EPOS

ADAPT 660 | ADAPT 661
ADAPT 660 USB-A | ADAPT 660 USB-C

Over-ear Bluetooth® headset with ANC

User Guide

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The ADAPT 660 | ADAPT 661 | ADAPT 660 USB-A | ADAPT 660 USB-C headset

Maximize focus and productivity anywhere with the ultimate headset powered by EPOS AI™ for crystal clear calls, adaptive ANC and superior stereo sound. Enjoy a unique UC optimized solution with machine learning enhanced microphone performance.

Adaptive ANC helps you regain concentration by monitoring your working environment and adjusts noise reduction accordingly; even reducing wind noise when outdoors.

Get straight into collaborative work via a dedicated button that launches Microsoft Teams on your PC via the dongle included. Stay organized with Alexa voice assistant and connect simultaneously to mobile and PC.

Whether revitalizing your open office, working on-the-go, or enjoying a relaxed commute with superior stereo sound, ADAPT 600 boosts efficiency and improves wellbeing; an essential audio tool for today's mobile workforce.

Key benefits & features

Superb call clarity powered by EPOS AI™
Machine learning developed algorithms optimize voice pick up, for a natural listening experience from three advanced microphones

Regain concentration anytime, anywhere
Four adaptive ANC microphone system monitors your working environment and adjusts noise reduction in open offices, while reducing wind noise outdoors

Get organized with Alexa
Tap and hold to activate Alexa and stay on top of your day-to-day business. Never miss a meeting and plan your schedule both in and out of the office

Ensure clear calls with UC certified solution
Certified for Microsoft Teams and optimized for UC

Experience superior sound to increase your focus
Renowned stereo sound and a personalized audio profile means you can enjoy high-quality music to help your focus on work

	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

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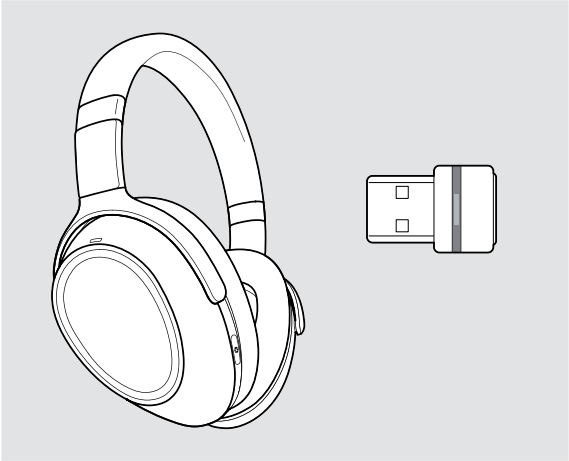
Package contents

ADAPT 660 | ADAPT 660 USB-A

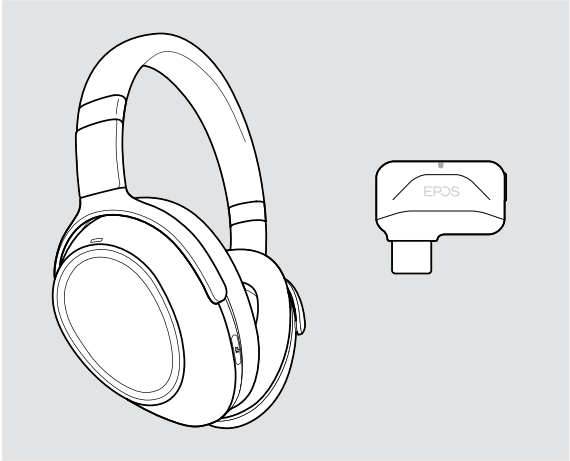
Bluetooth headset +
Bluetooth dongle BTD 800 (USB-A)

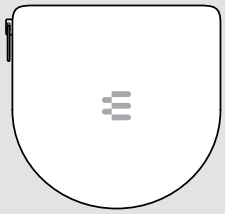


OR

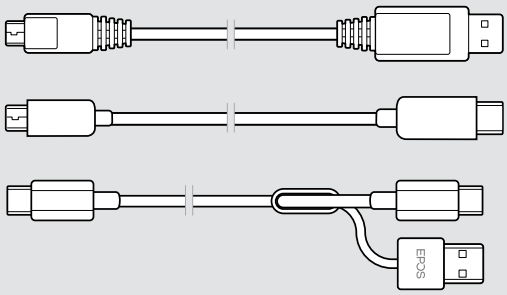
ADAPT 661 | ADAPT 660 USB-C

Bluetooth headset +
Bluetooth dongle BTD 800 (USB-C)

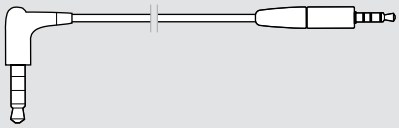




Case



USB cable
with USB-A and micro-USB plugs (ADAPT 660)
or
with USB-C® and micro-USB plugs (ADAPT 661)
or
with USB-C® plugs and additional USB-A adapter
(ADAPT 660 USB-A + ADAPT 660 USB-C)

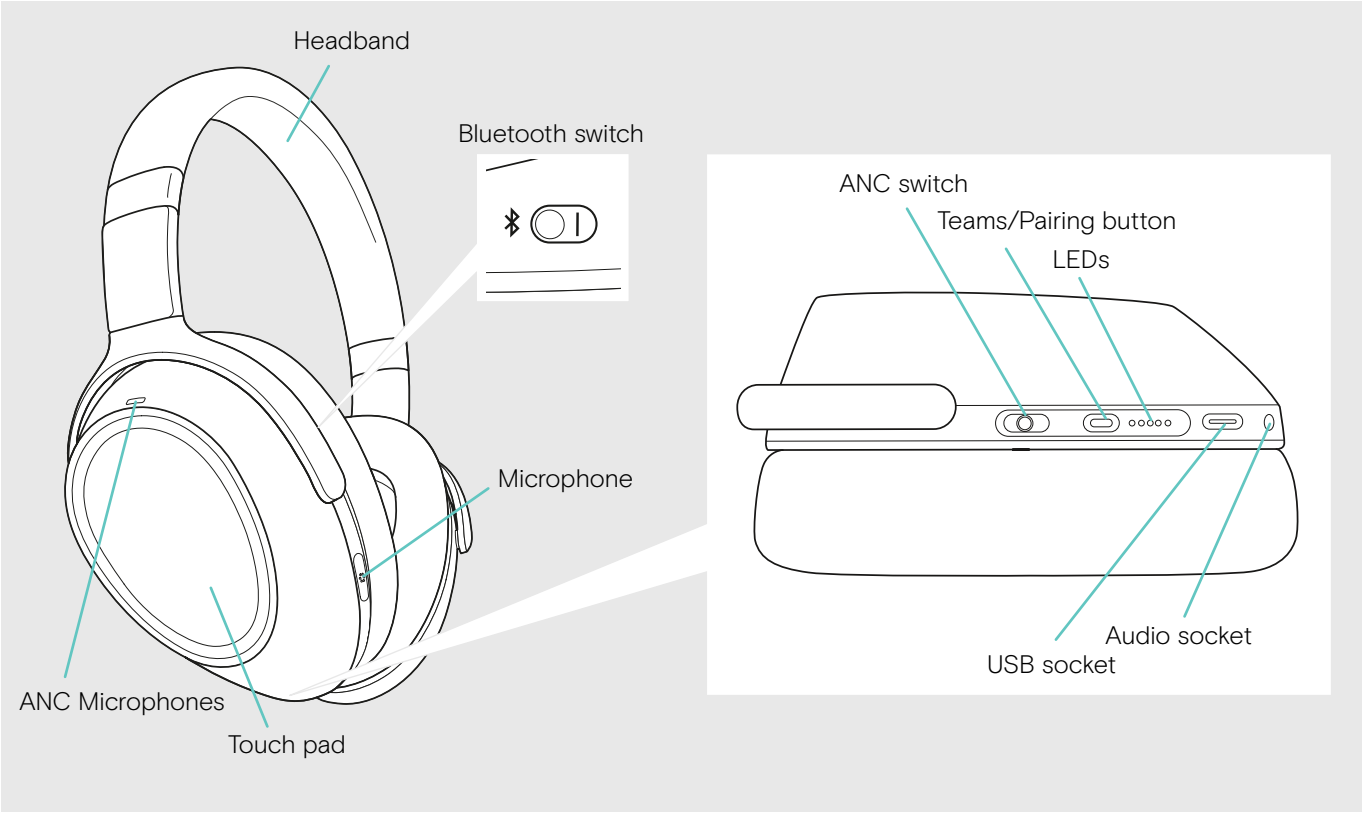


Audio cable
with 2.5 mm and 3.5 mm jack plug

Quick Guide
Safety Guide
Compliance sheet

Product overview

Overview of the headset



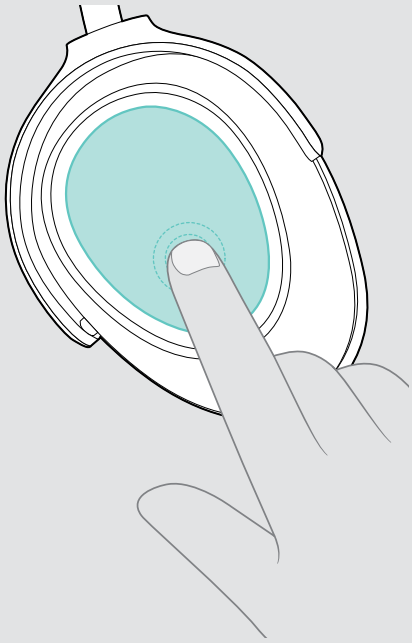
Overview of the headset LED indications

○○○○○	• Headset connected • Headset turned off
○○○○☼ 3x	• Headset turns on • Bluetooth device found • Incoming call
○○○○☼ 3x	• Headset turns off • Headset disconnected from mobile device/dongle • Incoming call (rechargeable battery is weak)
○○☼○○	Headset in pairing mode: searching for mobile device/dongle
○○○○☼	Rechargeable battery is weak
○○○○☼	Battery power between 2 and 20%
○○○☼○	Battery power between 21 and 40%
○○☼○○	Battery power between 41 and 60%
○☼○○○	Battery power between 61 and 80%
☼○○○○	Battery power between 81 and 100%

*Once the headset is successfully connected, the LED goes off.

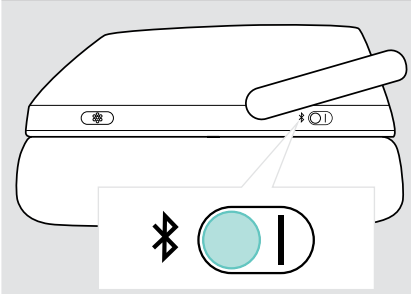
Overview of the headset controls

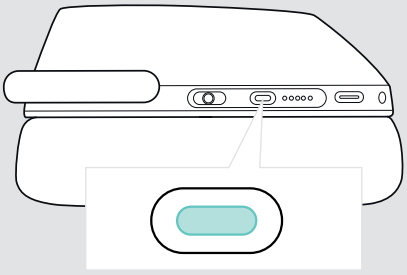
Ear cups	Page	
Turns the headset on	12	Turns the headset off

Touch pad	Tap	Function	Page
		Accepts a call	16
		2 calls: Answers incoming & ends active call	18
		Starts / pauses media playback	20
		Turns TalkThrough on/off (ANC turned on)	15
		Puts an active call on hold (pause) / unholds call	16
		2 calls: Answers incoming & puts active on hold	18
		2 calls: Toggles between two calls	18
		Rejects a call	16
		Ends a call	16
		2 calls: Ends active & unholds paused call	18
		Activates voice assistant	17
		Activates Alexa	
		Requests remaining battery power	22

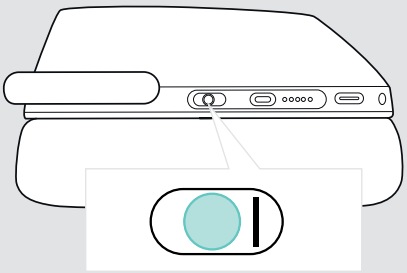
Swipe	Function	Page
	Mutes the microphone	14
	• Skips to the previous track • Swipe and hold: Rewinds the track*	20
	Unmutes the microphone	14
	Swipe and hold: Redials the last number	17
	• Skips to the next track • Swipe and hold: Fast-forwards the track*	20
	Increases the volume	13
	Decreases the volume	

* These functions are not supported by all connected Bluetooth devices.

