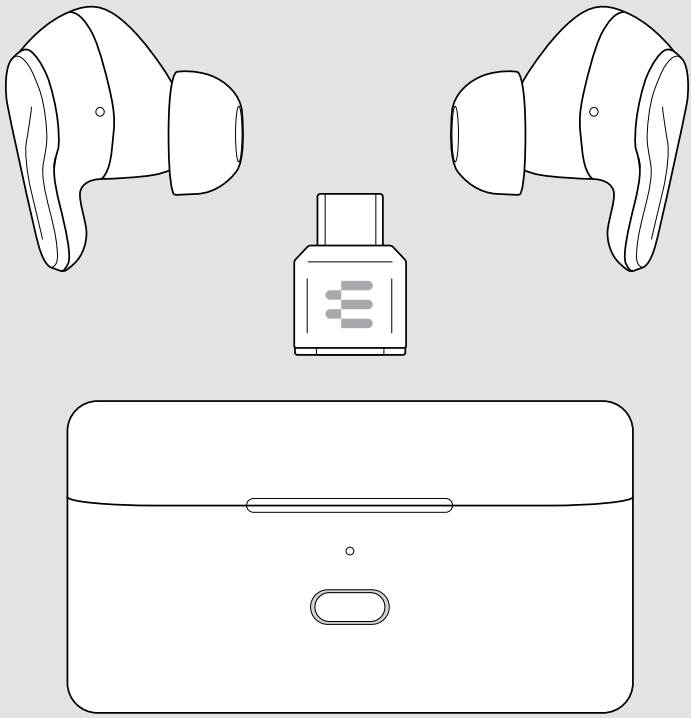

ADAPT E1

Wireless earbuds | USB-C dongle

User Guide

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Trademarks

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Welcome

Unmatched comfort, exceptional audio

An all-in-one earbud designed for the professional and personal you. Whether you are joining a Teams meeting, taking a call, or enjoying music, the ADAPT E1 delivers an exceptional experience wherever you are.

With Microsoft Teams and Made for iPhone certifications, multi-point connectivity and an impressive 50-hour battery life* you will experience seamless calls and communication throughout your day.

Leveraging AI and a database of over half a million ear scans, EPOS IntelligentFit™ guarantees unmatched comfort and acoustic performance without the feeling of blocked ears.

Experience exceptional sound that makes your music come alive and hybrid active noise cancellation that makes concentration effortless. Whether you need to navigate a busy day of calls or want to immerse yourself in music with rich sound, the ADAPT E1 is your new go-to earbud.

Key benefits & features

So comfortable you will forget you're wearing them
More than half a million ear scans can't be wrong. EPOS IntelligentFit™ ensures a comfortable fit and superior acoustic performance.

An earbud certified for professionals
UC certifications, multi-point connectivity and device management boost productivity and let you switch easily between any phone, PC or tablet.

Delivers an outstanding music experience
Enjoy a headset-quality listening experience with rich, detailed sound that brings your music to life.

Speak effortlessly without the feeling of blocked ears
Hybrid ANC, semi-open acoustics, and EPOS advanced algorithms make concentration and conversations easier and more natural.

Never pause your productivity with 50 hours* of battery
Power through the day with impressive battery life and keep the momentum going with wireless case charging whenever you need it.

*Tested in listening mode with ANC turned off and a single-point connection to a mobile phone.



For safety instructions, consult the Safety Guide.

- Do not mechanically crush or cut the build-in rechargeable batteries.
- Do not expose the build-in rechargeable batteries to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

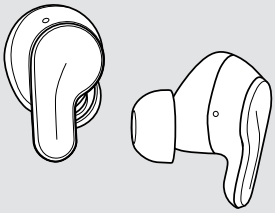
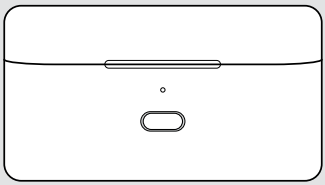
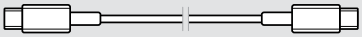


For specifications, consult the Fact sheet available at eposaudio.com



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

Package contents

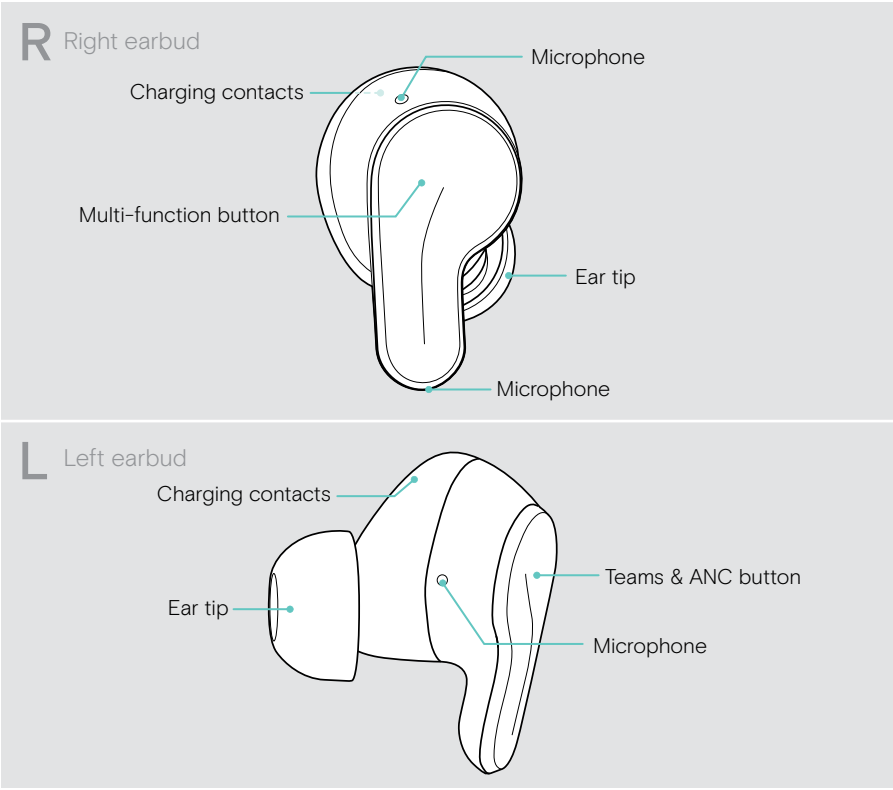
	Earbuds L & R with built-in rechargeable battery
	On-the-go charge case with built-in rechargeable battery for earbuds
	USB-C dongle BTD 900c
	Charge cable USB-C® to USB-C
	Silicone ear tips XS, S, L (M pre-mounted)
	Product documentation Quick Guide Safety Guide Compliance sheet

ADAPT E1 at a glance

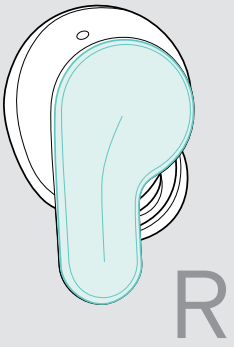
Icons at a glance

	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

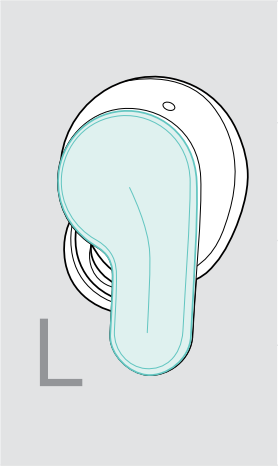
Earbuds at a glance



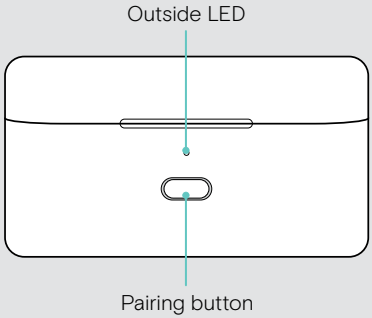
Right Earbud button at a glance

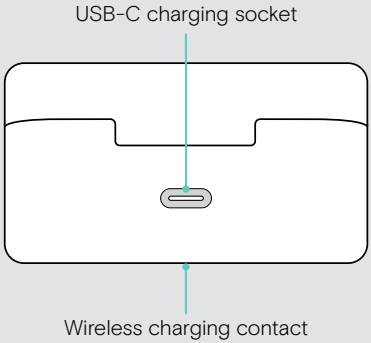
Multi-function button	Press	Function	Page
		Mutes / unmutes the microphone	25
		Starts / pauses audio playback	33
		Accepts a call	29
		Ends a call	29
		2 calls: Answers incoming and ends active call	30
		Skips to the next track	33
		Skips to the previous track	33
		Toggles between ANC ON, ANC OFF and Ambient Mode	26
		Rejects a call	29
		2 calls: Rejects incoming and keeps active call	30
		Increases the volume (keep pressed until you hear frequent beeps)	23

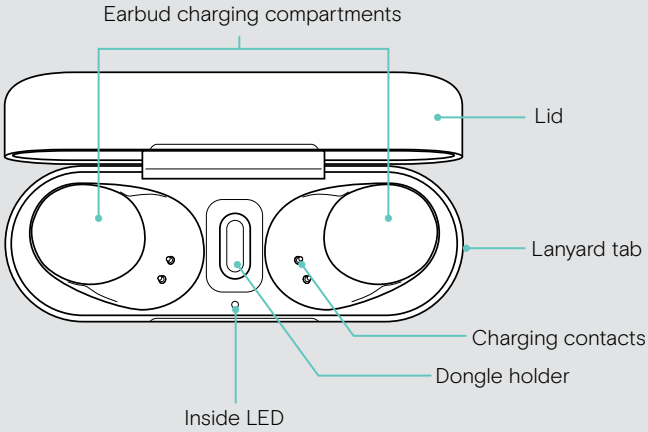
Left Earbud button at a glance

Teams & ANC button	Press	Function	Page
		Invokes Microsoft Teams	31
		Checking Teams Notifications	32
	2x	Raises/lowers hand in a Teams meeting	32
	1s	Toggles between ANC ON, ANC OFF and Ambient Mode	26
	2s	Decreases the volume (keep pressed until you hear frequent beeps)	23

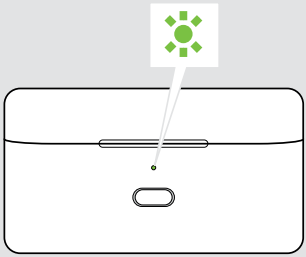
Charge case at a glance

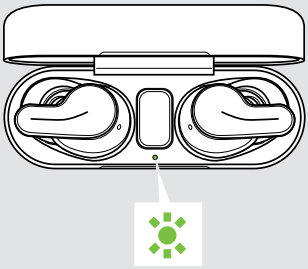






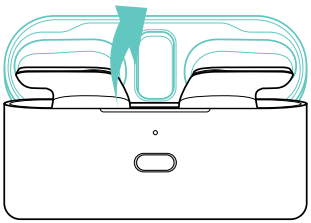
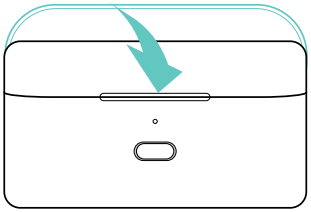
Charge case LEDs at a glance

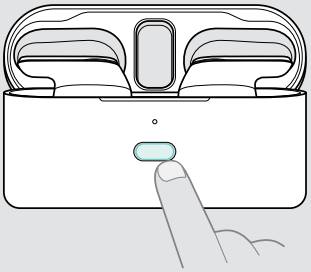
Outside LED	Meaning
	**Charge case** is being charged: color indicates battery status
	Battery level indication of the **charge case**: Open/close the lid

Inside LED	Meaning
	Battery level indication of the **earbuds**: • Open the lid (earbuds docked) • Docking both earbuds
	Earbuds in pairing mode: searching for mobile device/ dongle
3x	Pairing successful
3x	Pairing failed
3x	Clears pairing list

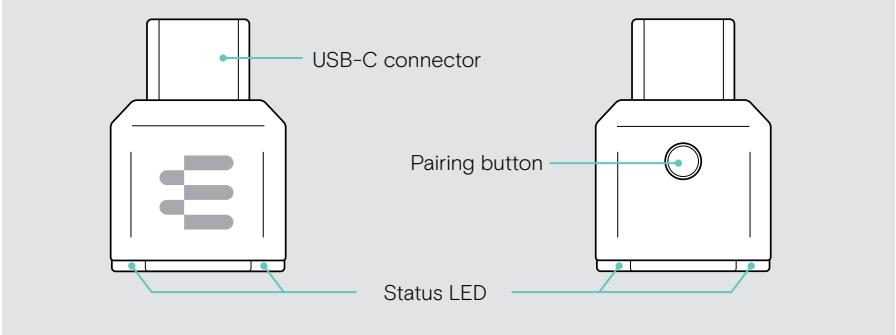
LED colors battery charge status	Battery power
	61 – 100%
	21 – 60%
	< 20%

Charge case button at a glance

Lid	Function	Page
	Powers the earbuds on	21
	Shows remaining battery power of the **charge case** and **earbuds**	21
	Powers the earbuds off	28
	Shows remaining battery power of the **charge case**	28

Pairing button	Press	Function	Page
		Cancels pairing (Pairing mode)	15
		Requests remaining battery power of the **charge case**	38
		Pairs the earbuds with a Bluetooth device (earbuds docked)	15
		Clears pairing list	56

