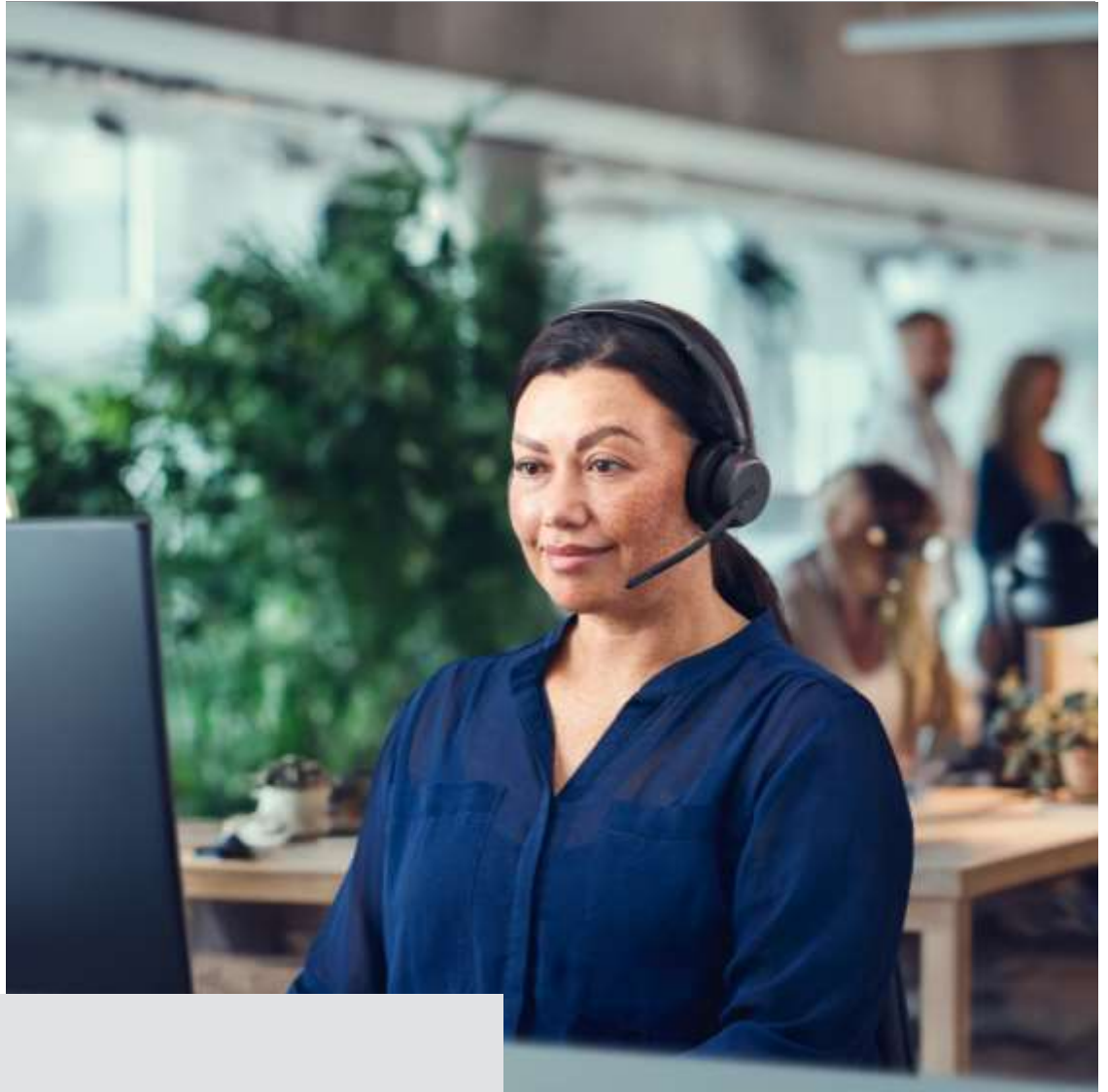


EPOS



IMPACT 1000
Frequently Asked
Questions

Introduction:

The IMPACT 1000 Series is built for the future of work where collaborating with AI agents and outsourcing tasks by voice is part of the everyday. As accuracy becomes critical for both people and machines, its AI-powered microphones deliver exceptional precision, capturing 99.5 out of 100 words correctly. Combined with hybrid adaptive ANC, EPOS BrainAdapt™ and Native Bluetooth®, it sets a new benchmark for clarity, focus, and productivity – everywhere you work.

All 5 variants in the IMPACT 1000 Series (Premium Microphone for Open Office, native Bluetooth) are Certified for Microsoft Teams and offer an easy way to connect, with the option of a dongle-free setup*

*A software release planned for the end of June via EPOS Connect will add support for Microsoft Teams over native Bluetooth®. This enables dongle-free calls across all five variants of the new IMPACT 1000 Series, also giving users of the USB SKUs the option of dongle-free calling. (For requirements and compatibility, please refer to [Microsoft's guidelines](#))

1. Do the headsets support multi-point connectivity?

- Yes. The headsets feature triple connectivity, allowing them to connect to up to three Bluetooth® devices simultaneously, such as a computer, mobile phone, and another Bluetooth device.
- They also support multi-device pairing and can remember up to eight previously paired devices.

2. What does a dongle-free set-up mean?

IMPACT 1000 headsets can connect directly to your computer, phone, or other device via built-in Bluetooth® – without the need for a USB dongle.

3. What are the advantages and potential trade-offs of native Bluetooth®?

Advantages:

- **True dongle-free simplicity**
Connect directly to the PC's built-in Bluetooth® radio—no extra hardware to plug in, carry, or manage.
- **Ideal for modern, mobile workflows**
Bluetooth® has matured significantly in mobile-first environments such as smartphones and tablets,

making native Bluetooth® a familiar and intuitive option for hybrid and flexible workstyles.