Bluetooth switch	Press	Function	Page
		Turns Bluetooth on	12
	0	Turns Bluetooth off	

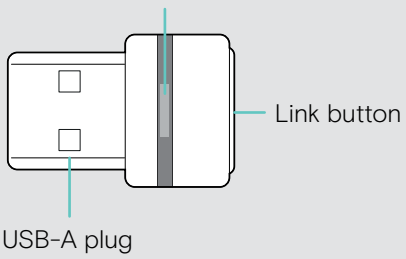
Teams/Pairing button	Press	Function	Page
		Initiates a call	16
		Invokes Microsoft Teams	19
		Cancels pairing (Pairing mode)	8
	2x	Launches EPOS Connect app*	11
	1s	Activates Cortana	17
	4s	Pairs the headset with a Bluetooth device	8
		Clears pairing list (Pairing mode)	29

* These functions are not supported by all connected Bluetooth devices.

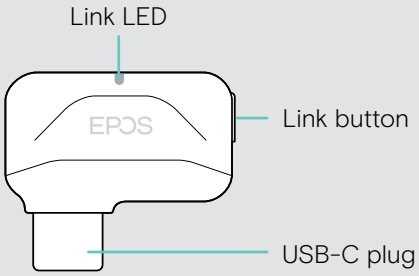
ANC switch	Press	Function	Page
		Turns ANC Maximum mode on	14
		Turns ANC Adaptive mode on; adjustable via the EPOS Connect app	
	0	Turns ANC off	

Overview of the dongle

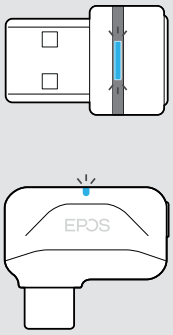
BTD 800 (USB-A)



BTD 800 (USB-C)

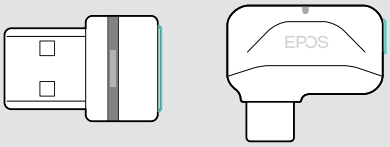


Overview of the dongle LED indications



	Dongle in pairing mode: searching for headset
3x	Pairing successful
3x	Pairing failed
	Dongle tries to connect to a Bluetooth device
	Dongle and Bluetooth device connected
	Incoming call
	• Outgoing/active call • Media playback
	Connected to Teams
	• Teams notification • Connecting to Teams or Invoking Cortana
	Microphone of the connected Bluetooth device is muted

Overview of the dongle button



Link button	Press	Function	Page
	3s	Pairs the dongle with the headset	8
		Reconnects the headset	24
	2x	Disconnects the headset	24

Overview of the icons

	Tap the button		Notes: Good to know
2x	Press the button twice		LED indications
3s	Press and hold the button		Voice prompt is announced

Getting started

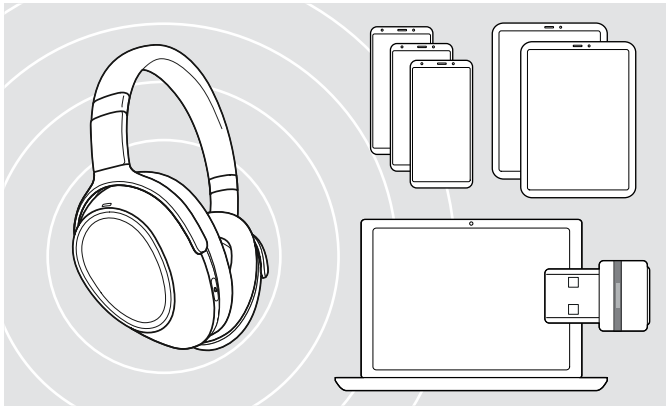
Pairing the headset with Bluetooth® devices

CAUTION
Danger of malfunction!

The transmitted radio waves of mobile devices can impair the operation of sensitive and unprotected devices.

> Only use Bluetooth where it is permitted.

The headset complies with the Bluetooth 5.0 standard. Bluetooth devices need to support the “Hands-Free Profile” (HFP), the “Headset Profile” (HSP), “Audio Video Remote Control Profile” (AVRCP) or the “Advanced Audio Distribution Profile” (A2DP).

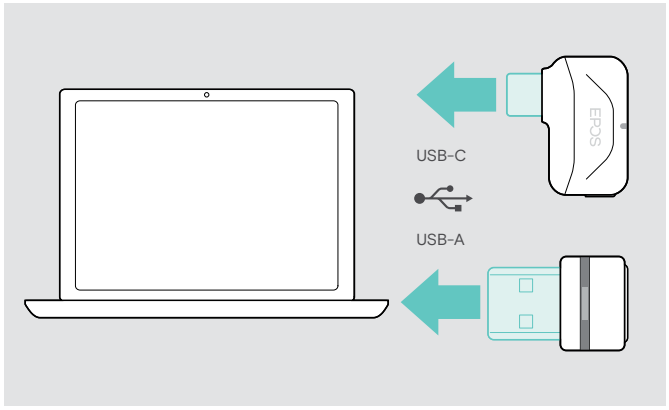


To transmit data via Bluetooth, you first have to pair your headset to a wireless device. The delivered dongle is already paired with the headset.

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.

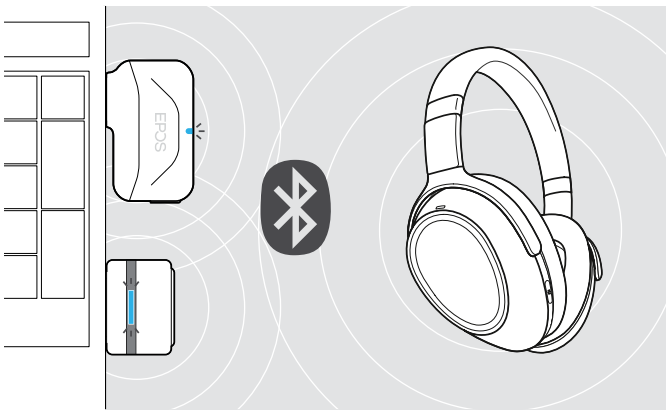
Connecting the headset via the dongle



To connect the headset wirelessly with a computer, use the BTD 800 dongle (USB-A or USB-C).

The dongle and the headset in the bundles are already paired.

> Turn the headset on (see page 12).
> Plug the dongle into the USB port of your computer.



The dongle LED flashes blue while searching and switches to dimmed blue when connected successfully to the headset.

If Microsoft Teams is invoked: The dongle connects to Teams and lights up purple instead of blue.

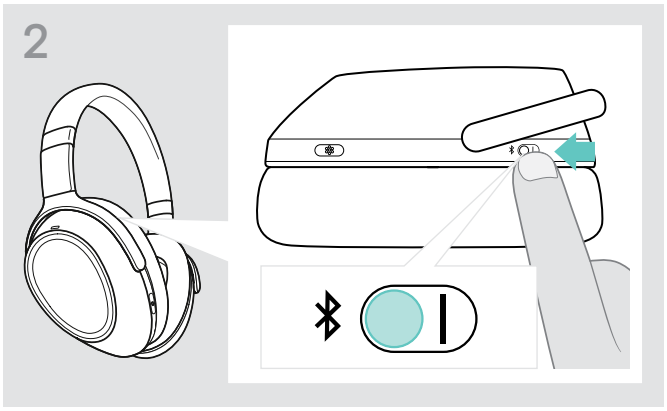
The dongle shows Teams notifications (see page 19).

To **manually pair the headset and the dongle**, activate the pairing mode for both:

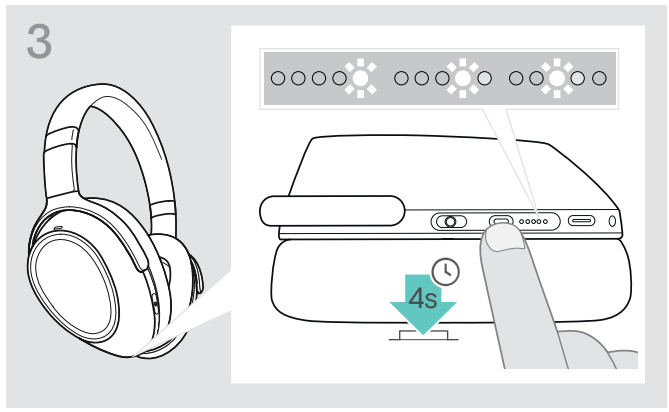
> Press and hold the headset’s Teams/Pairing button and the dongle’s button until the LEDs alternately flashes blue and red. Once the dongle and the headset are connected, the dongle lights up dimmed blue.

Pairing the headset via Bluetooth with a mobile device

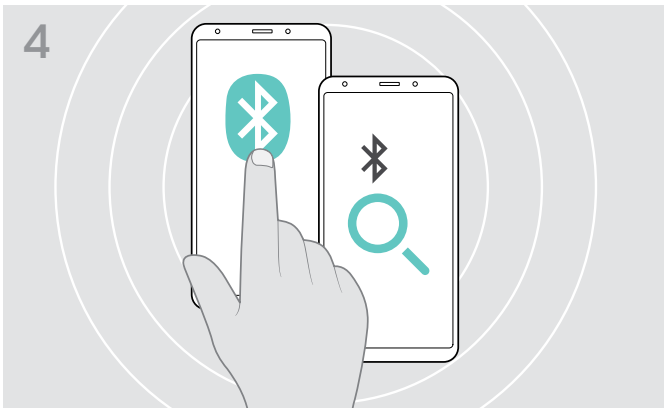
> Twist the ear cups to turn on the headset.



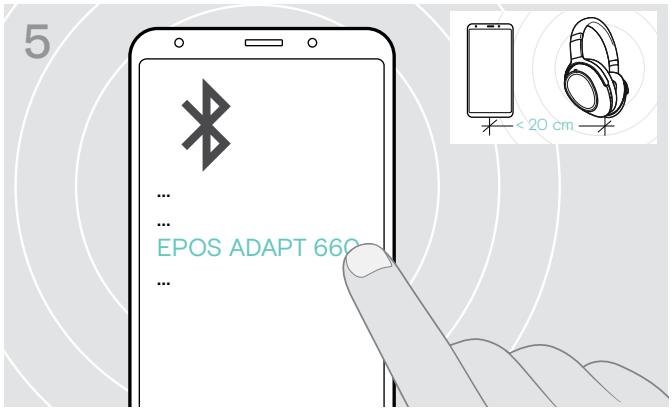
> Switch to position "I" to activate Bluetooth.