Dongle at a glance



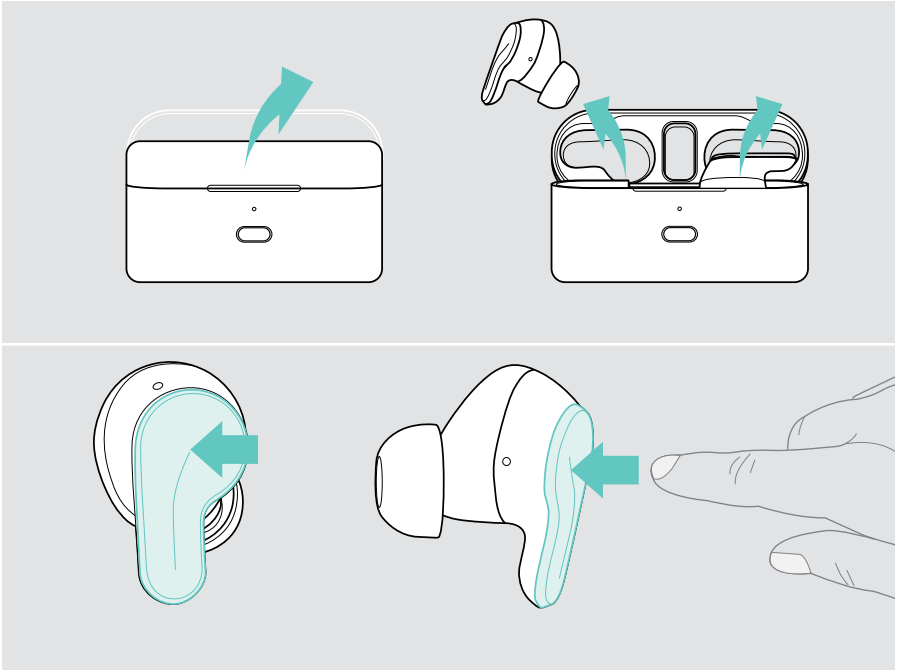
Dongle LEDs at a glance

Dongle	LED	Meaning
		Dongle tries to connect to the earbuds
		Dongle and earbuds connected
		Audio streaming
		Incoming call
		Active call
		Connected to Teams
		Teams notification
		Microphone of the connected Bluetooth device is muted
		Dongle in pairing mode: searching for earbuds
	3x 	Pairing successful
	3x 	Pairing failed
	3x 	Clears pairing list

Getting started

First steps

1 Open the charge case lid and undock both earbuds.
2 Peel off the plastic film from the charging contacts of both earbuds.
3 Press both earbud buttons to wake them up from shipping mode OR put them back in the case, close the lid, wait 2 seconds and open the lid again.
4 Connect the earbuds to the dongle or a Bluetooth device (see following chapters).
5 Install EPOS Connect (see page 16) and change Windows settings (see page 17).
6 Mount your preferred ear tips (see page 18). Ready to go.



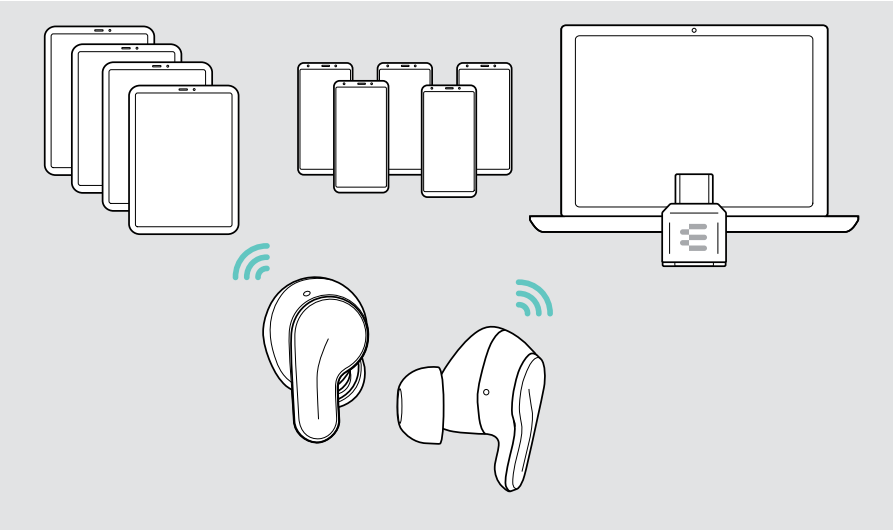
Connection possibilities

You can connect your ADAPT E1 via the **dongle** or with your **Bluetooth devices**.

To transmit data via Bluetooth, you first have to pair your device with your ADAPT E1. The delivered dongle is already paired with your ADAPT E1.

You can pair **up to 10 devices** with your ADAPT E1. If you pair it with a 11th 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.

ADAPT E1 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.



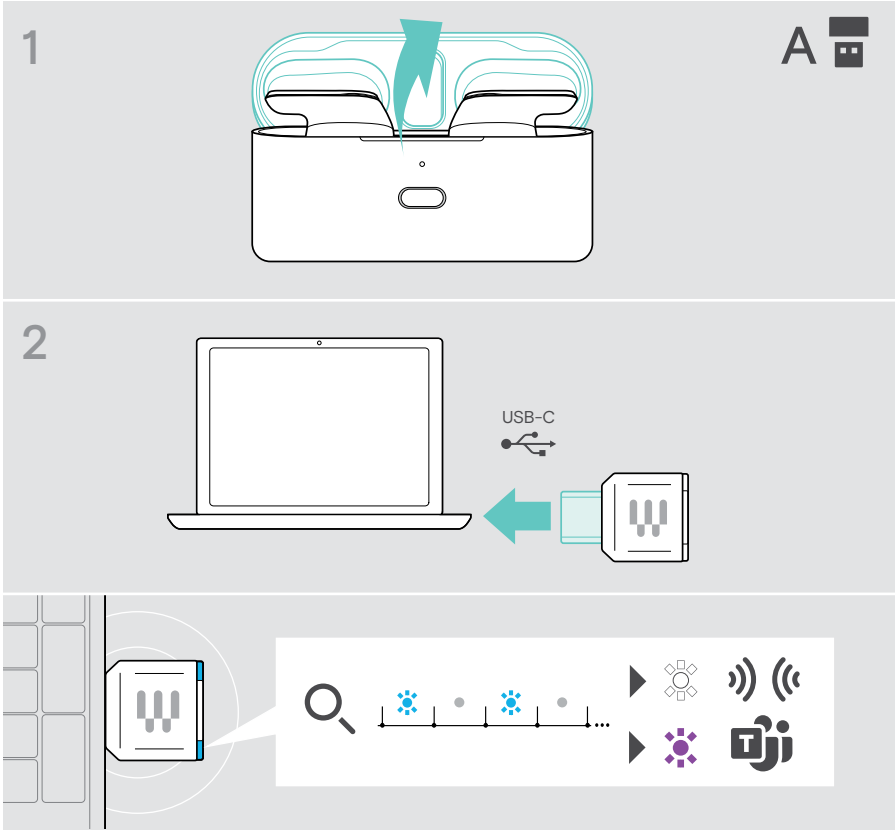
The earbuds comply with the Bluetooth 5.3 standard. Bluetooth devices need to support the “Hands-Free Profile” (HFP), the “Headset Profile” (HSP), or the “Advanced Audio Distribution Profile” (A2DP).

A Connecting the dongle

Upon arrival the dongle is already paired with your earbuds.

1 Switch on your computer. Open the lid to power on the earbuds.
Both charge case LEDs light up shortly.

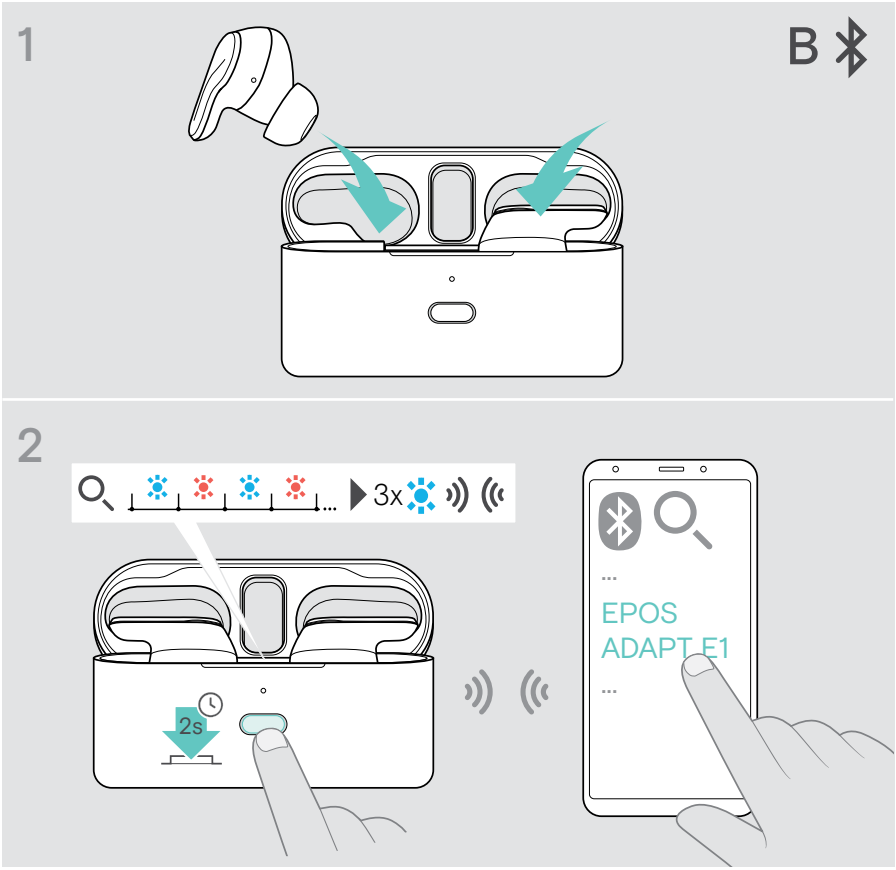
2 Plug the dongle into a USB-C port of your computer.
The dongle LED flashes blue while searching for the earbuds and switches to white as soon as they are connected.
If Microsoft Teams is running: The dongle LED lights up purple instead of white.



B Pairing with your Bluetooth® devices

1 Dock both earbuds. Keep the lid open.

2 Press the charge case's pairing button and hold it until the inside LED alternately flashes blue and red (pairing mode).
Search for Bluetooth devices on your mobile device and select EPOS ADAPT E1 to establish the connection – see instruction manual of your mobile device.
Once the ADAPT E1 is paired with your mobile device, the inside LED flashes blue 3 times and switches off.



Installing the EPOS Connect mobile app

The free EPOS Connect mobile app allows you to configure your ADAPT E1 and offers additional settings.

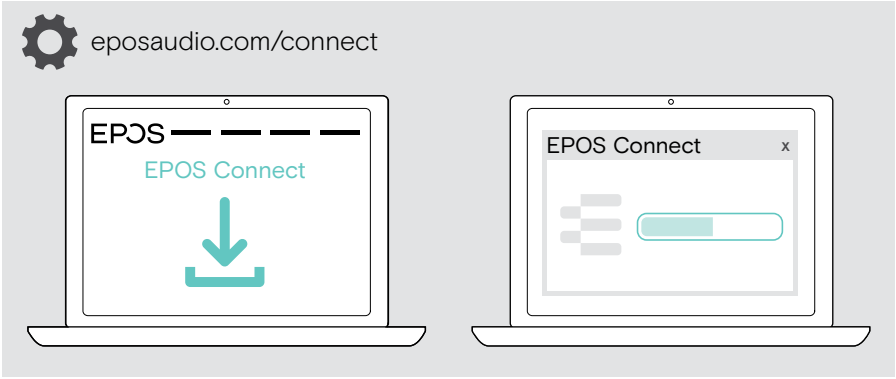
> Open the App Store or Google Play app on your mobile device.
> Search for "EPOS Connect".
> Download and install the app.



Installing the EPOS Connect desktop app

The free EPOS Connect software allows you to configure and update your ADAPT E1 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 900c as speaker.
> Select under input BTD 900c as microphone.

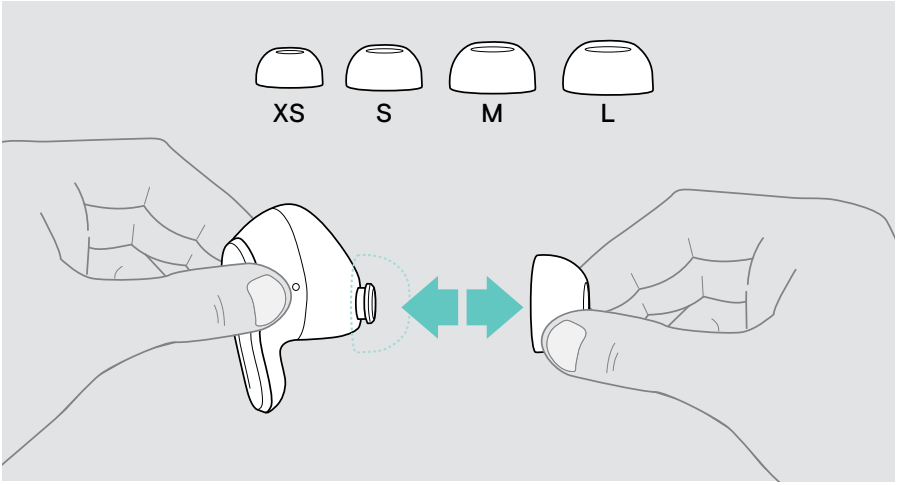


Finding your fit

Changing the ear tips

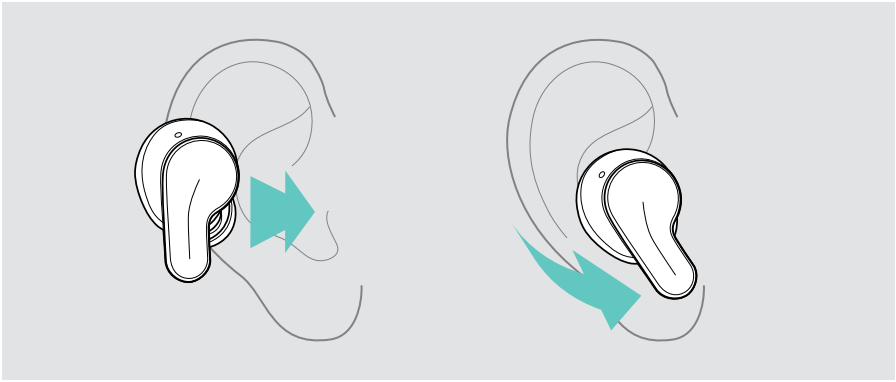
For the optimal audio experience and the most comfortable fit, try out each size of our custom-designed ear tips. Check for your left and right ear separately as most people's ears are different in size. Overall, you should feel a good seal without loss of comfort.

