

EPOS EPOS Impact 860

EPOS Impact 860 Dual-Sided Wired Headset

USER MANUAL

Brand: EPOS | Model: EPOS Impact 860

Introduction

The EPOS IMPACT 860 is a professional double-sided wired headset designed for optimal performance in office and remote work environments. It integrates advanced technologies like EPOS BrainAdapt and EPOS AI to enhance multitasking and communication clarity. This headset provides crystal-clear calls through adaptive microphones and super wideband stereo sound, ensuring a seamless experience across various devices with its USB-C plug-and-play functionality.



Figure 1: The EPOS Impact 860 Dual-Sided Wired Headset, showcasing its sleek black design and microphone boom arm.

What's in the Box

Your EPOS Impact 860 package includes the following components:

- EPOS Impact 860 Headset: The main dual-sided wired headset with integrated microphone.
- USB-C to USB-A Adapter: For versatile connectivity with various devices.
- Carry Bag: A soft pouch for convenient storage and transport of your headset.
- User Guide: Provides detailed instructions for setup and usage.
- Compliance Sheet: Contains regulatory and safety information.

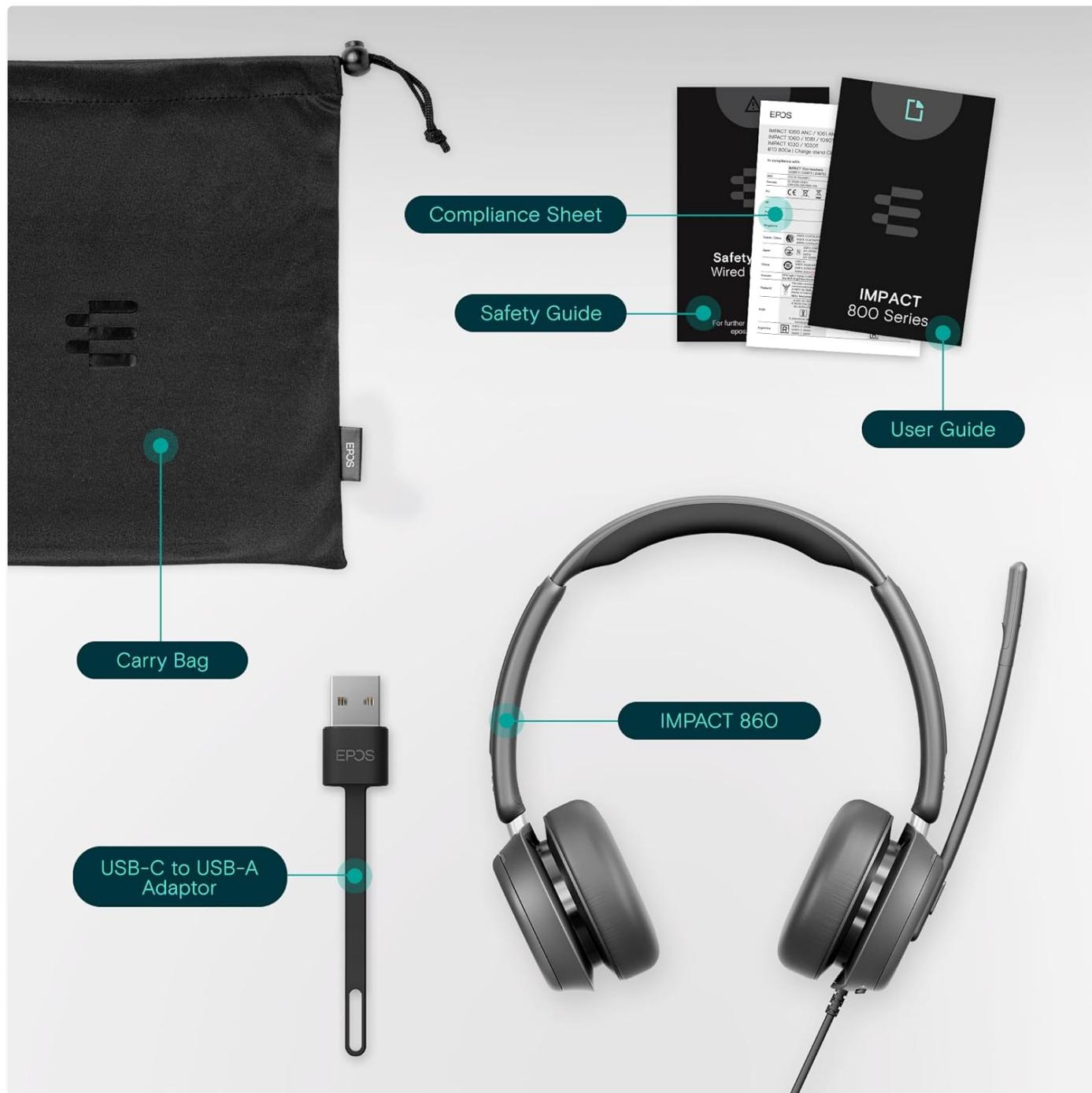


Figure 2: All components included in the EPOS Impact 860 package, neatly laid out.

Setup

The EPOS Impact 860 headset offers simple plug-and-play connectivity, making it easy to get started.

1. Connect to Device:

- For devices with a USB-C port, directly plug the headset's USB-C connector into the port.
- For devices with a USB-A port, attach the provided USB-C to USB-A adapter to the headset's USB-C connector, then plug the adapter into the USB-A port.

2. **System Recognition:** Your operating system (Windows, macOS, Chrome OS, Linux, iOS, iPadOS, Android) should automatically recognize the headset. No additional drivers are typically required.

3. **Audio Settings:** Verify that the EPOS Impact 860 is selected as the default audio input and output device in your computer's sound settings or your communication application's settings (e.g., Microsoft Teams, Zoom, Google Meet).

Operating the Headset

The headset is designed for intuitive control and enhanced communication.

Controls and Features

- **Volume Control:** Located on one of the earcups, allowing you to adjust the incoming audio volume.
- **ANC (Active Noise Cancellation) Button:** Found on an earcup, this button activates or deactivates the Active Noise Cancellation feature, helping to reduce ambient noise for improved focus.