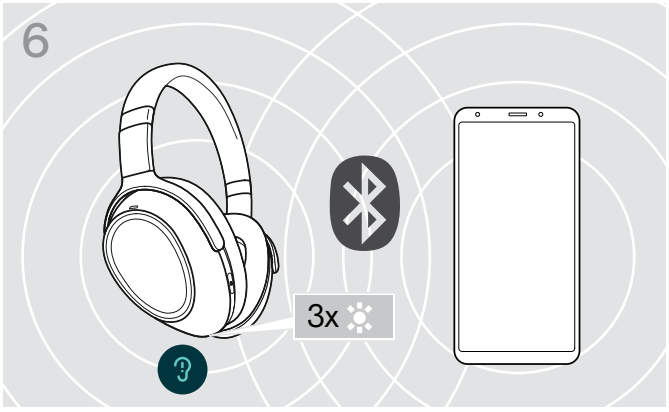
> Press and hold the Teams/Pairing button until the LEDs lights up white one after the other.
The headset is in pairing mode.



> Enable Bluetooth on your mobile device and start the search for Bluetooth devices – see instruction manual of your mobile device.



> Select “EPOS ADAPT 660” to establish a Bluetooth connection to the headset.

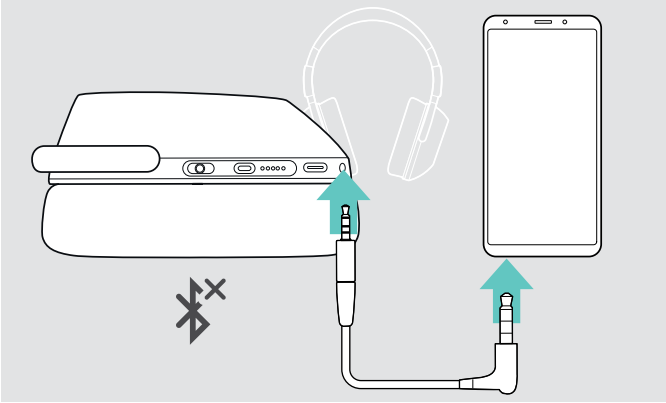


One LED flashes 3 times white as soon as the headset finds a device to connect to. The LEDs turn off.

To cancel pairing:
> Press the Teams/Pairing button.

Using the audio cable

Use the audio cable for media playback when the battery is low or when Bluetooth transmission is restricted or not allowed. Bluetooth immediately turns off once the audio cable is connected to the headset.



> Insert the small jack plug into the audio socket of the headset.
Bluetooth is deactivated.
> Connect the 3.5 mm jack plug to the audio output of your mobile device.

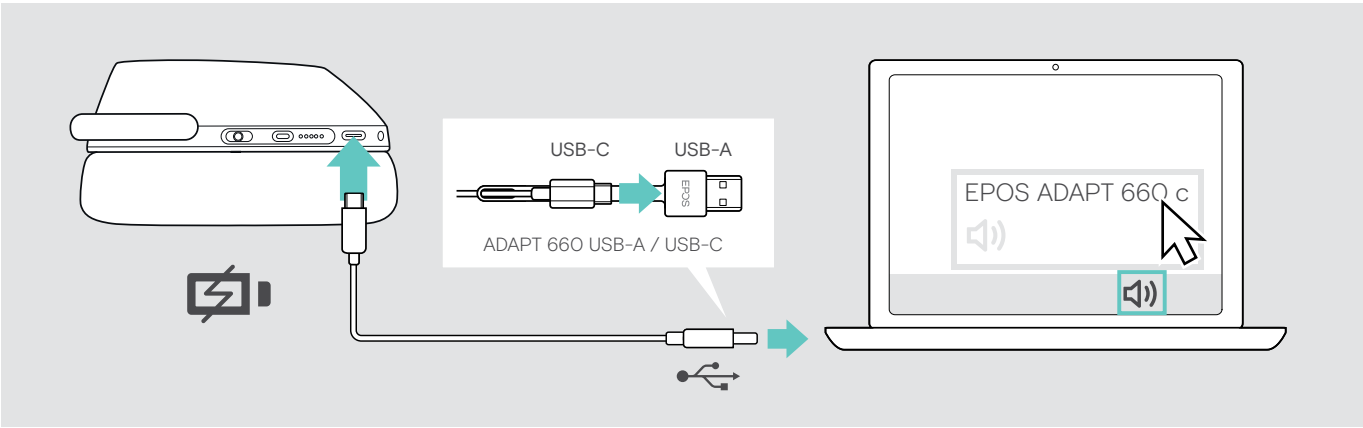
To disconnect the audio cable:

> Pull the plug out of the headset and your mobile device.
The headset automatically tries to connect to available paired Bluetooth devices.

You can use the Active Noise Cancellation (ANC) as usual (see page 14).

Using the USB cable

Use the USB cable for calls via softphone or media playback via USB and charging.



> Connect the supplied USB cable to the USB socket of the headset and a USB socket of your computer.
For ADAPT 660 USB-A/USB-C: Attach or detach the USB-A adapter*.
The battery is being charged – see page 21.
> Click the Audio icon on your PC and select:
- EPOS ADAPT 660 for ADAPT 660 | ADAPT 661 OR
- EPOS ADAPT 660 c for ADAPT 660 USB-A | ADAPT 660 USB-C.

*ADAPT 660 USB-A/USB-C:
You can completely remove and reattach the USB-A adapter from the USB cable.

To remove the USB-A adapter:

> Disconnect the adapter from the USB-C plug.
> Push the USB plug through the small opening at the end of the rubber holder.

To disconnect the headset:

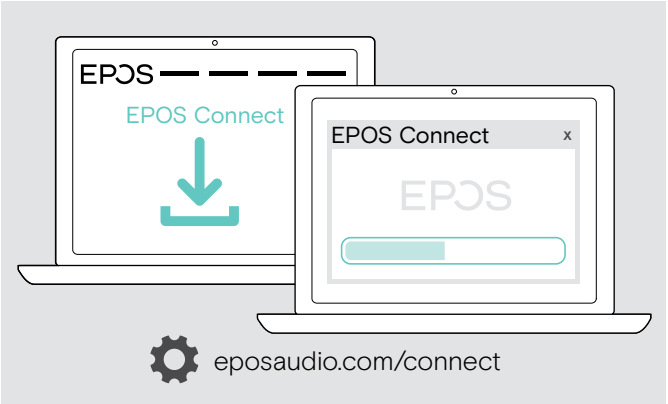
> Pull the plug out of the USB port.

Installing the EPOS Connect app

The free EPOS Connect app allows you to configure and update 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 software



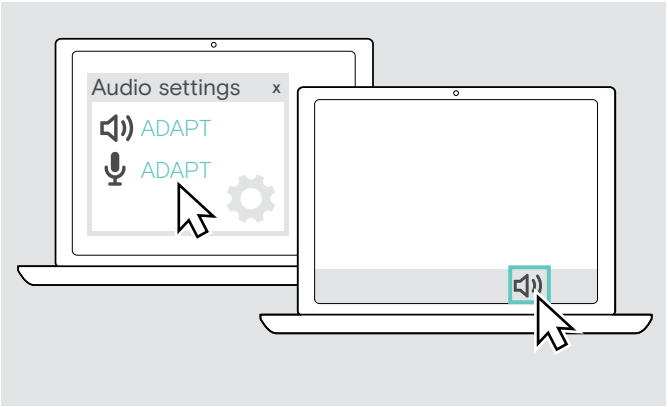
The free EPOS Connect software allows you to configure and update your headset and offers additional settings.

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

To make calls via the computer:

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

Changing Audio settings for the headset – 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 ADAPT 660 | ADAPT 660 c* as speaker.
> Select under input ADAPT 660 | ADAPT 660 c* as microphone.

* variant dependent

Using the headset

CAUTION

Hearing damage due to high volumes!

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

> Set the volume to a low level before putting on the headset.

> Do not continuously expose yourself to high volumes.

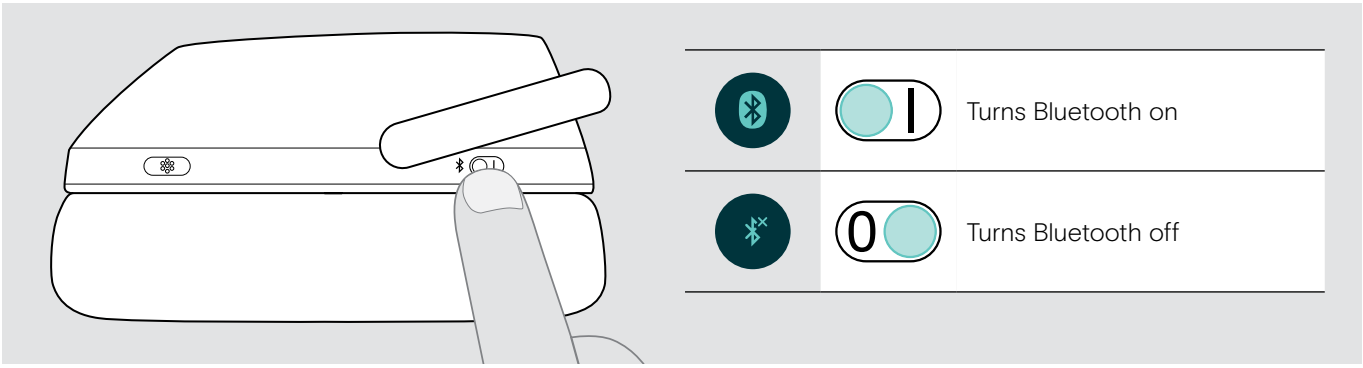
Turning the headset on and connecting it

> Twist the ear cups to turn on the headset.
One LED flashes 3 times white. The headset automatically tries to connect to available paired Bluetooth devices.

One LED flashes 3 times white as soon as the headset finds a device to connect to. The LEDs turn off.

Turning Bluetooth on / off

> Turn Bluetooth on if you want to use the headset wireless.



Turning the headset off

> Twist the ear cups to turn off the headset.
One LED flashes 3 times red. All volume settings are saved automatically when the headset is turned off.

> Charge the headset (see page 21).

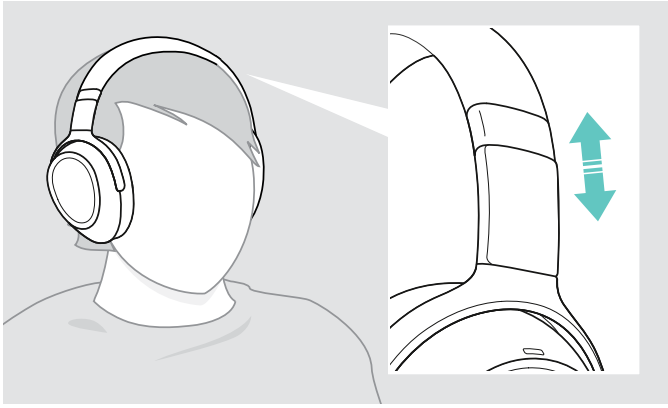
OR

> Store the headset (see page 24).

Adjusting and wearing the headset

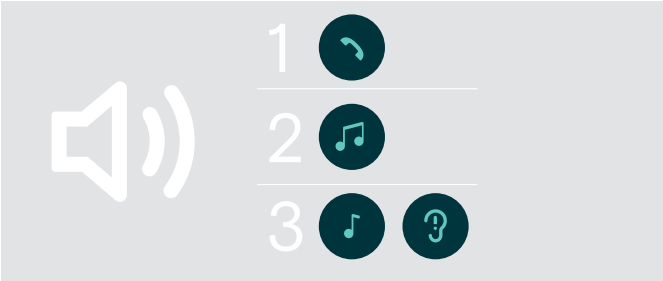
For good sound quality and best possible wearing comfort, adjust the headset.

