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## EPOS IMPACT SC 660 USB ML

# EPOS Sennheiser IMPACT SC 660 USB ML Headset Instruction Manual

MODEL: IMPACT SC 660 USB ML

Brand: EPOS

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## 1. INTRODUCTION

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The EPOS Sennheiser IMPACT SC 660 USB ML is a premium, wired, double-sided USB headset designed for professionals. It is optimized for Unified Communications (UC) and certified for Skype for Business, offering outstanding sound performance, convenient call handling, durability, and all-day comfort. This headset features HD sound, an ultra noise-cancelling microphone, and a USB connector for seamless integration with various devices and platforms.



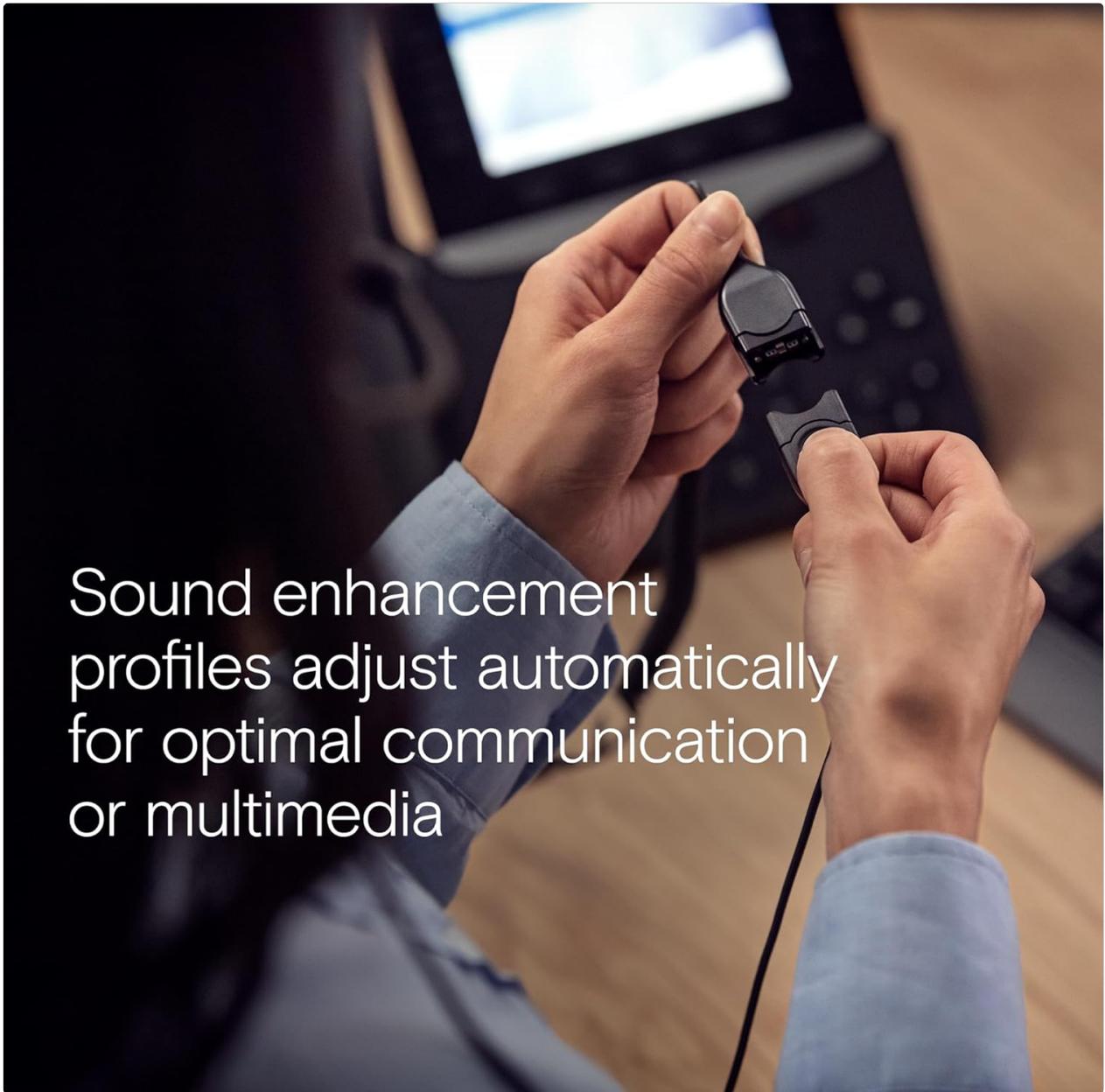
Figure 1: Front view of the EPOS Sennheiser IMPACT SC 660 USB ML Headset.

## 2. WHAT'S IN THE BOX

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Carefully unpack your EPOS Sennheiser IMPACT SC 660 USB ML headset and ensure all components are present:

- IMPACT SC 660 USB ML Headset
- Protective Case
- Cable clip mounted on headset
- Leatherette ear pad/s (spare)
- Magnetic holder
- Quick Guide
- Safety Guide



Sound enhancement profiles adjust automatically for optimal communication or multimedia

Figure 2: All included components: headset, carry pouch, in-line call control, clothing clip, USB connector, leatherette ear pads, ear pad holders, safety guide, and quick guide.

### 3. SETUP

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The IMPACT SC 660 USB ML headset is designed for simple plug-and-play setup.

#### 3.1 Connecting the Headset

1. Locate an available USB port on your computer or compatible device.
2. Plug the USB connector of the headset into the USB port.
3. The headset will be automatically recognized by your operating system. No additional drivers are typically required for basic functionality.