- **Microphone Boom Arm:** The flexible boom arm can be rotated to position the microphone optimally for voice pickup. Moving the boom arm up or down can also mute/unmute the microphone in compatible applications.
- **Busylight:** A 360-degree busylight is integrated into the headset, indicating to others when you are on a call or busy, minimizing interruptions.

Audio and Microphone Performance

The Impact 860 is engineered for superior audio clarity and voice pickup:

- **EPOS BrainAdapt & EPOS AI:** These technologies work together to optimize sound processing, improving multitasking performance and communication accuracy by focusing on your voice and reducing background distractions.
- **Adaptive Digital Microphones:** The advanced microphone system delivers industry-leading voice pickup, ensuring your voice is heard clearly even in noisy environments.
- **Super Wideband Stereo Sound:** Provides rich, natural-sounding conversations and high-quality audio for media consumption.
- **ActiveGard Hearing Protection:** This technology protects your ears from sudden loud noises, ensuring safe listening levels during extended use.



Figure 3: Overview of the headset's main features.



Adaptive digital microphones

Adaptive beamforming microphones deliver industry-leading voice pickup



Experience true ease of use

Smart features and plug-and-play connectivity via USB-C cable make using the headset truly intuitive and hassle-free.



EPOS BrainAdapt™ technology

EPOS AI™, and industry-leading voice pickup

Figure 4: Detailed view of the microphone and earcup, emphasizing advanced audio technologies.



Increase your daily efficiency by 40 %*

Noise attenuation increases efficiency by improving reaction time without loss of precision.

*EPOS BrainAdapt™ Dual Task Study

Figure 5: Illustrates the headset's benefit in improving efficiency in a professional environment.

A new market standard for open office headsets

Enjoy a superior open office headset with super wideband and stereo sound.



Figure 6: The headset positioned as a standard for open office environments.

Comfort and Design

The EPOS Impact 860 is built for extended wear and durability:

- **Lightweight Build:** Designed to be comfortable for all-day wear, reducing fatigue during long calls or meetings.
- **Soft Ear Cushions:** The earcups feature soft, breathable cushions for enhanced comfort.
- **Padded Headband:** Provides additional comfort and a secure fit.
- **Durable Materials:** Constructed from a combination of memory foam, leather/faux leather, plastic, and metal for longevity.