> Put the headset on so that the headband runs over the top of your head and the side with the R marking rests on your right ear.



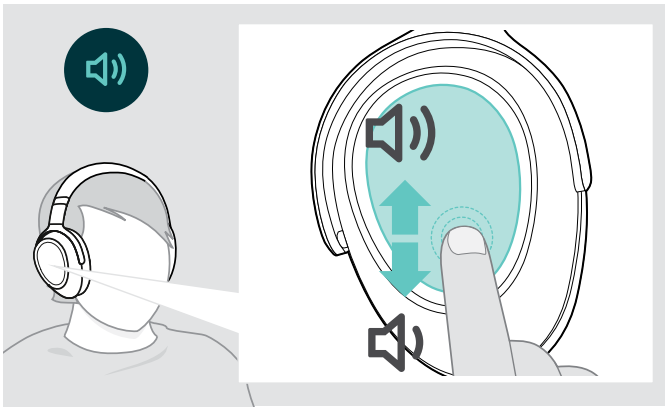
> Adjust the headset so that
- your ears are comfortably covered by the ear pads,
- you feel even, gentle pressure around your ears,
- a snug fit of the headband on the head is ensured.

Adjusting the volume



You can adjust three independent volume settings for the headset:

1. Call volume: during an active call
2. Audio volume: during audio streaming
3. Volume for ring tone, tones and voice prompts: in idle mode – no active call or audio streaming



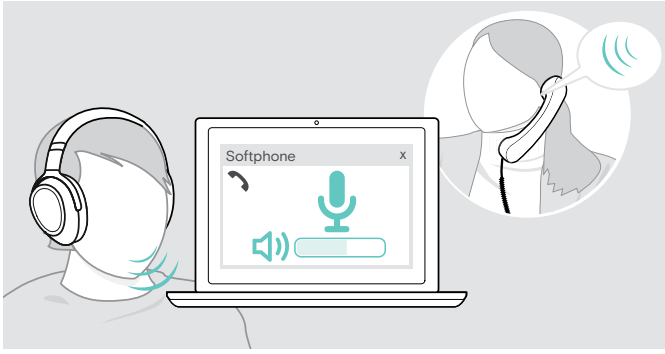
> Swipe up or down to increase or decrease the volume. Depending on the length of the swipe, you can adjust the volume in smaller steps (short swipe) or in larger steps (long swipe).

You hear a double beep when the minimum or maximum is reached and louder or lower beeps for tones and voice prompts.

To protect your hearing when you switch the headset back on, very high volume levels are reset to a moderate level when switching off.

Alternatively you can adjust the volume on your connected device.

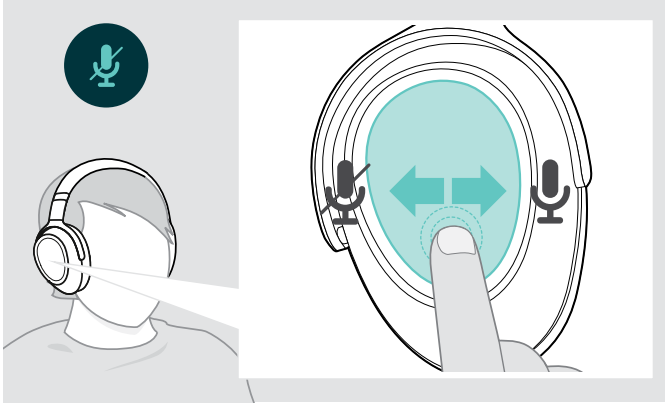
Adjusting the headset's microphone volume for softphones



> 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 PC audio application.

Muting the microphone



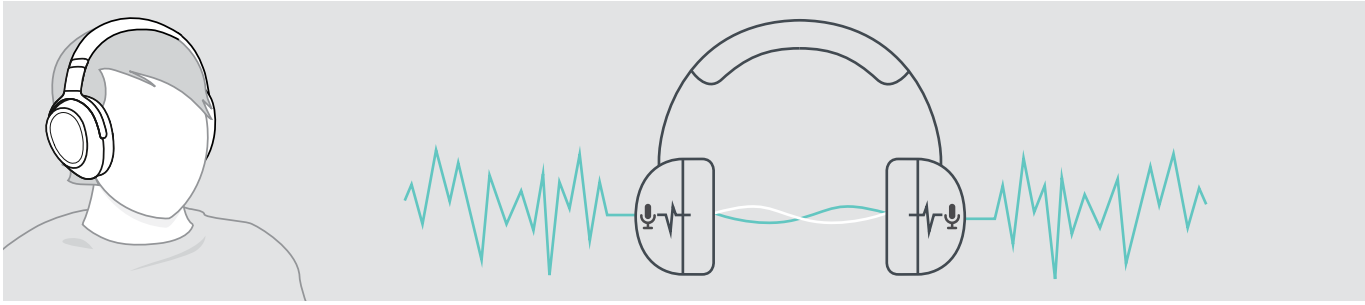
> Swipe
- backward to mute or
- forward to unmute the microphone.

You hear a tone.

Using Active Noise Cancellation (ANC)

This headset provides attenuation of ambient noise using Active Noise Cancellation (ANC) technology. Special microphones optimize speech and reduce background noise.

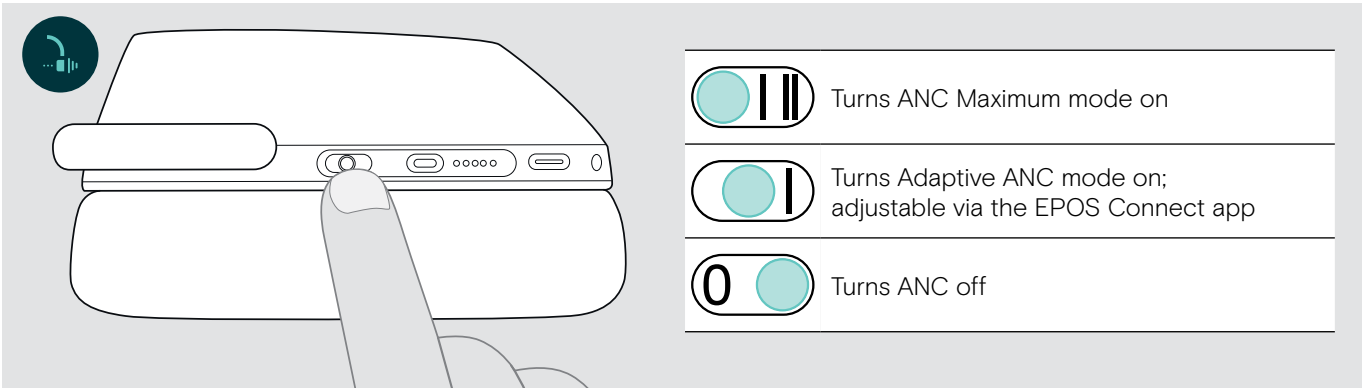
When "Adaptive ANC" is selected, active noise cancellation depends on the intensity of ambient noise. The active noise cancellation can be strong if the ambient noise is high, or weak if the ambient noise is low. You can control the extent of noise cancellation for the ANC Adaptive mode via the EPOS Connect app.



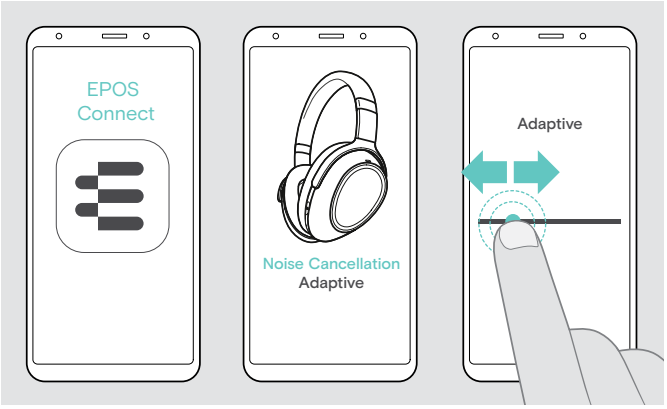
If you are in a noisy environment but would like to have your own quiet space, you can use the headset itself, disconnected from any device, and simply benefit from ANC. You can activate ANC if the battery is sufficiently charged and if the headset is turned on.

Good to know about ANC

- Continuous uniform noise, such as motor or fan noise, is suppressed
- Speech or high-frequency noise is reduced
- If a slight noise in very quiet environments occurs: Deactivate ANC.
- If unusual whistling or beeping noises occur: Take the headset off and put it on again and check the fit of the ear cups.



Adjusting the Adaptive ANC



The EPOS Connect app allows you to select different ANC modes that offer the optimal settings depending on the application/situation.

For example, low-frequency noise can be suppressed, wind noise can be minimized or a possible feeling of pressure on the ears can be avoided.

> Start the EPOS Connect app.
> Open Noise Cancellation.
> Change the intensity of the Noise Cancellation.

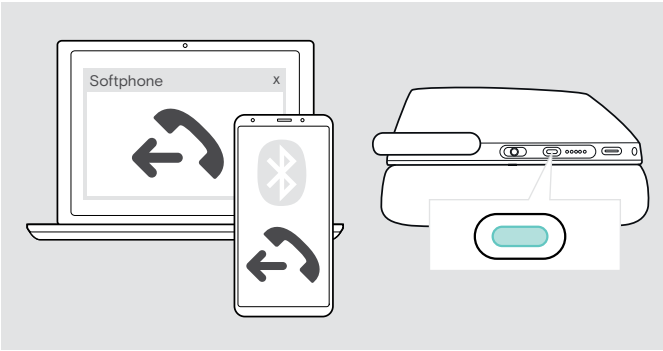
Turning TalkThrough on / off

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

Making calls using the headset

The following functions depend on the connected device.

Making a call



> Initiate the call on your connected device.

OR

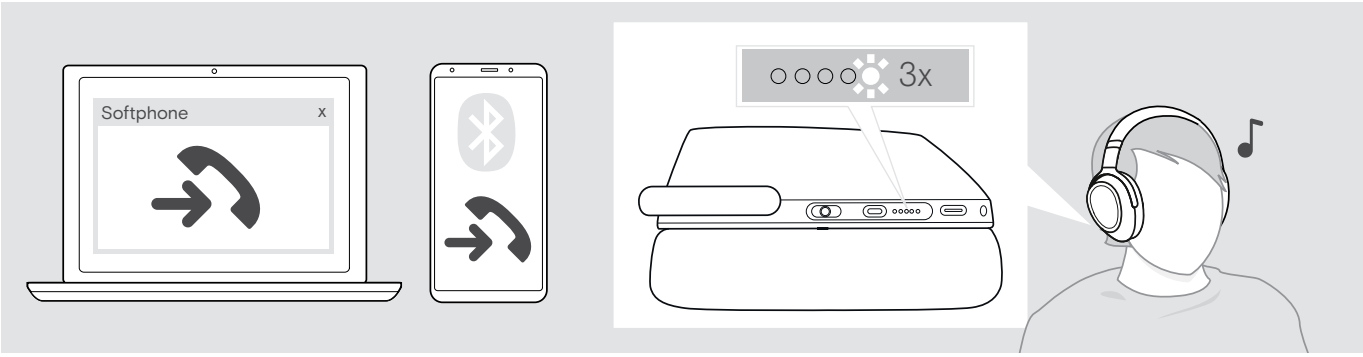
> Press the Teams/Pairing button to initiate a call via your softphone.