- Select ear tips in the correct size (XS, S, M or L - size, M is pre-mounted) so that the earbud sits comfortably and securely in your ear (see next page).
- Remove the mounted ear tip carefully.
- Push the chosen ear tip on the in-ear sound tunnel and ensure that it is firmly attached.



Positioning securely in your ears

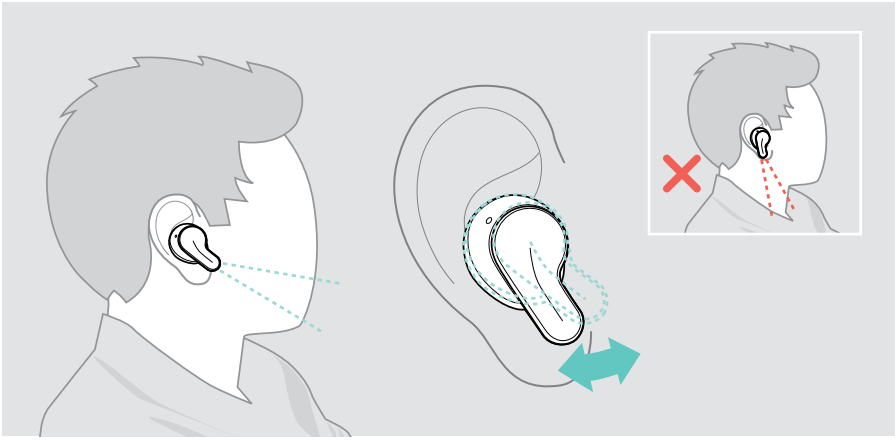
> Insert the earbuds into your ears.
> Rotate to fit comfortably.



Aligning the microphone for calls

To get the best sound for calls:

> Rotate earbuds so that the microphone points to your mouth.



Wearing one earbud only

If preferred, you can use just one earbud (L or R). The functions of the earbuds will not change (see page 6). ANC and Ambient mode are available on both earbuds.

To make and control calls or use audio playback:

> Insert the right earbud **R**.

To control Teams meetings and notifications:

> Insert the left earbud **L**.



How to use – basic functions

CAUTION
Risk of hearing damage!

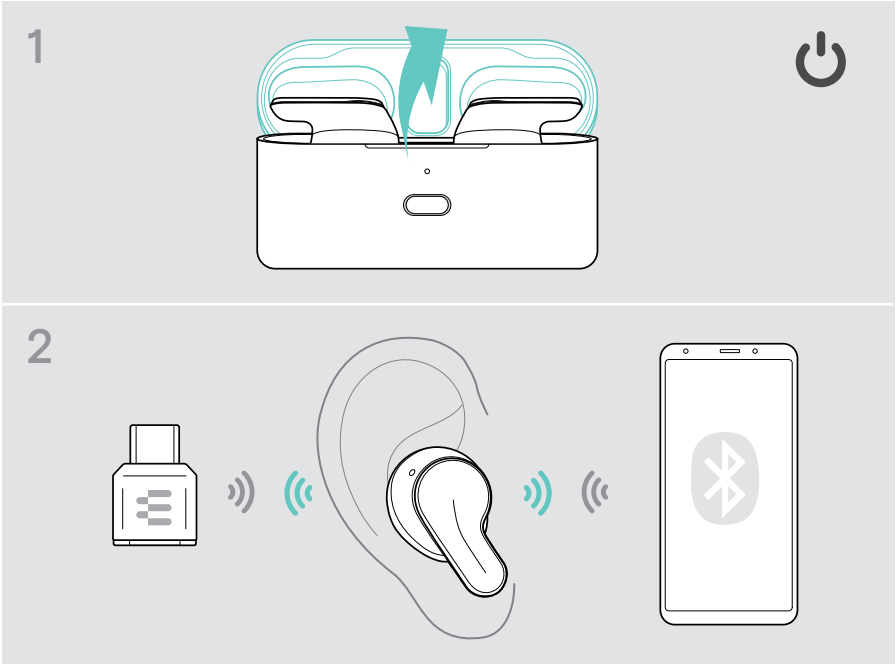
Listening at high volume levels for long periods can lead to permanent hearing defects.

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

Powering the earbuds on – auto connect

1 Open the lid to power on the earbuds.
Both charge case LEDs light up shortly.

2 Activate Bluetooth on your mobile device. Insert the earbuds into your ears.
The earbuds automatically try to connect to the two latest used Bluetooth devices – see next chapter.

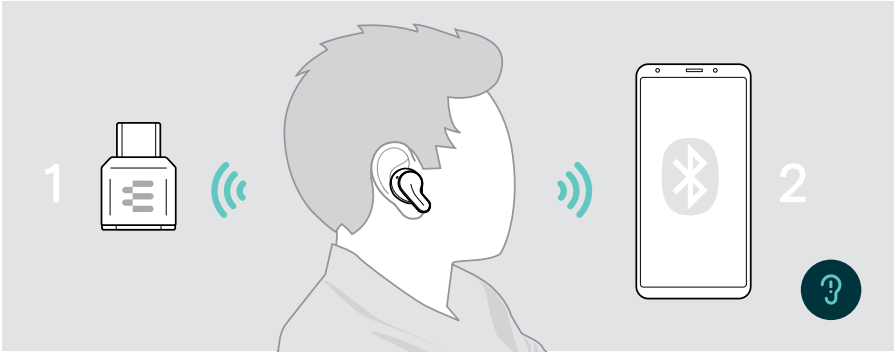


Automatic wireless connection

After switch-on, the ADAPT E1 automatically tries to connect to the two last connected Bluetooth devices.
If these are not available, it searches for other paired Bluetooth devices.

Two out of the maximum 10 paired Bluetooth devices can be simultaneously connected to the headset. **Only one of the two devices could be used actively.** When you start audio streaming on the second device, the earbuds automatically switch to this device. The audio stream on the first device is paused. A call will never be interrupted.

Once the connection is successfully established, you hear the voice prompt “Dongle connected” / “Device connected”.



If two devices are connected, and you want to use a third device:

> Switch off Bluetooth for the first or second device.
The search for other devices starts automatically.

After a while, the automatic search ends.

To connect to your dongle or Bluetooth device after the automatic search has ended:

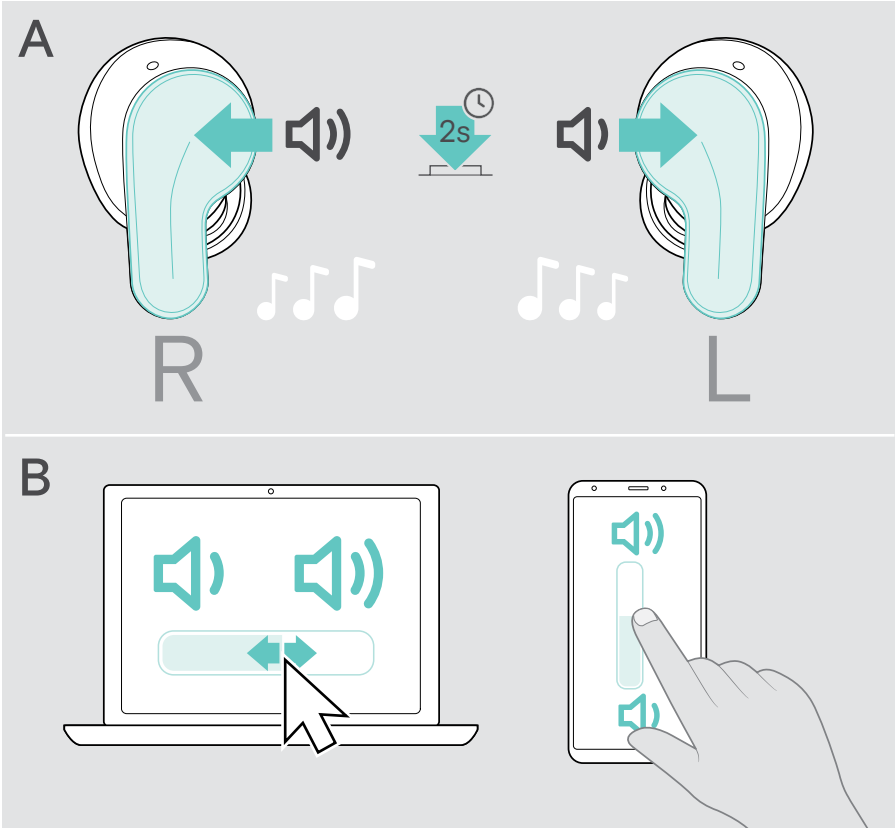
> Close and open the lid once more (earbuds docked).

Changing the volume

> A Press and hold the corresponding button until you hear frequent beeps:
- To **increase the volume**: Keep the Multi-function button (right earbud) pressed until the volume level is comfortable.
- To **decrease the volume**: Keep the Teams & ANC button (left earbud) pressed until the volume level is comfortable.

OR

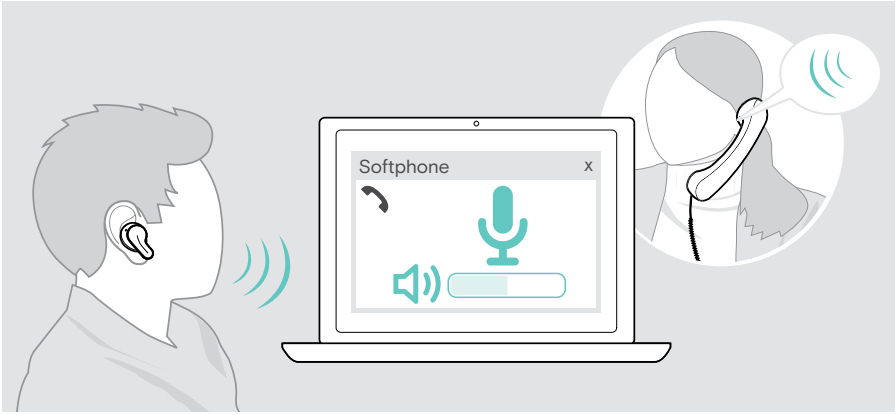
> B Adjust the volume for calls and audio streaming on your connected device.



Adjusting the microphone volume for softphones

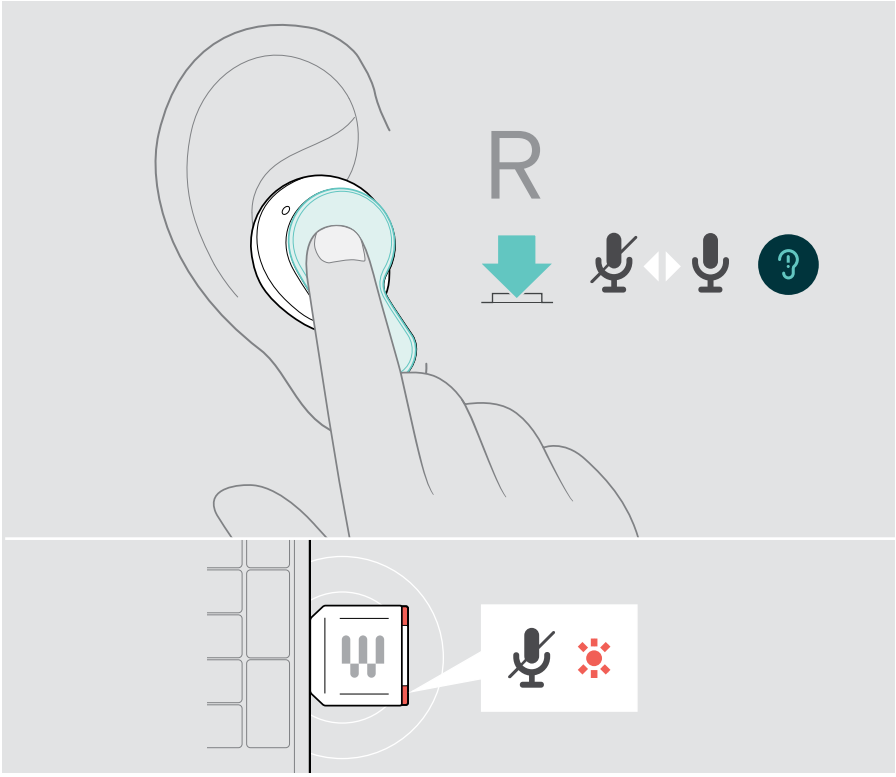
> Initiate a call on your connected device to someone who will help you find the correct volume setting for your microphone.

> Change the microphone volume in your softphone application and/or in your PC audio application.



