EPOS | SENNHEISER

User Guide

ADAPT 360 | ADAPT 360 White

Over-ear Bluetooth® headset with ANC

User Guide

Contents

The ADAPT 360 | ADAPT 360 White headset

Stay focused with ANC that reduces background noise, helps you concentrate in busy open offices and boosts productivity on-the-go. Ensure clear business calls with a solution optimized for UC and switch easily between devices as you multitask.

Enjoy over-the-ear design and ergonomic ear pads that add noise dampening and long-lasting comfort. Wherever your work schedule takes you, performance and convenience are on hand with up to 46 hours of battery life and foldable design that is easy to store and pack. Empower your performance with professional quality and sleek, comfortable design in black or white to suite your style.

With the option of EPOS Manager and EPOS Connect software, you can ensure optimal functionality. Insist on a headset with great audio that's built to last and will help you excel in today's workplace.

Key benefits & features

Concentrate in noisy environments
Thanks to Active Noise Cancellation that reduces background noise to increase your work focus

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

Switch effortlessly between your favorite devices
With multi-point connectivity to any two Bluetooth® devices simultaneously

Enjoy stylish, comfortable design
On and off work with a contemporary look in black or white and soft, ergonomic ear pads for lasting comfort

High-quality stereo sound and reliable performance
Stream stereo music at work or on your commute and benefit from up to 46 hours of battery life

Additional benefits & features

Launch Microsoft Teams instantly
Dedicated button for Microsoft Teams via BTD 800 USB dongle

Clearer office and mobile calls
From 2 advanced microphones optimize voice pick up wherever you are

Reduce distracting noise
Excellent noise dampening from large ear cups

Convenient and extremely portable
Due to a robust, foldable headset design

Protect your headset
With a convenient storage pouch

Benefit from easy charging
Via USB cable with USB-C connector

Firmware updates when it suits you
Via EPOS Manager and EPOS Connect software

For safety instructions, consult the Safety Guide.

i   A list of accessories can be found on the product page at www.eposaudio.com.
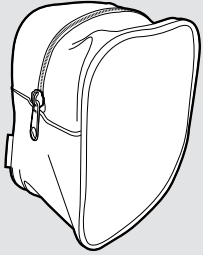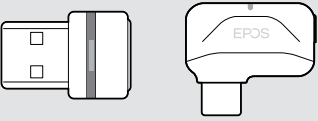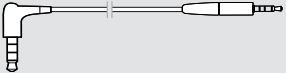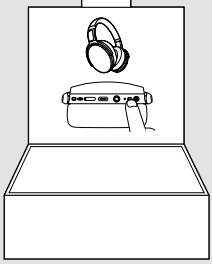
ADAPT 360 | ADAPT 360 White Bluetooth® headset