- **Reduced hardware footprint**

No occupied USB port and fewer accessories to handle—especially beneficial for lightweight laptops and clean desk setups.

- **Seamless multi-use compatibility**

One Bluetooth® connection can be used across work and personal devices, supporting a single headset for calls, media, and everyday audio.

- **Works well with up-to-date systems**

When paired with a newer-generation Bluetooth® chip, supported drivers, a current operating system, and a compatible soft phone, native Bluetooth® can deliver a solid calling experience.

- **No dependency on proprietary hardware**

Relies on standardized Bluetooth® technology built into the PC, avoiding the need for vendor-specific dongles.

- **Continuous platform improvement**

Operating systems, Bluetooth® standards, and UC platforms continue to evolve, steadily improving native Bluetooth® performance and support on the PC side.

Potential trade-offs:

- **Only the BTD 900c dongle supports the features:** Dictation Mode, Auto Pause, and Usage Mode.
- **Inconsistent Bluetooth stack behavior between PC configurations that can lead to higher likelihood of:**
 - o Random disconnections
 - o Audio switching issues
- **PC chipset quality affecting performance.** For requirements and compatibility, please refer to [Microsoft's guidelines](#)

4. What are the advantages and potential trade-offs of using a Bluetooth® dongle?

Advantages:

- **True plug and play experience**
The dongle comes pre paired with the headset, enabling instant setup straight out of the box—no manual Bluetooth pairing required.
- **More stable, professional grade connection**
Using dedicated firmware optimized for calls, the dongle delivers a more reliable audio connection than native Bluetooth®. Think of it as a cable

replacement: leveraging the proven USB protocol for consistent, professional audio performance.

- **Lower latency and better AV sync**
Reduced audio latency ensures clearer synchronization between audio and video—especially important for video meetings.
- **Extended wireless range**
The dongle and headset are optimized to communicate seamlessly, often providing a longer and more stable range than native Bluetooth®, typically up to 25–30 meters or more.
- **Simpler multi device workflow**
Many dongles store pairing information separately from the laptop's Bluetooth list, making it easier to switch between devices without re-pairing.
- **Seamless UC integration and certifications**
Certified dongles (e.g. for Microsoft Teams or Zoom) ensure headset controls such as mute and call answer work reliably within the UC platform.
- **Unlocks additional smart features (BTD 900c)**
Enables advanced functionality beyond the headset's built in capabilities, including Dictation Mode, Auto Pause, and Usage Mode.
- **Superior wideband audio quality**
Supports super wideband audio for both the user and the far end of the call, delivering clearer, more natural conversations.

Potential trade-offs:

- Occupies a port: Not ideal for port-limited tablets or laptops.
- Extra hardware to manage: Easy to lose if you travel.
- Slightly bulkier setup: Especially on laptops with side USB ports.

5. How do I know if my device is compatible with native Bluetooth®?

For requirements and compatibility please refer to Microsoft's guidelines here:

<https://learn.microsoft.com/microsoftteams/devices/bluetooth-h-devices>

6. Does native Bluetooth® work with both Windows and Apple operating systems?

For requirements and compatibility please refer to Microsoft's guidelines here:

<https://learn.microsoft.com/microsoftteams/devices/bluetooth-h-devices>

Which IMPACT 1000 headset should I choose (with or without the dongle)?

A dongle-free set-up may work for you if:

- You mainly connect to phones/tablets.
- Your laptop has Bluetooth® 5.x or newer. (Learn more about the Microsoft requirements [here](#))
- You value port space and minimal travel gear.

You may want to consider the IMPACT 1000 with dongle if:

- You're on daily calls or video meetings, and audio stability (microphone and speaker) is important.
- You work in a busy wireless office (lots of interference).
- You need a maximum range (walking around the office during calls).
- If you must rely on LED indication provided only by the dongle.
- If you want to enable super wideband

8. What if I use the IMPACT 1000 over native Bluetooth® on a device that is not a certified device?

You will still be able to use the IMPACT 1000 as a standard audio device for calls and music over Native Bluetooth®. However, some Microsoft Teams-specific features such as call controls (mute/answer/end) and optimized UC audio may be limited or not available.

9. What smart features does the IMPACT 1000 have?

- **LED features and functions:** Call control on headset, 360-degree busy light, mute LED on boom arm
- **Boom arm features:** Flexible, 270 degrees rotation for left and right wearing. Lift to mute, answer calls
- **Wearing detection:** Accept calls, mute, pause and resume media
- **Triple connectivity:** Stay connected wirelessly with up to three devices at the same time.

10. Does the IMPACT 1000 offer wireless charging?

Yes, the headset will wirelessly charge when placed at the charging stand, so you never have to think about running out of power.

Charging time:

With cable: 1.5 hours

Wireless charging: 2.5 hours

10 minutes gives up to 90 minutes

11. What is included in the box?

- Headset
- Charging stand*
- USB-C to USB-C cable
- BT-D 900c dongle*
- BT-D C to A Adapter*
- USB-C to USB-A Adapter*
- Carry pouch
- Documentation

*Depending on variant

12. What is EPOS BrainAdapt™?

EPOS' philosophy and practice of designing headsets with audio for the brain, not just the ears.

EPOS BrainAdapt™ consists of a group of technologies in EPOS headsets, including EPOS hybrid adaptive ANC and industry-leading microphone technology.

Using advanced noise reduction and microphone technology so it's easier for people to hear what matters, be heard clearly, and stay focused in noisy environments.

Read more about IMPACT 1000 Series here*

<https://www.eposaudio.com/products/impact-1000>

*The product page will be updated with the new variants 2026, June 9.