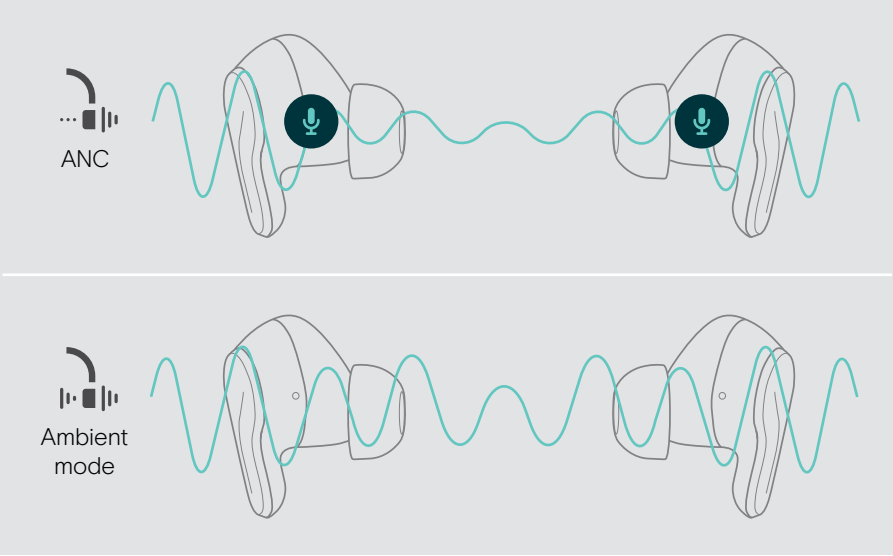
Muting the microphones of the earbuds

> Tap the Multi-function button to mute or unmute the microphone OR
> Mute or unmute the microphone via your connected device.
The dongle LED lights up red while muted.



Using Active Noise Cancellation / Ambient mode

The ADAPT E1 provides attenuation of ambient noise using **Active Noise Cancellation (ANC)** technology. It is also equipped with an **Ambient mode** that takes in the surrounding sounds so that you hardly notice you are wearing a headset.

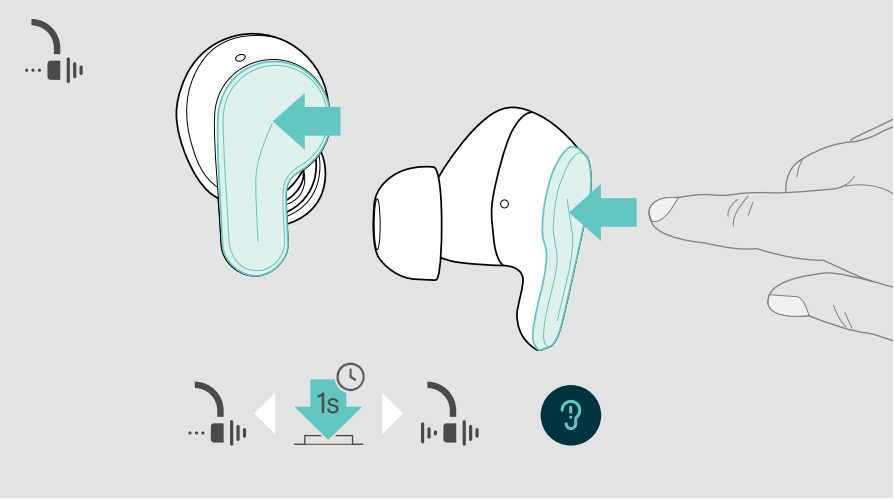


If you are in a noisy environment but would like to have your own quiet space, you can use the earbuds itself, disconnected from any device, and simply benefit from ANC.

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

Toggling between ANC and Ambient mode

> Press the button on the left or right earbud for 1 second to toggle between:
- **ANC ON**,
- **ANC OFF** and
- **Ambient mode**.



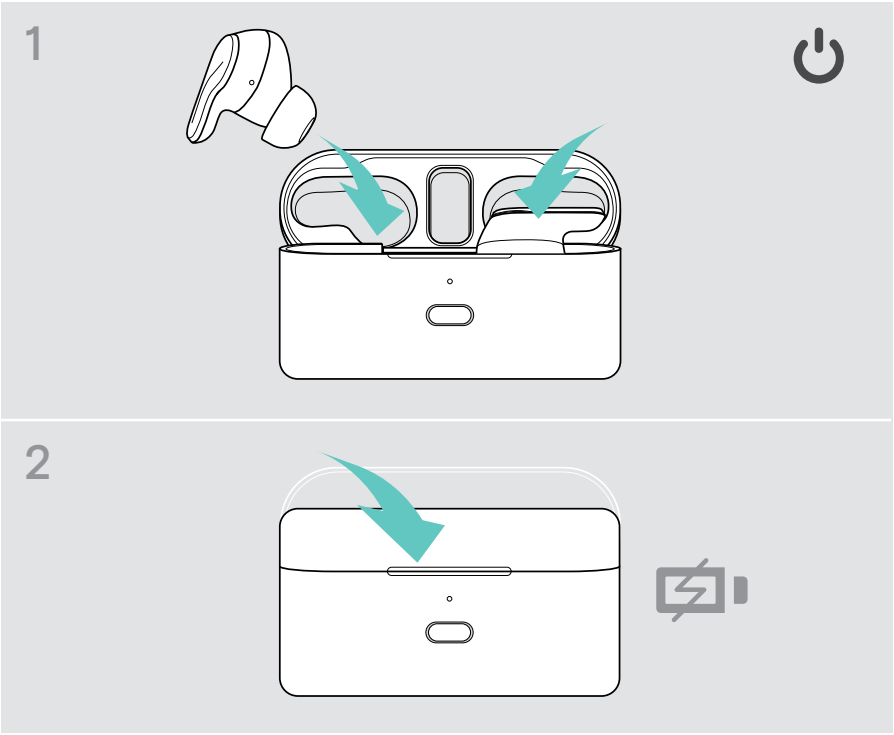
If you take out one earbud, ANC is automatically switched to Ambient mode.



You can enable or disable the ANC function together with the Ambient mode via EPOS Connect.

Powering the earbuds off

1 Dock both earbuds.
2 Close the lid to power off the earbuds and automatically charge them – see page 35.



If you leave the earbuds on your desk and there is no audio signal, the earbuds will automatically go to low power mode to conserve battery.

To activate them again: > Tap on each earbud's button.

Making calls using the earbuds

The following functions depend on the connected device.

To make calls via the computer:

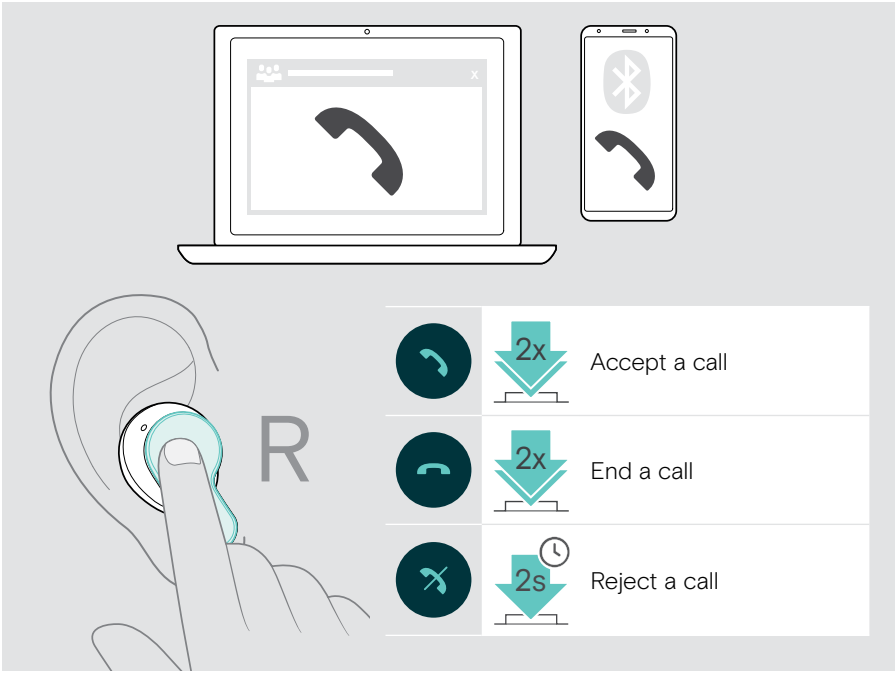
> Install a softphone (VoIP Software) or ask your admin for support.

Handling a call

When you receive a call, you hear a ring tone.

To make a call: > Initiate it via your connected device.

> Press the Multi-function button to:



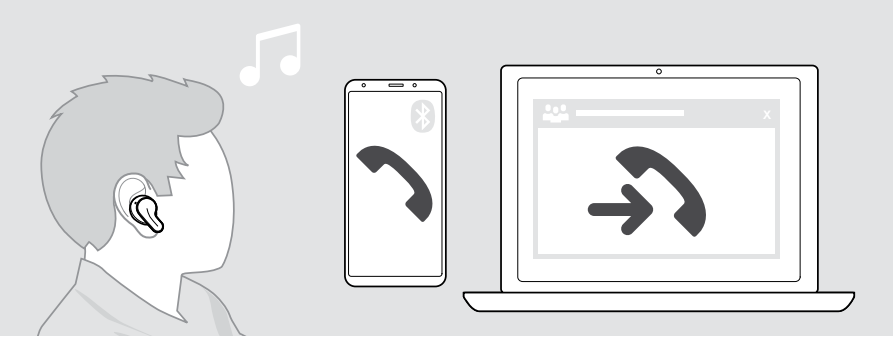
If your call is not automatically transferred to the headset:

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

Managing a 2nd incoming call

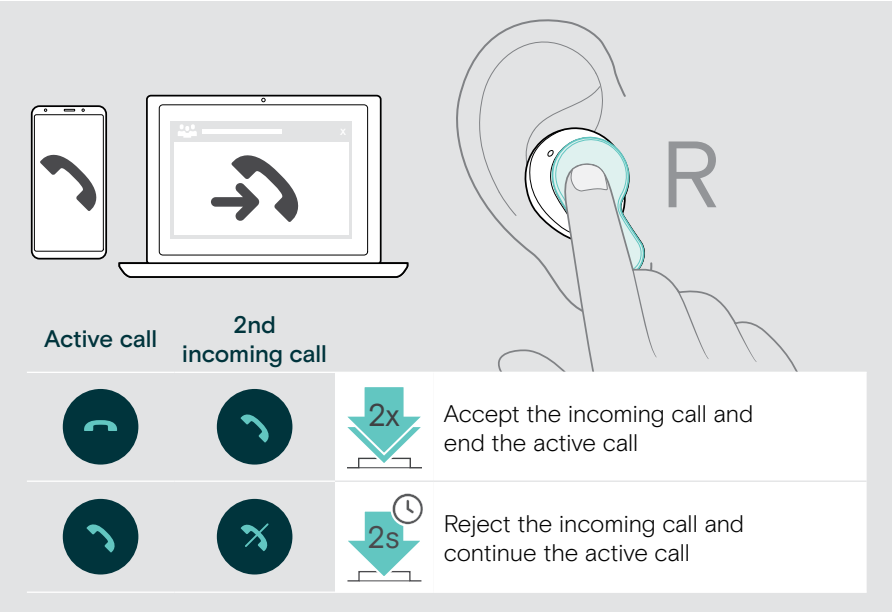
You can use the headset with up to two connected Bluetooth devices.

Only one call can be managed at a time. When you receive a call during an active call, a knock-on tone will be played.



Accept / reject second call

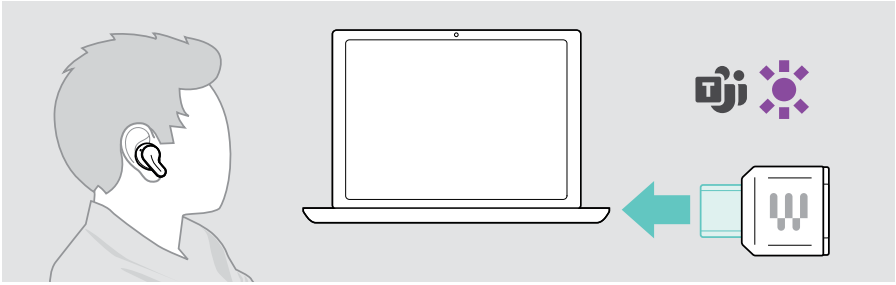
> Press the Multi-function button to:



Using Microsoft® Teams

To use Microsoft Teams with the earbuds:

> 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

> A Tap the Teams & ANC button. OR

> B Open Microsoft Teams on your connected device.



Raising hand in a Teams meeting

> Double tap the Teams & ANC button to raise or lower hand.



Checking Teams Notifications

The LED pulses purple to indicate:

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



To check these Notifications on your screen:

> Tap the Teams & ANC button.

