

IMPACT SD Series

When your work demands perfect communication all day every day, this wireless DECT solution delivers consistent, high-quality performance. Optimize calls with premium audio from EPOS' unique technologies and enjoy all-day user comfort.



We are rebranding from EPOS | SENNHEISER to EPOS branding on our products. During the transition period the same product may exist in both versions

Key Features

Get premium looks and performance

With an iconic design that combines style with functionality

Talk all day in comfort

With up to 12 hours talk time and lightweight, double-sided headset with extra soft ear pads

Discover premium audio for excellent call quality

Maximize speech intelligibility with EPOS Voice™ and an ultra noise-cancelling microphone

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

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

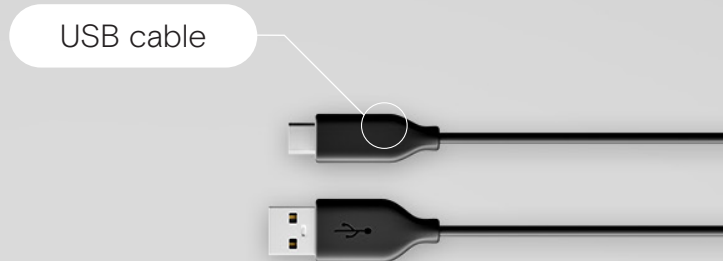
What's in the Box



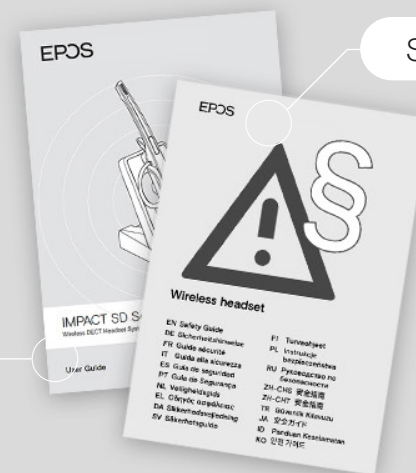
Base station



IMPACT SD Pro 2 ML



USB cable



Safety Guide

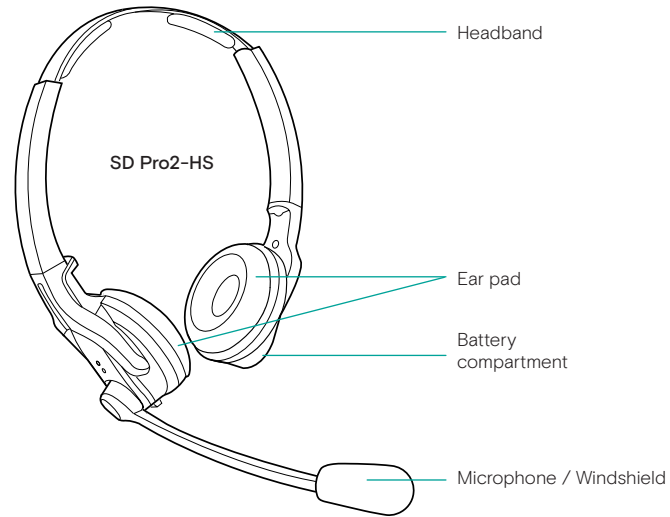
Quick Guide

Items in the box may vary depending on product variant and may include:

