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EPOS IMPACT SDW 5011

EPOS | SENNHEISER Impact SDW 5011 Headset User Manual

Model: IMPACT SDW 5011

INTRODUCTION

This manual provides instructions for the setup, operation, and maintenance of your EPOS | SENNHEISER Impact SDW 5011 Headset. The EPOS | SENNHEISER Impact SDW 5011 is a 3-in-1 DECT headset designed for seamless communication in various work environments, including busy open offices and remote setups. It connects to your PC via a DECT dongle, offering optimal call clarity and mobility.

PACKAGE CONTENTS

Before proceeding with the setup, please ensure all components are present in the package.



Image Description: This image displays the complete package contents of the EPOS Impact SDW 5011 headset. It includes the EPOS Impact SDW 5011 headset itself, a DECT dongle, a charging cable, a soft pouch for storage, a compliance sheet, a quick guide, and a safety guide.

- EPOS Impact SDW 5011 Headset
- DECT Dongle
- Charging Cable
- Soft Pouch
- Compliance Sheet
- Quick Guide
- Safety Guide

SETUP

1. Charging the Headset

Before initial use, fully charge the headset.

1. Connect the charging cable to the headset's charging port.
2. Connect the other end of the charging cable to a USB power source (e.g., computer USB port, USB wall adapter).
3. The headset's indicator light will show charging status. Refer to the Quick Guide for specific light indications.

2. Connecting to PC via DECT Dongle

The headset connects to your PC using the provided DECT dongle for a plug-and-play experience.

1. Insert the DECT dongle into an available USB port on your PC.
2. The dongle will automatically pair with the headset. An indicator light on both the dongle and headset will confirm a successful connection.
3. Ensure your PC's audio settings are configured to use the EPOS Impact SDW 5011 as the default input and output device.



Image Description: This diagram illustrates the EPOS Impact SDW 5011 headset alongside its DECT dongle. Callouts highlight key features: "Make your DECT headset mobile" pointing to the dongle, "Hearing protection from acoustic shock" and "Sound clarity in high density environments" pointing to the earcup, "Exceptional speech intelligibility" pointing to the microphone, and "Simple hot desking and remote working" pointing to the overall headset design.

3. Wearing Styles

The headset offers a 3-in-1 wearing style system for customized comfort.

- **Headband:** For traditional over-the-head wear.
- **Ear Hook:** For a discreet, single-ear fit.
- **Neckband:** For behind-the-neck wear.

Refer to the Quick Guide for instructions on how to switch between wearing styles.





Image Description: A front-facing view of the EPOS Impact SDW 5011 headset, showcasing its headband wearing style. The headset is black with a single earcup and an adjustable microphone boom.

OPERATING INSTRUCTIONS

1. Power On/Off

- To power on, press and hold the Power button until the indicator light illuminates.
- To power off, press and hold the Power button until the indicator light turns off.

2. Call Management

- **Answer/End Call:** Press the Call button.
- **Reject Call:** Press and hold the Call button.
- **Volume Adjustment:** Use the Volume Up (+) and Volume Down (-) buttons on the headset.
- **Mute Microphone:** Press the Mute button on the microphone boom.

3. Softphone Compatibility

The EPOS Impact SDW 5011 is broadly compatible with all major Unified Communications (UC) softphones. Ensure your softphone application is running and configured to use the headset.



Image Description: This diagram highlights additional features of the EPOS Impact SDW 5011 headset. Callouts indicate "All-day wearing comfort" with soft leatherette ear pads, "Enhanced security" with Protected Pairing and DECT Security certification, and "Simple hot desking and remote working" for fast, secure pairing.



Image Description: A close-up image of the earcup of the EPOS Impact SDW 5011 headset, with text overlay stating "Optimized for UC," indicating its compatibility and performance with Unified Communications platforms.

MAINTENANCE

1. Cleaning

- Wipe the headset and dongle with a soft, dry cloth.
- Do not use liquid cleaners or solvents.
- Ensure the charging contacts are clean and free of debris.

2. Storage

When not in use, store the headset in the provided soft pouch to protect it from dust and damage.



Image Description: A side profile view of the EPOS Impact SDW 5011 headset, showing the single earcup, microphone boom, and the adjustable headband.

TROUBLESHOOTING

If you encounter issues with your EPOS Impact SDW 5011 headset, refer to the following common solutions.

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
No audio / Microphone not working	Headset not powered on, not paired, or PC audio settings incorrect.	<ul style="list-style-type: none"> Ensure headset is powered on and charged. Verify the DECT dongle is securely plugged into the PC. Check PC sound settings to ensure "EPOS Impact SDW 5011" is selected as the default playback and recording device. Restart your PC and softphone application.
Poor audio quality	Interference, low battery, or distance from dongle.	<ul style="list-style-type: none"> Ensure headset is fully charged. Move closer to the DECT dongle. Minimize interference from other wireless devices.
Headset not pairing	Dongle not recognized or pairing mode not activated.	<ul style="list-style-type: none"> Unplug and re-plug the DECT dongle. Refer to the Quick Guide for specific pairing instructions if automatic pairing fails.

SPECIFICATIONS

Detailed technical specifications for the EPOS Impact SDW 5011 Headset.

- Model Name:** IMPACT SDW 5011
- Connectivity Technology:** Wireless (DECT)
- Wearing Styles:** Headband, Ear Hook, Neckband (3-in-1)
- Compatible Devices:** PC, UC Softphones
- Frequency Range:** 20 Hz - 20,000 Hz
- Battery Life:** Approximately 4 hours (talk time)
- Item Weight:** 2 ounces
- Special Features:** Ear Hook, Plug and Play, Robust design
- Noise Control:** None (focus on speech intelligibility)
- Manufacturer:** EPOS
- UPC:** 840064407816

WARRANTY AND SUPPORT

Information regarding product warranty and customer support was not available in the provided data. Please refer to the official EPOS website or the documentation included in your product package for detailed warranty terms and support contact information.

For further assistance, you may visit the [EPOS Store on Amazon](#).



