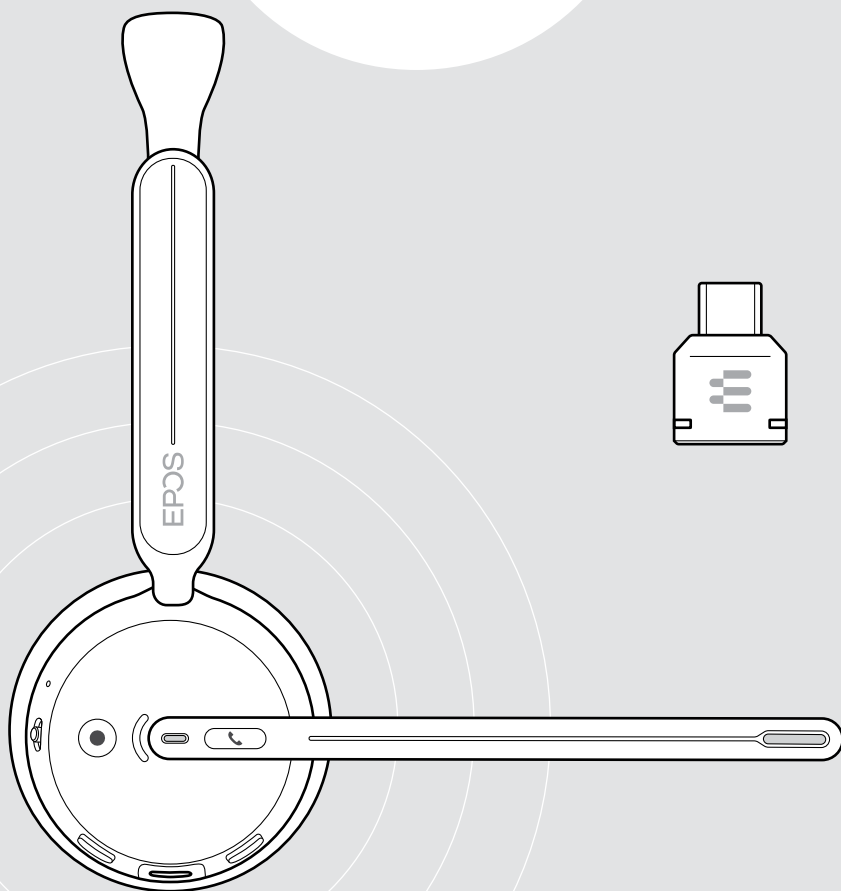
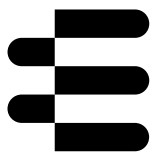




IMPACT 400 series

On-ear Bluetooth® headset with ANC

Contents

Welcome	3
Package contents	4
IMPACT 400 at a glance	5
Icons at a glance	5
Headset at a glance	5
Dongle at a glance	12
Getting started	13
Connection possibilities	13
A Connecting the dongle	14
B Pairing with your Bluetooth® devices	15
C Connecting via USB & charging the battery	17
Installing the EPOS Connect mobile app	18
Installing the EPOS Connect desktop app	18
Changing audio settings – Microsoft® Windows	19
How to wear the headset	20
Adjusting and wearing the headset	20
Positioning the microphone	20
How to use – the basics	21
Switching the headset on – auto connect	21
Switching the headset off	22
Changing the volume	23
Muting the headset's microphone	25
Using Active Noise Cancellation	26
Using TalkThrough	27
Making calls using the headset	28
Making a call	28
Accepting / rejecting a call	29
Putting a call on hold (pause)	31
Ending a call	31
Managing multiple calls	32
Using the voice assistant / voice dial	33

Using Microsoft® Teams	34
Invoking Microsoft® Teams	34
Checking Teams Notifications	35
Raising hand in a Teams meeting	35
Listening to media	36
Good to know	37
Charging the headset	37
Verifying battery power / remaining talk time	39
Adjusting the Sidetone	40
Changing the voice prompts' language	40
Enabling / disabling an Audio Limiter	41
Enabling / disabling Busylight LED	41
If you are close to leave the Bluetooth range	42
Pairing with the dongle	43
Maintaining & updating products	45
Cleaning the products	45
Transporting and storing the products	46
Replacing the ear pads	47
Updating the firmware	48
Replacing the headset's rechargeable battery	51
If a problem occurs	52

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Welcome

Engineered for the open office and designed for hybrid professionals. This high-value headset combines advanced voice pickup, exceptional battery life, and intelligent audio technologies.

EPOS voice pickup technology ensures your speech is captured clearly, achieving 99%-word recognition even in noisy environments. That means your message gets through accurately to customers, colleagues, and AI agents.

Certified for Microsoft Teams, it enables confident collaboration across calls, meetings, and AI-powered workflows.

Key benefits & features

Outstanding voice pickup

Premium Microphone for Open Office, featuring EPOS voice pickup technology for proven voice clarity in any environment.
Certified for Microsoft Teams.

Exceptional battery life you can rely on

With up to 39 hours of use and Bluetooth® Low Energy Audio, you get uninterrupted performance every day.

Built for all-day performance

A lightweight headset with intuitive microphone boom-arm control: lift to mute and lower to unmute or answer incoming calls.

99%-word recognition in noisy environments

Advanced voice pickup captures your speech, ensuring your message gets through to customers, colleagues, and AI agents.

Advanced hybrid ANC for fewer distractions

Powered by EPOS BrainAdapt™, hybrid ANC reduces listening effort and helps you maintain focus throughout the day.



For safety instructions, consult the Safety Guide.



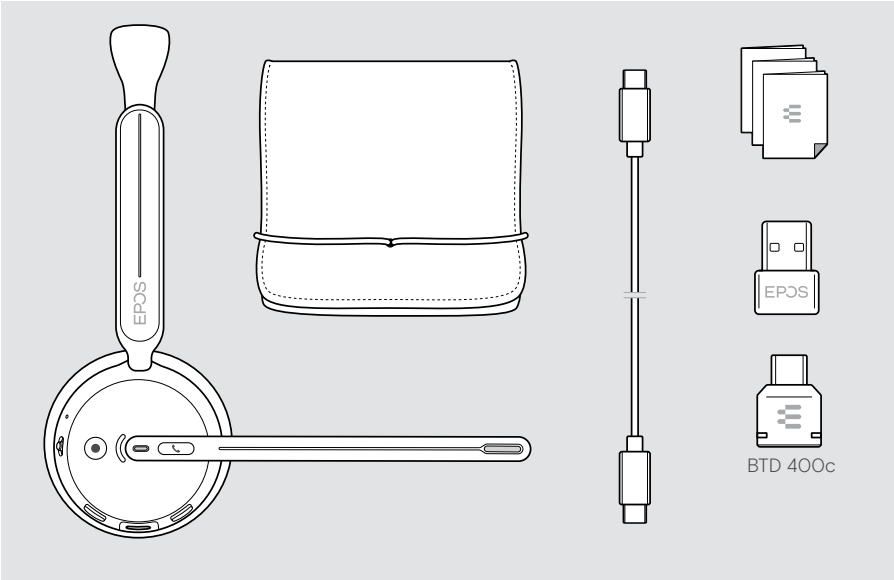
For specifications, consult the Fact sheet available at eposaudio.com



A list of accessories can be found on the product page at eposaudio.com

Package contents

IMPACT 400 MS UC ANC WL

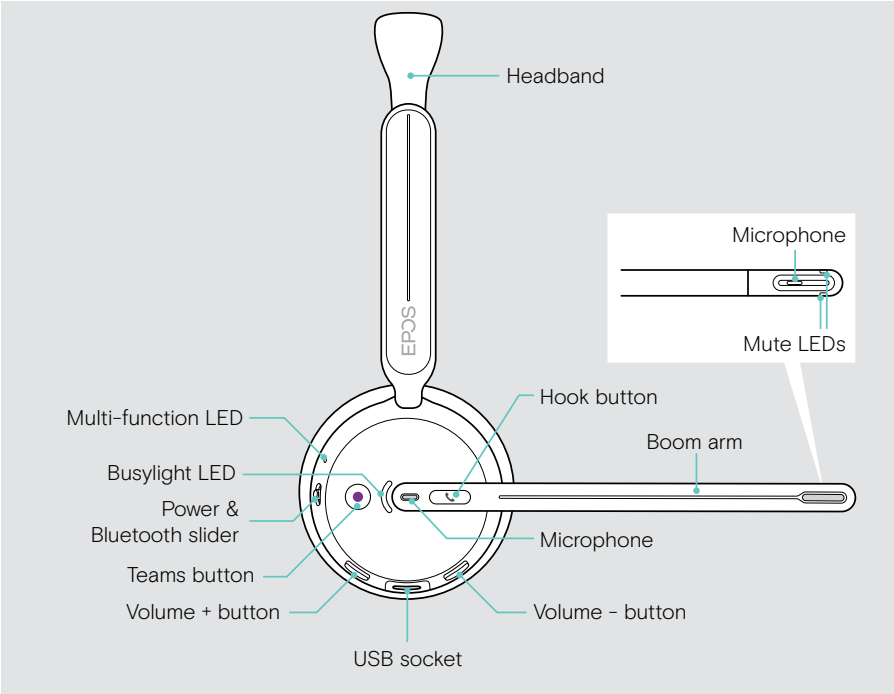


IMPACT 400 at a glance

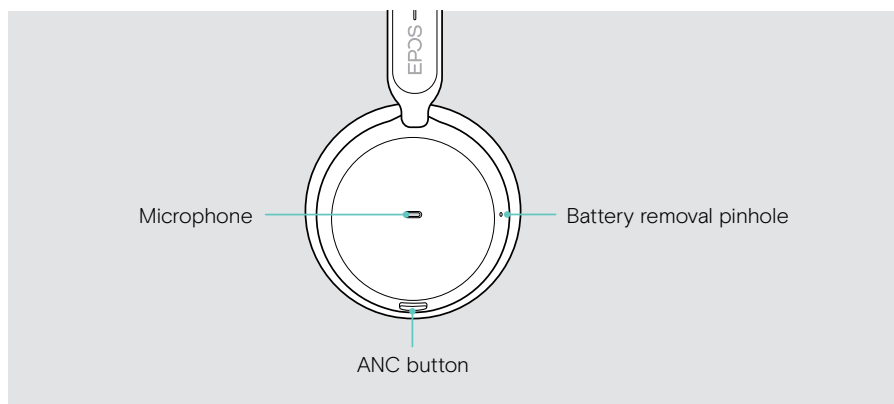
Icons at a glance

	Tap the button		Notes: Good to know
	Double tap the button		LED indications
	Press and hold the button		You hear a voice prompt or tone

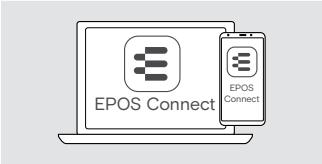
Headset at a glance



Headset 2nd earcup



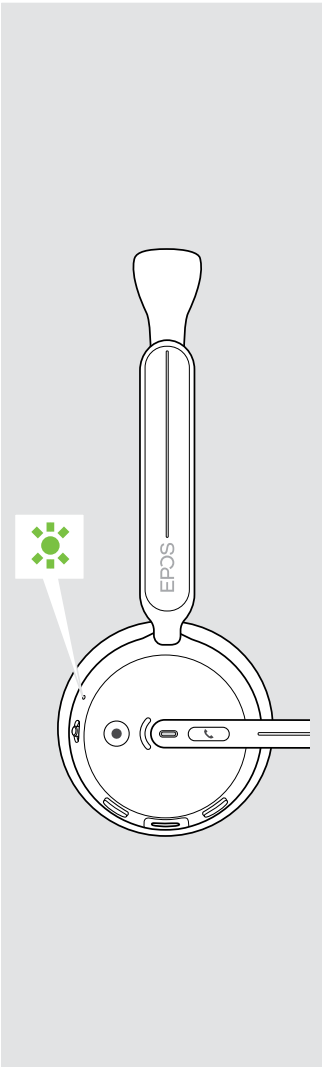
Headset LEDs at a glance

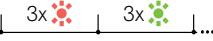


You can change some of the LED settings via [EPOS Connect](#).