If your call is not automatically transferred to the headset:

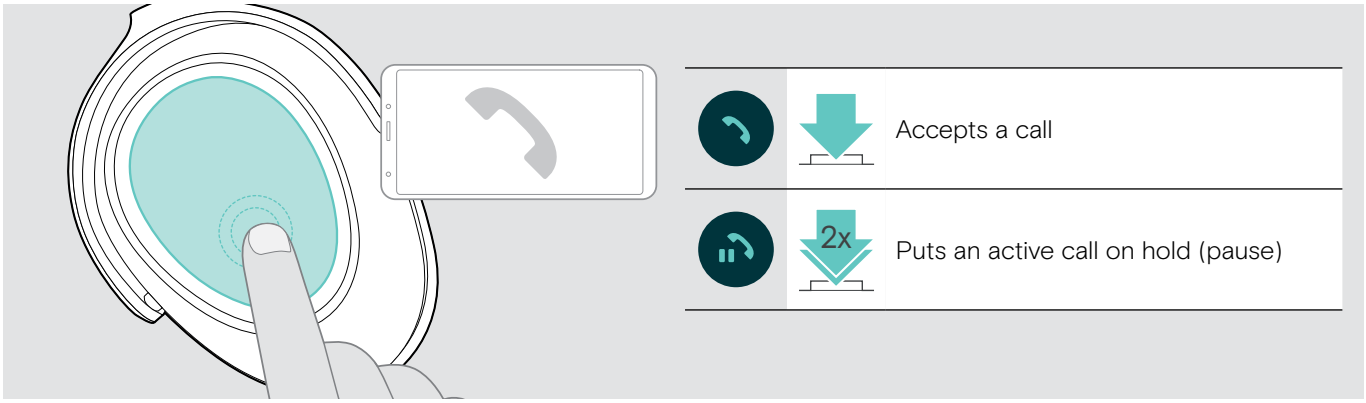
> Search this function in the instruction manual of your connected device.

Accepting / rejecting / ending a call

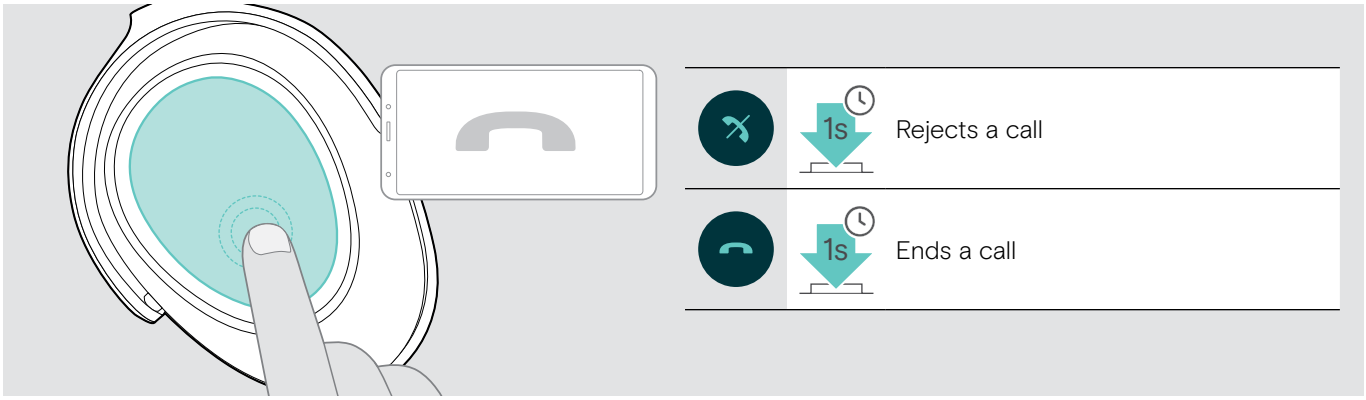
When you receive a call, you hear a ring tone and the LED flashes blue.



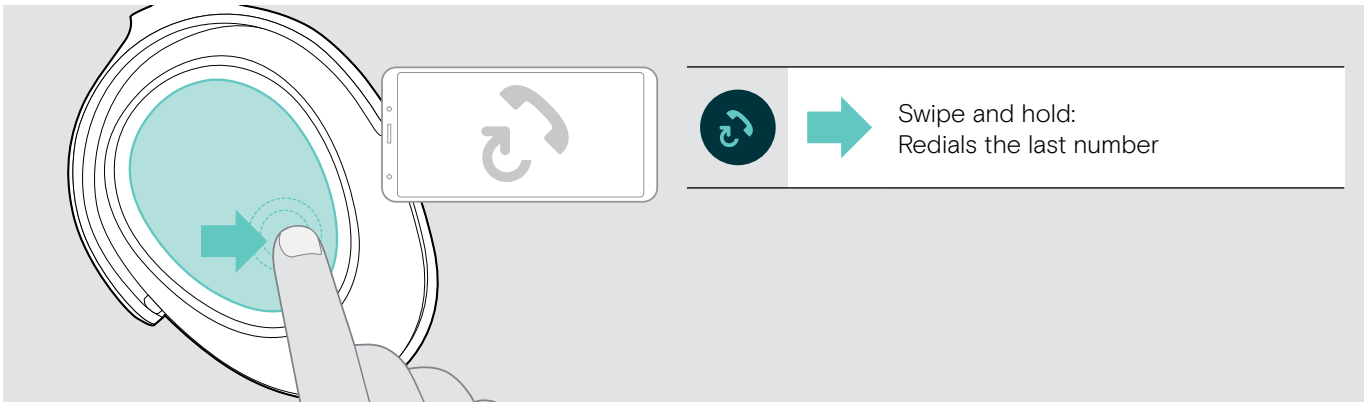
Accept / hold a call



Reject / end a call



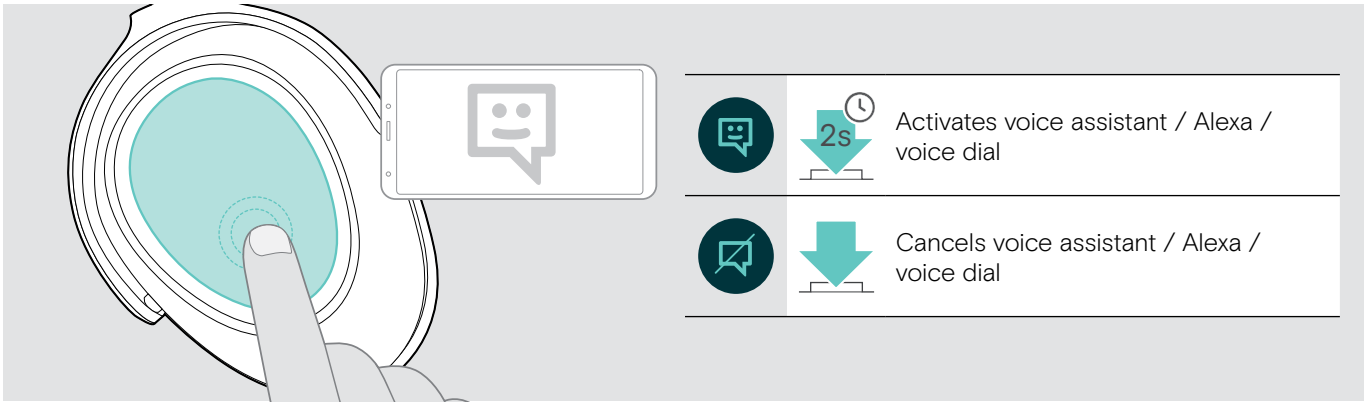
Redialing



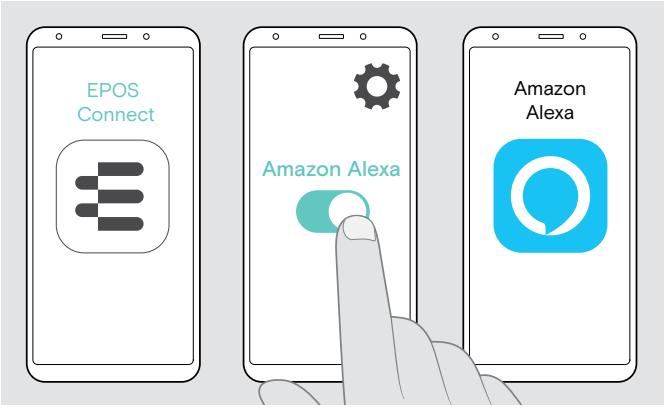
Using the voice assistant / Alexa / voice dial

The last connected Bluetooth device will be used for voice assistant or voice dial.
For Microsoft Cortana: see page 19.

Before you can use Amazon Alexa as a voice assistant, you have to add the headset to the Amazon Alexa app – see below.



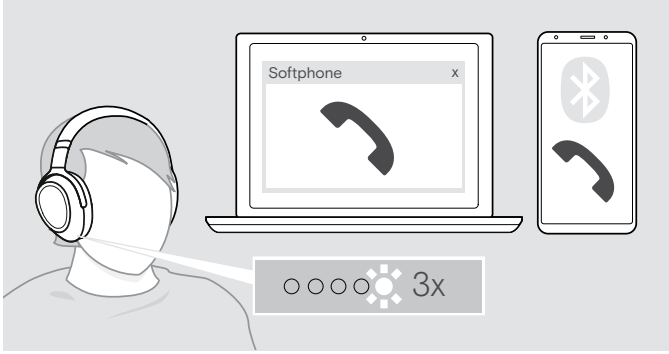
Connecting the headset to Amazon Alexa



> Start the EPOS Connect app on your mobile device.
> Open the settings and activate Amazon Alexa for your ADAPT 660 headset.
> Start the Amazon Alexa app and select Add Device.
> Select ADAPT 660 from the list of found devices to connect the headset to Alexa.

There are on-screen notifications to guide you through the settings.

Managing multiple calls

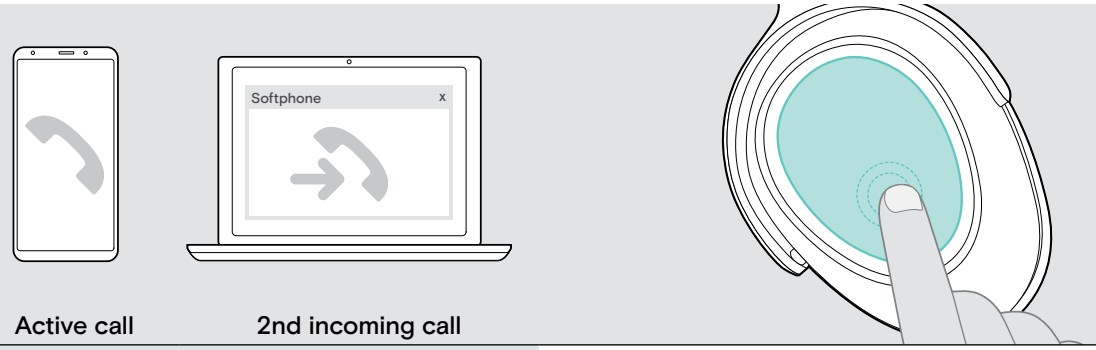


You can use the Headset with up to two connected Bluetooth devices.

Two calls can be managed simultaneously.