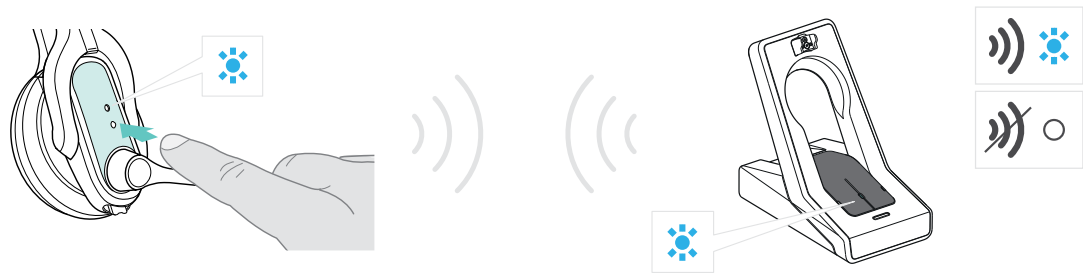
Power supply

Audio phone cable

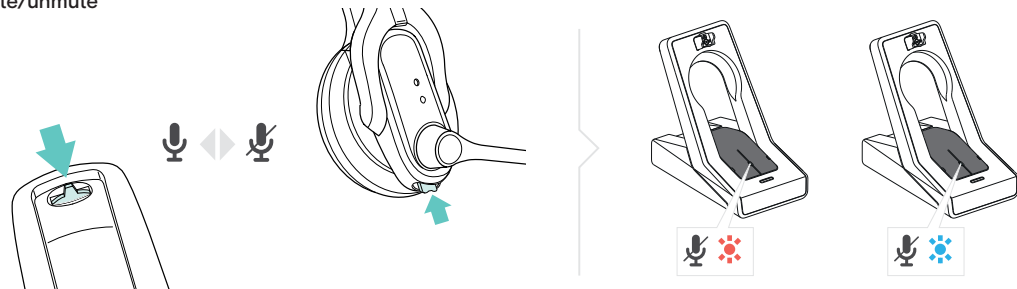
How to Use the IMPACT SD



Connecting the headset and the base station



Mute/unmute



Additional benefits & features



Get a premium look and performance

With an iconic design that combines style with functionality



Eliminate Wi-Fi interference

With DECT protected frequency band enabling increased number of headset users



Simple hot desking

Fast, secure pairing – simply dock the headset in the base station



Enable seamless call management

With intuitive interface to answer/end calls, mute and control volume



Secure your conversation

With effective and efficient encryption of all your calls



Protect your hearing

From acoustic shock with EPOS ActiveGard® technology



Stay mobile with fast charging

50% battery charges in just 20 minutes



Engage easily in phone conferences

With intuitive, easy setup of up to four headsets with the same base station

Product data

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General

Wearing style

Headband – single-sided and ear hook. Neckband optional* (SD Office variants)
Headband – single-sided (SD Pro 1 variants)
Headband – double-sided (SD Pro 2 variants)

Headset weight

0.86 oz / 24 g (SD Office ear hook)
1.76 oz / 50 g (SD Office headband)
2.28 oz / 65 g (SD Pro 1 variants)
2.98 oz / 85 g (SD Pro 2 variants)

Warranty

2 years

Audio

Speaker frequency response

150 Hz – 6.8 kHz (Wideband)
300 Hz – 3.5 kHz (Narrowband)

Microphone type

Noise-cancelling microphone (SD Office variants)
Ultra noise-cancelling microphone (SD Pro 1 & Pro 2 variants)

Microphone frequency response

150 Hz – 6.8 kHz (Wideband)
300 Hz – 3.5 kHz (Narrowband)

Noise cancellation

Noise-cancelling or ultra noise-cancelling microphone

Product data

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Technical

Charging time	1 hour
Standby time	Up to 100 hours
Battery time	Up to 8 hours (Wideband Mode) Up to 12 hours (Narrowband Mode)
Range	Line of sight: 590 ft / 180 m Typical office building: 180 ft / 55 m

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

Products variants

IMPACT SD OFFICE ML

IMPACT SD Pro 1 ML / SD Pro 2 ML

What's in the box

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

Headset, base station, power supply, USB cable, audio phone cable, printed quick guide, printed safety guide

Software

EPOS devices can be managed with following Software solutions:

EPOS Connect

Conduct firmware updates and configure headsets for personal audio preferences. EPOS Connect works for Windows, Mac® and VDI/Thin client environments: eposaudio.com/software-epos-connect

EPOS Manager

Manage, update and configure EPOS audio devices from any location - For both cloud and on-premises solutions: eposaudio.com/software-epos-manager

