

# IMPACT 5000 Series

IMPACT SDW 5016 / 5015

IMPACT SDW 5014 / 5013

## Meet the future prepared

IMPACT SDW 5016 is a wireless DECT headset system for modern office professionals, providing future-proof device flexibility, next generation communication quality and advanced security to modern work environments. IMPACT SDW 5016 meets the challenges of evolving modern workplaces by providing a communication tool that lives up to users' expectations for multi-device usability, security and seamless customer interaction.

Modern office workers require mobility in the office and the ability to hold ad hoc collaborative meetings. Using multiple devices and often sitting at different desks, today's knowledge workers demand a flexible, personal communication solution that simply works. IMPACT SDW 5016 helps them meet the future prepared with the ultimate business communication tool.

- Superior sound:  
Natural, rich sound with super wideband audio
- Total flexibility:  
A hub for all your people, audio sources and headsets
- Higher productivity:  
Busy light and advanced collaboration features
- Enhanced security:  
With protected pairing and DECT Security certification

See more at [eposaudio.com/impact-sdw5000](https://eposaudio.com/impact-sdw5000)



## Key benefits & features

**Crisp and natural sound with super wideband,** for voice clarity that exceeds conventional business standards

**Exceptional speech intelligibility** with two microphone noise-cancelling system and pioneering own-voice detection technology

**Sound clarity in high density environments** with high density wideband mode

**Hearing protection from acoustic shock** by ensuring that the sound pressure level does not exceed 118 dB

**Optimized for major UC brands and certified for Skype for Business**

**Manage all calls from one headset** with triple connectivity to computer, desk and mobile phone\*

\* Connectivity depending on product variant



# IMPACT 5000 Series

## Superior sound

Successful communication is the key to an efficient business. The IMPACT SDW 5000 Series sets a new sound standard and features super wideband sound offering a voice experience beyond conventional business standards. Hear conversational nuances and experience a natural and richer sound for both communication and multimedia. Two microphone noise-cancelling system and pioneering own-voice detection technology deliver exceptional sound for improved speech intelligibility in noisy environments. A new wideband mode for communication in high density environments provides excellent sound for more users.

## Total flexibility

Answer all calls from a single device. With up to triple connectivity for softphone/PC, desk phone and mobile devices, the IMPACT SDW 5016 allows users to choose their own combination using the base station as a gateway to their preferred audio sources. It is also possible to connect a wired EPOS headset/speakerphone or a Bluetooth® headset (via the BTD 800 USB dongle) using the USB port on the base station. IMPACT SDW 5016 offers a choice of three wearing styles to cover all wearing preferences – a headband, ear hook and neckband solution for the perfect customized fit.\*

## Higher productivity

IMPACT SDW 5000 Series offers an array of smart features to enable seamless communication and collaboration for improved productivity. The busy light on the headset helps users to remain undisturbed during calls and conferences, and smart headset and base station controls deliver easy call management. The cloud-based EPOS Manager puts IT managers in control of all EPOS devices and manages assets, updates and configurations from one location. The IMPACT SDW 5016 is UC optimized and certified for Skype for Business to maximize productivity.

## Enhanced security

Security is a primary concern for a company's IT manager. IMPACT SDW 5016 comes with advanced security protocols to ensure that all communication is kept confidential. The IMPACT 5000 Series is DECT Security certified\* and designed with special focus on secure pairing, the most vulnerable part of a wireless system. The authentication process uses 128-bit keys and Protected Pairing ensures that sensitive pairing data cannot be intercepted over-the-air. EPOS Manager allows the IT manager to disable Bluetooth®, call merging and conferencing mode if required.



\* DECT SECURITY is the trademark of DECT Forum. The trademark may only be applied to products with the written licence of DECT Forum.

# IMPACT 5000 Series

## Product data

### General

Product description	<p><b>IMPACT SDW 5016:</b> Wireless DECT headset with base station. Triple connectivity to desk phone, PC/softphone and mobile devices. UC optimized and Certified for Skype for Business.</p> <p><b>IMPACT SDW 5015:</b> Wireless DECT headset with base station. Dual connectivity to desk phone and PC/softphone. UC optimized and Certified for Skype for Business.</p> <p><b>IMPACT SDW 5014:</b> Wireless DECT headset with base station. Dual connectivity to softphone/PC and mobile devices. UC optimized and Certified for Skype for Business.</p> <p><b>IMPACT SDW 5013:</b> Wireless DECT headset with base station. Single connectivity to softphone/PC. UC optimized and Certified for Skype for Business.</p>
Wearing style	Single-sided headset with three wearing styles – headband, ear hook and neckband
Weight	44 g / 1.55 oz. (Ear hook version) 58 g / 2.05 oz. (Headband version) 43 g / 1.52 oz. (Neckband version)
Ear pad size	ø 53 mm / 2.09 in
Personalization	Yes with nameplate on headset
Warranty	2 years