Maintenance

To ensure the longevity and optimal performance of your EPOS Impact 860 headset, follow these maintenance

guidelines:

- **Cleaning:**
 - Gently wipe the ear cushions and headband with a soft, damp cloth. Avoid using harsh chemicals or abrasive materials.
 - For the microphone and other plastic surfaces, use a dry or slightly damp cloth.
- **Storage:** When not in use, store the headset in its provided carry bag to protect it from dust and physical damage. Avoid extreme temperatures and direct sunlight.
- **Cable Care:** Do not excessively bend or pull the cable. Store it neatly to prevent tangles and damage.

Troubleshooting

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

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

- Ensure the headset is securely plugged into the correct USB port (USB-C or USB-A with adapter).
- Check your computer's sound settings to confirm the EPOS Impact 860 is selected as the default input and output device.
- Verify that the microphone is not muted (check the boom arm position and any software mute controls).
- Try connecting the headset to a different USB port or another device to rule out port or device-specific issues.

- **Poor Audio Quality:**

- Ensure the ear cushions are properly seated on your ears for optimal sound isolation.
- Adjust the volume using the headset's controls or your device's volume settings.
- If using ANC, ensure it is activated for noisy environments.

- **Headset Not Recognized:**

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

Specifications

Feature	Detail
Model Name	IMPACT 860
Connectivity Technology	Wired (USB-C with USB-A adapter)
Headphones Jack	USB-C Jack
Ear Placement	On Ear
Noise Control	Hybrid Noise Cancellation
Frequency Range	20 Hz - 20,000 Hz
Microphone Type	Adaptive Digital Microphones (Boom Arm)

Feature	Detail
Compatible Devices	Laptops, Desktops, Tablets, and Cellphones
Item Weight	12.3 ounces
Package Dimensions	8.46 x 8.27 x 2.24 inches
Manufacturer	Demand Sound Epos Audio A/S
Country of Origin	China

Warranty and Support

For detailed warranty information and technical support, please refer to the official EPOS website or the documentation included in your product package. Extended protection plans may also be available for purchase.

You can also visit the [EPOS Store on Amazon](#) for more product information and resources.

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Documents - EPOS – EPOS Impact 860



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EPOS IMPACT 860 ANC Sklep internetowy stylem pl epos impact anc 475514 upload files product ||| **EPOS IMPACT 860 ANC IMPACT 860 ANC** Indeks: 475514 Producent: EPOS Kod producenta: 1001174 Cena: 800.68 zł Opis **EPOS IMPACT 860 ANC IMPACT 860 ANC** Producent: EPOS Parametry Stan Nowy ...
lang: score:36 filesize: 14.77 K page_count: 1 document date: 2024-11-18



[\[pdf\]](#) Datasheet Guide

EPOS Impact 860 ANC Headsets nl Epos Datasheet EN headsets media files ||| **IMPACT 800 Series** The next generation headset for desk workers in the New Open Office. Increase efficiency by 40 * by improving reaction time whilst multi-tasking to maintain accuracy with EPOS BrainAdaptTM, industry-leading voice pickup by EPOS AITM and adaptive ANC. *EPOS BrainAdaptTM Dual Task St...
lang:en score:26 filesize: 1.27 M page_count: 10 document date: 2024-11-11

Simply Headsets

Headset testing with Dragon speech recognition software.
Tested by Viva Voce Speech Recognition Solutions

Headset Name	EPOS IMPACT 860
SKU (SH to add)	9001174, 1001177
Comments on microphone quality, Dragon error rate etc	This corded headset microphone performed very well with Dragon in a quiet environment.
Performance in standard office noise	When using the headset microphone with Dragon in a noisy environment, the results were still impressive.
Microphone rating 1-5	Recognition accuracy rate 98.77% (i.e. an average of 1.23 recognition errors per 100 words).
Comments on comfort, wearability & functionality	The headset is comfortable, though it is on the heavy side (headset weighs 164 g, so might not be suitable for those who prefer a lighter headset). We tested the headset with a user profile that has a heavy side instead. Headsets with active noise-cancelling earphones are generally more comfortable than standard earbuds.
Other comments (are there any reports that Dragon gives eg how hard the app is having to work / other comments)	This headset is recommended for Dragon users who require a high-quality microphone. It is all about the quality of the microphone when Dragon is concerned, it is all about the quality of the microphone. We can't guarantee that you will achieve exactly the same level of recognition accuracy because this can be affected by other factors including the extent to which your Dragon profile has been customised, clarity of speech and computer specs.
How we test microphones with Dragon	We test recognition accuracy with Dragon by reading a set passage of text, with and without background noise. We then count the number of recognition errors, to calculate the recognition accuracy rate. We test on a user profile that has not been developed (i.e. no vocabulary added, no corrections), to ensure consistency when reading different different passages of text. We then repeat the process to ensure the same level of recognition accuracy because this can be affected by other factors including the extent to which your Dragon profile has been customised, clarity of speech and computer specs.