Package contents

ADAPT 360 or ADAPT 360 White
Bluetooth headset

Case

BTD 800 USB or BTD 800 USB-C
Bluetooth dongle

USB cable
with USB-C® to USB-A connector

Audio cable
with 2.5 mm and 3.5 mm jack plug

Quick Guide on the box

Safety Guide
Compliance sheet

Product overview

Overview of the headset
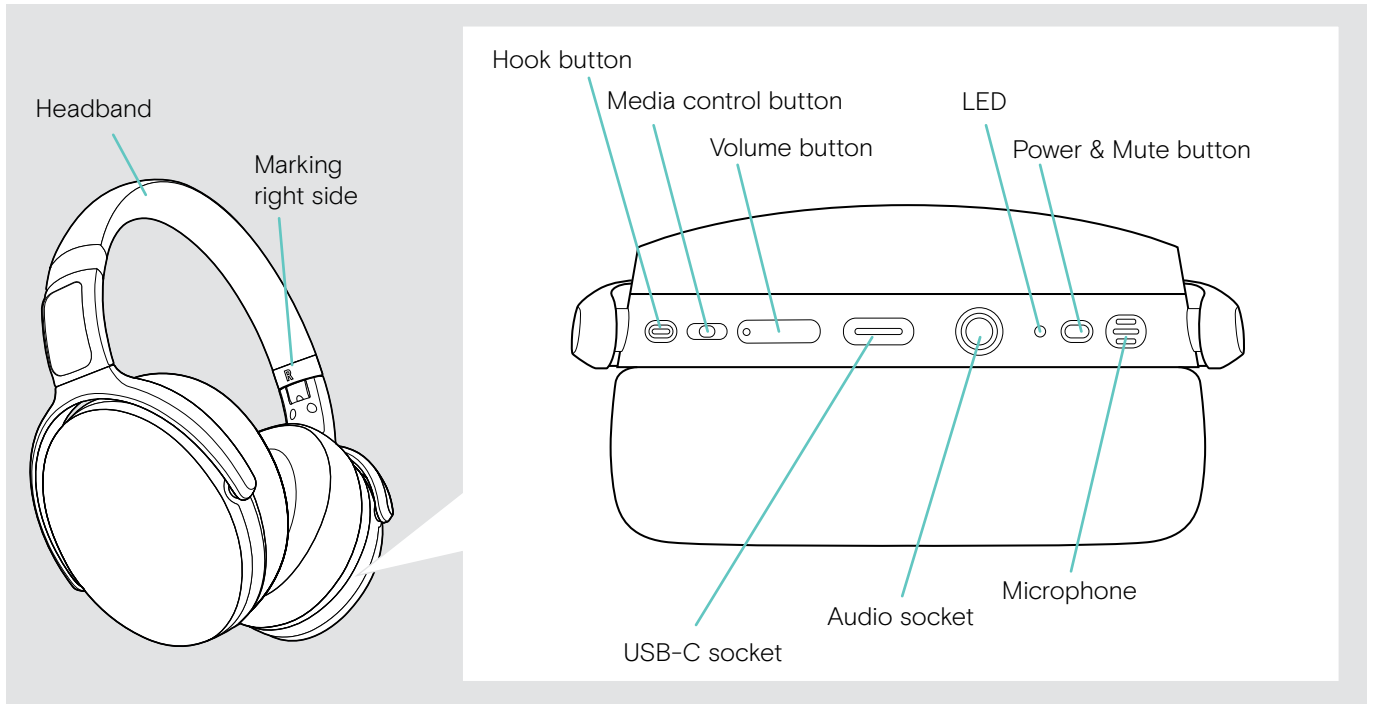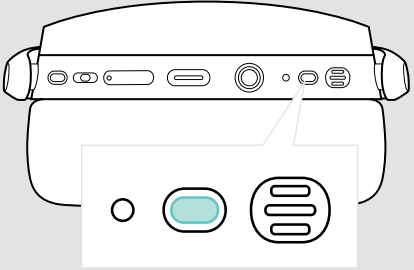
Overview of the headset LED indications
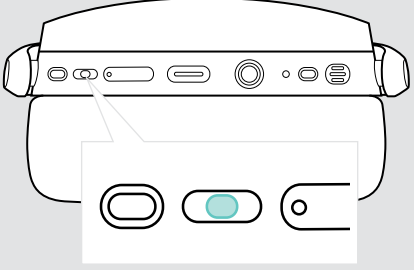
● ···	• Headset connected • Headset turned off • Headset fully charged
3x 🔵 ···	• Headset turns on • Pairing list cleared
2x 🔵 ···	• Bluetooth device found • Bluetooth reconnects
🔵 🔴 🔵 🔴 ···	Headset in pairing mode: searching for mobile device/dongle
3x 🔵 ···	Headset turns off
2x 🔴 ···	Headset disconnected from mobile device/dongle
🔵 ○ 🔵 ○ ···	Incoming call
🔵	Battery power between 60 and 99%
🟣	Battery power between 20 and 59%
🔴 ○ 🔴 ○ ···	• No Bluetooth device found • Rechargeable battery is weak

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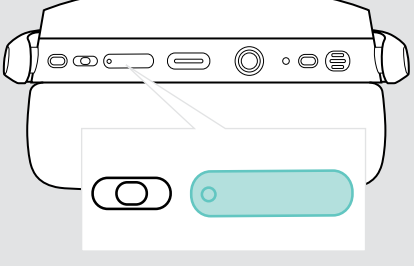
Overview of the headset buttons

Power & Mute button	Press	Function	Page
	2s (hold)	Turns the headset on / off	10
	2x	Turns ANC on / off	12
	(press)	Mutes / unmutes the microphone	12
		Turns TalkThrough on/off (ANC turned on)	13
		Cancels pairing (Pairing mode)	7
	4s (hold)	Pairs the headset with a Bluetooth device	7
		Clears pairing list (Pairing mode): ▷ Press Power & Media control button	25

Hook button	Press	Function	Page
	(press)	Initiates a call	14
		Accepts / ends a call	14
		2 calls: Answers incoming & ends active call	16
		2 calls: Ends active & unholds paused call	16
		Invokes Microsoft Teams	17
	2x	Puts an active call on hold (pause) / unholds call	14
		Redials the last number	15
		2 calls: Answers incoming & puts active on hold	16
		2 calls: Toggles between two calls	16
	1s (hold)	Activates voice assistant / Cortana	15
		Rejects a call	14