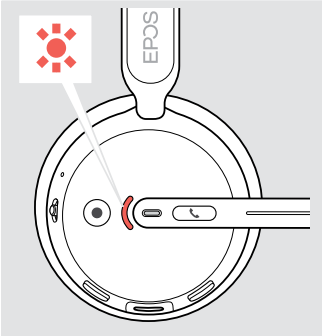
Multi-function LED

Meaning

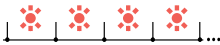


3x 	Headset switches on
 ...	Headset in pairing mode: searching for mobile device/ dongle
 ...	Headset searches for Bluetooth devices
3x 	Pairing was successful Connecting to Bluetooth device was successful
3x 	Headset switches off
  ...	Headset is being charged: color indicates battery status
  ...	
  ...	
 3x 	Remaining battery power requested
 3x 	
 3x 	
  ...	Headset fully charged
 ...	Firmware is being updated
3x 	Pairing list has been cleared
 ...	Headset resets to factory settings

Busylight LED



Meaning



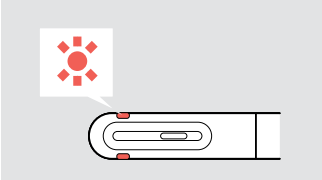
Incoming call:
if you do not wear the
headset



Active call

Call on hold

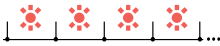
Mute LED at boom arm



Meaning

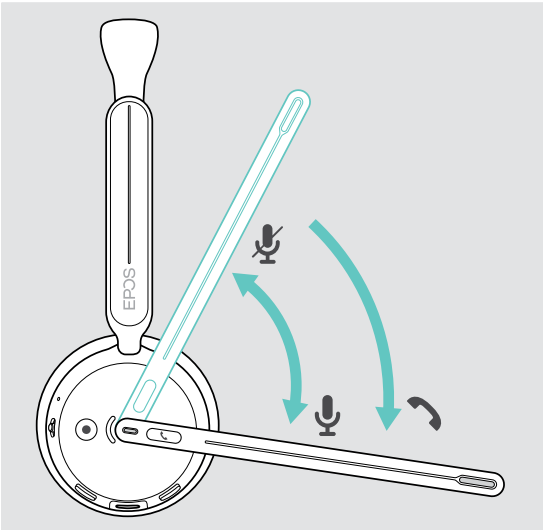


Microphone muted



Talking while microphone is
muted

Boom arm functions at a glance



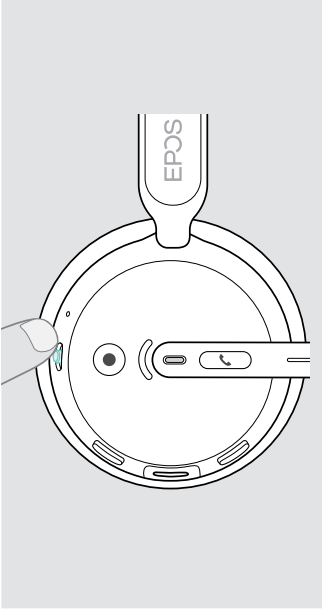
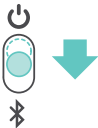
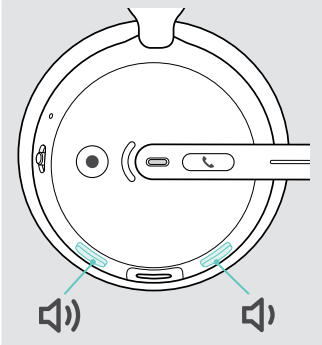
Lift boom arm:

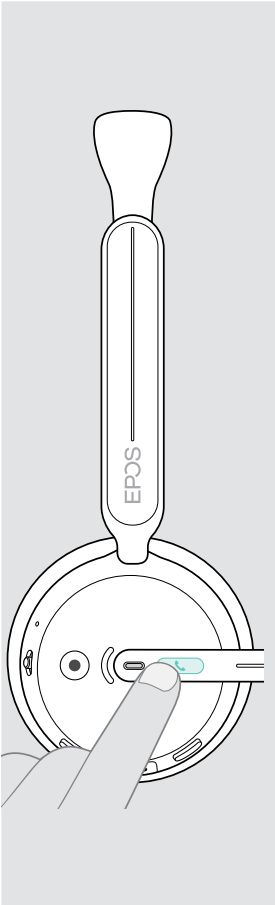
- Mutes the microphone

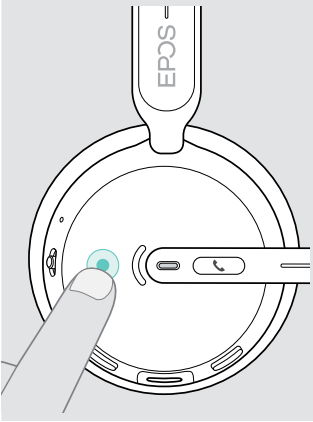
Lower boom arm:

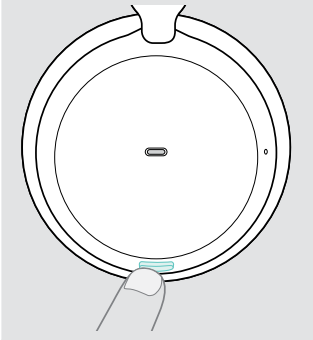
- Unmutes the microphone
- Accepts an incoming call

Headset buttons at a glance

Power & Bluetooth slider	Press	Function	Page
		Switches the headset on	21
		Switches the headset off	22
		Pairs the headset with a Bluetooth device	15
		Requests remaining battery power	39
		Cancels pairing (Pairing mode)	15
		Clears pairing list	54
Volume buttons	Press	Function	Page
		Increases or decreases the volume (press or press and hold)	23

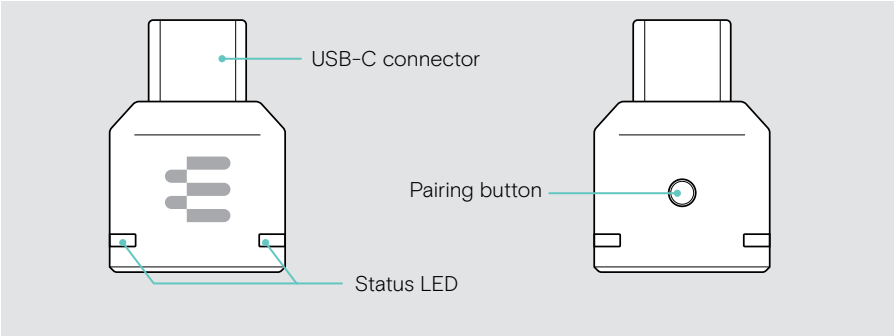
Hook button	Press	Function	Page
		 Accepts a call	29
		 Ends a call	31
		 2 calls: Answers incoming & ends active call	32
		 2 calls: Ends active and keeps 2nd call on hold	33
		 Starts / pauses audio playback	36
		Cancels voice assistant	33
		 Puts an active call on hold (pause) / unholds call	29
		 2 calls: Answers incoming & puts active call on hold	32
		 2 calls: Toggles between two calls	33
		 Skips to the next track	36
		 Skips to the previous track	36
		 Rejects a call	30
		Activates voice assistant	33

Teams button	Press	Function	Page
		Invokes Microsoft Teams	34
		Raises / lowers hand in a Teams meeting upon release	35

ANC button	Press	Function	Page
		Switches ANC on / off	26
		Switches TalkThrough on/off (only if ANC is switched on)	27

Dongle at a glance

The dongle BTD 400c is included in the IMPACT 400 MS UC ANC WL bundle. It is also available as an accessory.



Dongle LEDs at a glance

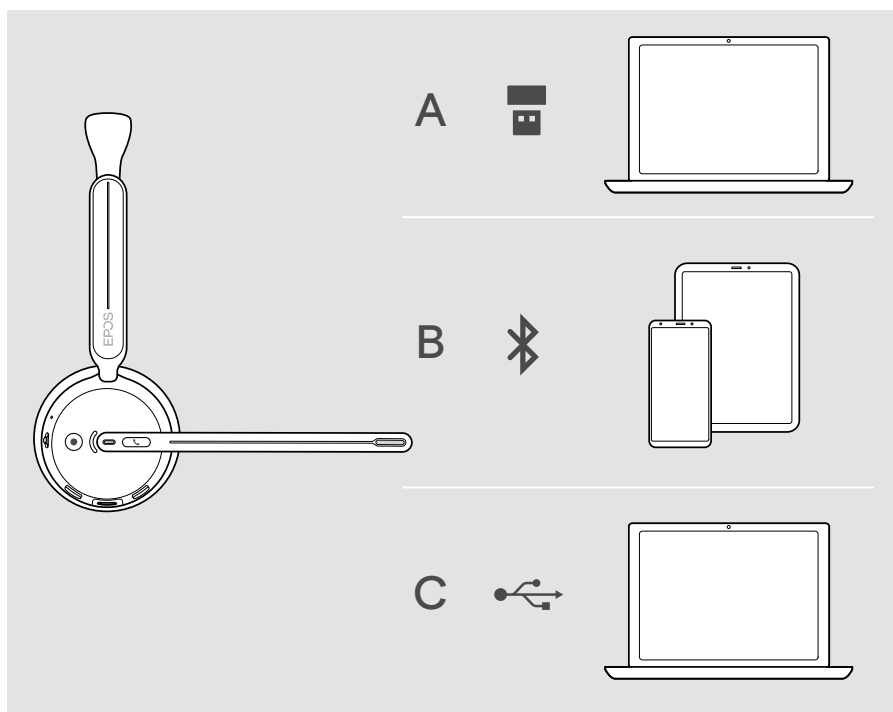
Dongle	LED	Meaning
		Dongle tries to connect to the headset Incoming call
		Dongle and headset connected
		Active call Audio streaming
		Connected to Teams
		Teams notification
		Microphone of the connected headset is muted
		Dongle in pairing mode: searching for headset
		Pairing successful Clears pairing list
		Pairing failed

Getting started

Connection possibilities

You can connect the headset:

- **A** via the **Bluetooth dongle** to a computer **or**
- **B** via **Bluetooth** to a mobile device (e. g. smartphone, tablet)
- **C** via the **USB cable** to a computer



C If you connect the headset via USB cable it will automatically be charged. With the cable connected, you can use the headset even if the battery is empty.

A Connecting the dongle

The dongle BT-D 400c is included in the IMPACT 400 MS UC ANC WL bundle.

Upon arrival the dongle is already paired with the headset. It is also available as an accessory: Follow the instructions on page 43.

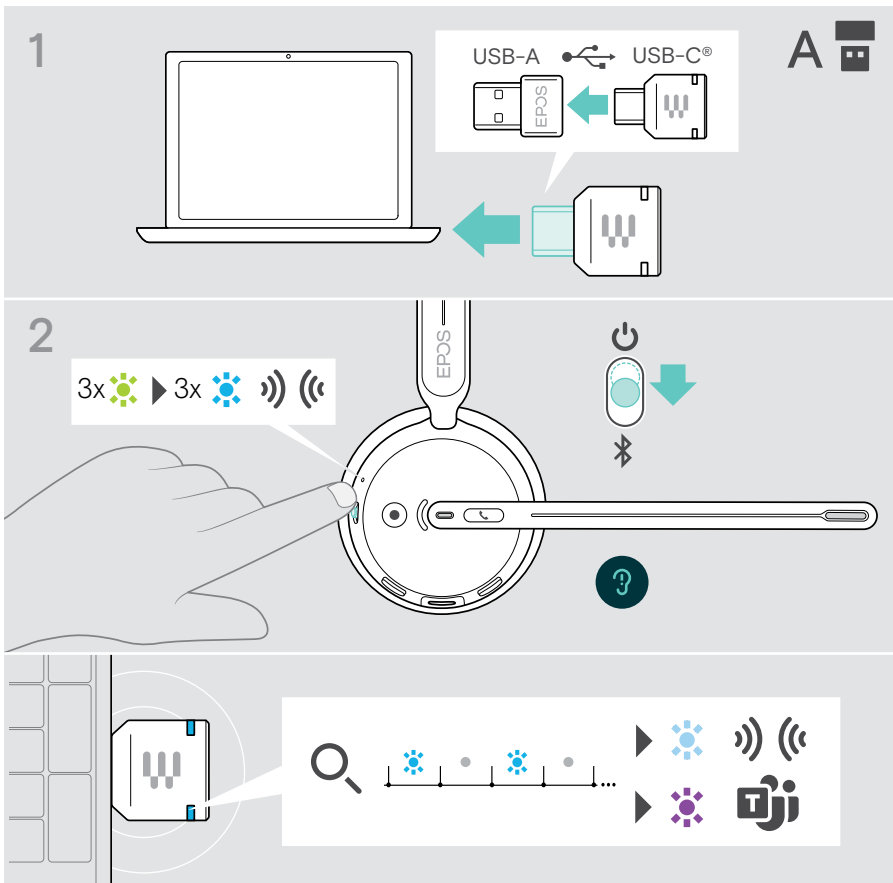
- 1 Attach or detach the BT-D C to A Adapter.

Plug the dongle into a **USB-C or USB-A** port of your computer.

The dongle LED flashes blue while searching.

- 2 Move the Power slider to the center to switch on the headset.

The LED flashes 3 times green and 3 times blue as soon as it is connected to the dongle. The dongle LED switches to dimmed blue. If Microsoft Teams is running: The dongle lights up purple instead of blue.

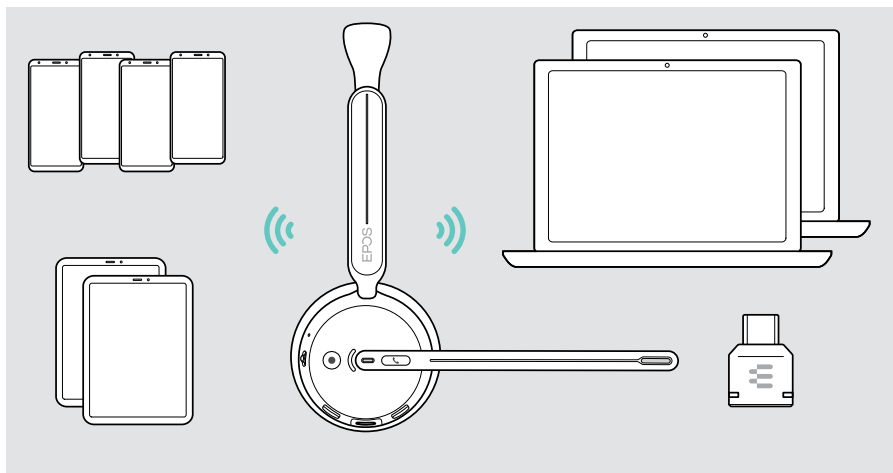


B Pairing with your Bluetooth® devices

To transmit data via Bluetooth, you first have to pair your headset to a wireless device. The delivered dongle is already paired with the headset.