#### 3.2 Software Compatibility

This headset is optimized for Unified Communications (UC) and certified for various platforms, ensuring seamless integration and optimal performance:

- Skype for Business

- Microsoft Teams
- Google Meet
- Alcatel-Lucent Enterprise
- Webex by Cisco
- Avaya
- Works with Chromebook



Figure 3: The headset is optimized for various Unified Communications platforms, including Microsoft Teams, Google Meet, Alcatel-Lucent Enterprise, Webex by Cisco, Avaya, and Chromebook.

### 3.3 Wearing the Headset

Adjust the headband and microphone boom for a comfortable and secure fit. The microphone boom is flexible to allow for optimal positioning near your mouth.



Figure 4: A person wearing the headset, demonstrating proper microphone positioning for natural, clear conversations with EPOS Voice and noise-cancelling microphone technology.

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Video 1: Official product description video for the EPOS Sennheiser IMPACT SC 600 Series, highlighting key features and benefits for business communication.

## 4. OPERATING INSTRUCTIONS

The IMPACT SC 660 USB ML headset provides intuitive controls for managing your calls and audio.

### 4.1 In-Line Call Control Unit

The headset features an in-line call control unit for easy management of calls and audio settings:

- **Answer/End Call:** Press the dedicated call button to answer or end a call.
- **Volume Control:** Use the '+' and '-' buttons to adjust the listening volume.
- **Mute Microphone:** Press the microphone mute button to mute or unmute your microphone.
- **Redial:** Some applications may support redialing directly from the control unit.

## 4.2 Microphone Usage

The ultra noise-cancelling microphone filters out unwanted background noise, ensuring crystal-clear conversations. Position the microphone approximately two fingers' width from the corner of your mouth for optimal voice pickup.

## 4.3 Sound Features

- **HD Sound:** Powered by a neodymium speaker, the headset delivers clear and natural voice and audio experiences.
- **ActiveGard Technology:** This technology protects users against acoustic injury caused by sudden sound bursts on the line.
- **Sound Enhancement Profiles:** The headset automatically adjusts sound enhancement profiles for optimal communication or multimedia listening.



Figure 5: Side view of the headset, highlighting the in-line call control unit and USB connector.



Figure 6: Image illustrating how sound enhancement profiles adjust automatically for optimal communication or multimedia experiences.

## 5. MAINTENANCE

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Proper care and maintenance will extend the life and performance of your headset.

### 5.1 Cleaning

- **Ear Pads:** The soft leatherette ear pads can be gently wiped with a damp cloth. Ensure they are completely dry before use.
- **Headset Body:** Use a soft, dry cloth to clean the headset body. Avoid using harsh chemicals or abrasive materials.

### 5.2 Storage

When not in use, store the headset in its protective case. The ear cups can be folded flat for easy transportation and storage, protecting the headset from damage.

### 5.3 Cable Care

The headset features Vectran reinforced cables for enhanced durability. Avoid sharp bends or excessive pulling on the cable to prevent damage.

## 6. TROUBLESHOOTING

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If you encounter issues with your headset, try the following basic troubleshooting steps:

- **No Sound/Microphone Not Working:**

- Ensure the USB connector is fully inserted into the port.
- Check your computer's audio settings to ensure the headset is selected as the default playback and recording device.
- Verify that the microphone is not muted using the in-line control unit.
- Try plugging the headset into a different USB port or another computer to rule out port or system-specific issues.

- **Poor Sound Quality:**

- Adjust the volume using the in-line control or your computer's settings.
- Ensure the microphone is positioned correctly near your mouth for clear voice pickup.
- Check for any physical damage to the cable or connectors.

- **Headset Not Recognized:**

- Restart your computer.
- Ensure your operating system is up to date.

For more complex issues, refer to the detailed Safety Guide or Quick Guide included in the box, or contact EPOS customer support.

## 7. SPECIFICATIONS

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<b>Model Name</b>	IMPACT SC 660 USB ML
<b>Brand</b>	EPOS
<b>Connectivity Technology</b>	USB
<b>Headphones Jack</b>	USB
<b>Ear Placement</b>	On Ear
<b>Form Factor</b>	On Ear
<b>Color</b>	Black
<b>Material</b>	Plastics
<b>Item Weight</b>	7.9 ounces (224 grams)
<b>Product Dimensions</b>	13 x 2.44 x 2.44 inches
<b>Frequency Response (Microphone)</b>	150 – 6,800 Hz (Wideband)

<b>Frequency Response (Speaker)</b>	50 – 18,000 Hz
<b>Impedance</b>	200 Ohms
<b>Noise Control</b>	Noise Cancellation (Microphone)
<b>Special Feature</b>	Lightweight
<b>Compatible Devices</b>	Laptops, Tablets (via USB)
<b>Cable Feature</b>	Retractable, Vectran reinforced
<b>Control Type</b>	Call Control (in-line remote)

## 8. WARRANTY & SUPPORT

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### 8.1 Warranty Information

The EPOS Sennheiser IMPACT SC 660 USB ML headset comes with a **3-year international warranty**. This warranty covers manufacturing defects and ensures peace of mind regarding the quality and durability of your headset. Please retain your proof of purchase for warranty claims.

### 8.2 Customer Support

For technical assistance, warranty claims, or further inquiries, please visit the official EPOS website or contact their customer support directly. Refer to the contact information provided in your Safety Guide or on the EPOS website.