Media control button	Press	Function	Page
	(press)	Starts / pauses audio playback	18
	(slide)	• Skips to the next track • Press and hold: Fast-forwards the track*	
	(slide)	• Skips to the previous track • Press and hold: Rewinds the track*	
	4s (hold)	Clears pairing list (Pairing mode): ▷ Press Power & Media control button	25

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

Volume button	Press	Function	Page
	(press)	Increases/decreases the volume (press or press and hold)	11
	1s (hold)	Requests remaining battery power (press both buttons)	19
	4s (hold)	Enables/disables voice prompts (press both buttons)	21

Overview of the dongle

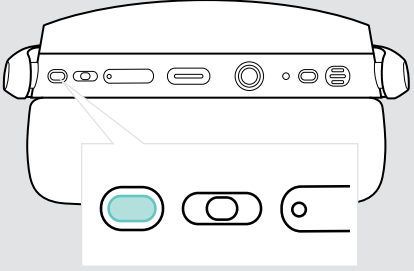| BTD 800 USB	BTD 800 USB-C
Link LED	Link LED
Link button	Link button
USB–A plug	USB-C plug
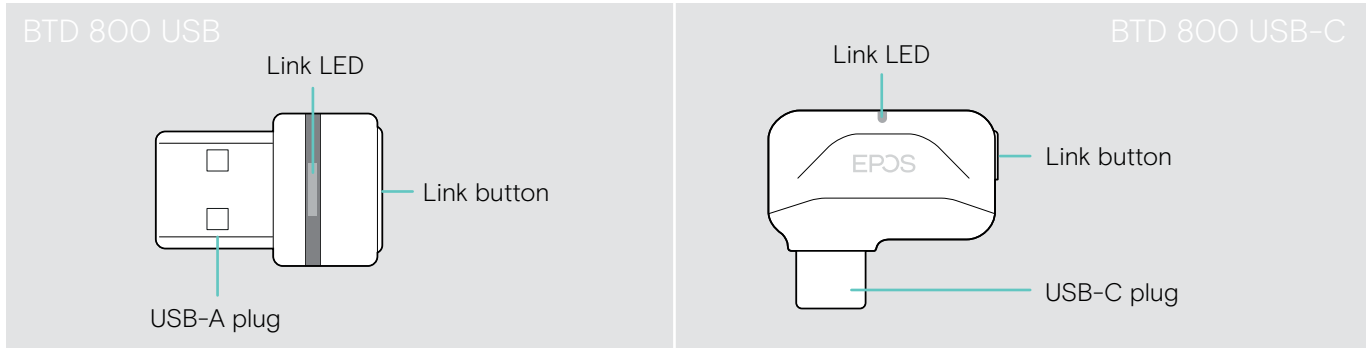
Overview of the dongle LED indications

	⚡━⚡ ⚡━⚡ ⚡━⚡ ⚡━⚡ ⚡━⚡	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 • Audio 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	7
		Reconnects the headset	21
	2x	Disconnects the headset	21

Overview of the icons

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

ADAPT 360 | ADAPT 360 White Bluetooth® headset

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

USB-C

USB-A

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

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

▷ Turn the headset on (see page 10).
▷ 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 17).

> ℹ️ To **manually pair the headset and the dongle**, activate the pairing mode for both:
>
> ▷ Press and hold the headset's Power 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

1

▷ Press and hold the Power button until the LED flashes blue and red.
The headset is in pairing mode.

2

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

3

▷ Select "EPOS ADAPT 360" to establish a Bluetooth connection to the headset.

4

The LED flashes 2 times blue as soon as the headset finds a device to connect to. The LED turns off.

i	To cancel pairing: ▷ Press the Power button.

Installing the EPOS Connect software

The free EPOS Connect software allows you to configure and update your headset and offers additional settings.
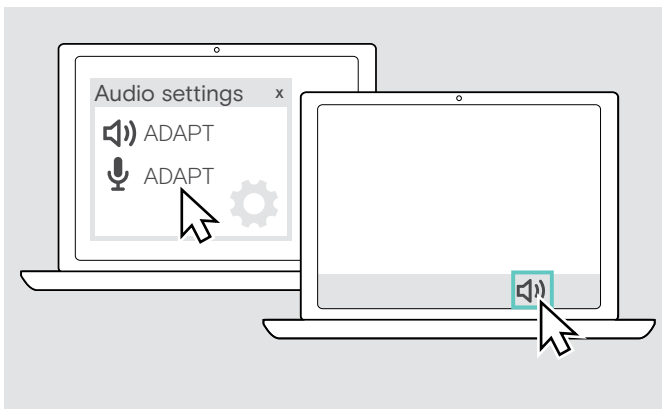
▷ Download the software from www.eposaudio.com/connect.