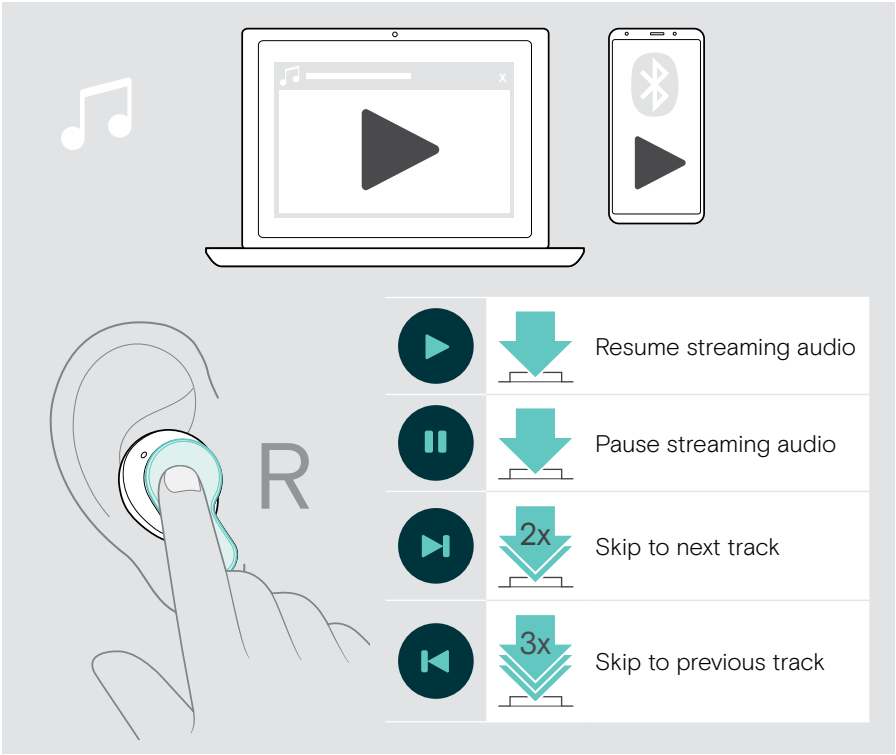


Listening to media

> Play the media on your connected device.

Controlling media via the button

> Press the button* to:



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

*Functionality varies by application

Controlling media via the wear detection sensor

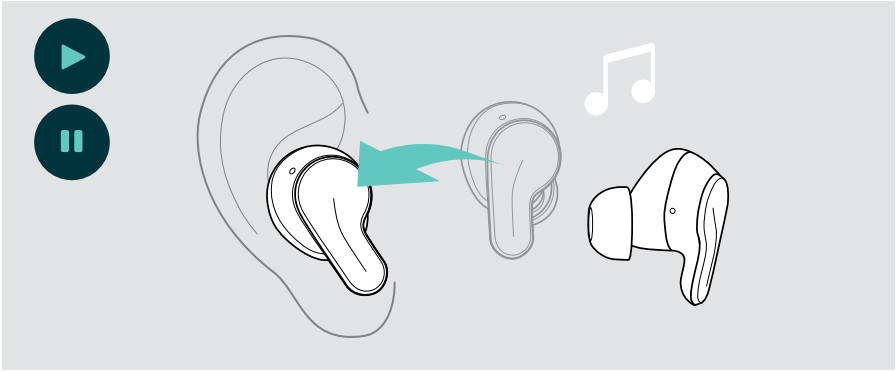
The earbuds are equipped with a wear detection sensor that registers whether they are in the ears or not.



This function can be activated / deactivated via EPOS Connect.

> Remove one earbud or both earbuds.
Media reproduction is paused.

> Insert them again.
Media reproduction resumes if media was paused via the wear detection sensor.



If you still wear one earbud and ANC is active, it will be changed to the Ambient mode automatically until you put the other one back into your ear.

How to charge

If you do not use the ADAPT E1 for extended periods of time:

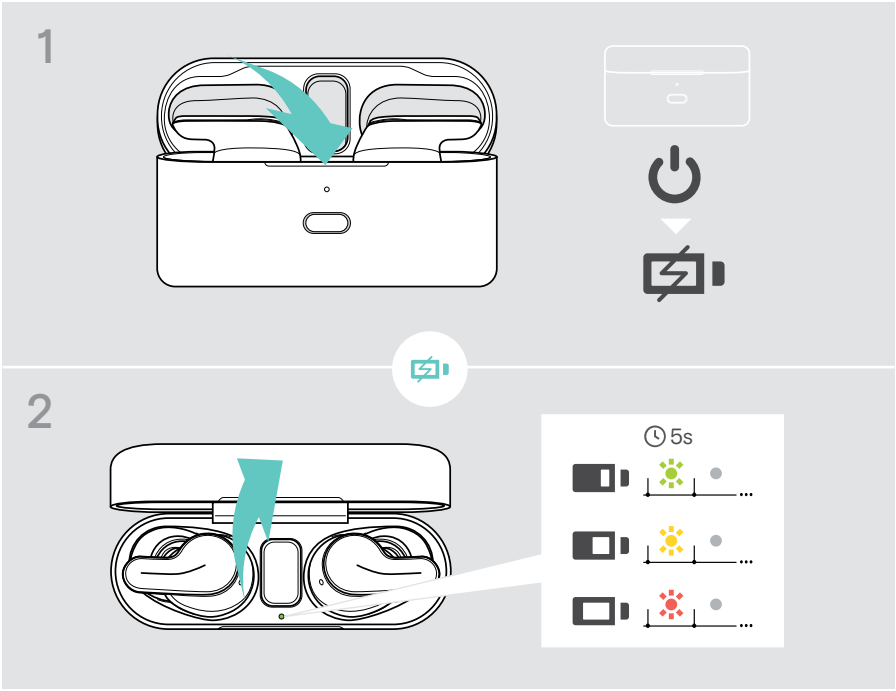
> Charge the product every 3 months for about 1 hour.

Charging the earbuds

You can charge the earbuds anytime and anywhere as long as your case is sufficiently charged.

1 Dock the earbuds in the charge case and close the lid.
The earbuds are powered off and their battery is being charged.
- **1 hour 10 minutes** for a **full charge**
- **5 minutes** of charging for 1 hour of listening time

2 Open the lid to check the earbuds' charging status. The inside LED lights up red, yellow or green shortly – depending on the battery status.



If the battery level of the earbuds gets low, the voice prompt "Battery low" is announced two times. When the battery is empty, the earbuds switch off automatically.

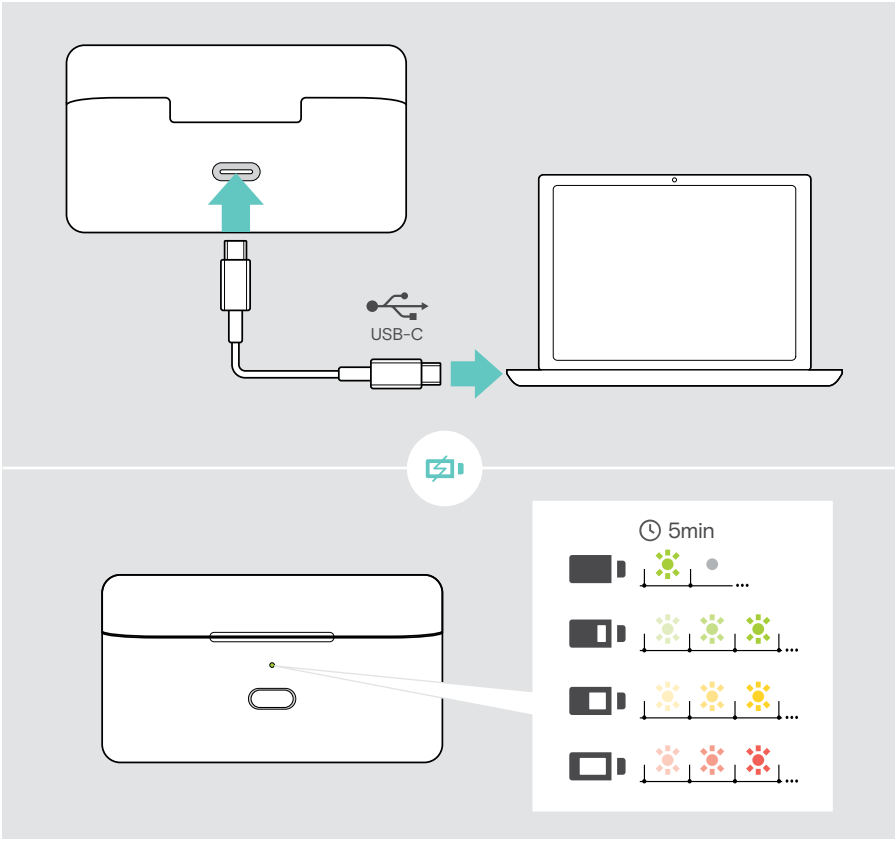
Charging the case via USB cable

> Connect the charge cable to the case and your PC or a certified wall power supply*.

The outside LED pulses red, yellow or green – depending on the battery status. You can charge the earbuds at the same time (1 hour 10 minutes).

Full charge: **2 hours 20 minutes** for earbuds and charge case

As soon as the case is fully charged, the LED lights up green for 5 minutes and then switches off.



If the battery level of the case gets low, the LED flashes red if you press the button or open / close the lid.

*Only use a USB power supply with maximum 5 V ±0.25 V.

Charging the case with a wireless charger

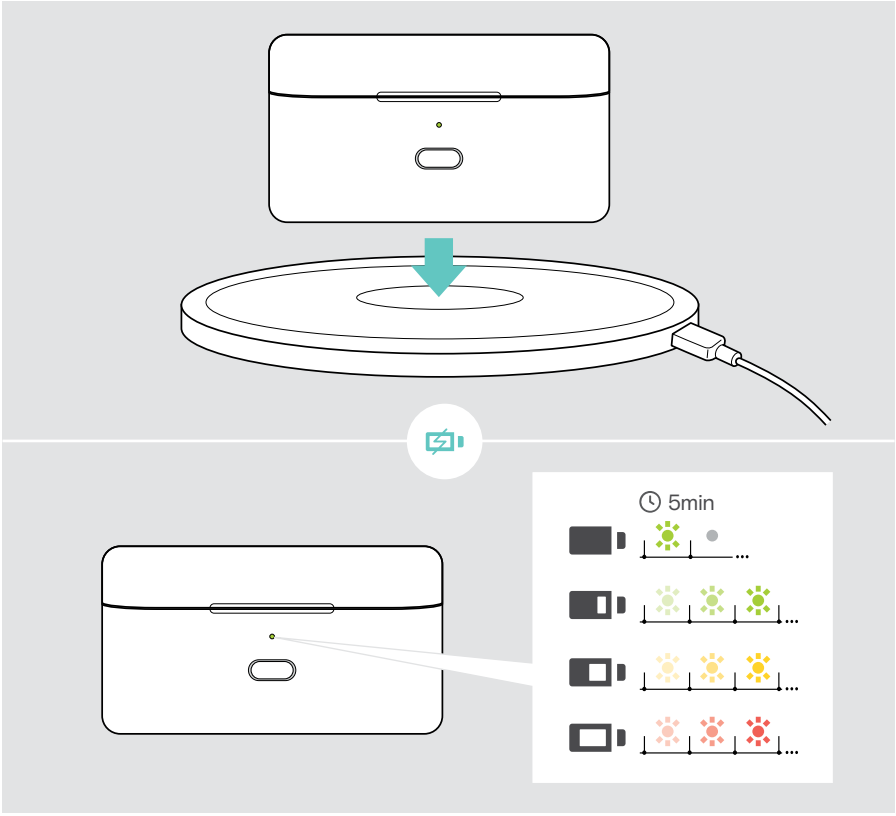
The case is equipped with a wireless charging contact at the bottom to make charging even more comfortable. The charging case is compatible with all the major wireless charging solutions on the market.

> Connect your wireless charger to a suitable power supply.

> Put the charge case on your wireless charger. The outside LED pulses red, yellow or green – depending on the battery status. You can charge the earbuds at the same time.

Full charge: approx. **2 hours 40 minutes** for earbuds and charge case (time might vary depending on the power of your wireless charging solution)

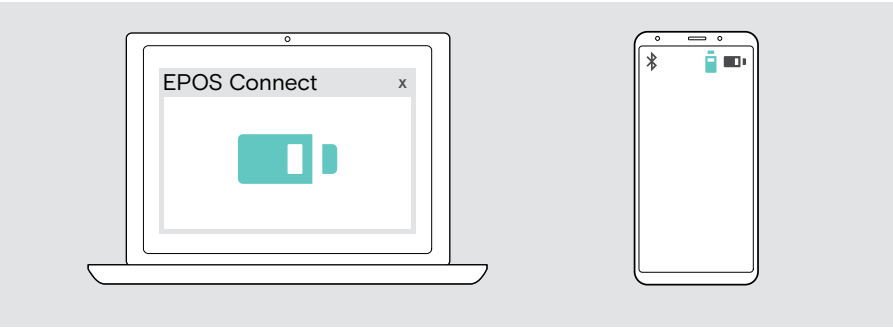
As soon as the case is fully charged, the LED lights up green for 5 minutes and then switches off.



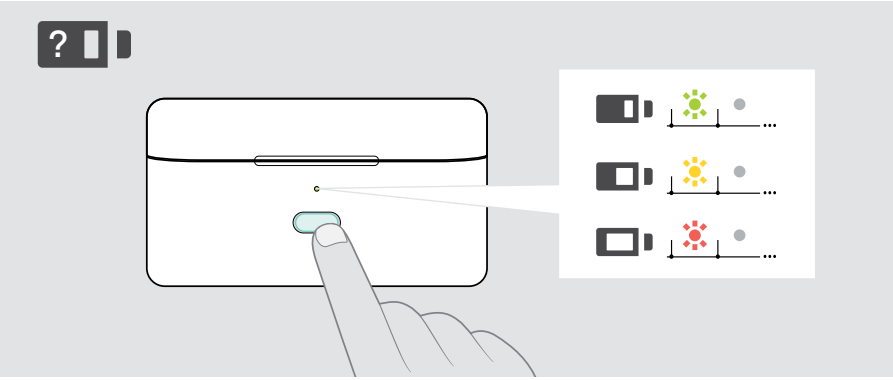
If the battery level of the case gets low, the LED flashes red if you press the button or open / close the lid.

Verifying battery power / remaining talk time

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



> Tap the charge case button.
The outside LED lights up red, yellow or green – depending on the battery status.