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Sophie Barwick Headset testing with Dragon speech recognition software Tested by Name EPOS IMPACT 860 This test was originally performed the ANC but that headset has exactly same microphone as non version Microphone Test Viva Voce APRIL 2024 simplyheadsets au amfile file 937 product 2822 srsltid AfmBOoo3si2ewPPqfaan17Y1 s T5J3eUnkoGIGP1u7R8o bZvTLuSFD ||| Headset testing with Dragon speech recognition software. Tested by Viva Voce Speech Recognition Solutions Headset Name SKU SH to add Comments on microphone quality, Dragon error rate etc Performance in quiet environment **EPOS IMPACT 860** This test was originally performed with the 860 ANC but that...

lang:en score:25 filesize: 82.13 K page_count: 1 document date: 2024-04-16

Simply Headsets

Headset testing with Dragon speech recognition software.
Tested by Viva Voce Speech Recognition Solutions

Headset Name	EPOS IMPACT 860 ANC
SKU	9001174, 1001177
Comments on microphone quality, Dragon error rate etc	This corded headset microphone with active noise-cancelling earphones is comfortable and suitable for use in a quiet environment.
Performance in standard office noise	When using the headset microphone with Dragon in a noisy environment, the results were still impressive.
Microphone rating 1-5	Recognition accuracy rate 98.77% (i.e. an average of 1.23 recognition errors per 100 words).
Comments on comfort, wearability & functionality	The headset is comfortable, though it is on the heavy side (headset weighs 164 g, so might not be suitable for those who prefer a lighter headset). We tested the headset with a user profile that has a heavy side instead. Headsets with active noise-cancelling earphones are generally more comfortable than standard earbuds.
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Microsoft Word microphone test form simplyheadsets EPOS IMPACT 860 ANC 25 Mar 2024 1 Headset testing with Dragon speech recognition software Tested by The headset is comfortable though it is on the heavy side weighs 164 g so might not be suitable for those who prefer a lighter Microphone Test Viva Voce au amfile file 921 product 2814 srsltid AfmBOooIL9i7uZ8hsndbN 5HIBNc7JvxcuG66kX4Blupn4G17qp5Jjc |||

Headset testing with Dragon speech recognition software. Tested by Viva Voce Speech Recognition Solutions Headset Name **EPOS IMPACT 860 ANC** SKU Comments on microphone quality, Dragon error rate etc Performance in quiet environment 1001174, 1001177 This corded headset microphone with active noise-... lang:en score:25 filesize: 114.93 K page_count: 1 document date: 2024-04-15



[pdf] Datasheet

Datasheet EPOS IMPACT 860 ANC Duo headset USB C A 1001174 SynFore synfore nl sites default files 2024 03 |||

IMPACT 800 -serie De volgende generatie headsets voor kantoormedewerkers in het open kantoor, nieuwe stijl. Verhoog de efficiëntie met 40% door de reactietijd te verbeteren tijdens multitasking om de nauwkeurigheid te behouden met EPOS BrainAdapt™, toonaangevende spraakopname door EPOS AITM en adap... lang:nl score:22 filesize: 1.29 M page_count: 10 document date: 2024-01-16