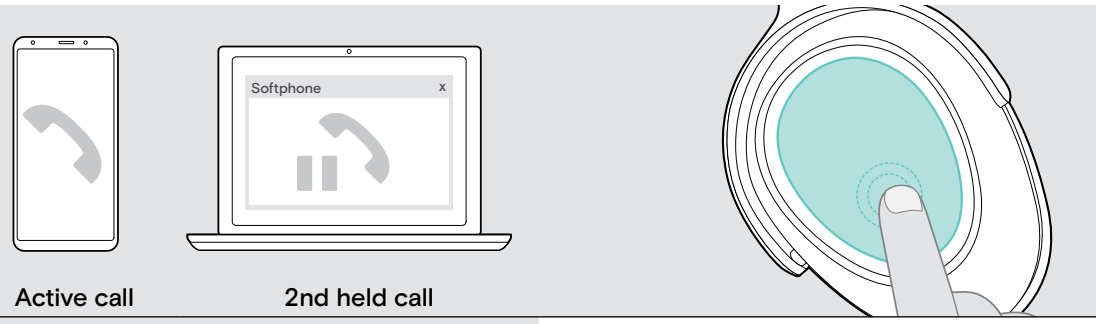
If you receive a call during an active call, a knock on tone will be played.

Accept / reject second call



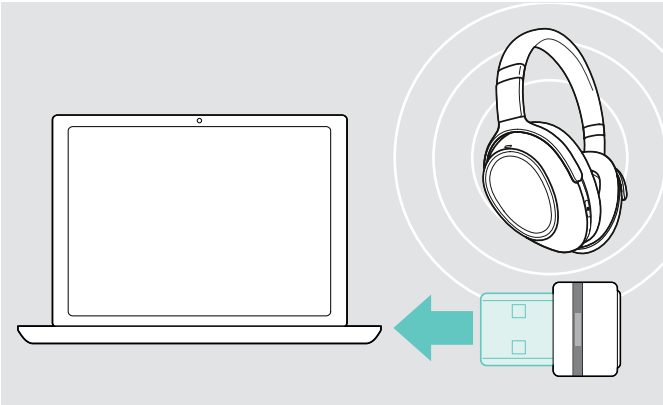
Active call	2nd incoming call	
		Accepts the incoming call and ends the active call
		2x Accepts the incoming call and puts the active call on hold
		1s Rejects the incoming call and continues the active call

Toggle between calls / end active call



Active call	2nd held call	
		2x Toggles between the active and held call
		1s Ends the active call and makes the held call active

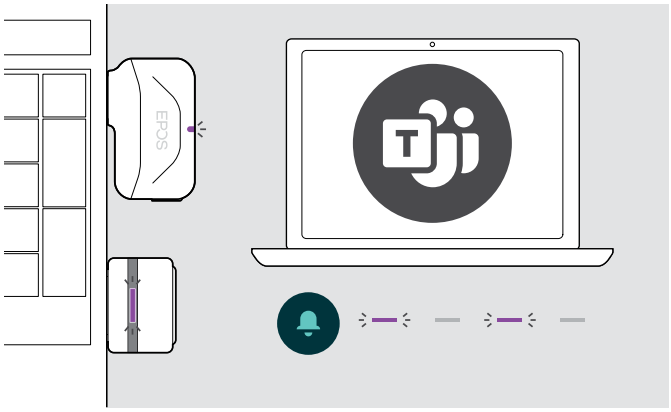
Using headset and dongle with Microsoft® Teams / Cortana



To use Microsoft Teams and Cortana with the headset:

> Plug the dongle into the USB port of your computer – see page 8.
If Microsoft Teams is already running, the blue LED changes to purple automatically.

Invoking Microsoft® Teams and check notifications



> Start Microsoft Teams on your computer.
The dongle connects to Microsoft Teams and the blue LED changes to purple.

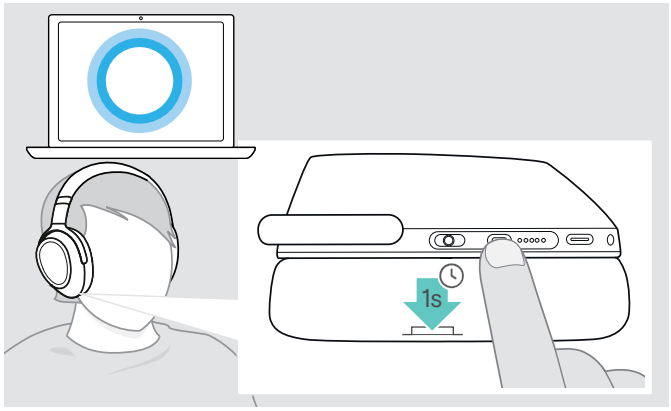
The LED pulses purple to indicate:

- Meeting Join Notification
- Voice Mail Notification
- Missed Call Notification

To check these Notifications on your screen:

> Press the Hook button.

Activating and using Microsoft® Cortana



You can activate and use Cortana – Microsoft's Personal Digital Assistant using Voice command technology – with the headset.

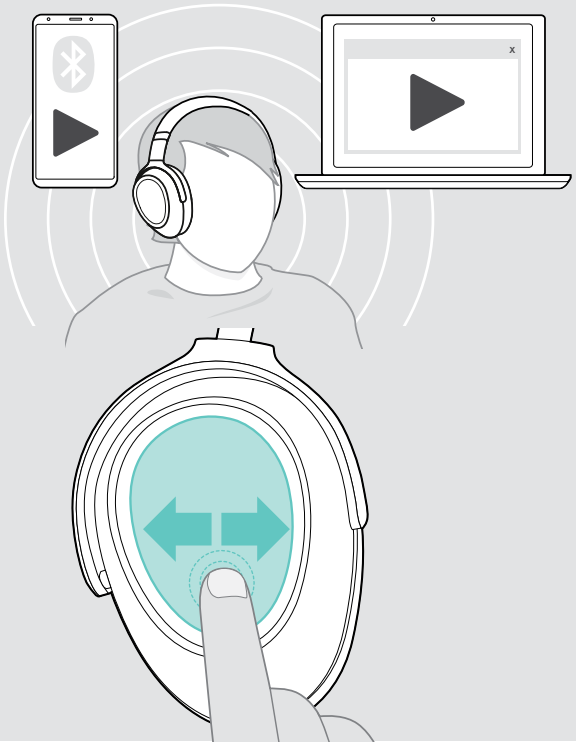
> Press the Teams/Pairing button.
The Dongle LED flashes purple while activating Cortana.

The LED lights up purple and Cortana is ready to use.

Listening to audio using the headset

You can listen to audio via a connected device. The following functions depend on the connected device.

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

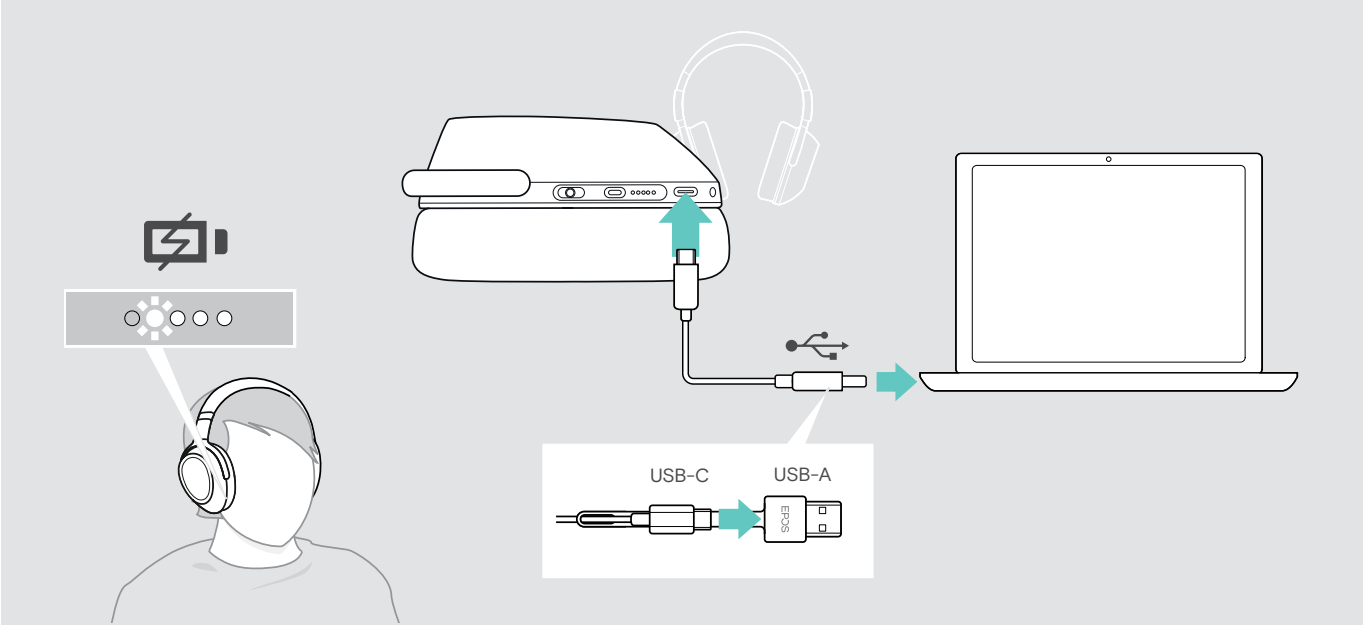


Plays audio	
Pauses audio	
Plays the next track in the playlist	
Swipe and hold: Fast-forwards the track	
Plays the previous track in the playlist	
Swipe and hold: Rewinds the track	

If you receive and accept a call, media playback is paused and restarts after the call – if supported by the connected device.

Additional functions

Charging the headset battery



> Connect the supplied USB cable to the USB socket of the headset and a USB socket of your computer.
For ADAPT 660 USB-A / USB-C: Attach or detach the USB-A adapter.
The battery is being charged. The LEDs light up depending on the battery status of the headset and turn off when the battery is fully charged.

LED	Battery status
○○○○○	between 81 and 100%
○○○○○	between 61 and 80%
○○○○○	between 41 and 60%

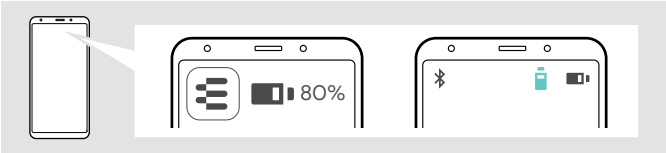
LED	Battery status
○○○○○	between 21 and 40%
○○○○○	between 2 and 20%
○○○○○	weak: <2%

To end charging:

> Disconnect the USB cable from the headset.

- When the battery is flat, the headset turns off automatically.
- Switch the headset off for faster charging.

Verifying remaining battery power

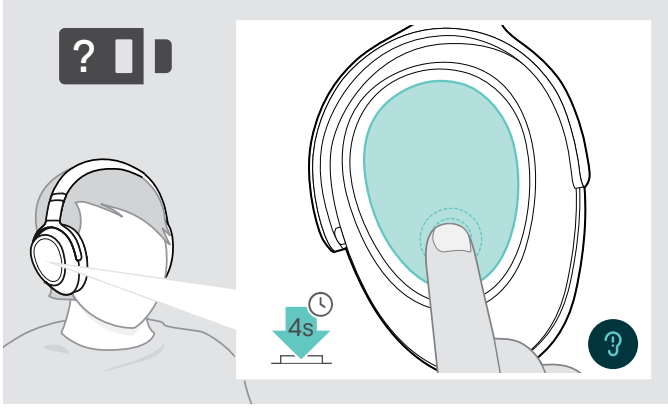


The remaining battery power is shown in the EPOS Connect app.

Some mobile devices indicate the battery status of the headset.

You can retrieve information on the remaining battery power at any time – except while you are in a call:

> Tap and hold the finger on the touch pad until a voice prompt is announced.

