345 8 UPC: 8 40064 40345 0
	<b>DW Pro 1 USB ML - UK</b> Art. no. 1000545	DW 20 USB ML - UK	UC optimized and Skype for Business Certified	EAN: 57 14708 00346 5 UPC: 8 40064 40346 7
	<b>DW Pro 1 USB ML - AUS</b> Art. no. 1000546	DW 20 USB ML - AUS	UC optimized and Skype for Business Certified	EAN: 57 14708 00347 2 UPC: 8 40064 40347 4



# 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. 1000523	DW 20 PHONE - EU		EAN: 57 14708 00324 3 UPC: 8 40064 40324 5
	<b>DW Pro 1 PHONE - UK</b> Art. no. 1000524	DW 20 USB ML - UK		EAN: 57 14708 00325 0 UPC: 8 40064 40325 2
	<b>DW Pro 1 PHONE - AUS</b> Art. no. 1000525	DW 20 USB ML - AUS		EAN: 57 14708 00326 7 UPC: 8 40064 40326 9
Desk phone, PC/Softphone 	<b>DW Pro 2 ML - EU</b> Art. no. 1000537	DW 30 ML - EU	UC optimized and Skype for Business Certified	EAN: 57 14708 00338 0 UPC: 8 40064 40338 2
	<b>DW Pro 2 ML - UK</b> Art. no. 1000539	DW 30 ML - UK	UC optimized and Skype for Business Certified	EAN: 57 14708 00340 3 UPC: 8 40064 40340 5
	<b>DW Pro 2 ML - AUS</b> Art. no. 1000540	DW 30 ML - AUS	UC optimized and Skype for Business Certified	EAN: 57 14708 00341 0 UPC: 8 40064 40341 2
	<b>DW Pro 2 ML - US</b> Art. no. 1000538	DW 30 ML - US	UC optimized and Skype for Business Certified	EAN: 57 14708 00339 7 UPC: 8 40064 40339 9
PC/Softphone 	<b>DW Pro 2 USB ML- EU</b> Art. no. 1000547	DW 30 USB ML - EU	UC optimized and Skype for Business Certified	EAN: 57 14708 00348 9 UPC: 8 40064 40348 1
	<b>DW Pro 2 USB ML- UK</b> Art. no. 1000548	DW 30 USB ML - UK	UC optimized and Skype for Business Certified	EAN: 57 14708 00349 6 UPC: 8 40064 40349 8
	<b>DW Pro 2 USB ML- AUS</b> Art. no. 1000579	DW 30 USB ML - AUS	UC optimized and Skype for Business Certified	EAN: 57 14708 00350 2 UPC: 8 40064 40350 4
Desk phone 	<b>DW Pro 2 PHONE - EU</b> Art. no. 1000526	DW 30 PHONE - EU		EAN: 57 14708 00327 4 UPC: 8 40064 40327 6
	<b>DW Pro 2 PHONE - UK</b> Art. no. 1000527	DW 30 PHONE - UK		EAN: 57 14708 00328 1 UPC: 8 40064 40328 3
	<b>DW Pro 2 PHONE - AUS</b> Art. no. 1000528	DW 30 PHONE - AUS		EAN: 57 14708 00329 8 UPC: 8 40064 40329 0

\* Answer/end call requires EHS cable for desk phone and EPOS software for certain softphones