▷ 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 360 as speaker.

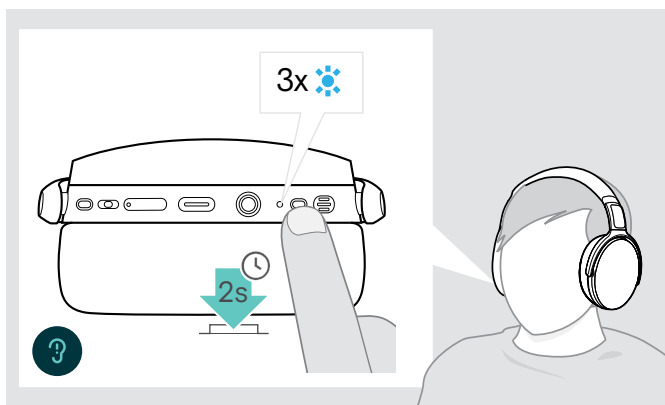▷ Select under input ADAPT 360 as microphone.

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

▷ Press the Power button for 2 seconds.
The headset turns on. The LED flashes blue shortly.
The headset automatically tries to connect to available paired Bluetooth devices.

The LED flashes 2 times blue as soon as the headset finds a device to connect to. The LED turns off.

If the LED flashes red, no paired device has been found.

> ℹ️ The search function is deactivated while the audio cable is connected.

Turning the headset off
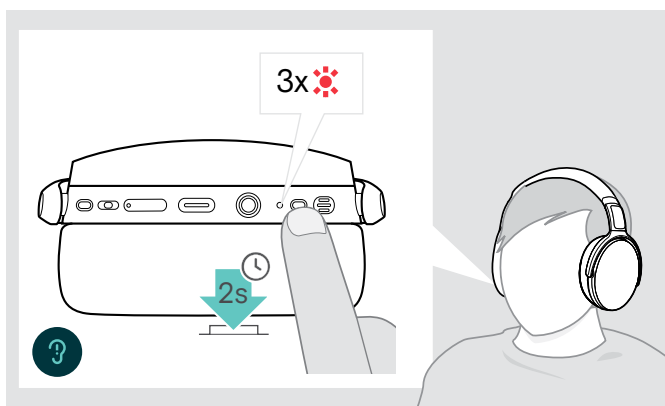
▷ Press the Power button for 2 seconds.
The LED flashes red 3 times and turns off.
All volume settings are saved automatically when the headset is turned off.

▷ Charge the headset (see page 19).
OR
▷ Store the headset (see page 20).

Adjusting and wearing the headset

For good sound quality and best possible wearing comfort, adjust the headset.
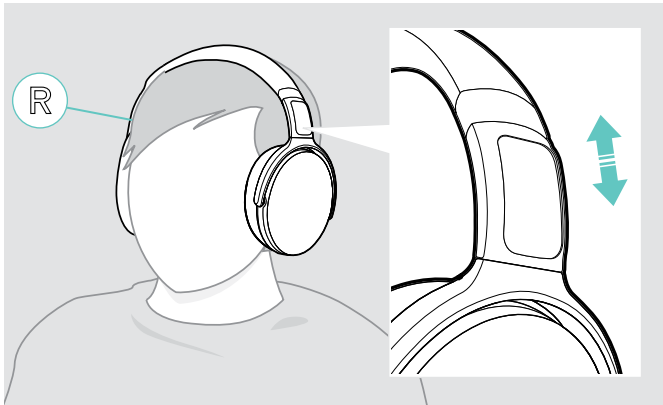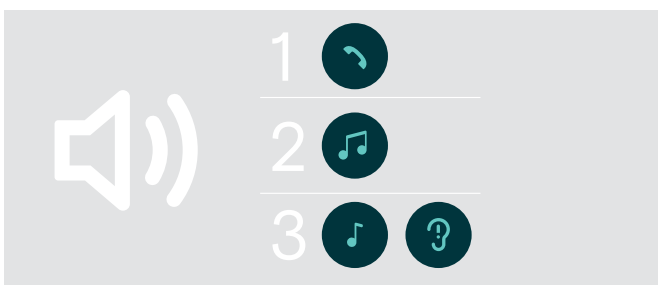
▷ Put the headset on so that the headband runs over the top of your head and the side with the R marking rests on your right ear.
▷ Adjust the headset so that
  • your ears are comfortably covered by the ear pads,
  • you feel even, gentle pressure around your ears,
  • a snug fit of the headband on 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
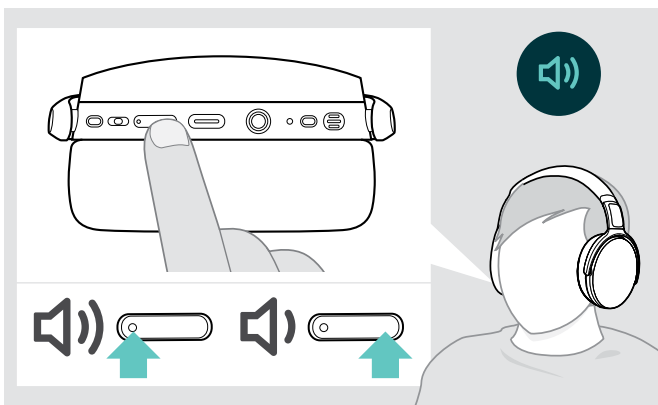
▷ Press the Volume button to increase or decrease the volume.
  You hear a beep or double beep for maximum or minimum volume.