Product data

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Product	Connects to	Certifications	EAN code	UPC code
IMPACT SD Office ML - US Art. no. 1000561	Desk phone, PC/Softphone. Wireless DECT headset, single-sided with base station. Dual connectivity to desk phone and PC/ Softphone.	Webex by Cisco, Avaya, Alcatel-Lucent Enterprise, Enreach, Unify	57 14708 00362 5	8 40064 40362 7
IMPACT SD Pro 1 ML - US Art. no. 1000562	Desk phone, PC/Softphone. Wireless DECT headset, single-sided with base station. Dual connectivity to desk phone and PC/ Softphone.	Webex by Cisco, Avaya, Alcatel-Lucent Enterprise, Enreach, Unify	57 14708 00363 2	8 40064 40363 4
IMPACT SD Pro 2 ML - US Art. no. 1000563	Desk phone, PC/Softphone. Wireless DECT headset, single-sided with base station. Dual connectivity to desk phone and PC/ Softphone.	Webex by Cisco, Avaya, Alcatel-Lucent Enterprise, Enreach, Unify	57 14708 00364 9	8 40064 40364 1

Spare Parts & Accessories

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Product	Art. no.	Description	EAN code	UPC code
CEHS-AL 01	1000745	In combination with the Alcatel-Lucent EHS-compatible phones, the CEHS-AL 02 cable for electronic hook switch is compatible with the wireless IMPACT SDW 5000, DW, SD and D headset Series. Please check headset compatibility guide for more information.	5714708005469	840064405461
CEHS-AV 03	1000740	In combination with specific Avaya EHS-compatible phones, the CEHS-AV 03 cable for electronic hook switch is compatible with the wireless IMPACT SDW 5000, DW, SD and D 10 headset Series. Please check headset compatibility guide for more information.	5714708005414	840064405416
CEHS-AV 04	1000741	Together with specific Avaya and Grandstream EHS-compatible phones the CEHS-AV 04 cable for EHS is compatible with the wireless IMPACT SDW 5000, DW, SD and D 10 headset Series. Please check headset compatibility guide for more information.	5714708005421	840064405423
CEHS-CI 01	1000746	In combination with the Cisco EHS-compatible phones, the CEHS-CI 01 cable for electronic hook switch is compatible with the wireless IMPACT SDW 5000, DW, SD and D 10 headset Series. Please check headset compatibility guide for more information.	5714708005476	840064405478
CEHS-CI 02	1000747	In combination with various EHS-compatible phones with USB support, the CEHS-CI 02 cable for EHS is compatible with the wireless IMPACT 5000, DW, SD and D headset Series. Please check headset compatibility guide for more information.	5714708005483	840064405485
CEHS-NEC 02	1000754	In combination with EHS-compatible NEC digital phones, the CEHS-NEC 02 cable for electronic hook switch is compatible with the wireless IMPACT SDW 5000, DW, SD and D 10 headset Series. Please check headset compatibility guide for more information.	5714708005551	840064405553

