

IMPACT Line

EPSON

Best-in-class headsets for every professional

When clear communication is important to your job, you need a headset tailored to your needs. Available in wired, Bluetooth® and DECT solutions, IMPACT Line headsets are expertly designed to meet the unique demands of professionals across different workstyles and environments.



Find the right headset to fit your work style

Work style	Good	Better	Best
 Office first – Customer service / call-centric focus - Headset used for 1:1 inbound / outbound calls - On calls up to 80% of the workday - Conversation is the focal point - Complex call handling	 IMPACT 100	 IMPACT 700	 IMPACT 800 ANC
 Office first – Colleague / external collaboration focus - Headset used for calls, online meetings, focus and/or listening to music - Open office environment - Uses the headset up to 50% of the workday - Stationary desk work, PC as primary device	 IMPACT 400	 IMPACT 800	 IMPACT 5000 / IMPACT 1000
 Hybrid first – Colleague / external collaboration focus - Headset used for calls, online meetings, focus and/or listening to music - Open office / home office environments - Uses the headset up to 50% of the workday - Works across devices	 IMPACT 5000 Go	 IMPACT 500 ANC	 IMPACT 1000 ANC
 Remote first – Colleague / external collaboration focus - Headset used for calls, online meetings, focus and/or listening to music - Remote locations / home office environments - Uses the headset up to 50% of the workday - Works across devices	 IMPACT 400 ANC	 IMPACT 500 ANC	 IMPACT 1000 ANC

	 Wired				 Bluetooth®		 DECT	
Product Series	IMPACT 100 With smart features that enhance efficiency	IMPACT 400 Designed for hybrid workers	IMPACT 700 Inline control for outstanding customer experience	IMPACT 800 Industry-leading voice pickup	IMPACT 500 Wireless ANC headset for modern communication	IMPACT 1000 Designed for the New Open Office	IMPACT 5000 DECT solution with super wideband & enhanced security	IMPACT 5000 Go Portable DECT solution with extensive wireless range

Design

Made for	Front-line	Office Collaborator	Contact Center	Hybrid Collaborator	Hybrid Collaborator	Hybrid Collaborator (Office First)	Knowledge Collaborator (Office First)	Hybrid Collaborator (On the go)
Call volume	High	Medium	High	Medium	Medium	Medium	High	High
Category level	Super-entry	Entry	Mid-range	Mid-range/High-end	Mid-range/High-end	High-end	High-end	High-end
Wearing style	On-ear: mono, stereo	On-ear: mono, stereo	On-ear: mono, stereo	On-ear: stereo	On-ear: stereo	On-ear: mono, stereo	On-ear: 3-in-1, mono, stereo	On-ear: mono 3-in-1, duo
ANC	—	ANC and non ANC variants	—	ANC and non ANC variants	Yes	ANC and non ANC variants		
Weight	Stereo: 76 g 2.6 oz Mono: 51 g 1.7 oz	Stereo: 125 g 4.41 oz Mono: 86 g 3.03 oz	Stereo: 115 g 4.06 oz Mono: 80 g 2.82 oz	Stereo ANC: 190 g 6.70 oz Stereo: 179 g 6.31 oz	Stereo: 139 g 4.9 oz	Stereo ANC: 181 g 6.38 oz Stereo: 171 g 6.03 oz Mono: 114 g 4.02 oz	Earhook: 44 g 1.55 oz Headband: 58 g 2.05 oz Neckband: 43 g 1.52 oz Stereo: 136 g 4.80 oz	Earhook: 44 g 1.55 oz Headband: 58 g 2.05 oz Neckband: 43 g 1.52 oz Duo: 136 g 4.80 oz

Connectivity

Connectivity	USB-A USB-C	USB-A USB-C	USB-A USB-C	USB-A USB-C	Native Bluetooth®* + BTd dongle & BTd C to A adapter	Bluetooth® dongle (USB-A) USB-C	DECT USB-A dongle, USB-A cable, Phone cable	DECT USB-A dongle, USB-C cable, USB-C to A adapter
Bluetooth® / DECT version	—	—	—	—	5.3	5.3	DECT: 1.880 to 1.900 MHz (EU, UK, AUS)	DECT: 1.880 to 1.900 MHz (EU, UK, AUS)
Simultaneous Bluetooth connections	—	—	—	—	2	3	3	—

Smart features

Call Control	In-line	Earcup	In-line	Earcup	Earcup	Earcup	Earcup	Earcup
Busylight	Yes, on in-line control	Yes, single-sided	Yes, double-sided	Yes, double-sided	Yes, single-sided	Yes, double-sided	Yes, single-sided	Yes, single-sided
Lift to mute boom arm	—	Yes	Yes	Yes	Yes	Yes	—	—
Wireless charging	—	—	—	—	—	Yes	Yes	Yes

Microphone technology

Acoustical principle	Noise-cancelling	Noise-cancelling	Ultra noise-cancelling	Ultra noise-cancelling	Ultra noise-cancelling	Noise-cancelling	Noise-cancelling	Noise-cancelling
AI based noise reduction (ENC)	—	Yes	Yes	Yes	Yes	Yes	—	—
Microphones for voice pick-up	1	2 (ANC variants 4)	3	3 (ANC variants 4)	3	3 (ANC variants 4)	2	2
Microphones	1	2 (ANC variants 5)	3	3 (ANC variants 4)	6	6 (ANC variants 8)	2	2

Speaker technology

Active noise cancellation (ANC)	—	Hybrid	—	Hybrid	Hybrid	Hybrid. Adaptive, + manual mode in 3 levels	—	—
Bandwidth	Wideband	Wideband	Super wideband	Super wideband	Wideband	Super wideband	Super wideband	Wideband

Battery

Music time ANC off / ANC off (max. hours)	—	—	—	—	89 / 51 hours	55 / 32 hours	9 hours	9 hours
Talk time** (max. hours)	—	—	—	—	36 hours	20 hours	14 hours	14 hours
Charging time: Cable / Wireless (max. hours)	—	—	—	—	15 hours	15 / 2.5 hours	~ / 1.5 hours	~ / 4 hours
Fast charge	—	—	—	—	10 min. = 5 hours	10 min. = 1.5 hours	30 min = 50% battery	—

Certifications

Certified for	Microsoft Teams, Zoom (Workplace & Contact Center), Google Meet, Works with Chromebook, Webex by Cisco	Microsoft Teams, Zoom, Google Meet, Google Voice, Works With Chromebook	Microsoft Teams, Zoom, Google Meet, Google Voice, Works With Chromebook, Webex by Cisco	Microsoft Teams, Zoom, Google Meet, Google Voice, Works With Chromebook, Webex by Cisco	Microsoft Teams, Zoom, Google Meet	Microsoft Teams, Zoom, Google Meet, Webex by Cisco, Unify, RingCentral	Microsoft Teams, Google Meet, Webex by Cisco, Avaya, Mitel, Alcatel Lucent Enterprise, Unify	Microsoft Teams
Meets Teams Open Office Requirements	—	Yes	Yes	Yes	—	Yes	Yes	—

* Native Bluetooth support available after a planned software release

** Based on industry standard test conducted in listening mode with ANC off and single connection to mobile