Alternatively you can adjust the volume on your connected device.

Adjusting the headset's microphone volume for softphones
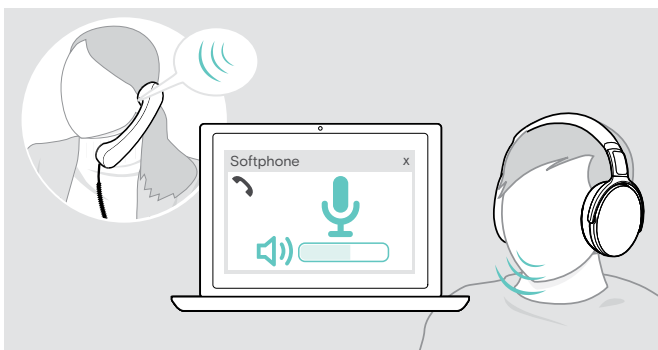
▷ Initiate a call on your connected device to someone who will help you find the correct volume setting for your microphone.
▷ Change the microphone volume in your softphone application and/or in your PC audio application.

Softphone   x

Muting the microphone

▷ Press the Power button to

♪♪♪   mute or

♪♪♪   unmute the microphone.

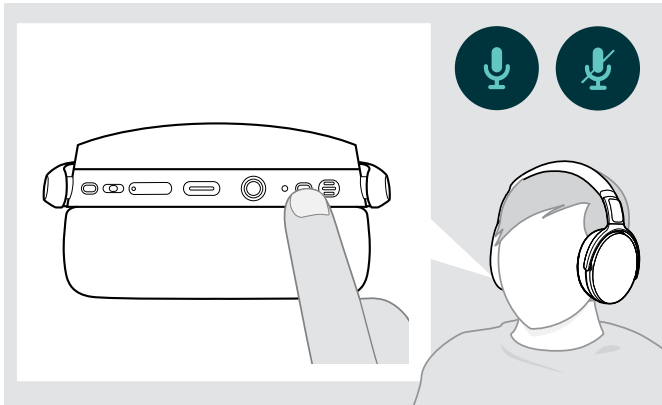## Using Active Noise Cancellation (ANC)

This headset provides attenuation of ambient noise using Active Noise Cancellation (ANC) technology. Special microphones optimize speech and reduce background noise.
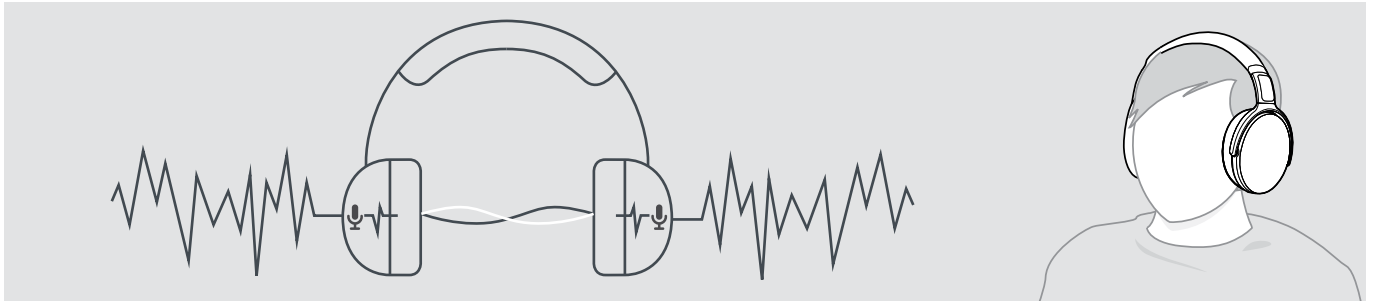
If you are in a noisy environment but would like to have your own quiet space, you can use the headset itself, disconnected from any device, and simply benefit from ANC. You can activate ANC if the battery is sufficiently charged and if the headset is turned on.