NFON Preisliste				
Hardware Endkunde				
Produkt	Produktname	Produktcode	Produktart	UVP (€)
Fanvil H5 white	FanH5w	Handset	64	
Fanvil H3 white	FanH3w	Handset	54	
Fanvil H5W black	FanH5bwifi	Handset	72	
Fanvil H3W black	FanH3bwifi	Handset	64	
Fanvil H5 black	FanH5b	Handset	64	
Fanvil H3 black	FanH3b	Handset	54	
Gigaset PSU EU N720/670/870 (5 pieces)	GigH102PSU5pc	Accessoarie	73	
Gigaset PSU EU N720/670/870	GigH102PSU	Accessoarie	38	
Gigaset N670 IP Pro	GigH1070	Basestation	384	
Gigaset N670 IP Pro	GigH1070	Basestation	317	
Gigaset N870 IP Pro (with external antenna)	GigH1070IP	Handset	426	
Gigaset N50 IP PRO	GigH1050IPbase	Basestation	98	
Gigaset N50 IP PRO	GigH1050IP	Handset	337	
Gigaset DECT repeater HK	GigH1050RHK	Handset	337	
Gigaset S720H PRO	GigH1020H	Handset	300	
Gigaset S1800H PRO	GigH1080H	Handset	319	
Gigaset S720 PRO	GigH1020P	Handset	324	
Gigaset S870 IP Virtual Integrator Software License	GigH10870L	Licenz	492	
Gigaset N670 DECT Manager License	GigH10670L	Licenz	342	
Gigaset N50 IP PRO N720 Upgrade License	GigH1050N720L	Licenz	370	
Gigaset N50 IP PRO Manager License	GigH1050PROM	Licenz	337	
Gigaset N50 IP PRO C	GigH1050CHP	Standardtelefon	337	
Grandstream GXP-ATA HT818	GigHT8	Accessoarie	337	
Grandstream Connection cable	GTEkloopen	Accessoarie	37	
TELCO DW42 Series	GTEkloopen	Accessoarie	37	
Grandstream GXP-Gateway GW8	GGXW8224v2	Accessoarie	524	

[pdf] Accessories

Alexander Eble Preisliste anzeigen Hardware Telefone Headsets DECT ATA NFON hardware preisliste de a storyblok f 290788 ba77881c09 |||

Preisliste Hardware Endkunde Hinweis Produkt Produktcode Produktart eVP netto
 Fanvil H5 white Fanvil H3 white Fanvil H5W black Fanvil H3W black Fanvil H5 black
 Fanvil H3 black Gigaset PSU EU N720/670/870 5 pieces Gigaset PSU EU
 N720/670/870 Gigaset N870 IP Pro Gigaset N670 IP Pro Gigase...
 lang:de score:15 filesize: 335.28 K page_count: 11 document date: 2025-02-04

NFON Preisliste				
Hardware Endkunde				
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Fanvil H3 white	FanH3w	Handset	54	
Fanvil H5W black	FanH5bwifi	Handset	72	
Fanvil H3W black	FanH3bwifi	Handset	64	
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Gigaset PSU EU N720/670/870 (5 pieces)	GigH102PSU5pc	Accessoarie	73	
Gigaset PSU EU N720/670/870	GigH102PSU	Accessoarie	38	
Gigaset N670 IP Pro	GigH1070	Basestation	384	
Gigaset N670 IP Pro	GigH1070	Basestation	317	
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Gigaset N50 IP PRO	GigH1050IPbase	Basestation	98	
Gigaset N50 IP PRO	GigH1050IP	Handset	337	
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Gigaset S1800H PRO	GigH1080H	Handset	319	
Gigaset S720 PRO	GigH1020P	Handset	324	
Gigaset N670 IP Virtual Integrator Software License	GigH10870L	Licenz	492	
Gigaset N50 IP PRO DECT Manager License	GigH1050PROM	Licenz	342	
Gigaset N50 IP PRO N720 Upgrade License	GigH1050N720L	Licenz	370	
Gigaset N50 IP PRO Manager License	GigH1050PROM	Licenz	337	
Gigaset N50 IP PRO C	GigH1050CHP	Standardtelefon	337	
Grandstream GXP-ATA HT818	GigHT8	Accessoarie	337	
Grandstream Connection cable	GTEkloopen	Accessoarie	37	
TELCO DW42 Series	GTEkloopen	Accessoarie	37	
Grandstream GXP-Gateway GW8	GGXW8224v2	Accessoarie	524	

[pdf] Accessories Price List

Alexander Eble View price list Hardware Phones Headsets DECT ATA NFON hardware en a storyblok f 290788 2dfaf071cc |||

Price list Hardware Endcustomer Note Product Product code Product type eVP net
 Fanvil H5 white FanH5w Handset 64 Fanvil H3 white FanH3w Handset 54 Fanvil
 H5W black FanH5bwifi Handset 72 Fanvil H3W black FanH3bwifi Handset 64 Fanvil
 H5 black FanH5b Handset 64 Fanvil H3 ...
 lang:en score:15 filesize: 361.6 K page_count: 12 document date: 2025-02-04