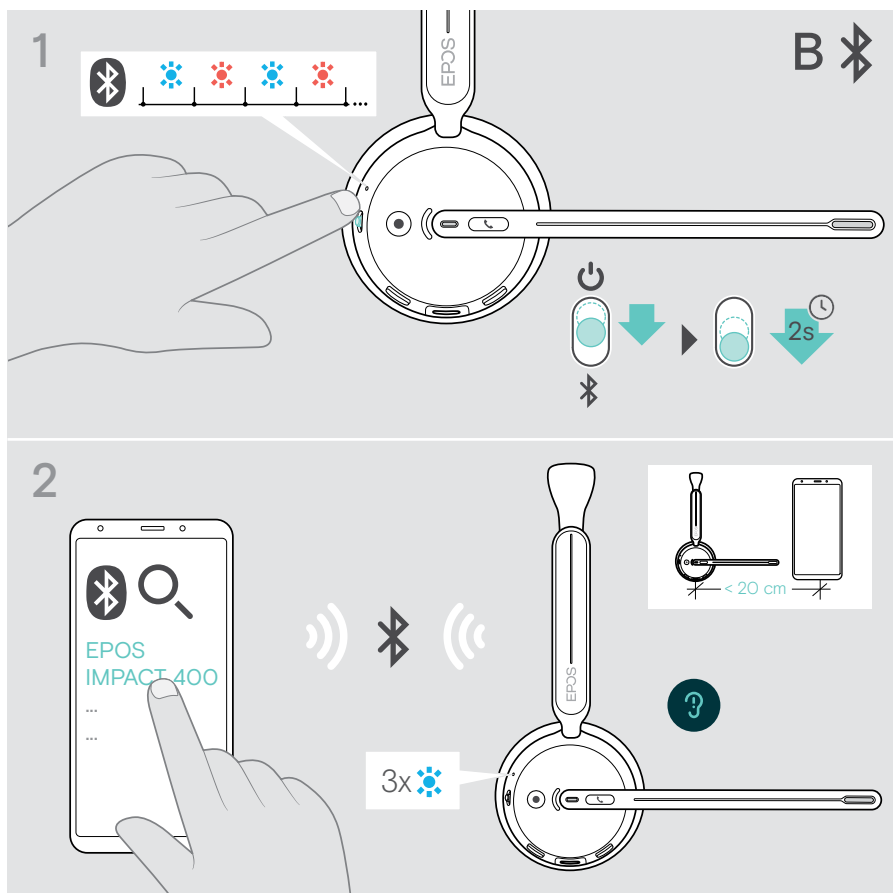
The headset can save up to eight paired devices. If you pair the headset with a ninth device, the device with the oldest activity in the pairing list will be overwritten. If you want to re-establish a connection with this device, you have to pair it again.

The headset can be connected to two of the paired devices at the same time. You can only connect another device by disconnecting one of the already connected devices.



Pairing the headset via Bluetooth with a mobile device

- 1 Move the Power slider to the center to switch the headset on. The LED flashes 3 times green.
Move the Power slider in the direction of the Bluetooth icon and hold it until the LED alternately flashes blue and red (pairing mode).
- 2 Search for Bluetooth devices and select **EPOS IMPACT 400** to establish the connection – see instruction manual of your mobile device. Once the headset is paired with the mobile device, the LED flashes blue 3 times and switches off.



To cancel pairing:

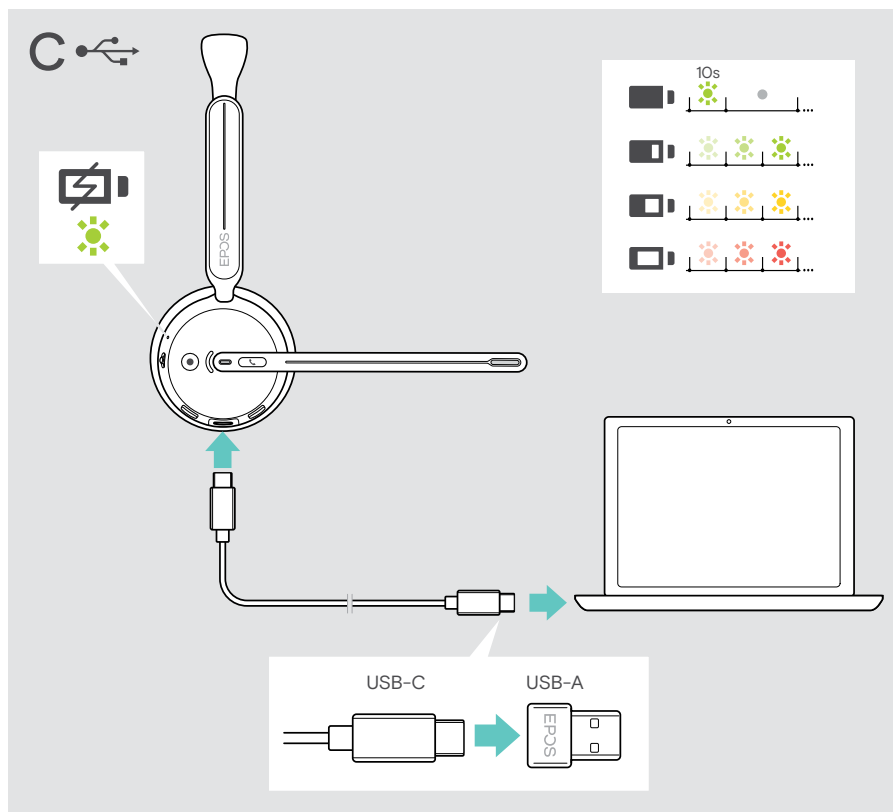
- > Move the Power slider in the direction of the Bluetooth icon shortly.

C Connecting via USB & charging the battery

The USB cable allows to charge the headset battery while using it for calls or media reproduction.

- > Connect the supplied USB cable to the USB socket of the headset and a USB socket of your computer.

The battery is being charged. The LED pulses red, yellow, or green – depending on the battery status. When fully charged, the LED lights up green for 10 seconds and then switches off.



To disconnect the USB cable:

- > Pull the plugs out of the headset and your computer.

Installing the EPOS Connect mobile app

The free **EPOS Connect mobile app** allows you to configure your headset and offers additional settings.

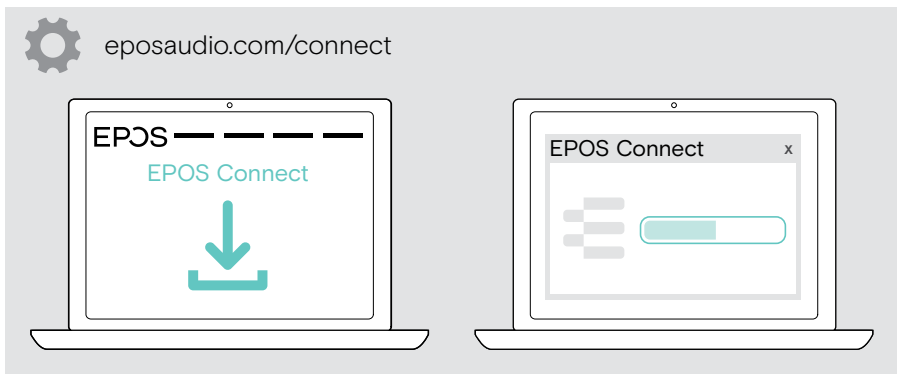
- > Open the App Store or Google Play app on your mobile device.
- > Search for “**EPOS Connect**”.
- > Download and install the app.



Installing the EPOS Connect desktop app

The free **EPOS Connect software** allows you to configure and update your headset and offers additional settings.

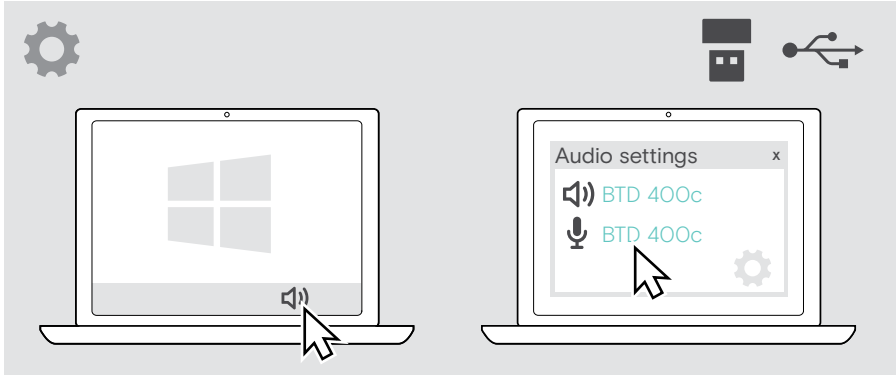
- > Download the software from eposaudio.com/connect.
- > Install the software. You need administrator rights on your computer – if necessary, contact your IT department.



Changing audio settings – Microsoft® Windows

Windows usually changes the Audio settings automatically if you connect a new headset. If the headset is connected but you hear no sound:

- > Right-click the Audio icon.
- > Select under output BTD 400c as speaker.
- > Select under input BTD 400c as microphone.

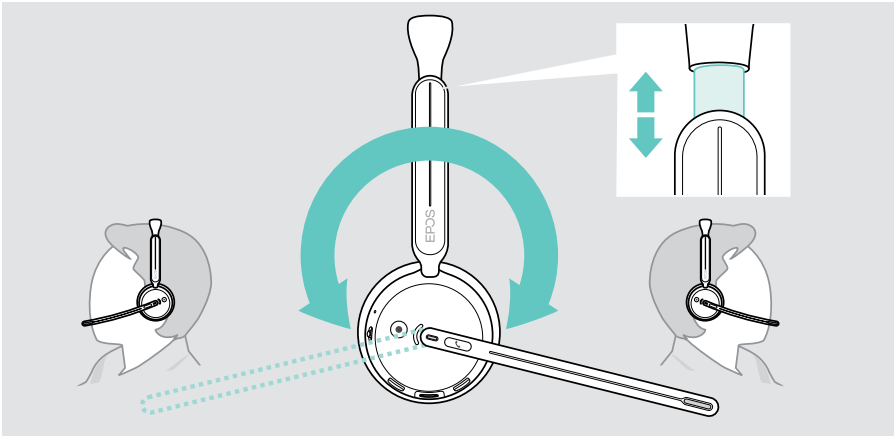


How to wear the headset

Adjusting and wearing the headset

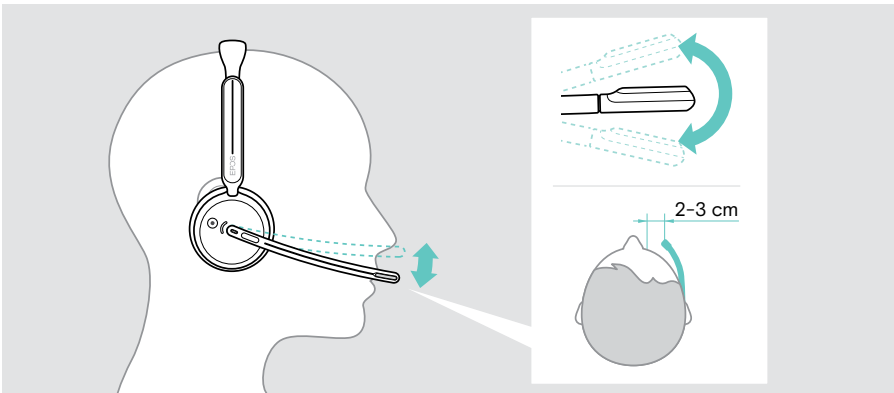
For good sound quality and best possible wearing comfort:

- > Rotate the microphone boom to change wearing side.
- > Adjust the headset so that the ear pads rest comfortably on your ears.
- > Change the wearing side in [EPOS Connect](#) to swap the stereo channels.



Positioning the microphone

- > Bend and rotate the boom arm so that the microphone is about 0.8" (2 cm) from the corner of your mouth.



How to use – the basics



CAUTION

Risk of hearing damage!

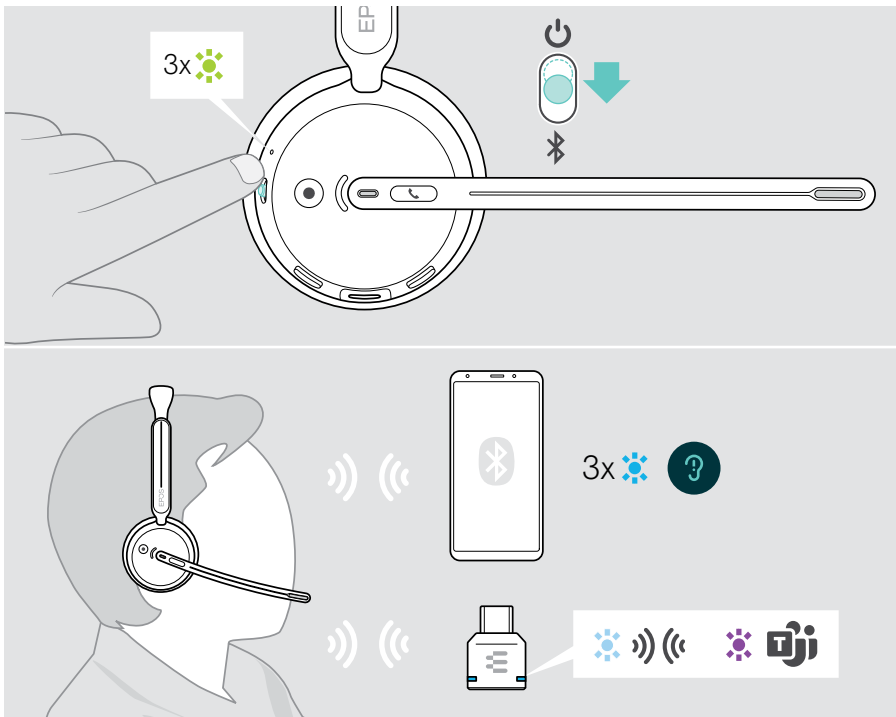
Listening at high volume levels for long periods can lead to permanent hearing defects.

- > Set the volume on your connected device to a low level before putting on the headset.
- > Do not continuously expose yourself to high volumes.