2x   Activates / deactivates ANC
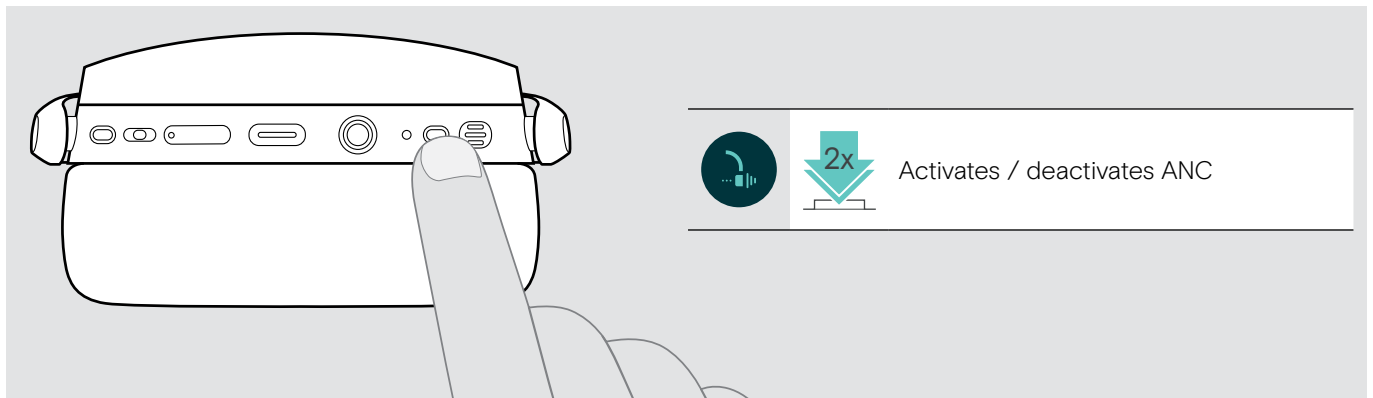
Turning TalkThrough on / off

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

Activates / deactivates TalkThrough
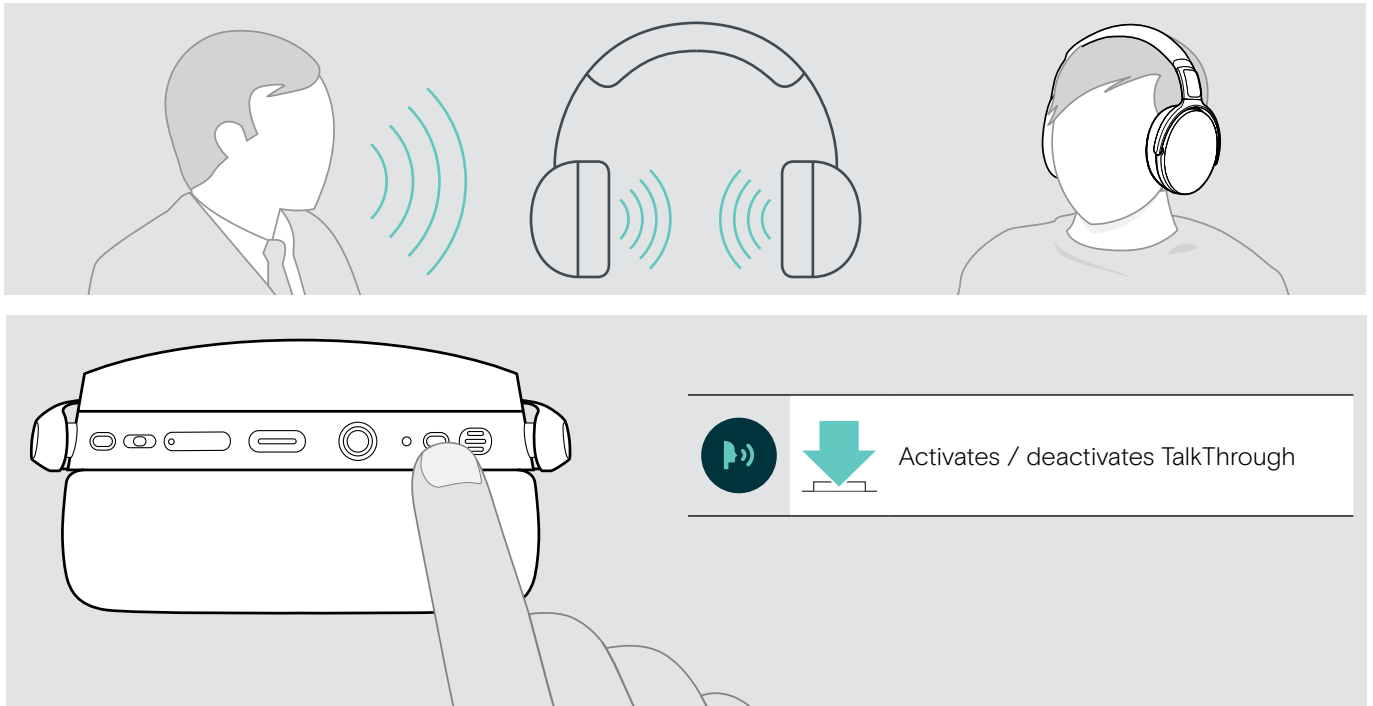
Making calls using the headset