### Audio

Microphone	Digital MEMs microphones – two microphone noise-cancelling system for exceptional speech clarity
Microphone frequency range	100 Hz – 11.0 kHz (Super wideband) 100 Hz – 7.5 kHz (Wideband) 150 Hz – 3.5 kHz (Narrowband)
Speaker type	High-quality Neodymium Magnet Speaker for outstanding audio quality
Speaker frequency range	100 Hz – 11.0 kHz (Super wideband) 100 Hz – 7.5 kHz (Standard wideband and High density wideband) 150 Hz – 3.5 kHz (Narrowband)

### Technical

DECT	1.880 to 1.900 MHz (EU, UK, AUS) 1.920 to 1.930 MHz (US)
GAP compatible	Yes (Headset)
Headset	Connects to base station
Base station	SDW 5 BS connects to desk phone, softphone and up to two mobile devices simultaneously (Included in SDW 5016 and SDW 5015)  SDW 3 BS connects to softphone/PC and up to two mobile devices devices simultaneously (Included in SDW 5014 and SDW 5013)
BTD 800 USB dongle	For more information please see <a href="https://www.eposaudio.com/btd-800-usb">eposaudio.com/btd-800-usb</a> (Included in SDW 5016 and SDW 5014)
USB-A port	Supports call handling with EPOS devices and smartphone charging
Temperature range	Operational: +5 °C to + 45 °C / +41 °F to +113 °F Storage: -20 °C to + 70 °C / -4 °F to +158 °F
Battery (lithium polymer)	Exchangeable by service

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## Product data

### Technical

Range	Line of sight: 180 m / 590 ft Typical office building: 55 m / 180 ft
Automatic power adjustment	Yes (distance between headset and base)
Talk time	Up to 10 hours (Narrowband) Up to 7 hours (Density optimized wideband) Up to 8 hours (Wideband) Up to 6 hours (Super wideband)
Standby time	Up to 48 hours
Auto sleep mode when out of range	Yes, after 12 hours
Charge time	0-50%: 30 minutes 0-100%: 1 hour

### Hearing protection

EPOS ActiveGard® technology	Protect users against acoustic injury caused by sudden sound burst on the line
EU*/AUS Limiter depending on regional variant	Activation by dip switch, EPOS Connect and EPOS Manager software

### Security

Pairing intrusion protection	Protected pairing
Certification	DECT Security certified

### Content of delivery

What's in the box	<p><b>SDW 5016/SDW 5015</b> SDW 5 BS Base station, headset, headband, wearing style adapter with pre-mounted earhook, earbud (M) and cheek spacer, ear hook stabilizer, neckband, extra earbuds (S, L), BTD 800 USB dongle (Included in SDW 5016), USB cable, power supply, audio phone cable, printed quick guides (headset and base station), printed safety guide, printed compliance sheet</p> <p><b>SDW 5014/SDW 5013</b> SDW 3 BS Base station, headset, headband, wearing style adapter with pre-mounted earhook, earbud (M) and cheek spacer, ear hook stabilizer, neckband, extra earbuds (S, L), BTD 800 USB dongle (Included in SDW 5014), USB cable, power supply, audio phone cable, printed quick guides (headset and base station), printed safety guide, printed compliance sheet</p>
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### 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: <a href="https://www.eposaudio.com/software-epos-connect">eposaudio.com/software-epos-connect</a>
EPOS Manager	Manage, update and configure EPOS audio devices from any location - For both cloud and on-premises solutions: <a href="https://www.eposaudio.com/software-epos-manager">eposaudio.com/software-epos-manager</a>

### Software compatibility

UC & CC Compatible	Use our Compatibility tool to find the choices available to you and to learn about the different headset features: <a href="https://www.eposaudio.com/compatibility">eposaudio.com/compatibility</a>
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\*Noise At Work: The EU's „Noise At Work Directive“ (2003/10/EC) sets limits for two types of noise in the workplace: Acoustic burst and Sustained Noise.

# IMPACT 5000 Series

## Additional benefits & features

### Maximum flexibility via one single base station

– works with all IMPACT 5000 headsets and connects to a EPOS Bluetooth® headset or a wired headset or speakerphone

### Perfect customized fit

with the FlexFit™ system, offering 3 wearing style solutions. Choose between headband, ear hook or neckband

### Undisturbed calls

with a busy light on the headset. A busy light for the desk is available as an accessory.