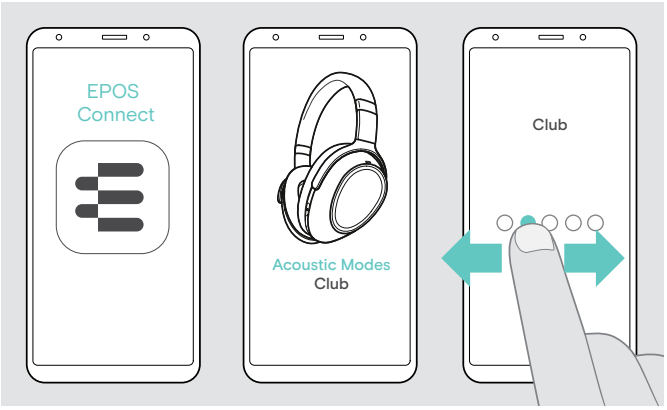


LED	Remaining battery power
○●○○○	more than 80%
○○●○○	more than 60%
○○○●○	more than 40%
○○○○●	more than 20%
●○○○○	more than 2%

When the battery power drops below 2%, the LED flashes red and “Recharge headset” is announced several times.

Changing the sound effect

You can use these settings to enhance the quality of your audio according to its genre or category.



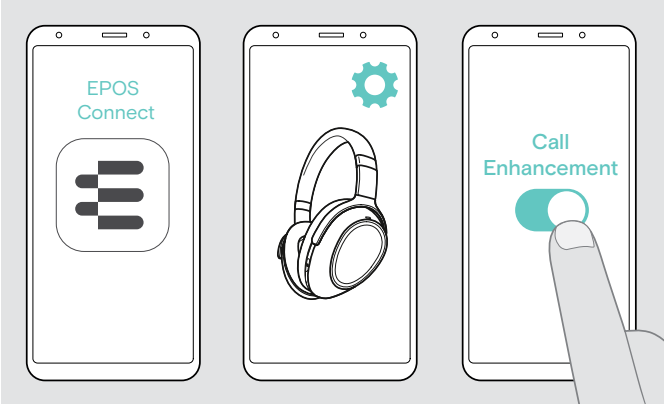
The sound effects are automatically activated when the headset and the mobile device are connected via Bluetooth or the USB cable.

To change the sound effect:

> Start the EPOS Connect app.
> Open Acoustic modes.
> Swipe to your mode – see table below.
> Go back to the home screen to save the setting in the app and for the headset.

Mode	Meaning
Neutral	neutral setting
Club	for more room impression
Movie	for more exciting entertainment
Speech	for higher intelligibility e. g. podcasts or audiobooks
Director	> Tap on Adjustment, to customize the settings: • Boost: raises certain frequency ranges • Spatial: simulates virtual external speakers • Reverb: simulates a virtual room • DLC: dynamic level control

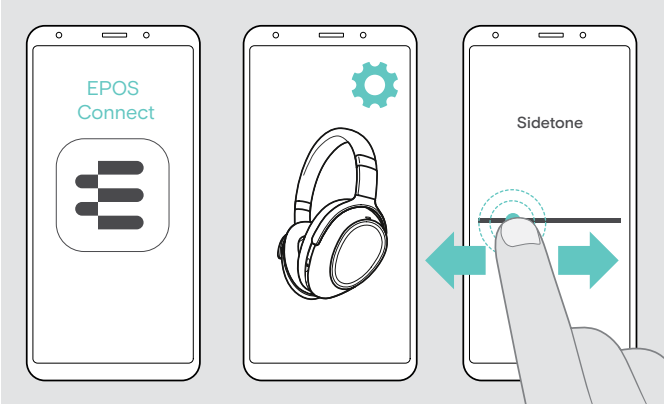
Activating / deactivating Call Enhancement



This function reproduces the voice of the person you are talking to so naturally that you get the impression that the person is in the same room and not at the other end of the line.

> Start the EPOS Connect app.
> Go to Settings.
> Activate or deactivate Call Enhancement.

Adjusting the Sidetone



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

> Start the EPOS Connect app.
> Go to Settings.
> Move the slider to the desired strength for the Sidetone.

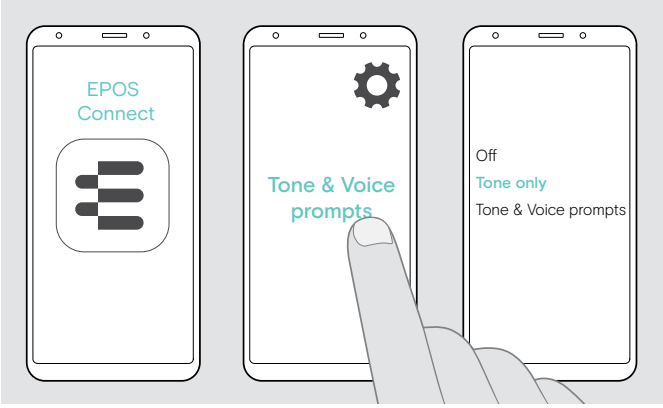
You can also change these settings via EPOS Connect.

Enabling / disabling voice prompts, tones and changing language

You can change voice prompts, tones and language via the EPOS Connect app.

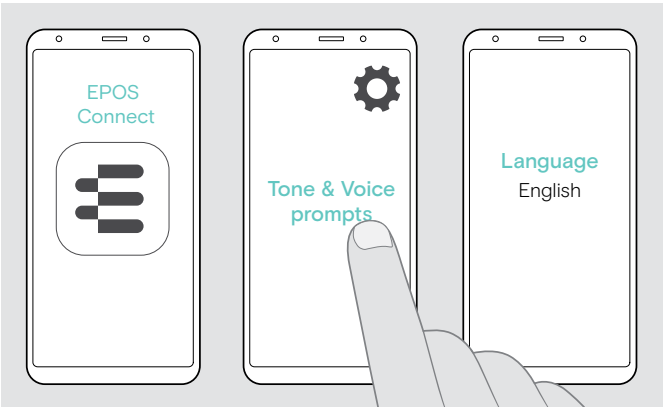
You can also change these settings via EPOS Connect.

Enabling / disabling voice prompts and tones



> Start the EPOS Connect app.
> Go to Settings.
> Tap on Tone & Voice prompts.
> Tap on:
- Off
  deactivates tones and voice prompts (few exceptions e. g. rechargeable battery is empty)
- Tone only
  deactivates voice prompts
- Tone & Voice prompts
  activates tones and voice prompts

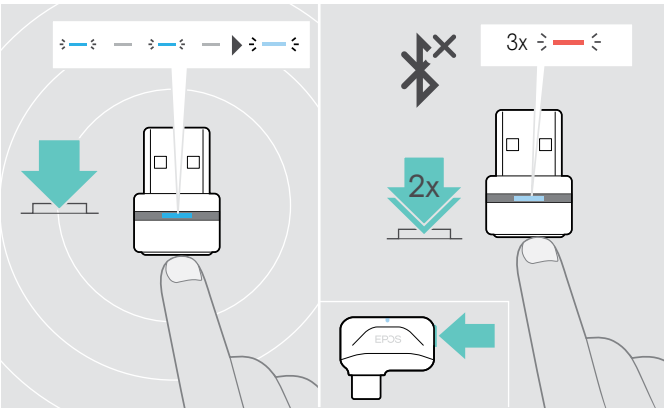
Changing the language of the voice prompts



By factory default, voice prompts are activated in English.

> Start the EPOS Connect app.
> Go to Settings.
> Tap on Tone & Voice prompts.
> Tap on Language of voice prompts and choose the corresponding language from the list.

Reconnecting / disconnecting Bluetooth via the dongle



Reconnecting Bluetooth

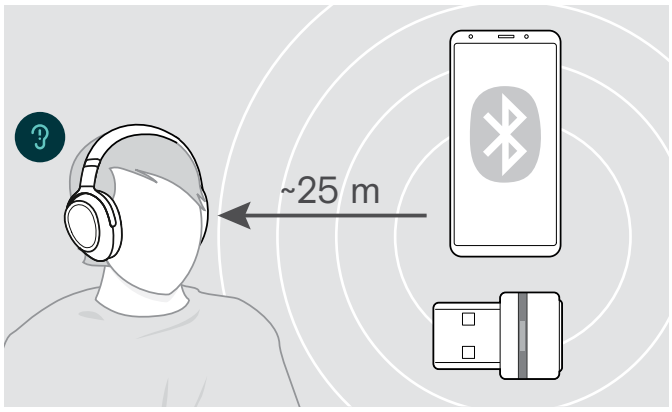
> Tap the dongle's button.
The dongle flashes blue and lights up dimmed blue.

Disconnecting Bluetooth

> Double tap the dongle's button.
Bluetooth will be disconnected. The LED flashes 3 times red.

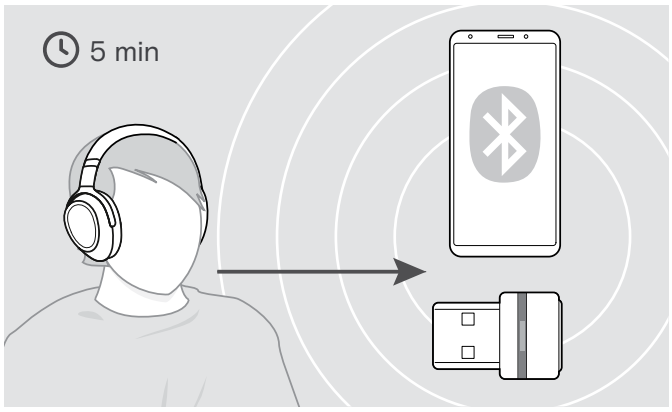
If you leave the Bluetooth range

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 25 meters.



If the audio quality deteriorates e. g. during a call or the link breaks down completely:

> Re-enter the radio range of the Bluetooth device.

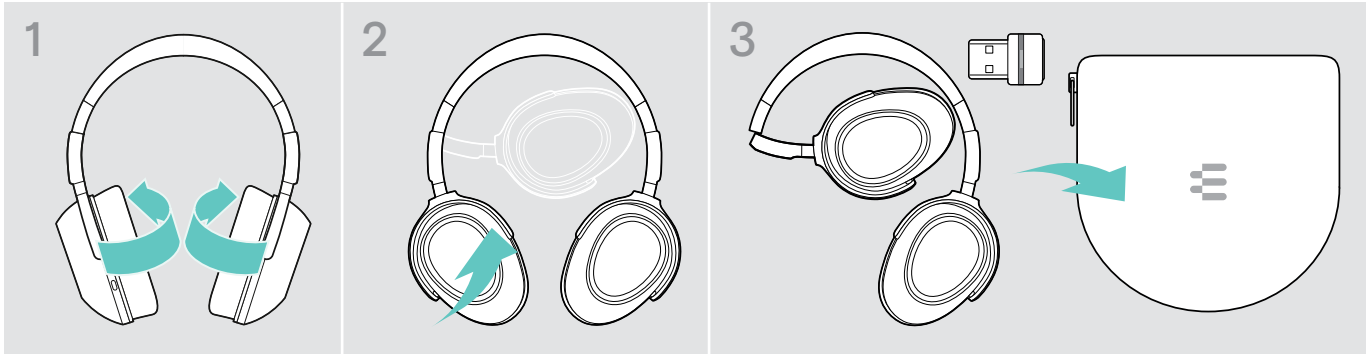


If you re-enter the Bluetooth transmission range within 5 minutes, the connection is re-established.

After more than 5 minutes re-establish the connection manually:

> Turn the headset off and on again.

Storing and transporting the headset



To avoid nicks or scratches on the headset:

> Fold the ear cups inwards towards the headband.