The following functions depend on the connected device.

Making a call

▷ Initiate the call on your connected device.
  OR
▷ Press the Hook 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.
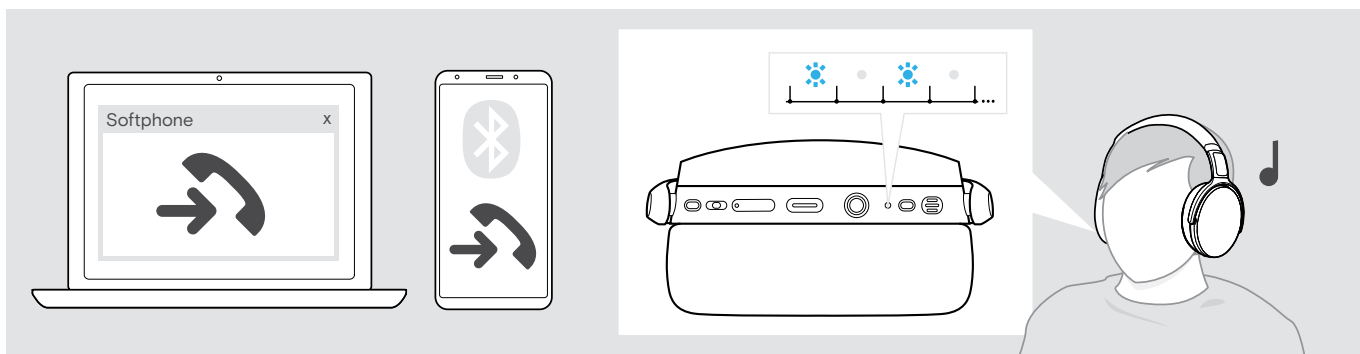
Accept / hold a call
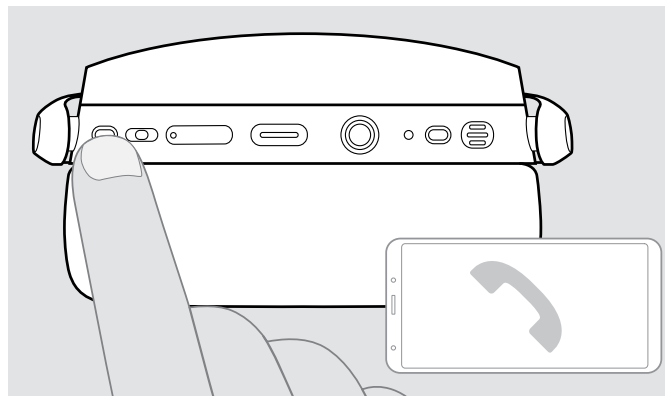
		Accepts a call
	2x	Puts an active call on hold (pause)