Spare Parts & Accessories

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Product	Art. no.	Description	EAN code	UPC code
CEHS-DHSG	1000751	In combination with EHS-compatible phones, the CEHS-DHSG cable for electronic hook switch is compatible with the wireless IMPACT SDW 5000, DW, SD and D 10 headset Series. Please check headset compatibility guide for more information.	5714708005520	840064405522
CEHS-MB 01	1000711	The CEHS-MB 01 is an adapter cable for mobile phones. The cable enables mobile professionals to connect the mobile phone to a wireless headset. Please check headset compatibility guide for more information.	5714708005124	840064405126
CEHS-PA 01	1000715	In combination with Panasonic specific EHS-compatible phones, the CEHS-PA-01 cable for EHS is compatible with the wireless IMPACT SDW 5000, DW, SD and D 10 headset Series. Please check headset compatibility guide for more information.	5714708005162	840064405164
CEHS-PO 01	1000750	In combination with the Polycom EHS-compatible phones, the CEHS-PO 01 cable for electronic hook switch is compatible with the wireless IMPACT SDW 5000, DW, SD and D 10 headset Series. Please check headset compatibility guide for more information.	5714708005513	840064405515
DW BATT 03	1000726	Rechargeable battery suitable for IMPACT DW Series, SD Series and MB Pro Series headsets.	5714708005278	840064405270
HPH 01	1000778	Soft cotton hygiene cover, 10 pcs. For use with leatherette ring ear pads or acoustic foam ear pads. Suitable for following series within the IMPACT line: SC 600, SC 200, SC 30/60, DW, SD, MB Pro and the CC and SH Series.	5714708005797	840064405799
HSL 10 II	1000756	Handset Lifter	5714708005575	840064405577
HZP 29 DW 20+30	1000727	Leatherette ear pads (1 pair) incl. click ring suitable for: IMPACT DW Pro 1 headsets, DW Pro 2 headsets, SD Pro 1 headsets, SD Pro 2 headsets, D 30 headsets and the MB Pro Series headsets.	5714708005285	840064405287

Spare Parts & Accessories

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Product	Art. no.	Description	EAN code	UPC code
MCH 7	1000739	Power supply for MCH 7. Suitable for IMPACT 5000, DW Series, SD Series and D 10 PHONE. MCH 7 is a multi-USB power source that can power 5 CH 10 or CH 30 USB headset chargers simultaneously. A power supply is required (not included with the MCH 7).	5714708005407	840064405409
RJ45 - RJ9 - DW	1000709	The RJ45-2.5mm-audio cable is ideal for all users of IMPACT SDW 5000, DW, SD and D 10 wireless headsets, in combination with desk phones and wireless DECT handsets with a 2.5 mm jack connector. Please see headset compatibility guide for more information.	5714708005100	840064405102
RJ45-2.5mm-audio cable	1000713	The RJ45-2.5mm-audio cable is ideal for all users of IMPACT SDW 5000, DW, SD and D 10 wireless headsets, in combination with desk phones and wireless DECT handsets with a 2.5 mm jack connector. Please see headset compatibility guide for more information.	5714708005148	840064405140
Spare Mic foam, DW20/30	1000710	Microphone Pop Screen (10X)	5714708005117	840064405119
UNI PS US 01	1000705	Power supply for MCH 7. Suitable for IMPACT DW Series, SD Series and IMPACT D 10 Phone.	5714708005063	840064405065
USB cable - DW	1000708	USB-A to micro USB cable for wireless IMPACT SDW 5000, DW, SD and D 10 headset Series.	5714708005094	840064405096

Appendix

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Additional product data

Audio

EPOS Voice™ Technology

For a clear and natural listening experience

Microphone

Noise-cancelling microphone (SD Office variants)
Ultra noise-cancelling microphone (SD Pro 1 & Pro 2 variants)

Microphone frequency range

150 Hz – 6.8 kHz (Wideband)
300 Hz – 3.5 kHz (Narrowband)

Mute microphone

Yes

Speaker frequency response

20–20,000Hz

Speaker type

High-quality neodymium magnet speaker for outstanding audio quality

Speaker frequency response

150 Hz – 6.8 kHz (Wideband)
300 Hz – 3.5 kHz (Narrowband)

Appendix

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Additional product data

Technical

DECT	DECT for US - DECT 6.0 (1.920 to 1.930 MHz) DECT for BR - 1.910 - 1.920 MHz
GAP compatible	Yes (Headset)
Base station	SD OFFICE ML: Connects to desk phone and UC SD Pro 1 ML / SD Pro 2 ML: Connects to desk phone
Temperature range	Operational: +41 °F to +113 °F / +5 °C to 45 °C Storage: -4 °F to +158 °F / -20 °C to 70 °C
Battery (lithium polymer)	Exchangeable for service (see User manual)
Range	Line of sight: 590 ft / 180 m Typical office building: 180 ft / 55 m
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