Switching the headset on – auto connect

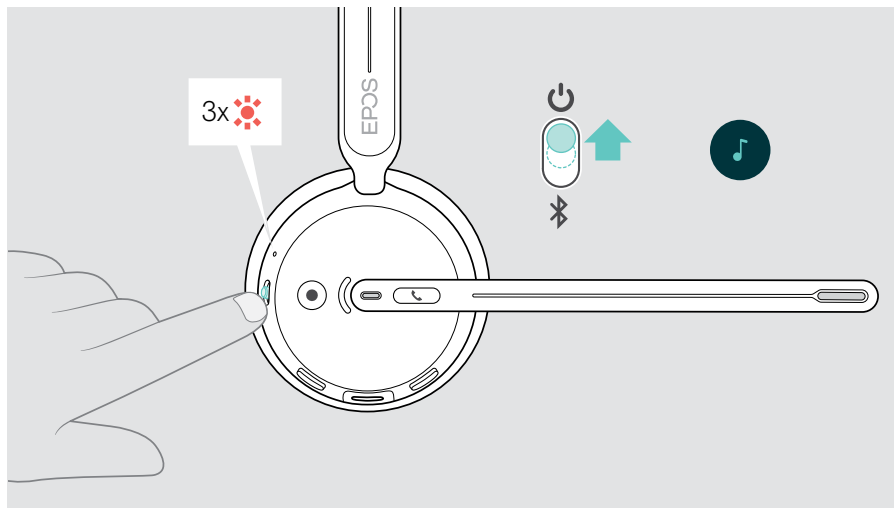
- > Move the Power slider to the center to switch the headset on.

The LED flashes 3 times green. The headset automatically tries to connect to the 2 latest used devices. If these are not available, the headset tries to find other paired devices. Once the connection is successfully established, you hear a voice prompt and the LED flashes 3 times blue.



Switching the headset off

- > Move the Power slider in the direction of the standby icon. The LED flashes red 3 times and the headset switches off.



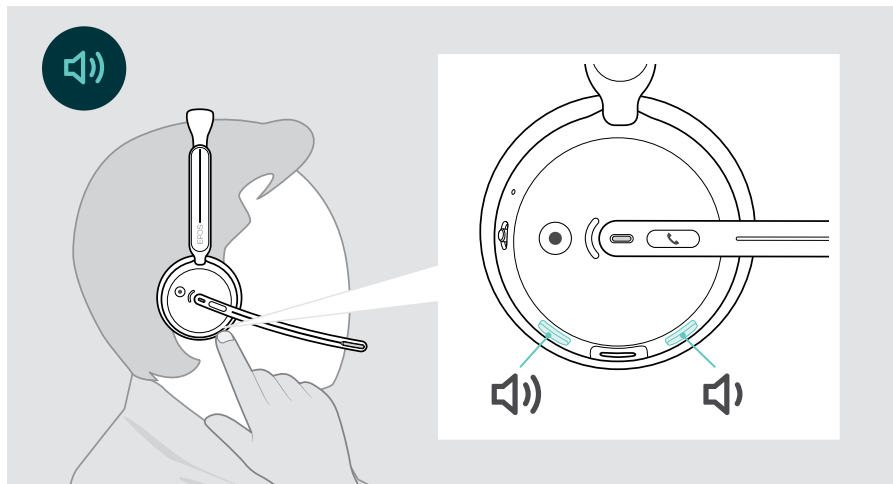
- > Charge the headset – see page 37.

Changing the volume



Call and media volume
during an active call or media streaming

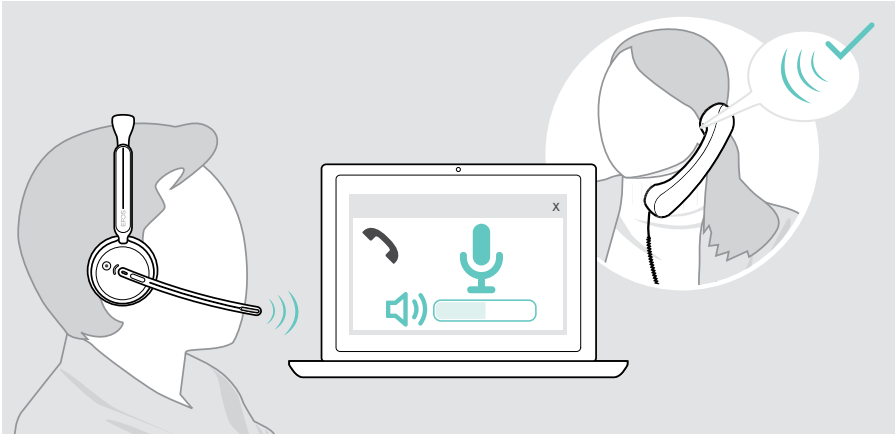
- > Tap the volume button + or - to increase or reduce the volume. **OR**
- > Press and hold the button for fast volume changes.



Alternatively, you can adjust the volume for calls and media streaming on your connected device.

Adjusting the headset's microphone volume for softphones

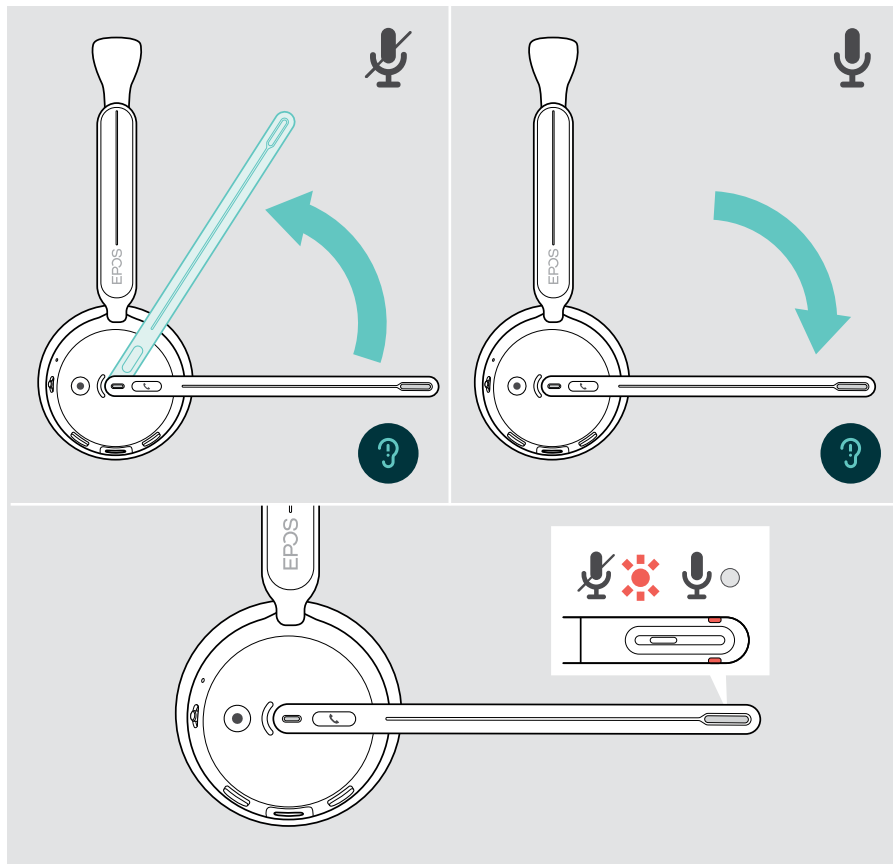
- > Initiate a call on your connected device to someone who will help you find the correct volume setting for your microphone.
- > Change the microphone volume in your softphone application and/or in your computer's audio application.



Muting the headset's microphone

- > Move the boom arm up to mute (you feel a slight resistance)* or down to unmute the microphone.

The Mute LED lights up red while muted.



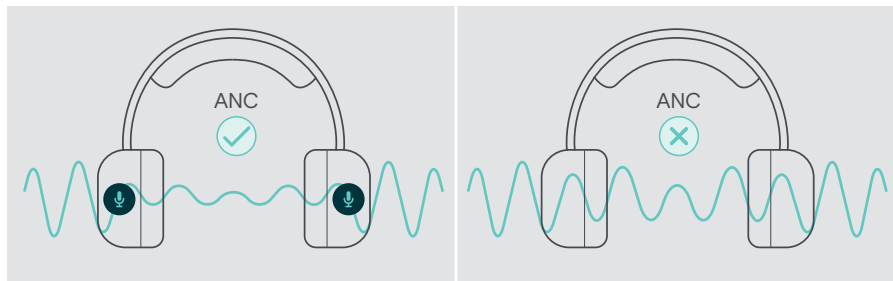
The LED flashes red if you are talking while the microphone is muted.



*This function can be activated/deactivated via EPOS Connect.

Using Active Noise Cancellation

The IMPACT 400 provides attenuation of ambient noise using Active Noise Cancellation (ANC) technology. Special microphones reduce background noise, such as keyboard sounds or chats from colleagues in an open office environment.



If you are in a noisy environment but would like to have your own quiet space, you can use the headset itself, disconnected from any device, and simply benefit from ANC.

Switching ANC on / off

- > Press the ANC button for 1 second or use EPOS Connect to activate or deactivate ANC.



You can activate ANC if the battery is sufficiently charged and if the headset is switched on.

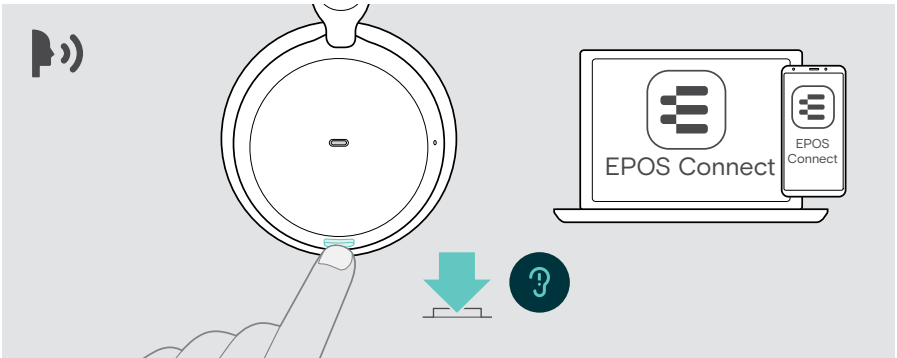
Using TalkThrough

TalkThrough allows you to communicate with your colleagues without having to remove the headset when ANC is switched on. Media playback will be paused or muted.



Switching TalkThrough on / off

- > Activate ANC (see former pages).
- > Tap the ANC button or use EPOS Connect to activate or deactivate TalkThrough.



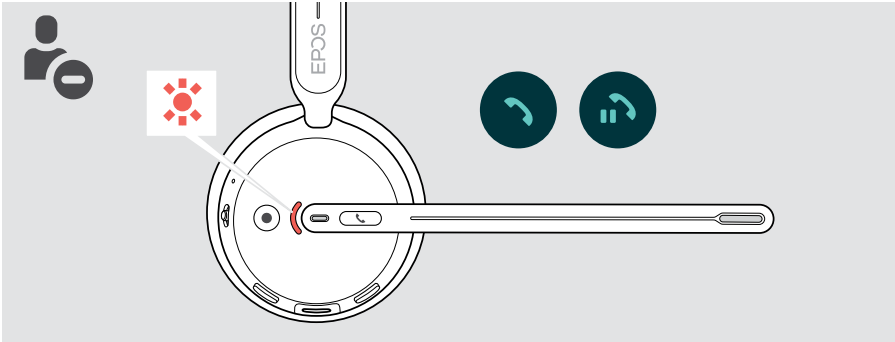
Making calls using the headset

The following functions depend on the connected device.

To make calls via the computer:

- > Install a softphone (VoIP Software) or ask your admin for support.

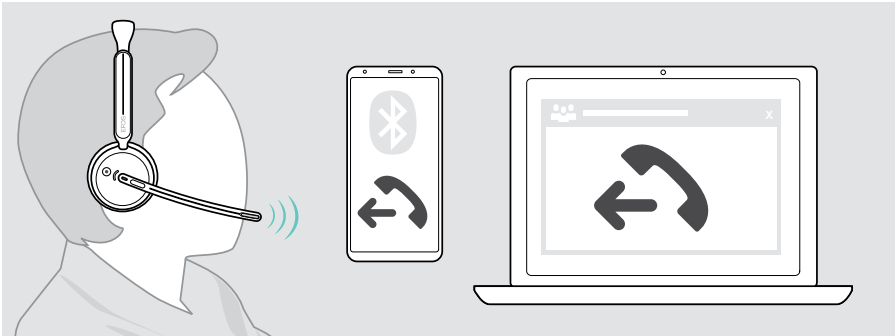
The Busylight LED lights up red as long as you are in a call or there is a call on hold.



Making a call

- > Initiate the call on your connected device.

The Busylight LED lights up red as long as you are in a call.

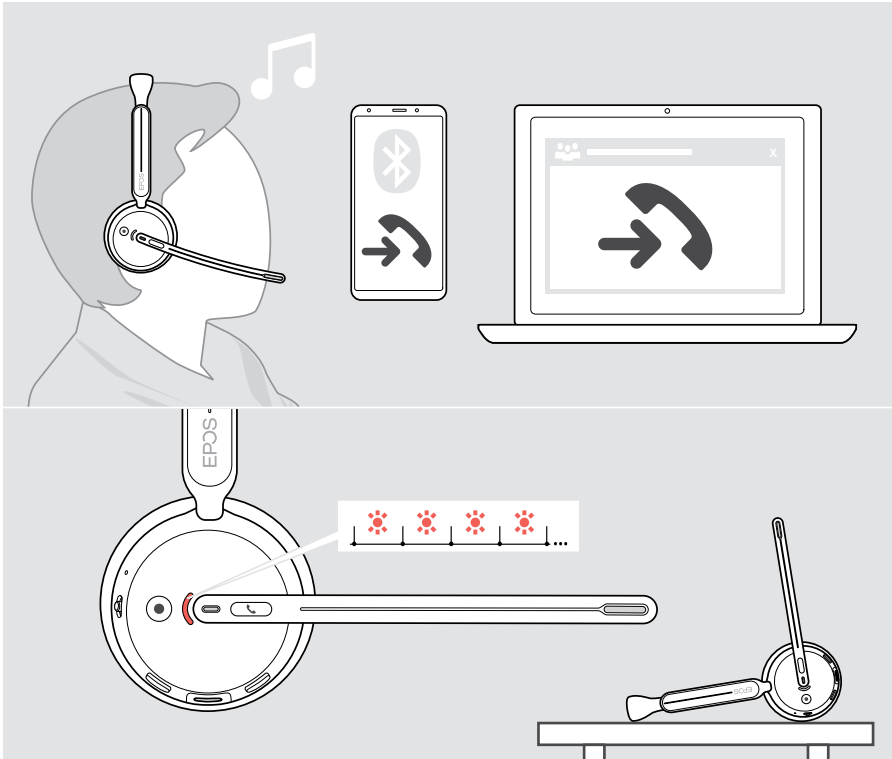


Accepting / rejecting a call

There are several ways to accept an incoming call.