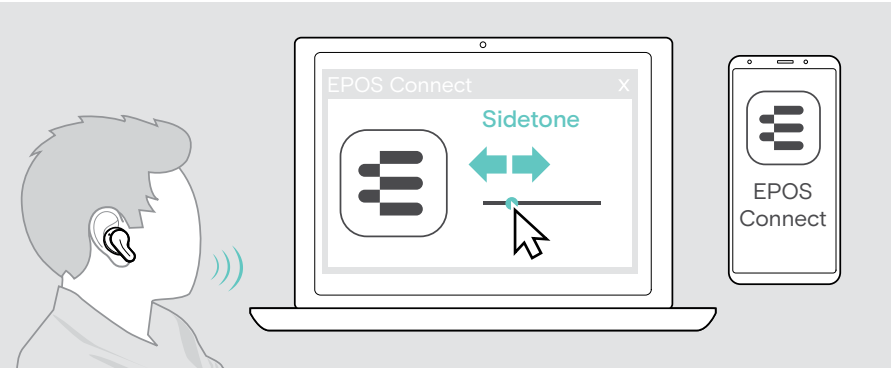
You can verify the remaining battery power by opening and closing the lid. The inner case LED indicates the charge status of the earbuds, the outer LED the status of the case.

Changing settings

Adjusting the Sidetone

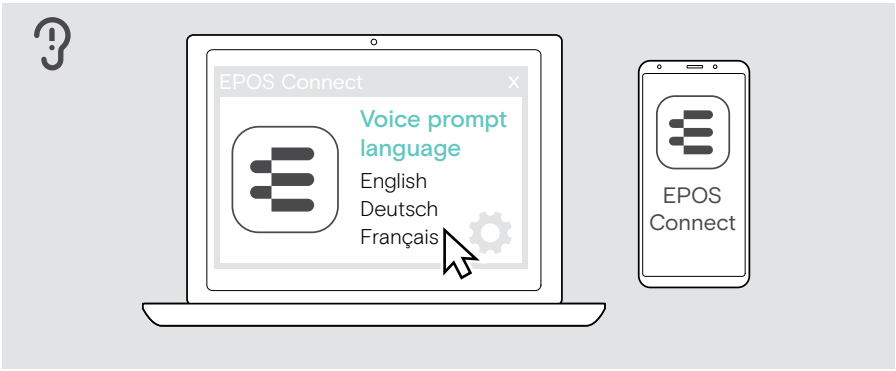
Sidetone is the audible feedback of your own voice during a phone call. Sidetone helps you to lower your voice and speak at a natural and comfortable level.

> Change the strength for the Sidetone in EPOS Connect.



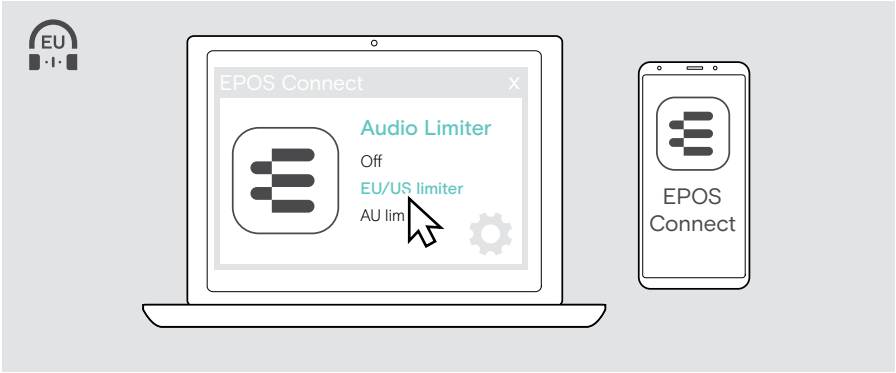
Changing the voice prompts' language

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



Enabling / disabling an Audio Limiter

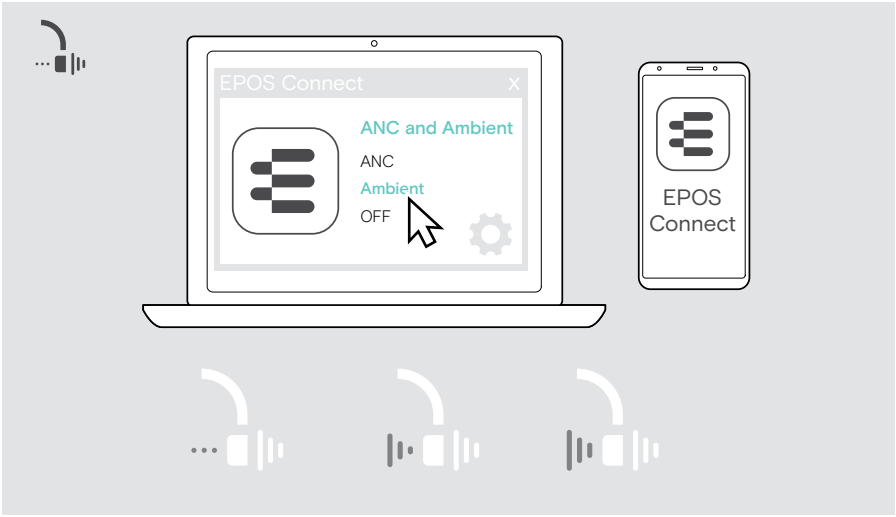
> Choose an Audio Limiter in EPOS Connect.



Off	Deactivates limiter (default setting)
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

Activating / deactivating ANC and Ambient mode

You can toggle between ANC and Ambient mode via the buttons or EPOS Connect. In addition, the software allows to disable both modes.

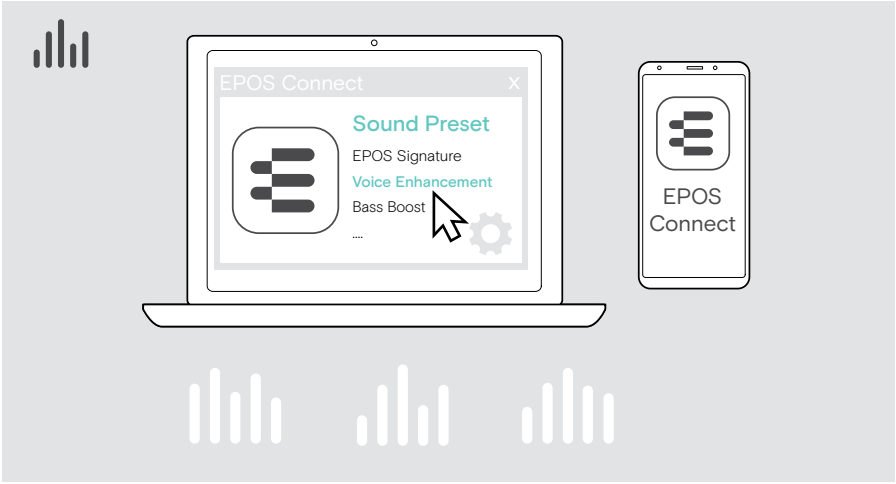


ANC	Activates Active Noise Cancellation
Ambient	Activates Ambient mode
OFF	Deactivates ANC and Ambient mode To activate them: > Press the button on the left or right earbud for 2 seconds or change the setting in EPOS Connect.

Choosing an equalizer

By using an equalizer, you can change the focus of the sound to e.g. achieve a higher level of immersion for audio and media playback.

> Choose a pre-defined equalizer mode in EPOS Connect.



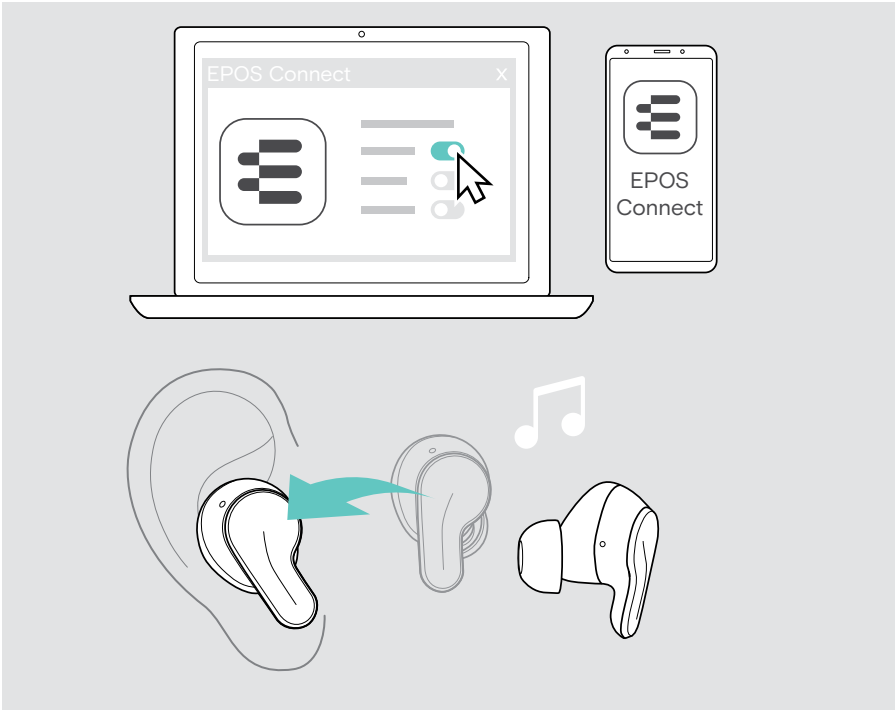
- EPOS Signature (default setting)
- Voice Enhancement
- Bass Boost
- Treble Boost
- Bass & Treble boost

Activating / deactivating wear detection sensor

The earbuds are equipped with a wear detection sensor that registers whether they are inserted in the ears or not.

Via EPOS Connect you can:

> Activate or deactivate the smart pause function.



Play/pause	Pauses Media playback when you remove one earbud or both earbuds and continues when you insert them again

Good to know

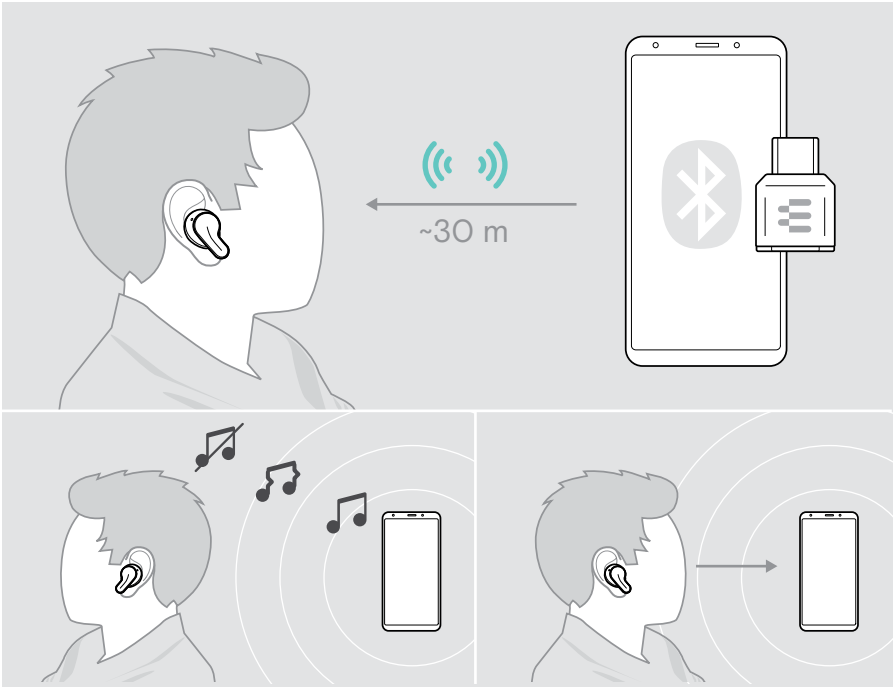
If you leave the Bluetooth range

The range between the earbuds and the connected 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.

If the audio quality gets worse or the link breaks down completely:

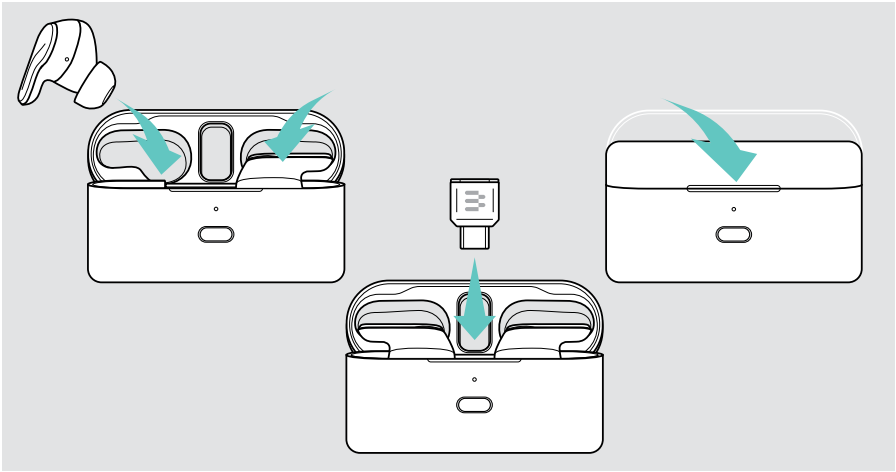
> Re-enter the radio range of the Bluetooth device.
The connection is re-established automatically.



If you leave the earbuds on your desk and there is no audio signal, the earbuds will automatically go to low power mode to conserve battery.