NFON Preisliste				
Hardware Endkunde				
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Fanvil H5W black	FanH5bwifi	Handset	72	
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Fanvil H3 black	FanH3b	Handset	54	
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Preisliste Hardware Endcustomer Hinweis Produkt Produktcode Produktart eVP netto
 Fanvil H5 white FanH5w Handset 64 Fanvil H3 white FanH3w Handset 54 Fanvil
 H5W black FanH5bwifi Handset 72 Fanvil H3W black FanH3bwifi Handset 64 Fanvil
 H5 black FanH5b Handset 64 Fanvil H3 ...
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Preisliste Hardware Endkunde			
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Fanvil H5 white	FanH5w	Handset	64
Fanvil H3 white	FanH3w	Handset	54
Fanvil H5W black	FanH5bwf	Handset	72
Fanvil H3W black	FanH3bwf	Handset	64
Fanvil H5 black	FanH5b	Handset	64
Fanvil H3 black	FanH3b	Handset	54
Gigaset PSU 50 1172/0 478/872 (5 pieces)	GigE120PSU5pc	Accessorie	73
Gigaset PSU 50 1172/0 478/872	GigE120PSU	Accessorie	39
Gigaset N670 IP Pro	GigE120	Basestation	364
Gigaset N670 IP Pro	GigE120	Basestation	317
Gigaset N670 IP Pro (with external antenna)	GigE120	Basestation	416
Gigaset N630 IP PRO	GigE120PRO	Basestation	90
Gigaset DECT repeater HK	GigE800HK	Handset	327
Gigaset 720H PRO	GigE720H	Handset	300
Gigaset 1180H PRO	GigE1180H	Handset	319
Gigaset 720H PRO	GigE720H	Handset	325
Gigaset N670 IP Virtual Integrator Software	GigEintegrator	Licenses	493
Gigaset N670 DECT Manager License	GigEManager	Licenses	393
Gigaset N670 IP DECT Upgrade License	GigE120Upgrade	Licenses	371
Gigaset N670 DECT Manager License	GigE120UPGRADE	Licenses	318
Gigaset N670 IP C	GigE120C	Standardtelefon	347
Gratidream SIP-ATAH1818 v2	7133-0006	Accessorie	329
TELCO GXW40 Series	GTekopen	Accessorie	37

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Preisliste Hardware Endkunde Hinweis Produkt Produktcode Produktart eVP netto
Fanvil H5 white FanH5w Handset 64 Fanvil H3 white FanH3w Handset 54 Fanvil
H5W black FanH5bwifi Handset 72 Fanvil H3W black FanH3bwifi Handset 64 Fanvil
H5 black FanH5b Handset 64 Fanvil H3 b...

lang:de score:15 filesize: 352.67 K page_count: 11 document date: 2025-02-24

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Fanvil H3 white	FanH3w	Handset	54
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Gigaset 1180H PRO	GigE1180H	Handset	319
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Gigaset N670 DECT Manager License	GigEManager	Licenses	393
Gigaset N670 IP DECT Upgrade License	GigE120Upgrade	Licenses	371
Gigaset N670 DECT Manager License	GigE120UPGRADE	Licenses	318
Gigaset N670 IP C	GigE120C	Standardtelefon	347
Gratidream SIP-ATAH1818 v2	7133-0006	Accessorie	329
TELCO GXW40 Series	GTekopen	Accessorie	37

[pdf] Accessories

Alexander Eble Cennik dla użytkownika końcowego Sprzęt telefony zestawy słuchawkowe DECT Nfon 20250227 nfon hardware klient a storyblok f 290788 x 3e474b2f75 |||

Cennik Urzędzenia kocowe Klient kocowy Uwagi Produkt Kod produktu Rodzaj produktu Sugerowana cena detaliczna netto / Fanvil H5 white FanH5w Handset 64 Fanvil H3 white FanH3w Handset 54 Fanvil H5W black FanH5bwifi Handset 72 Fanvil H3W black FanH3bwifi Handset 64 Fanvil H5 b...

lang:it score:15 filesize: 736.93 K page_count: 11 document date: 2025-02-27