Indications of an incoming call

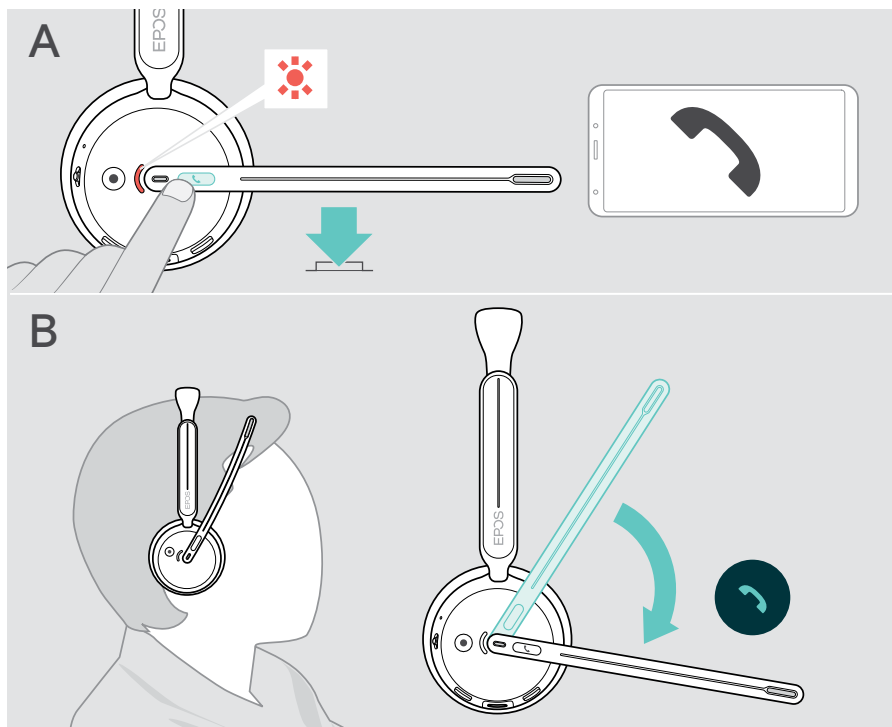
When you receive a call, you hear a ring tone. If you do not wear the headset, the flashing Busylight LED indicates the incoming call.



Accepting a call

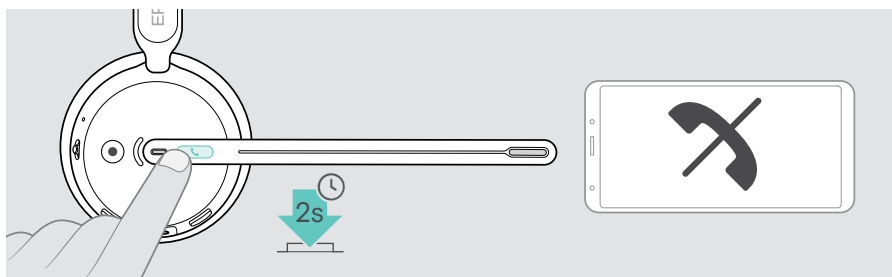
You can accept a call in two different ways:

- > **A** Tap the Hook button. **OR**
- > **B** Move the boom arm down.



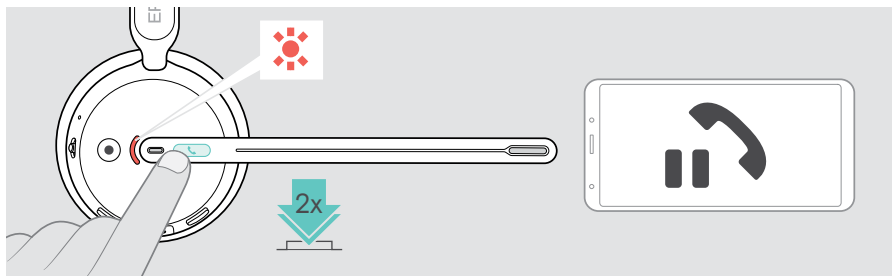
Rejecting a call

- > Press the Hook button for 2 seconds.



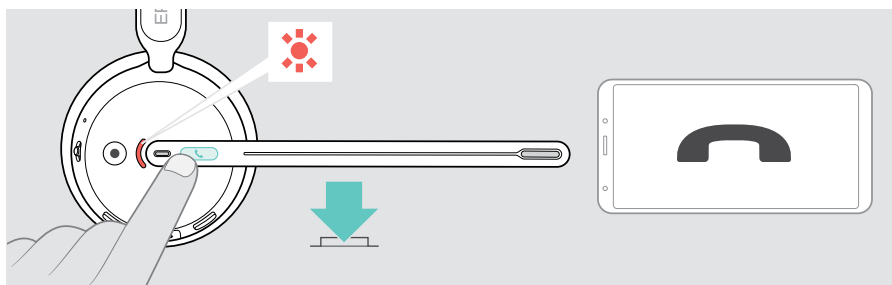
Putting a call on hold (pause)

- > Double tap the Hook button to put a call on hold or unhold the call.



Ending a call

- > Tap the Hook button.

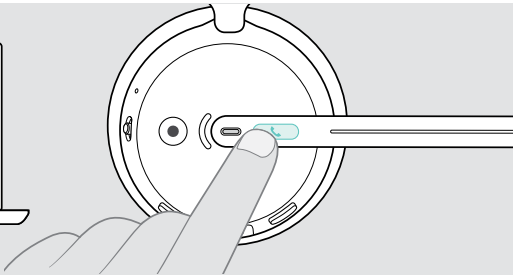
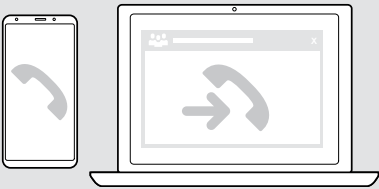


Managing multiple calls

Two calls can be managed simultaneously. If you receive a call during an active call, a knock-on tone will be played.

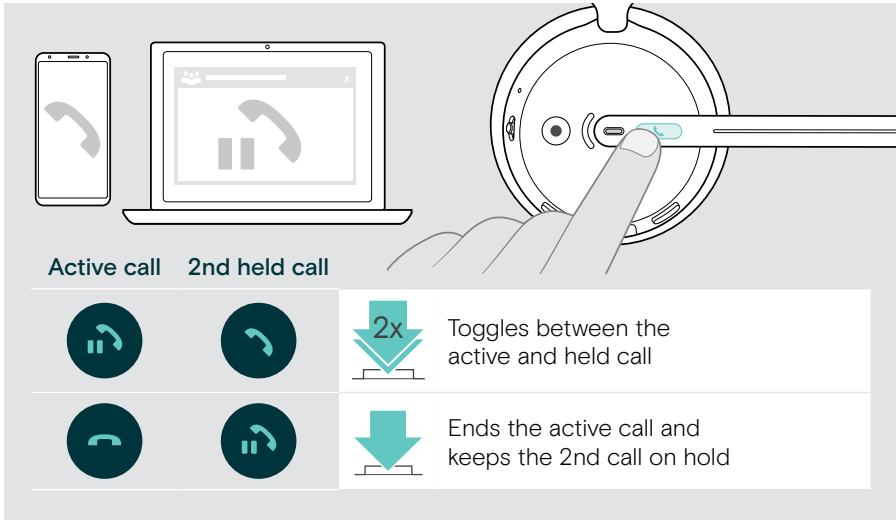


Accept / reject second call



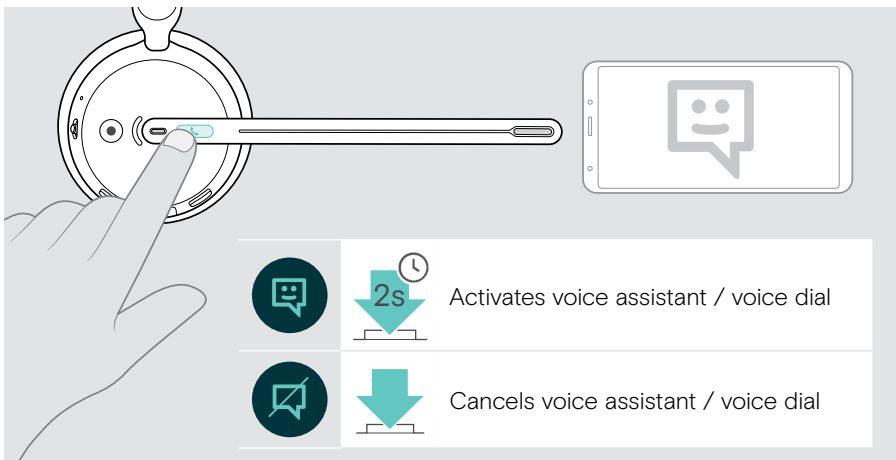
Active call	2nd incoming call		
			Accepts the incoming call and ends the active call
			Accepts the incoming call and puts the active call on hold
			Rejects the incoming call and continues the active call

Toggle between calls / end active call



Using the voice assistant / voice dial

The last connected Bluetooth device will be used for voice assistant or voice dial.

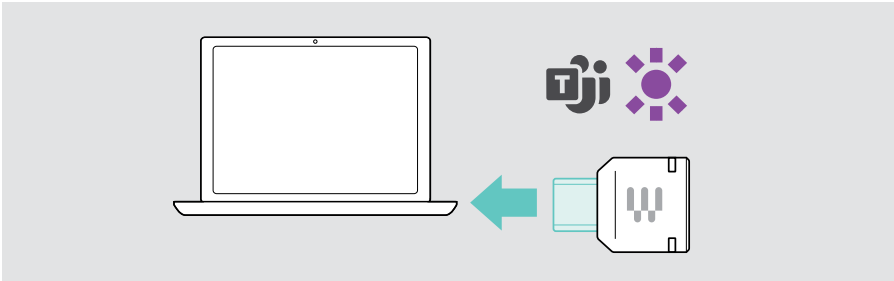


Using Microsoft® Teams

As soon as the headset recognizes Microsoft Teams on your computer (Teams handshake), the Teams function is activated on the headset.

To use Microsoft Teams with the headset:

- > Plug the dongle into the USB port of your computer – see page 14.
If Microsoft Teams is already running on your computer, the dongle LED lights up purple. Otherwise install and run Microsoft Teams.



Invoking Microsoft® Teams

- > Tap the Teams button. **OR**
- > Open Microsoft Teams on your connected device.

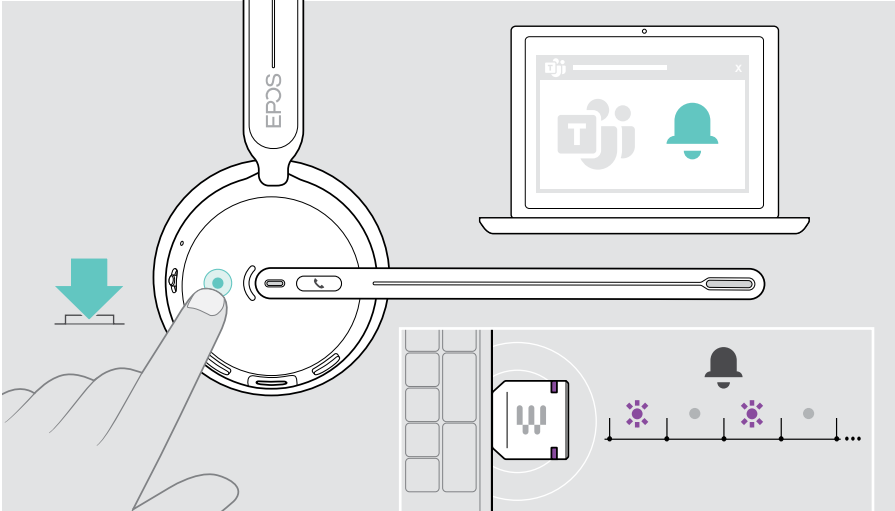


Checking Teams Notifications

The dongle LED pulses purple to indicate / Microsoft Teams shows: Meeting Join Notification

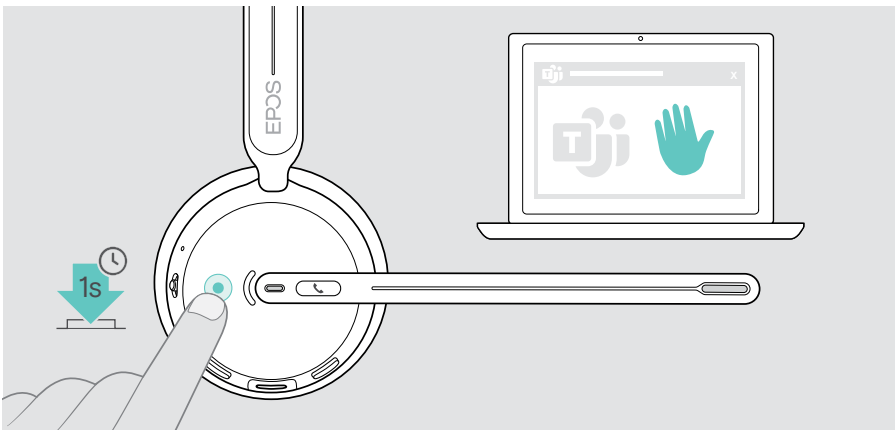
To check these Notifications on your screen:

- > Tap the Teams button.