Transporting and storing the products

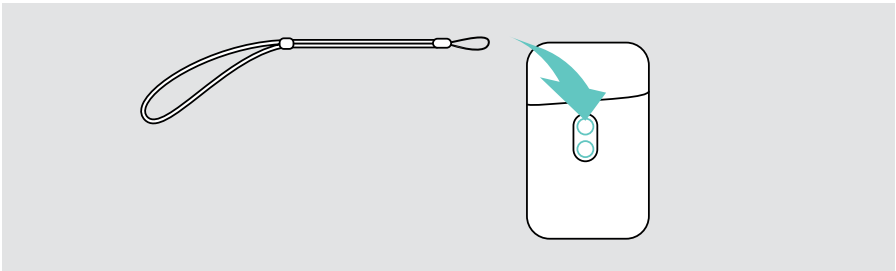
- Store your earbuds and the dongle in the charge case to avoid nicks or scratches.
- Avoid storing the earbuds in hot or cold environments, for example a closed car in summer, or in winter conditions to prevent a decrease in battery lifetime or capacity.
- Keep the products in a clean and dry environment.



If you do not use the ADAPT E1 for extended periods of time:

- Charge the product every 3 months for about 1 hour.

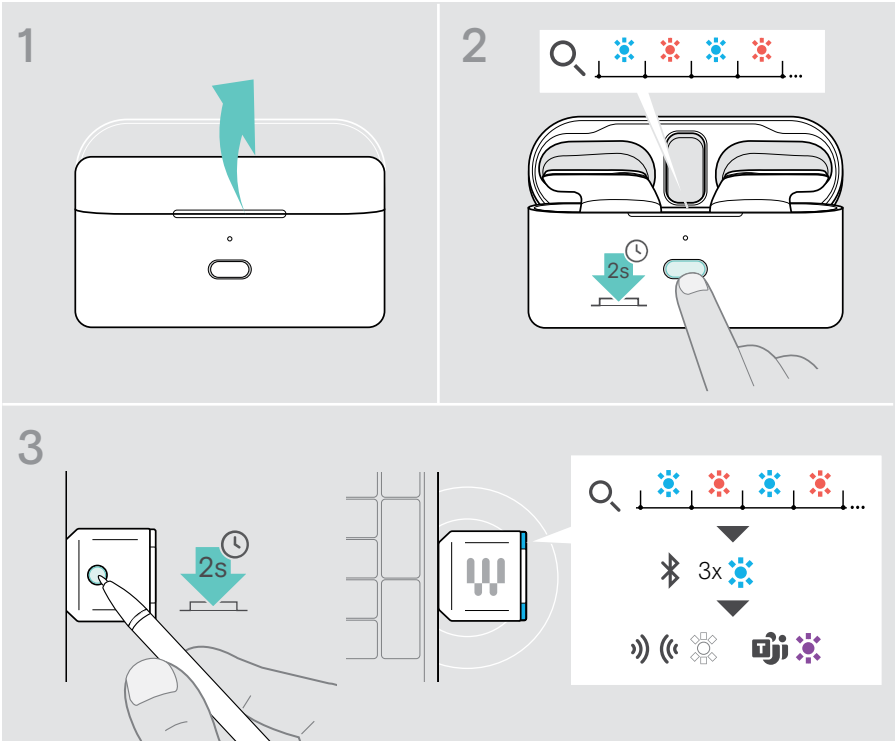
- Attach an optional lanyard (not included) to the charge case to securely fix it e.g. in your bag.



Pairing with the dongle

Out of the box the dongle is already paired with the earbuds. In case you reset your paired device list, follow the instructions below.

1. Make sure both earbuds are in the closed charge case, then open the lid. Check that the dongle is connected to your computer.
2. Press and hold the charge case's pairing button for 2 seconds.
   The inside LED alternately flashes blue and red to indicate pairing mode.
3. 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 ADAPT E1 is paired with your dongle, both LEDs flash blue 3 times and switch off.



It may take a moment for the devices to find each other and establish a connection.

Maintaining & updating products

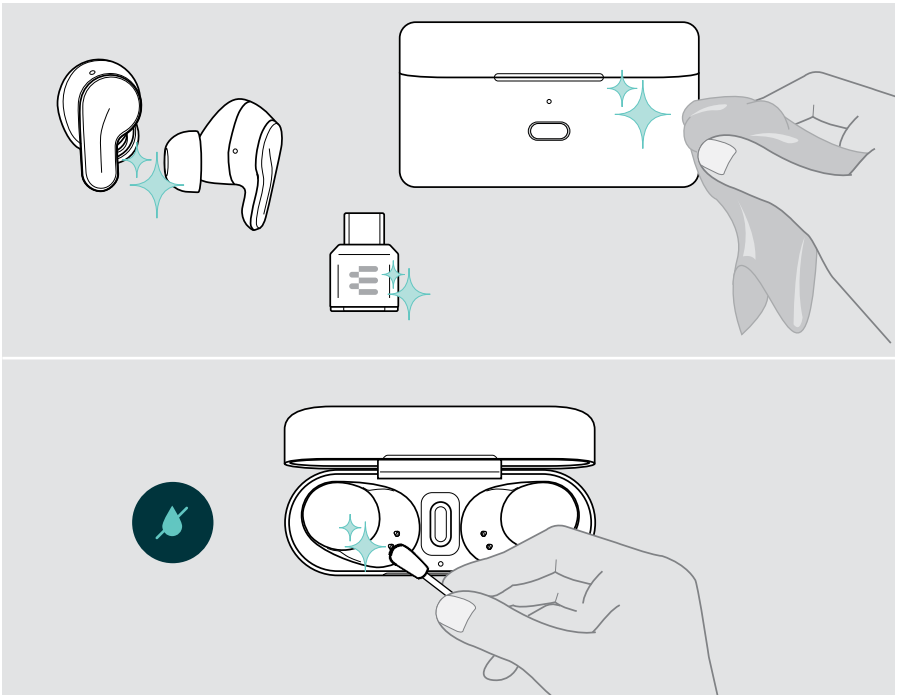
Cleaning the products

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.

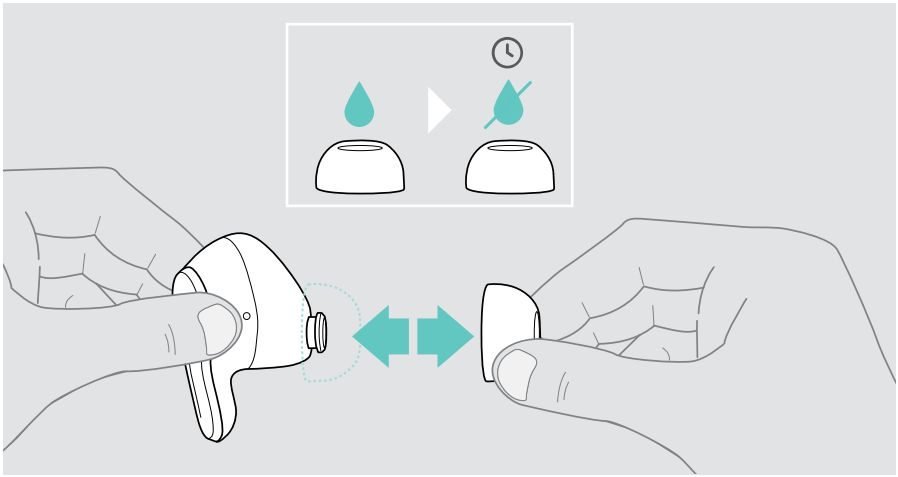
> Only use a dry cloth to clean the product.
> Clean the charging contacts of the case and the earbuds from time to time using e. g. a cotton swab.



Cleaning the ear tips

For hygienic reasons, you should wash the ear tips from time to time.

> Remove the ear tips carefully.
> Wash the ear tips with warm water or use a wet wipe and allow them to air dry.
> Push the ear tips on the in-ear sound tunnels.

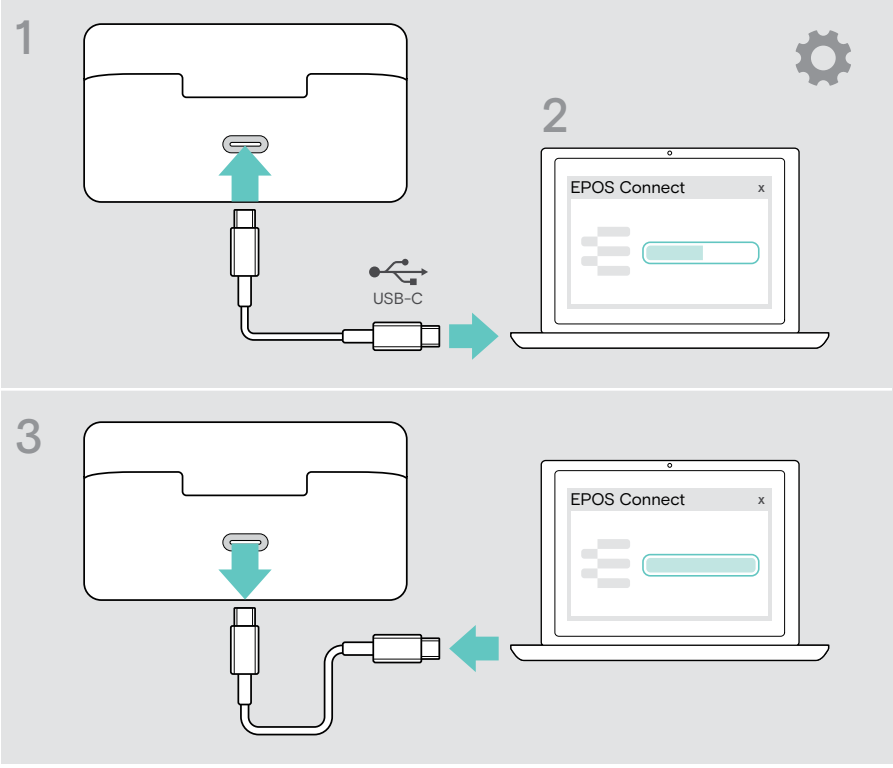


Updating the firmware

Keep your earbuds up-to-date with the latest firmware to ensure flawless operation and maximum productivity. You can update the firmware of your earbuds by using the free EPOS Connect mobile, desktop or web app – see page 16.

Updating the firmware via EPOS Connect desktop app

1. Connect the charge cable to the case and your PC.
2. Start the EPOS Connect desktop app on your PC. If there is a new firmware available, the software will guide you through the update process.
3. Unplug the charge cable once the update process is done.
4. Insert the dongle into your PC.
5. Dock both earbuds. Keep the lid open. The earbuds connect to the dongle. Once the connection is established, the dongle LED lights up white.
6. If there is a new firmware available, the EPOS Connect desktop app will guide you through the update process. When you connect the products to the desktop app for **the first time,** it can **take up to 15 minutes** before the available firmware update is shown.



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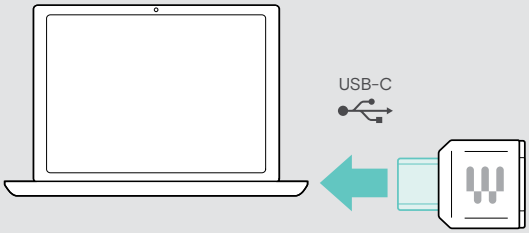

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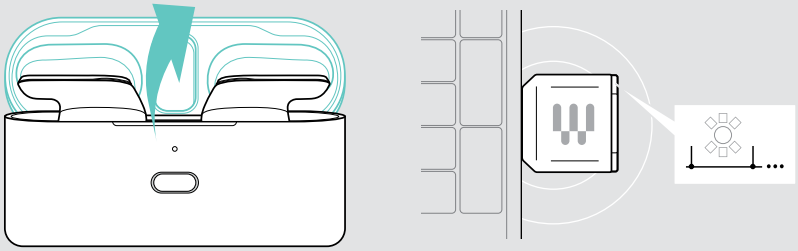

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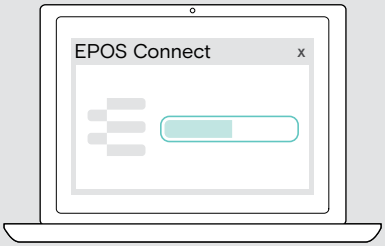
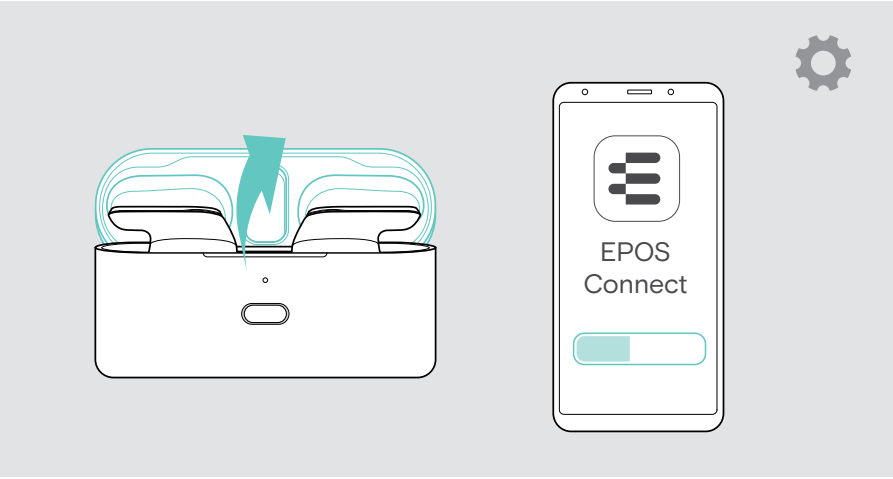


Updating the firmware via EPOS Connect mobile app

> Dock both earbuds. Keep the lid open.
Wait until they connect to your mobile device.

> 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.