### Easy configuration and management

for IT managers with EPOS Manager

### Enhanced security

with protected pairing, 128-bit authentication and DECT Security certification to keep all conversations confidential

### Long distance wireless range

– up to 180 m/ 590 ft with line of sight

### Hot desking

with fast, secure headset pairing

### Easy to set up phone conferences

of up to 4 IMPACT SDW 5000 headsets with the same base station





### Full workday of talk time

– up to 10 hours narrowband

### Fast charging

with 50 % battery in just 30 minutes

## Product overview

Connects to	Product	Details	EAN / UPC code
Desk phone, PC/softphone, Mobile devices 	<b>SDW 5016 - EU</b> Art. no. 1000619	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00420 2 UPC: 8 40064 40420 4
	<b>SDW 5016 - UK</b> Art. no. 1000620	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00421 9 UPC: 8 40064 40421 1
	<b>SDW 5016 - US</b> Art. no. 1000621	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00422 6 UPC: 8 40064 40422 8
	<b>SDW 5016 - AUS</b> Art. no. 1000622	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00423 3 UPC: 8 40064 40423 5
Desk phone, PC/softphone 	<b>SDW 5015 - EU</b> Art. no. 1000595	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00396 0 UPC: 8 40064 40396 2
	<b>SDW 5015 - UK</b> Art. no. 1000596	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00397 7 UPC: 8 40064 40397 9
	<b>SDW 5015 - US</b> Art. no. 1000597	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00398 4 UPC: 8 40064 40398 6
	<b>SDW 5015 - AUS</b> Art. no. 1000598	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00399 1 UPC: 8 40064 40399 3
	<b>SDW 5015 - JP</b> Art. no. 1000647	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00448 6 UPC: 8 40064 40448 8
	<b>SDW 5015 - BR</b> Art. no. 1000954	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00756 2 UPC: 8 40064 40756 4
PC/softphone, Mobile devices 	<b>SDW 5014 - EU</b> Art. no. 1000607	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00408 0 UPC: 8 40064 40408 2
	<b>SDW 5014 - UK</b> Art. no. 1000608	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00409 7 UPC: 8 40064 40409 9
	<b>SDW 5014 - US</b> Art. no. 1000609	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00410 3 UPC: 8 40064 40410 5
	<b>SDW 5014 - AUS</b> Art. no. 1000610	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00411 0 UPC: 8 40064 40411 2
PC/softphone 	<b>SDW 5013 - EU</b> Art. no. 1000583	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00384 7 UPC: 8 40064 40384 9
	<b>SDW 5013 - UK</b> Art. no. 1000584	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00385 4 UPC: 8 40064 40385 6
	<b>SDW 5013 - US</b> Art. no. 1000585	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00386 1 UPC: 8 40064 40386 3
	<b>SDW 5013 - AUS</b> Art. no. 1000586	Optimized for UC and Certified for Skype for Business	EAN: 57 14708 00387 8 UPC: 8 40064 40387 0

# IMPACT 5000 Series

## Spare Parts & Accessories

Product	Art. no.	Description	EAN / UPC code
<b>SDW D1 Accessory Pack</b>	1000982	Carry pouch and USB-A charging cable for IMPACT 5000 headsets	EAN: 57 14708 00784 5 UPC: 8 40064 40784 7
<b>SDW D1 USB</b>	1000299	USB DECT dongle	EAN: 57 14708 00100 3 UPC: 8 40064 40100 5
<b>SDW D1 USB - US</b>	1000978	USB DECT dongle	EAN: 57 14708 00780 7 UPC: 8 40064 40780 9
<b>SDW 10 HS</b>	1000631	Headset for SDW 5016, SDW 5015, SDW 5014 and SDW 5013 with three wearing styles	EAN: 57 14708 00432 5 UPC: 8 40064 40432 7
<b>SDW 5 BS - EU</b>	1000679	Base station for SDW 5016 and SDW 5015 (without BTD 800 dongle)	EAN: 57 14708 00480 6 UPC: 8 40064 40480 8
<b>SDW 5 BS - UK</b>	1000680	Base station for SDW 5016 and SDW 5015 (without BTD 800 dongle)	EAN: 57 14708 00481 3 UPC: 8 40064 40481 5
<b>SDW 5 BS - US</b>	1000681	Base station for SDW 5016 and SDW 5015 (without BTD 800 dongle)	EAN: 57 14708 00482 0 UPC: 8 40064 40482 2
<b>SDW 5 BS - AUS</b>	1000682	Base station for SDW 5016 and SDW 5015 (without BTD 800 dongle)	EAN: 57 14708 00483 7 UPC: 8 40064 40483 9
<b>SDW 3 BS - EU</b>	1000683	Base station for SDW 5014 and SDW 5013 (without BTD 800 dongle)	EAN: 57 14708 00484 4 UPC: 8 40064 40484 6
<b>SDW 3 BS - UK</b>	1000684	Base station for SDW 5014 and SDW 5013 (without BTD 800 dongle)	EAN: 57 14708 00485 1 UPC: 8 40064 40485 3
<b>SDW 3 BS - US</b>	1000685	Base station for SDW 5014 and SDW 5013 (without BTD 800 dongle)	EAN: 57 14708 00486 8 UPC: 8 40064 40486 0
<b>SDW 3 BS - AUS</b>	1000689	Base station for SDW 5014 and SDW 5013 (without BTD 800 dongle)	EAN: 57 14708 00490 5 UPC: 8 40064 40490 7