Raising hand in a Teams meeting

- > Press the Teams button for 1 second and release it to raise or lower hand.



Listening to media

> Play the media on your connected device. The dongle's LED lights up blue.



The following features are dependent on the support of your media player.



If you receive and accept a call, media reproduction is paused and resumed after the call.

An illustration of a hand pressing a button on a circular device, with a smartphone and laptop in the background.

		Plays audio
		Pauses audio
		Plays the next track
		Plays the previous track

Good to know

Charging the headset



If the battery level of the headset gets low, the voice prompt “Recharge Headset” is announced.

When the battery is empty, the headset switches off automatically:

> Connect the USB cable to use the headset while charging.

Charging time via USB cable		Talk time ANC off	Talk time ANC on
20 minutes		15 hours	12 hours
2 hours		47 hours	39 hours



Standby time: 18 days with ANC off

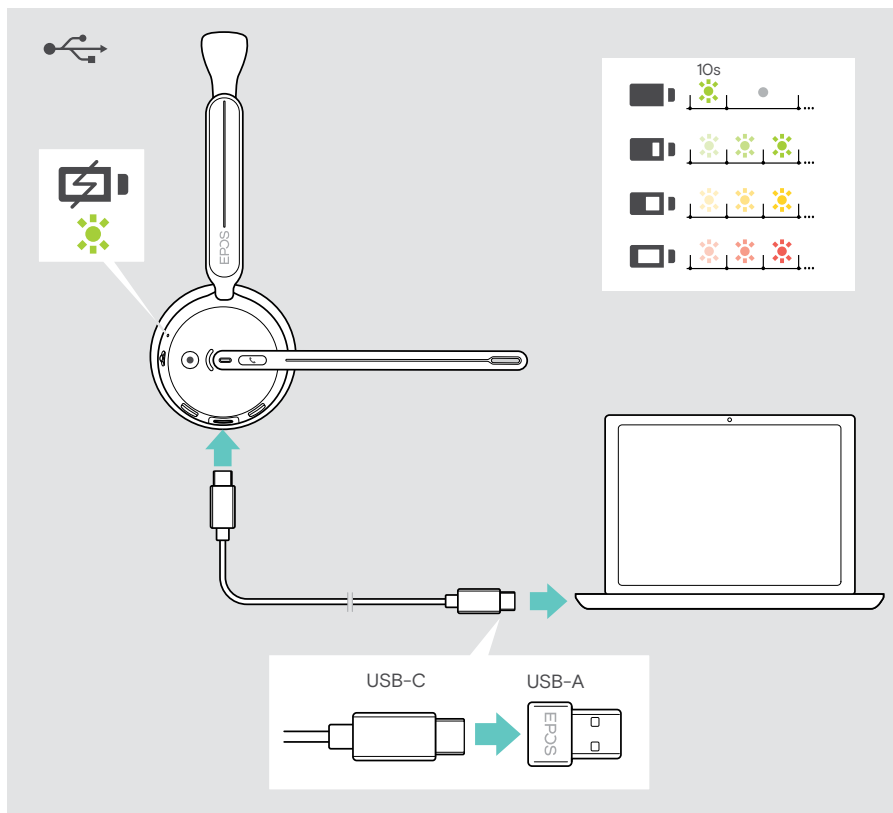
If you do not use the headset for extended periods of time:

> Charge the built-in rechargeable battery every 3 months for about 1 hour.

Charging via USB cable

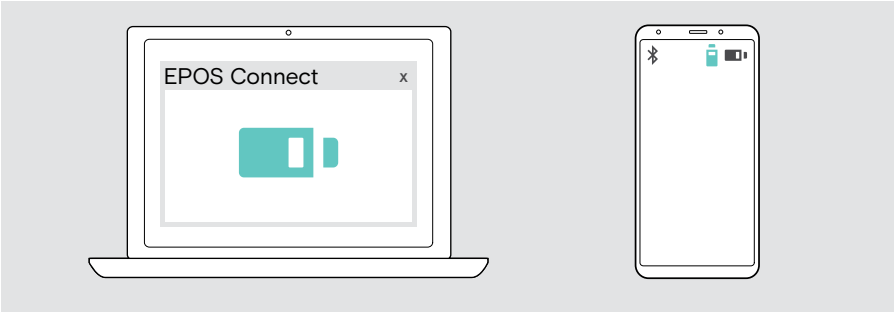
The USB cable allows to charge the headset battery while using it for calls or media reproduction.

- > Connect the USB cable to your headset and your computer (see page 17).
The battery is being charged. The LED pulses red, yellow, or green – depending on the battery status. When fully charged, the LED lights up green for 10 seconds and then switches off.



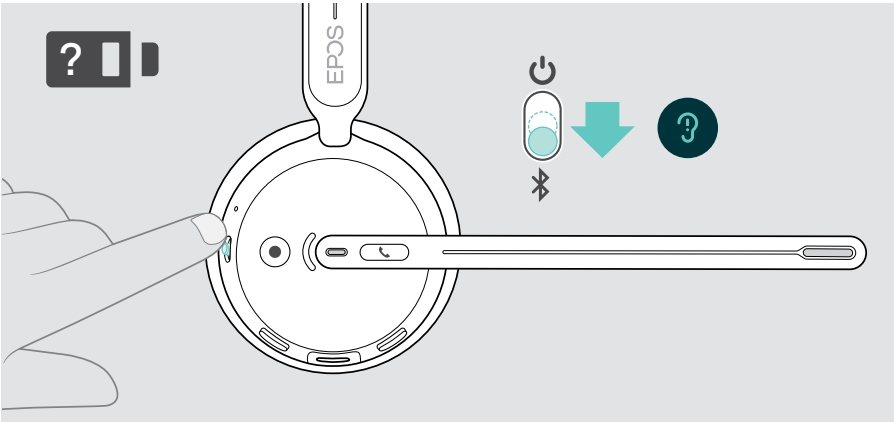
Verifying battery power / remaining talk time

You can check the battery status of the headset in EPOS Connect. Some mobile devices also indicate it.



You can verify the remaining talk time at any time except when you are in a call/ listening to media:

- > Move the Power & Bluetooth slider shortly in the direction of the Bluetooth icon.



LED	Information announced
-----	-----------------------

	"Battery High"
--	----------------

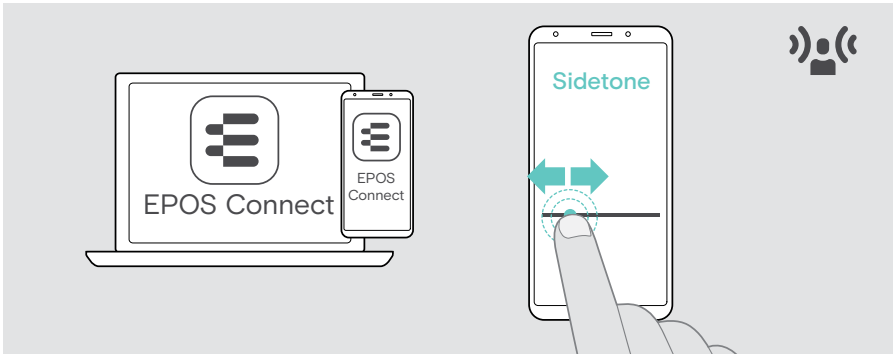
	"Battery Medium"
--	------------------

	"Battery Low"
--	---------------

Adjusting the Sidetone

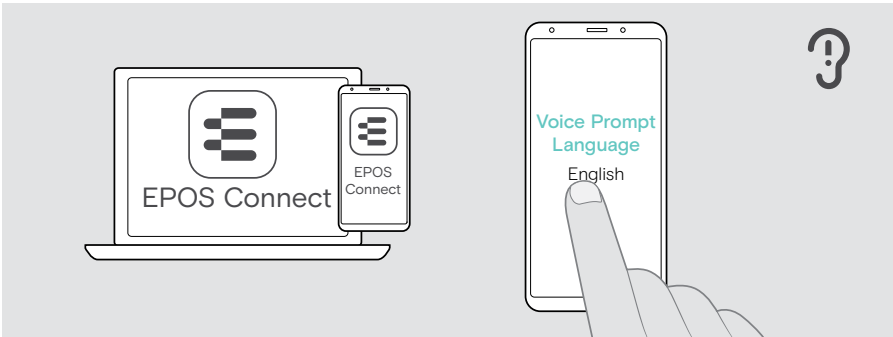
Sidetone is the audible feedback of your own voice during a phone call.

- > Change the strength for the Sidetone in [EPOS Connect](#).



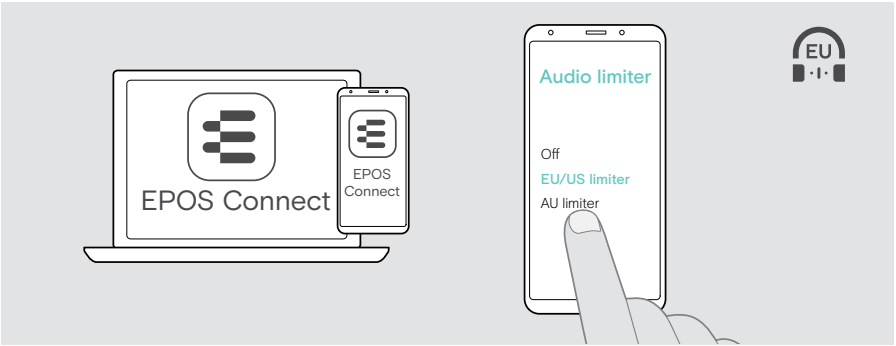
Changing the voice prompts' language

- > Choose the corresponding voice prompts' language from the list in [EPOS Connect](#) (English by default).



Enabling / disabling an Audio Limiter

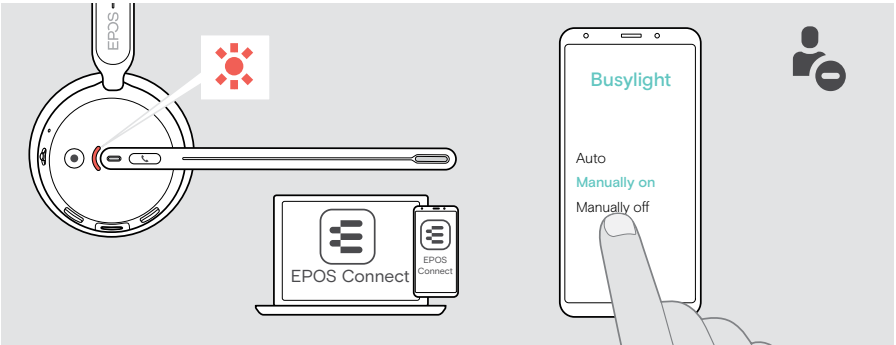
> Choose an Audio Limiter in [EPOS Connect](#).



Off	Deactivates limiter
EU/US limiter	Activates limiter: max. 90 dB; compliant with Directive 2003/10/EC
AU limiter	Activates limiter: max. 85 dB; compliant with Directive AS/ACIF G616:2006

Enabling / disabling Busylight LED

> Change the settings in [EPOS Connect](#).



Auto	Activates busy light automatically when in a call
Manually on	Switches the Busylight LED on; indicates that you are busy, even if you are not in a call
Manually off	Switches the Busylight LED off

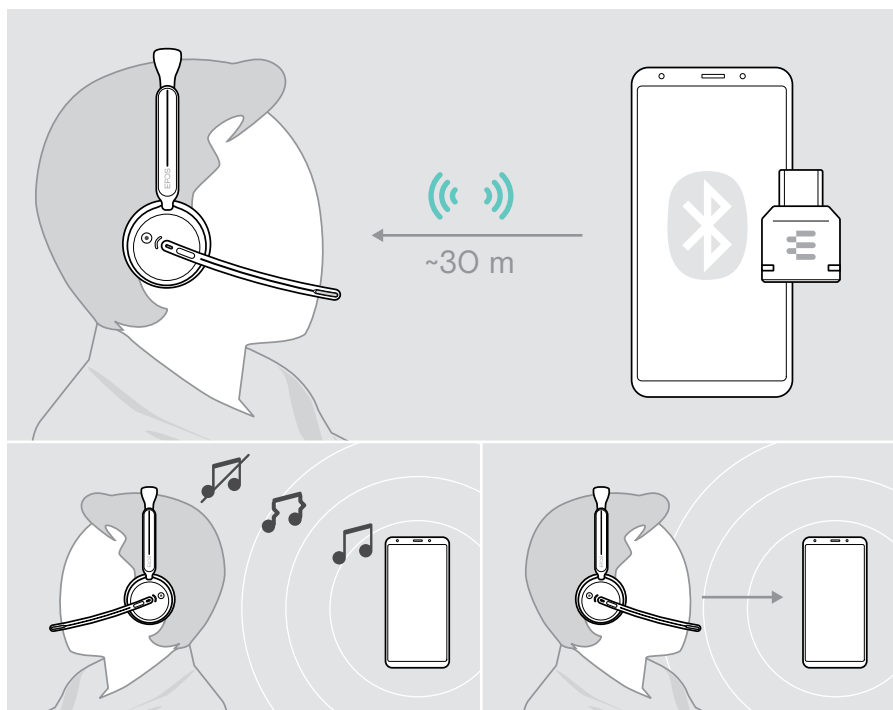
If you are close to leave the Bluetooth range

The range between headset and Bluetooth device is device dependent. The transmission range largely depends on environmental conditions such as wall thickness, wall composition etc.