You **cannot update** your **charge case** with the EPOS Connect mobile app.

To update the charge case:

> Connect it to a PC and use the EPOS Connect desktop app (see former chapter) OR EPOS Connect Web app (see next chapter).

Updating the firmware via EPOS Connect Web app

1 Connect the charge cable to the case and your PC.

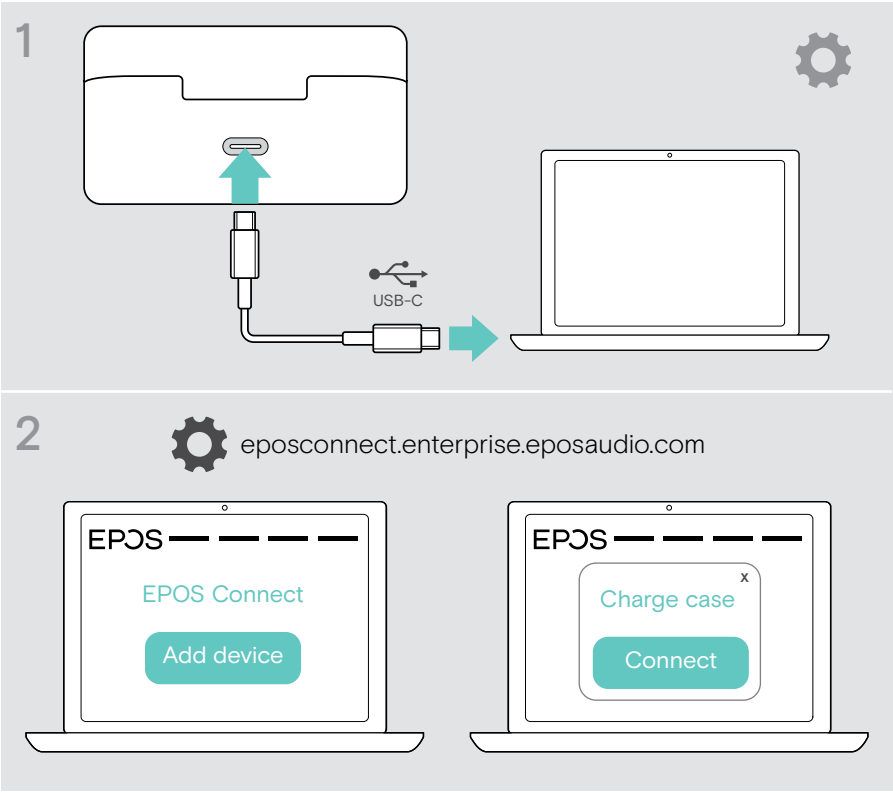
2 Open your web browser and go to eposconnect.enterprise.eposaudio.com to open up the EPOS Connect Web app.
Follow the instructions of the EPOS Connect Web app. If there is a new firmware available, it will be shown in the “Updates” section.

3 Unplug the charge cable once the update process is done.

4 Insert the dongle into your PC.

5 Dock both earbuds. Keep the lid open. The earbuds connect to the dongle. Once the connection is established, the dongle LED lights up white.

6 Follow the instructions of the EPOS Connect Web app. If there is a new firmware available, it will be shown in the “Updates” section.



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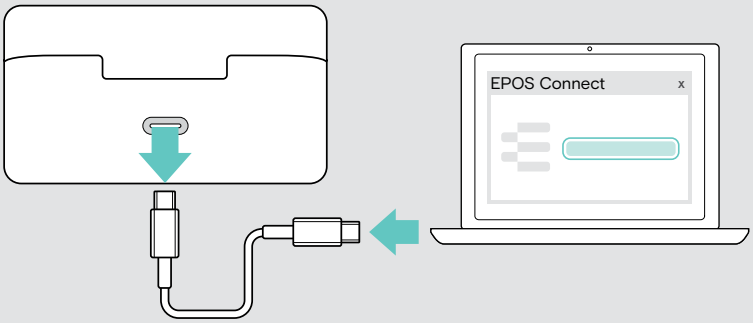

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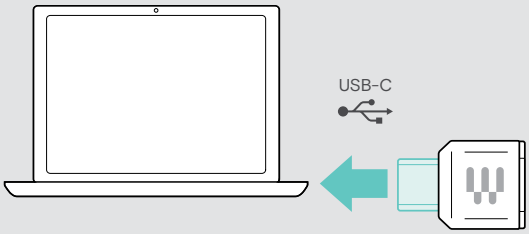

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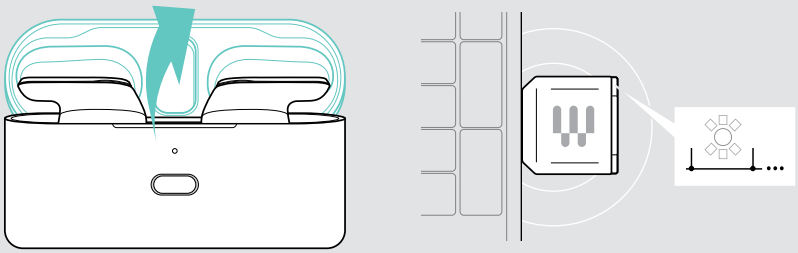

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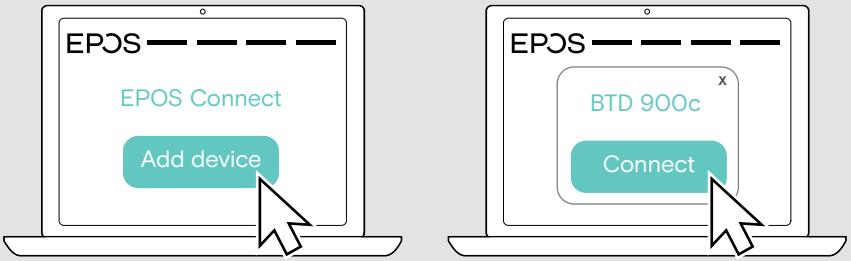
eposconnect.enterprise.eposaudio.com



If a problem occurs ...



Many functions can be activated/deactivated or adjusted in EPOS Connect:

> Adjust the settings.

Problem	Possible cause	Solution	Page
Earbuds cannot be switched on	Rechargeable battery empty	> Recharge the earbuds in the case.	35
		> Recharge the case.	36
ANC cannot be switched on	Rechargeable battery empty	> Recharge the earbuds in the case to use the Active Noise Cancellation.	35
	ANC disabled	> Press the button on the left or right earbud for 1 second.	27
		> Enable ANC via EPOS Connect.	41
No audio signal or dropouts	Earbuds not paired with a Bluetooth device or dongle	> Pair the earbuds.	15
	Volume adjusted too low	> Increase the volume on your connected device.	23
	Bluetooth at connected device deactivated	> Activate Bluetooth on your device.	–
Earbuds cannot be connected via Bluetooth	Earbuds in shipping mode	> Press both earbud buttons to wake them up.	12
	Earbuds not paired	> Pair the earbuds.	15
	Bluetooth at connected device deactivated	> Activate Bluetooth on your device.	–
	Dongle not plugged in	> Connect the dongle to your computer.	14
Media playback does not work	Media is paused via the wear detect sensor (one earbud or both earbuds removed from ear)	> Insert one earbud or both earbuds to resume media playback.	34
Called person cannot hear you well	Microphone not directed towards your mouth	> Rotate the earbuds so that the microphone points to your mouth.	19

Problem	Possible cause	Solution	Page
You hear your own voice too loud	Sidetone adjusted too high	> Change the sidetone setting via EPOS Connect.	39
Microsoft Teams does not work	Dongle or Microsoft Teams disturbed	> Unplug and plug in the dongle again.	–
		> Re-start Teams on your device.	–
Earbuds cannot be charged	Plastic film on charging contacts	> Peel off the plastic film from the charging contacts of both earbuds.	–
	Rechargeable battery of the case empty	> Recharge the case.	36
	Charging contacts dirty	> Clean the charging contacts of the case and the earbuds using e. g. a cotton swab.	47
Dongle does not work	Dongle plugged into a monitor USB port	> Connect the dongle to your computer.	15
Headset or dongle does not react to any button press	Software or hardware problems	> Insert both earbuds and close the lid to switch them off. > Wait for 10 seconds. > Open the lid to switch the earbuds on again.	28 21
		> Unplug and plug in the dongle again.	14
		> Clear the pairing list of the ADAPT E1.	56
		> Clear the pairing list of the dongle.	57

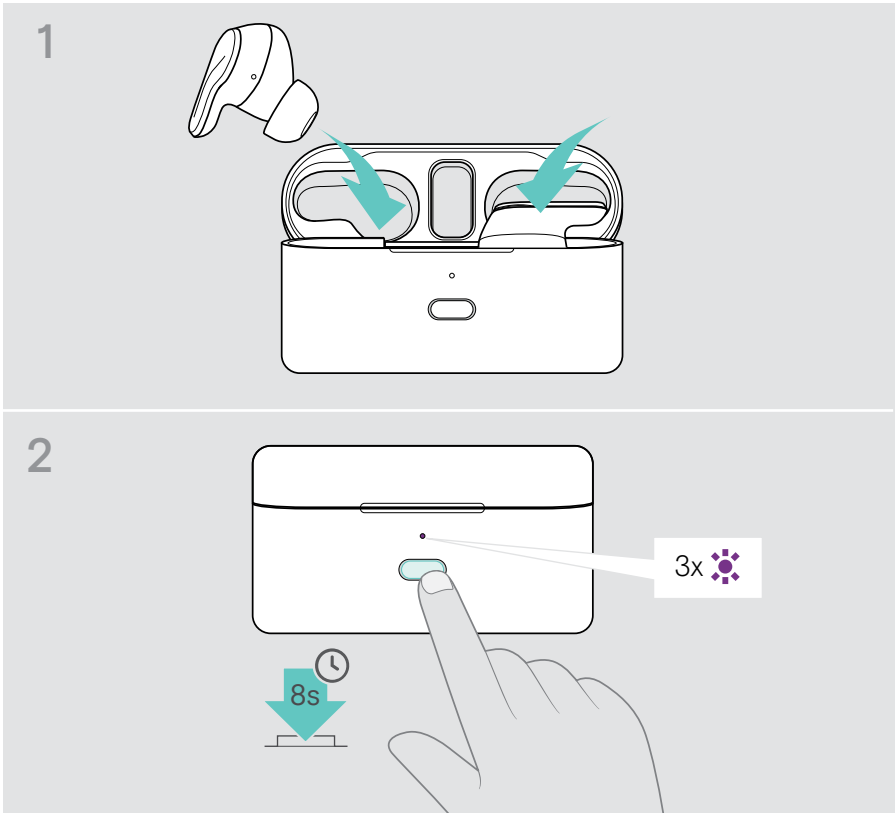
If a problem occurs that is not listed here or if the problem cannot be solved with the proposed solutions, please contact your local EPOS partner for assistance.

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

Clearing the pairing list of the ADAPT E1

1 Dock the earbuds in the charge case and leave the lid open.

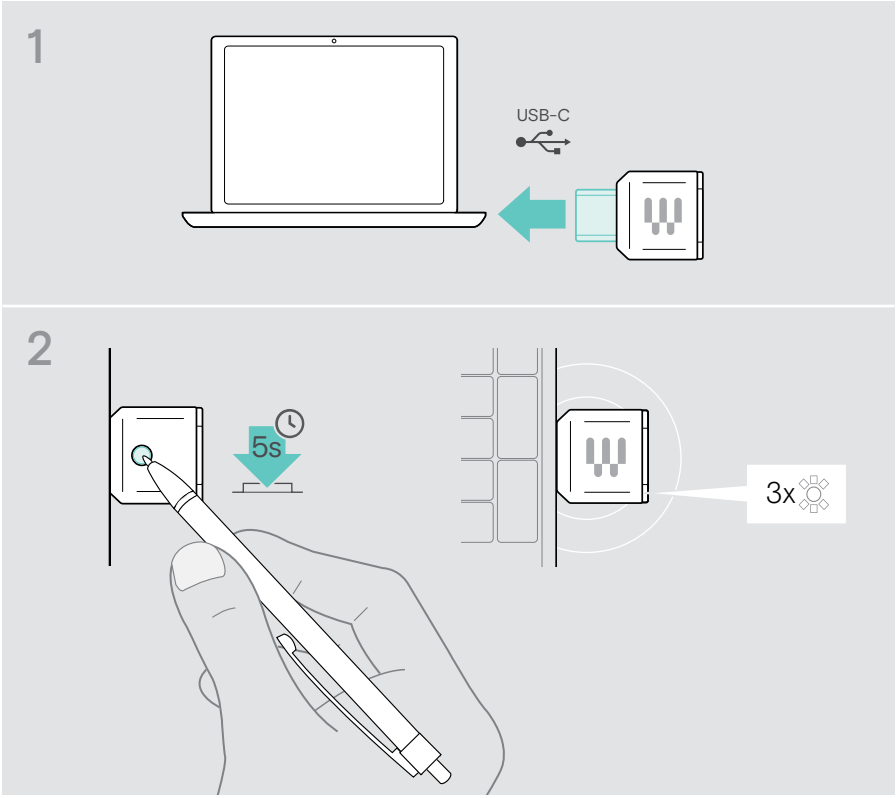
2 Press and hold the button for 8 seconds.
The inside LED flashes purple 3 times. The pairing list is cleared.
Follow the instructions on page 12 to pair to a new device.



Clearing the pairing list of the dongle

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

2 Use a pointed object (e.g. a ball pen) to press and hold the button for 5 seconds. The LED flashes white 3 times. The pairing list is cleared. The dongle searches for Bluetooth devices to pair with - see page 46.



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