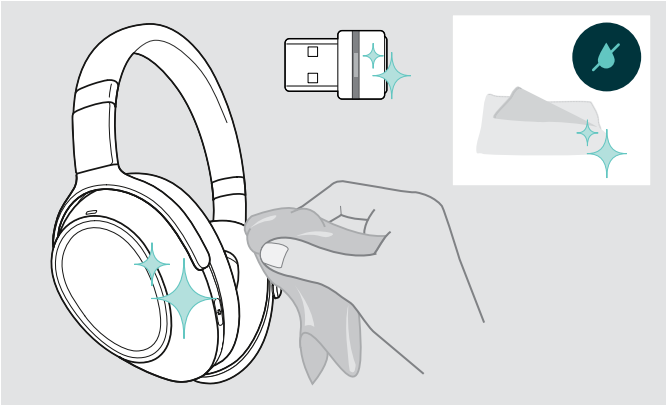
> Store the headset in the case when not in use or when carrying it around. Keep it in a clean and dry environment.

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.

Maintaining the products and updating the firmware

Cleaning the products



CAUTION

Liquids can damage the electronics of the product!

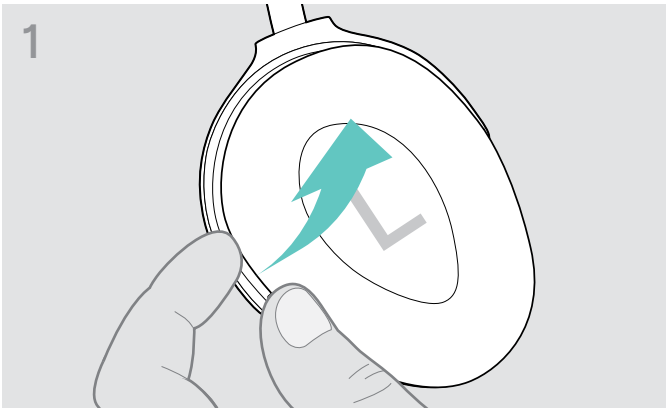
Liquids entering the housing of the device can cause a short circuit and damage the electronics.

> Keep all liquids far away from the product.
> Do not use any cleansing agents or solvents.

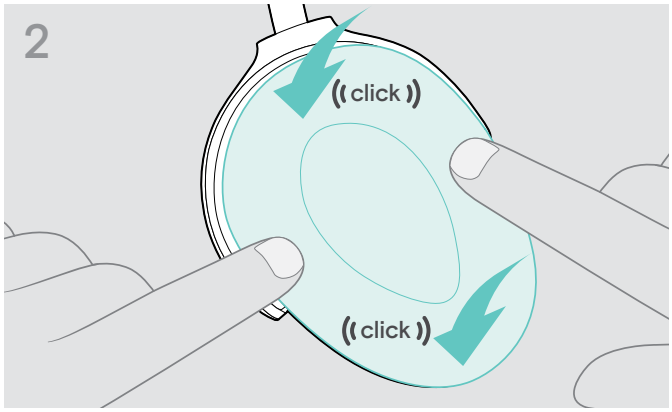
> Only use a dry cloth to clean the product.

Replacing the ear pads

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



> Grab under the ring of the earpad from the outside and pull it off the ear cup hooks.



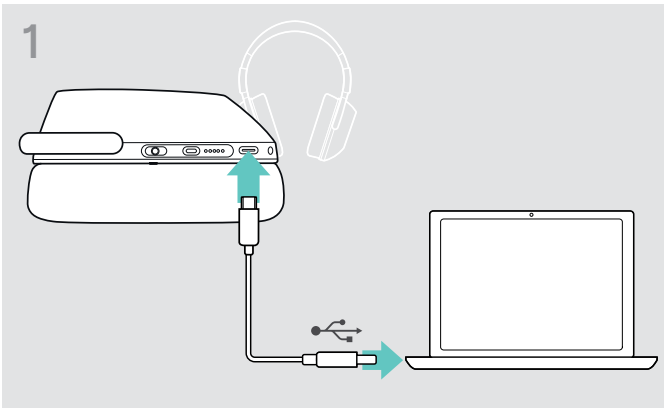
> Put the new earpad on the upper and lower hooks and press on all corners of the ear cup to securely lock it.

Updating the firmware of the products

To update the installed firmware:

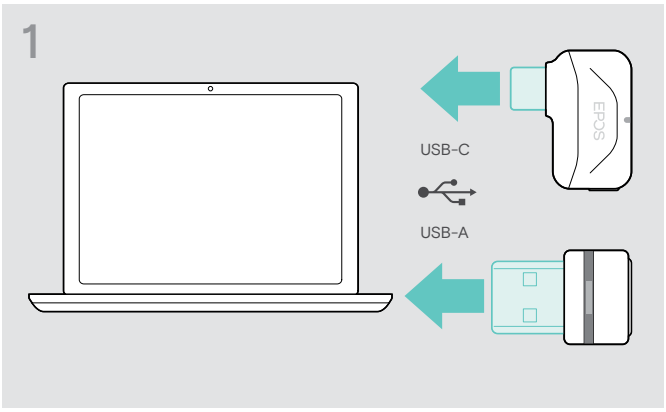
> Install the free of charge EPOS Connect software (see page 11).

Updating the firmware of the headset



> Connect the USB cable to your headset and your computer (see page 10). The LEDs light up.

Updating the firmware of the dongle



> Plug the dongle into the USB port of your computer. The LED lights up.

> Start EPOS Connect.
If there is a new firmware available the software will guide you through the update process.

Replacing / removing the headset's rechargeable battery

The rechargeable battery must only be replaced or removed by an authorized EPOS service center.

> Contact your EPOS service center if the rechargeable battery needs to be replaced. To find the EPOS service partner in your country, visit eposaudio.com.

Outside the warranty period, the rechargeable batteries may be replaced or re-moved by any qualified service center.

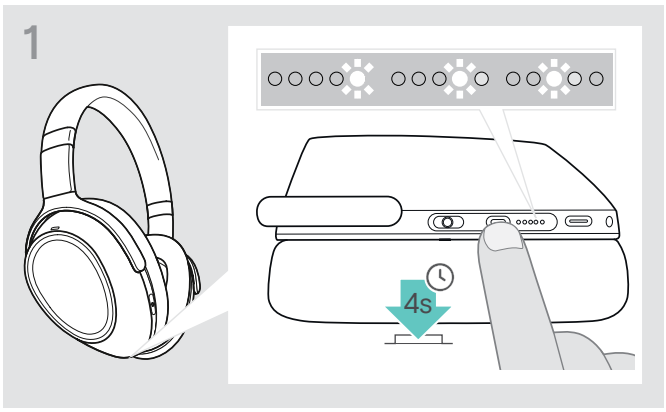
If a problem occurs ...

Problem	Possible cause	Solution	Page
Headset cannot be turned on	Rechargeable battery empty	> Recharge the headset battery.	21
Active Noise Cancellation (ANC) cannot be turned on	Rechargeable battery empty	> Recharge the headset battery.	21
	Headset turned off	> Turn the headset on.	12
No audio signal or drop outs	Headset not paired with a Bluetooth device	> Pair the headset.	8
	Volume adjusted too low	> Increase the volume.	13
	Headset turned off	> Turn the headset on.	12
	Computer: Headset not selected as audio device	> Change the Audio settings of your computer.	11
Headset cannot be connected via Bluetooth	Headset not paired	> Pair the headset with a Bluetooth device (max. 20 cm distance while pairing between devices).	8
		> Check if your Bluetooth device supports the HF or HS profile.	–
	Bluetooth at headset turned off	> Turn Bluetooth on.	12
	Bluetooth at mobile device turned off	> Turn Bluetooth on.	–
	Dongle not plugged in	> Plug the dongle into the USB port of your Computer.	8
Microsoft Teams does not work: LED blue instead of purple	Dongle or Microsoft Teams disturbed	> Unplug and plug the dongle again.	–
		> Re-start Teams on your device.	–
Beeps instead of voice prompts	Voice prompts disabled	> Enable the voice prompts.	24
Headset or dongle does not react to any button press	Software or hardware problems	> Turn the headset off and on again.	12
		> Unplug and plug in the dongle again.	8
		> Clear the pairing list of the headset.	29
		> Clear the pairing list of the dongle.	29

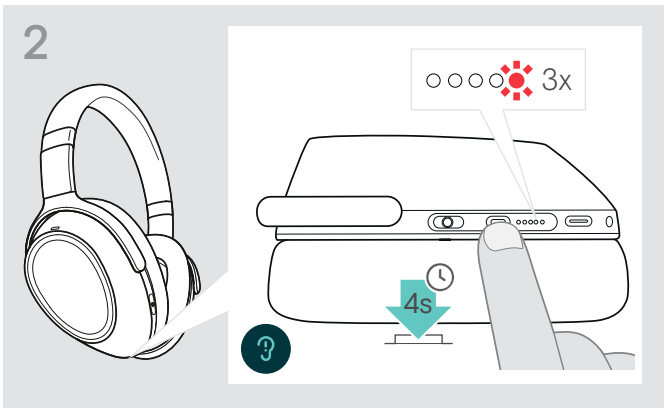
If a problem occurs that is not listed in the above table or if the problem cannot be solved with the proposed solutions, please contact your local EPOS partner for assistance.

To find the EPOS partner in your country, search at eposaudio.com.

Clearing the pairing list of the headset (Reset)

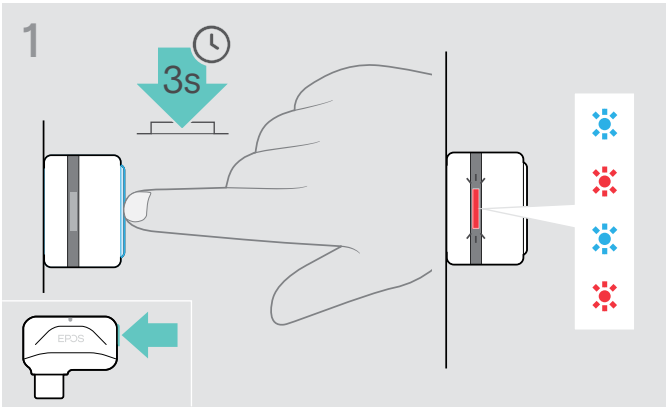


> Press and hold the Teams/Pairing button until the LEDs lights up white one after the other.
The headset is in pairing mode.



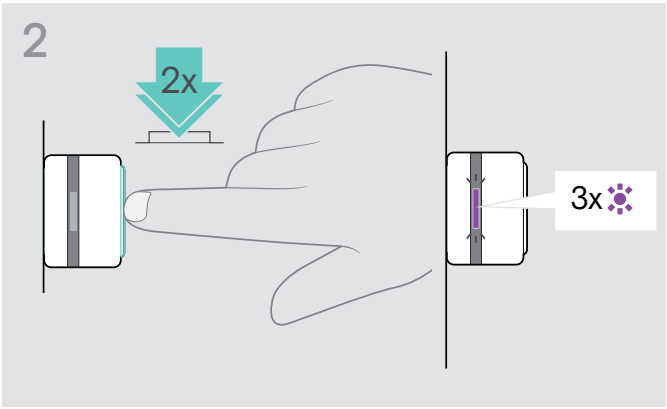
> Press and hold the Teams/Pairing button until the LED flashes red 3 times.
The pairing list is cleared. The headset searches for Bluetooth devices to pair with – see page 8.

Clearing the pairing list of the dongle (Reset)



> Plug the dongle into the USB port of your computer.

> Press and hold the button until the LED flashes blue and red.



> Double press the dongle's button.
The LED flashes purple 3 times. The pairing list is cleared. The dongle searches for Bluetooth devices to pair with – see page 8.

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