With a free line of sight, the transmission range of most Bluetooth devices is up to 30 meters.

When you are near the outer limit of the connected Bluetooth device's transmission range, the audio quality begins to degrade. Once you move outside the transmission range, the connection is lost entirely.

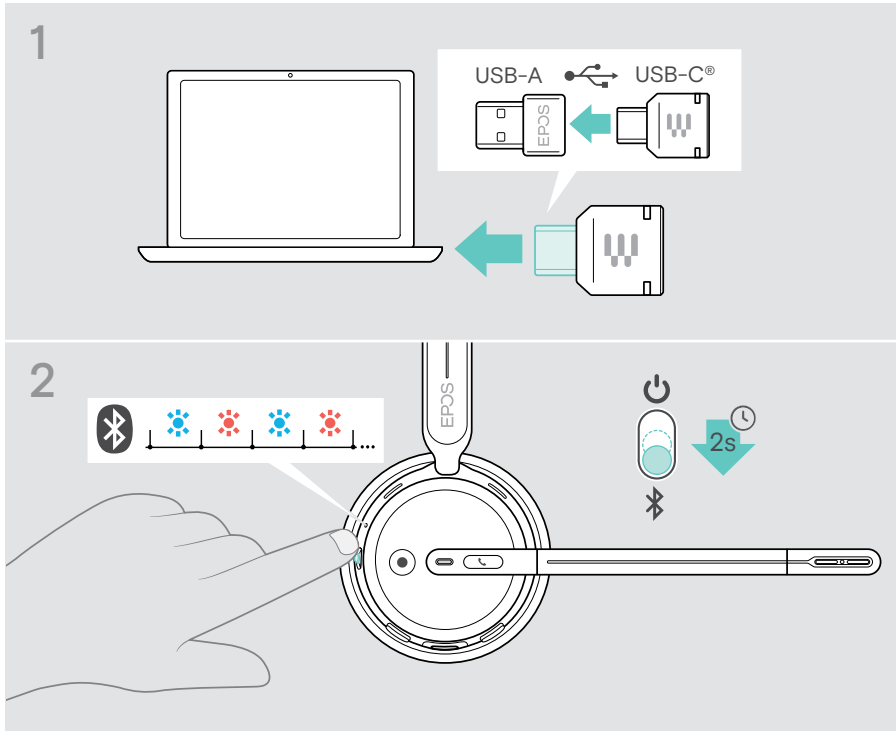
- > Re-enter the transmission range to re-establish the connection automatically.



Pairing with the dongle

In case you purchased a new BTD 400c dongle as an accessory or reset your paired device list:

- 1 Plug the dongle in.
- 2 Move the Power slider in the direction of the Bluetooth icon and hold it until the LED alternately flashes blue and red (pairing mode).

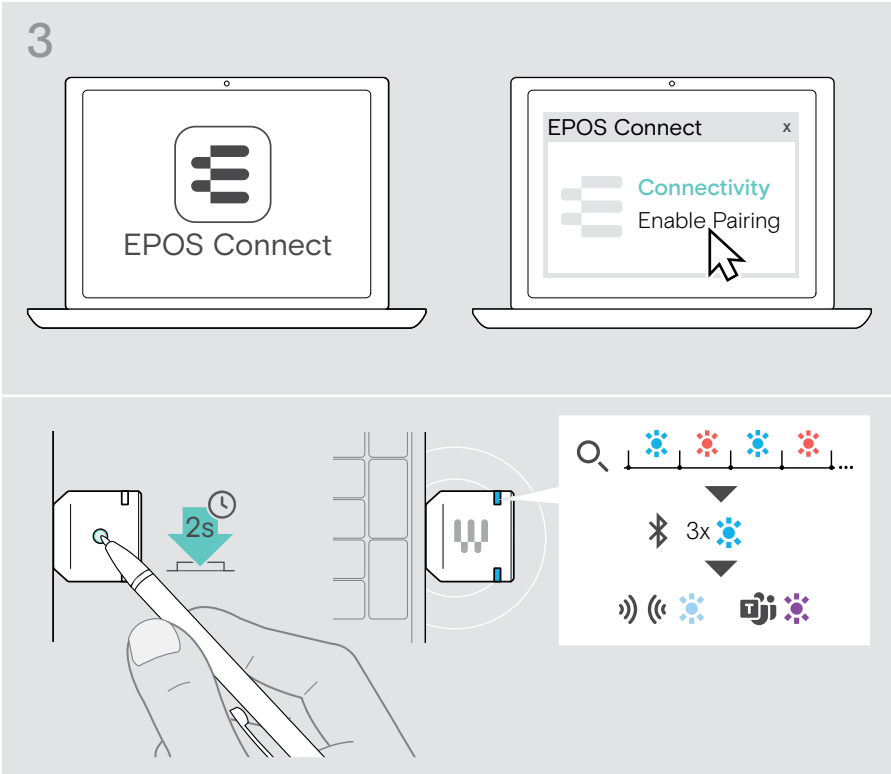


3 Enter pairing mode in EPOS Connect.

OR

Use a pointed object (e.g. a ball pen) to press and hold the dongle's pairing button for 2 seconds.

The LED alternately flashes blue and red too. Once the dongle and the headset are connected, both LEDs flash 3 times blue. The dongle LED lights up constantly.



It may take a few moments for the devices to find each other and connect.

Maintaining & updating products

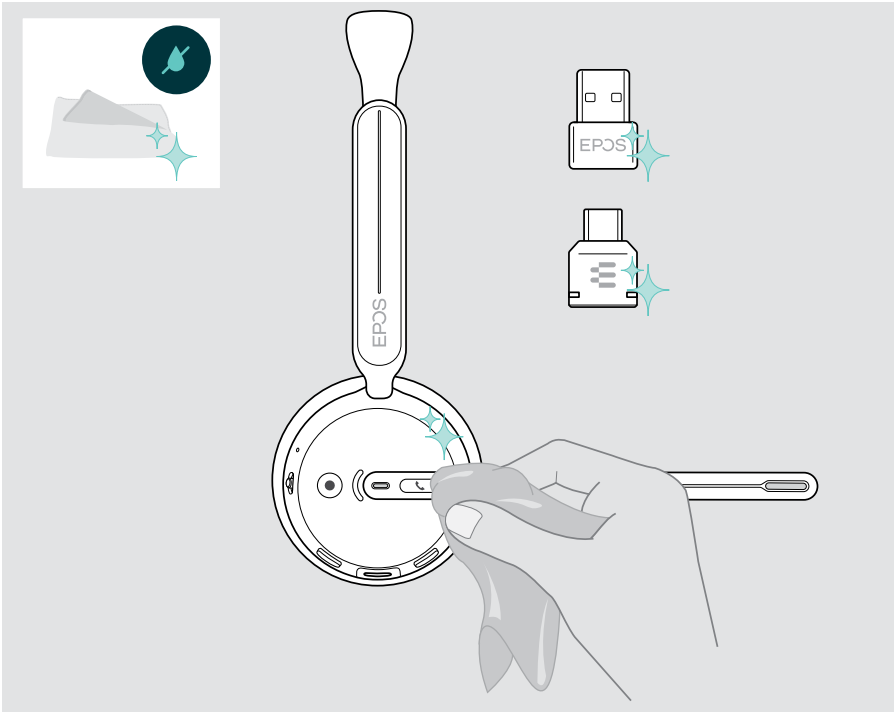
Cleaning the products

WARNING

Liquids can damage the electronics of the product!

Liquids entering the housing of the device can cause a short circuit and damage the electronics.

- > Keep all liquids away from the product.
 - > Do not use any cleansing agents or solvents.
- > Use a dry cloth to clean the product only.

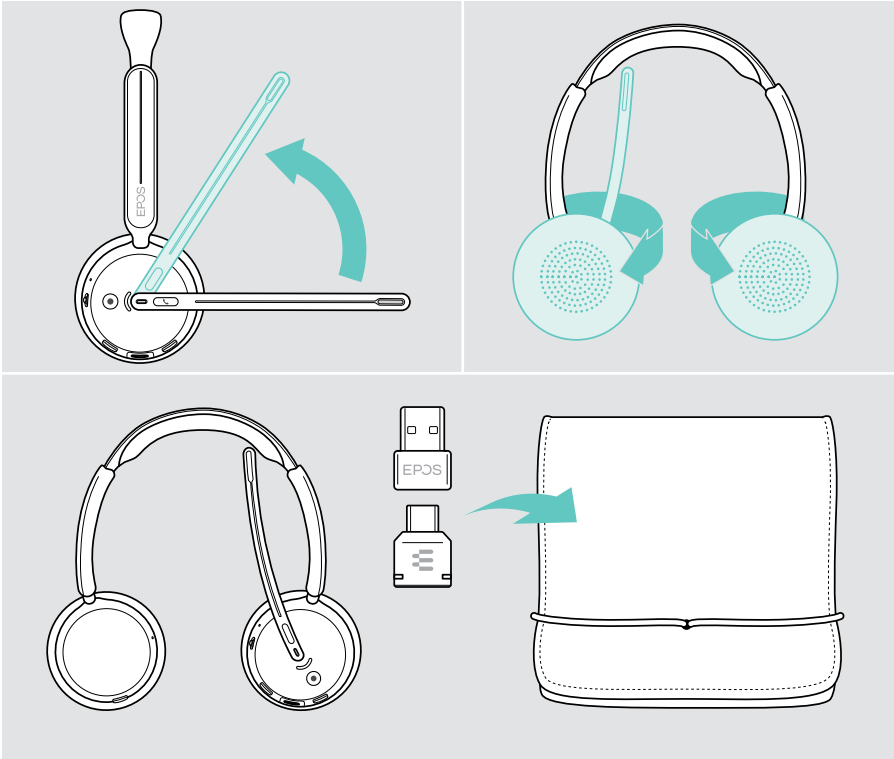


Transporting and storing the products

- > Keep the products in a clean and dry environment.

To avoid nicks or scratches on the headset and the dongle:

- > Store the headset and the dongle in the pouch when not in use or when carrying it around. Lift the boom arm and twist in the ear cups.



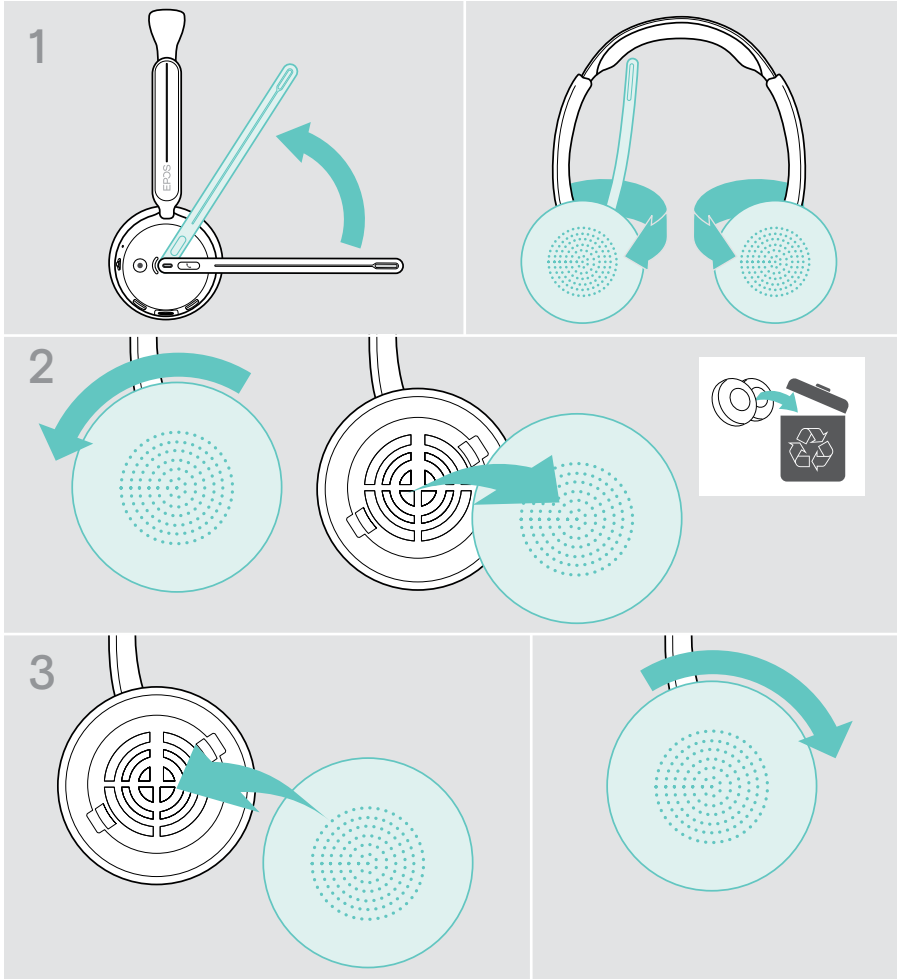
If you do not use the headset for extended periods of time:

- > Charge the rechargeable battery every 3 months for about 1 hour.

Replacing the ear pads

For hygienic reasons, replace the ear pads. Spare ear pads are available from your EPOS partner.

- 1 Lift the boom arm and twist in the ear cups.
- 2 Twist counter-clockwise to remove the ear pad.
- 3 Twist clockwise to attach the new earpad.

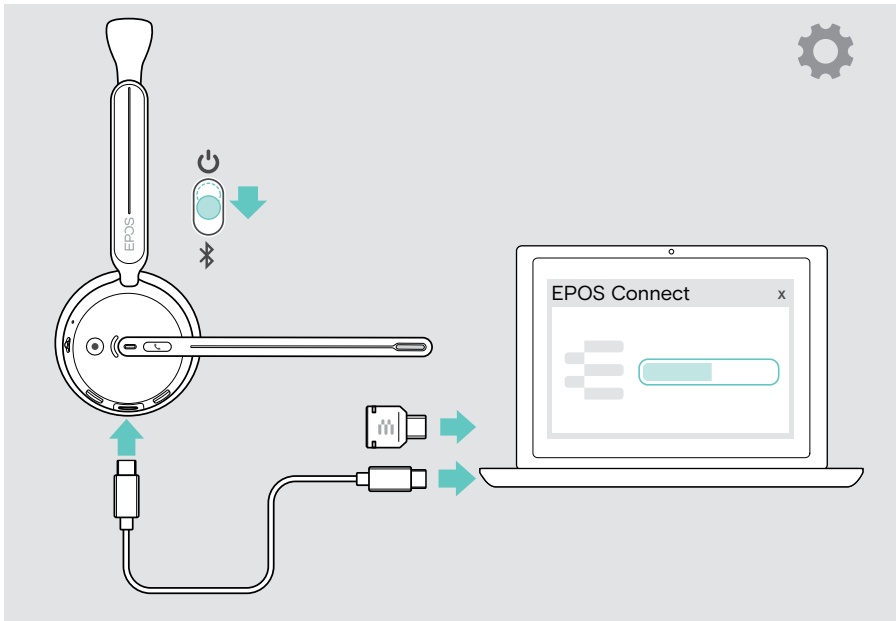


Updating the firmware

You can update the firmware of your headset and dongle by using the free **EPOS Connect** software (see page 18).

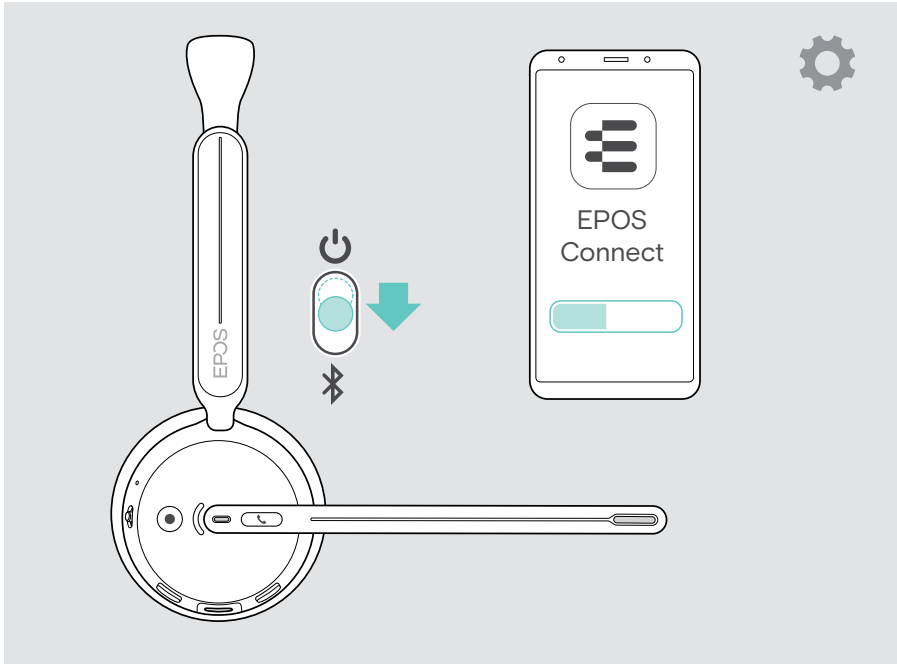
Updating the firmware via EPOS Connect desktop app

- > Connect the USB cable to your headset and your computer.
Move the Power slider to the center to switch the headset on.
OR
- > Plug the dongle into the USB port of your computer. The LED flashes blue.
- > Start **EPOS Connect**.
If there is a new firmware available the software will guide you through the update process.



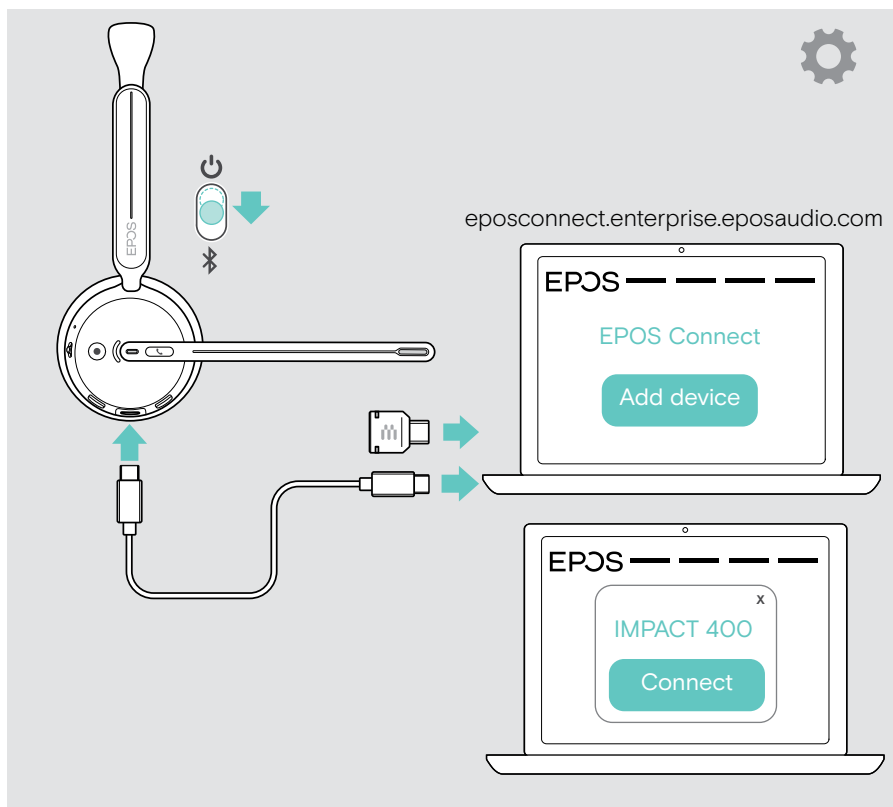
Updating the firmware via EPOS Connect mobile app

- > Move the Power slider to the center to switch the headset on.
- > Start the **EPOS Connect mobile app** on your connected mobile device.
If there is a new firmware available, the software will guide you through the update process.



Updating the firmware via EPOS Connect Web app

- > Connect the USB cable to your headset and your computer.
Move the Power slider to the center to switch the headset on.
OR
- > Plug the dongle into the USB port of your computer. The LED flashes blue.
- > Open your web browser and go to eposconnect.enterprise.eposaudio.com to open up the **EPOS Connect Web app**.
Follow the instructions of the **EPOS Connect Web app**. If there is a new firmware available, it will be shown in the “Updates” section.

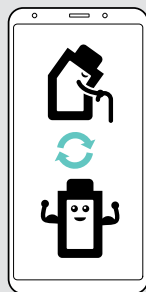
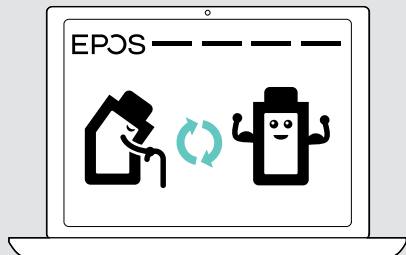


Replacing the headset's rechargeable battery

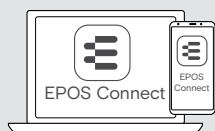
- > Go to eposaudio.com/support/battery-replacement-guide.
- > Follow the instructions given in the **Battery removal and replacement guideline** for the IMPACT 400 Series.



eposaudio.com/support/battery-replacement-guide



If a problem occurs...



Many functions can be activated/deactivated or adjusted via the software:

- > Check the settings in [EPOS Connect](#).

Problem	Possible cause	Solution	Page
Headset cannot be switched on	Rechargeable battery empty	> Recharge the headset battery. Use the headset with the USB cable during charging.	37
Active Noise Cancellation (ANC) cannot be switched on	Rechargeable battery empty	> Recharge the headset battery. Use the headset with the USB cable during charging.	37
	Headset switched off	> Switch the headset on.	21
No audio signal or drop outs	Headset not paired with a Bluetooth device or dongle	> Pair the headset.	15
	Volume adjusted too low	> Increase the volume on the headset during a call or media streaming or on your connected device.	23
	Headset or connected device switched off	> Switch the headset or device on.	21
	USB cable's plugs not fully inserted	> Insert the plugs again.	17
Headset cannot be connected via Bluetooth	Headset not paired	> Pair the headset.	15
	Bluetooth at connected device deactivated	> Activate Bluetooth.	–
	Dongle not plugged in	> Connect the dongle to your computer.	14
Stereo sound mirrored	Headset wearing side swapped	> Change the wearing side setting via EPOS Connect.	20
You hear your own voice too loud	Sidetone adjusted too high	> Change the sidetone setting via EPOS Connect.	40

Problem	Possible cause	Solution	Page
Microsoft Teams does not work	Dongle or Microsoft Teams disturbed	> Unplug and plug in the dongle again.	–
		> Re-start Teams on your device.	–
Dongle does not work	Dongle plugged into a monitor USB port	> Connect the dongle to your computer.	14
Headset or dongle does not react to any button press	Software or hardware problems	> Switch the headset off and wait for 10 seconds.	37
		> Switch the headset on again.	21
		> Unplug and plug in the dongle again.	14
		> Clear the pairing list of the headset.	54
		> Clear the pairing list of the dongle.	55
		> Reset the headset to the factory default settings.	54
		Hardware reset: > Press the ANC and Teams button simultaneously.	–

If a problem occurs that is not listed here or if the problem cannot be solved with the proposed solutions, please contact your local EPOS partner for assistance.

To find an EPOS partner in your country, search on eposaudio.com.

Clearing the pairing list of the headset

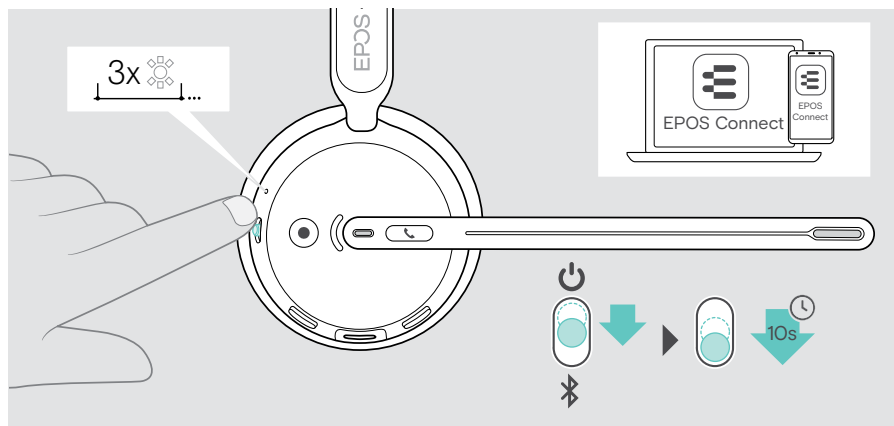
- > Use **EPOS Connect** to clear the pairing list.

OR

Move the Power slider to the center to switch the headset on.

The LED flashes 3 times green.

- > Move the Power slider in the direction of the Bluetooth icon and hold it until the LED flashes 3 times white. The pairing list is cleared. The headset tries to pair with Bluetooth devices (see page 15).



Restoring factory default settings (Reset)

- > Use **EPOS Connect** to reset the headset.

Clearing the pairing list of the dongle

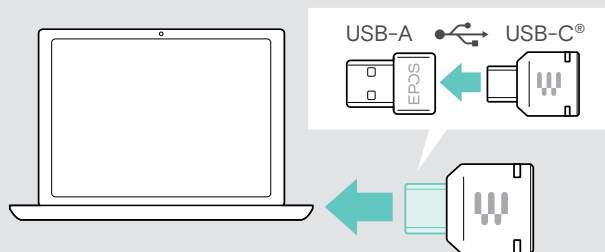
1 Plug the into the USB port of your computer.

2 Use **EPOS Connect** to clear the pairing list.

OR

Use a pointed object (e.g. a ball pen) to press and hold the button for 5 seconds. The LED flashes blue 3 times. The pairing list is cleared. The dongle searches for Bluetooth devices to pair with – see page 43.

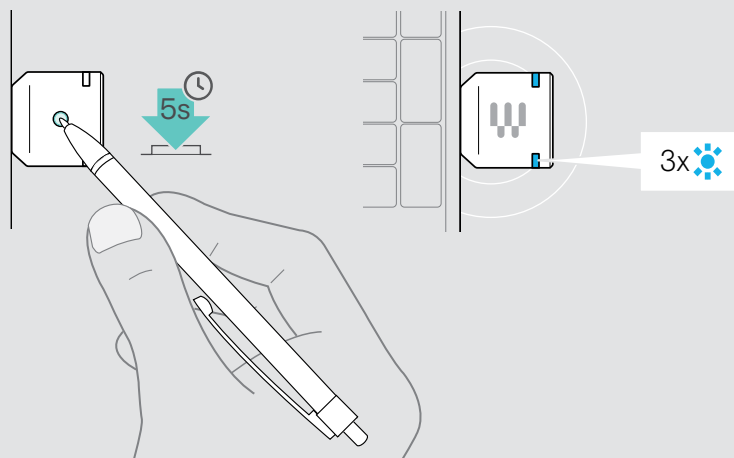
1



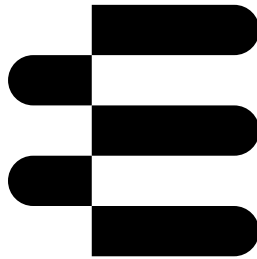
2
A



B



eposaudio.com/impact400



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