Reject / end a call
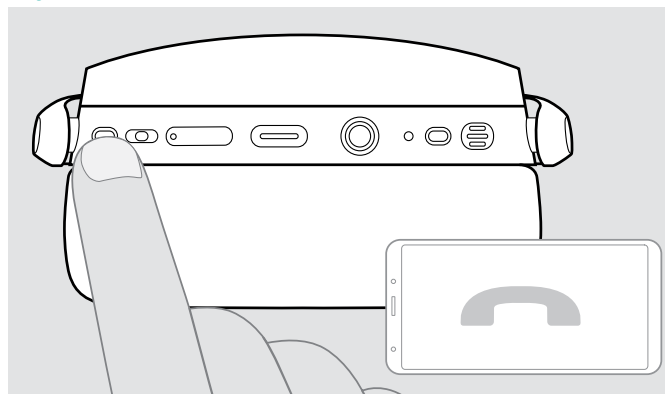
		Rejects a call
		Ends a call

Redialing

☎	**2x**	Redials the last number
☎		Cancels redialing
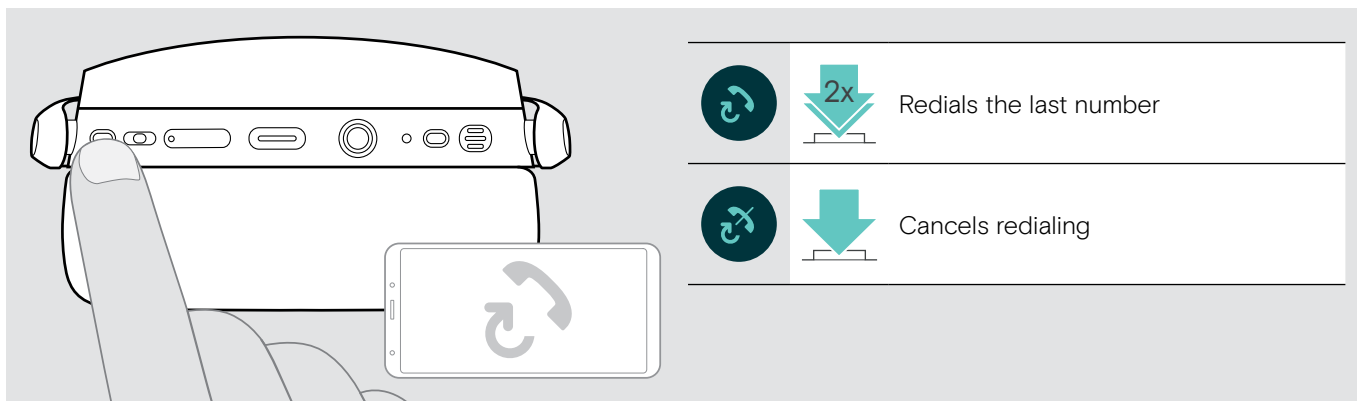
Using the voice assistant / voice dial

The last connected Bluetooth device will be used for voice assistant or voice dial.
For Microsoft Cortana: see page 17.

💬	**1s**	Activates voice assistant / voice dial
💬		Cancels voice assistant / voice dial
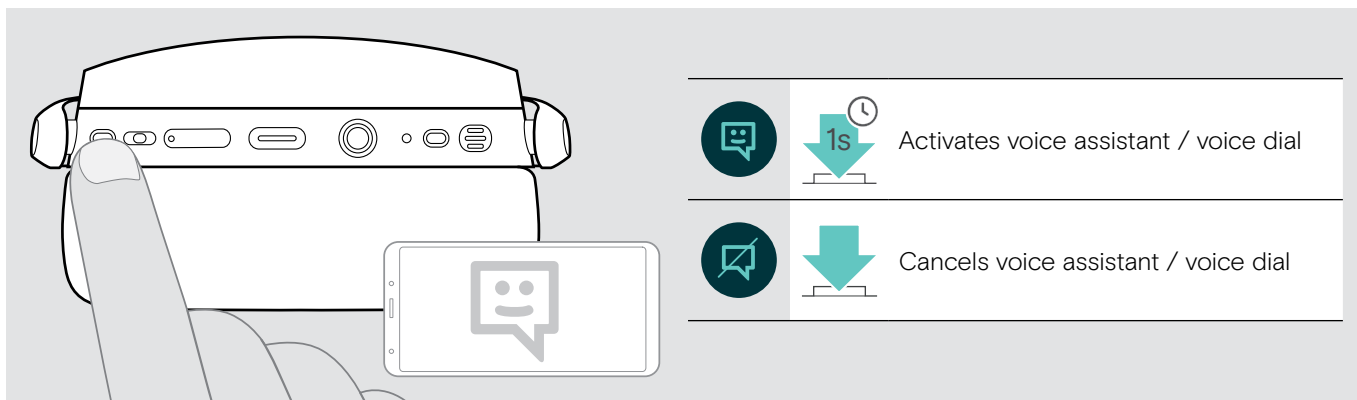
Managing multiple calls
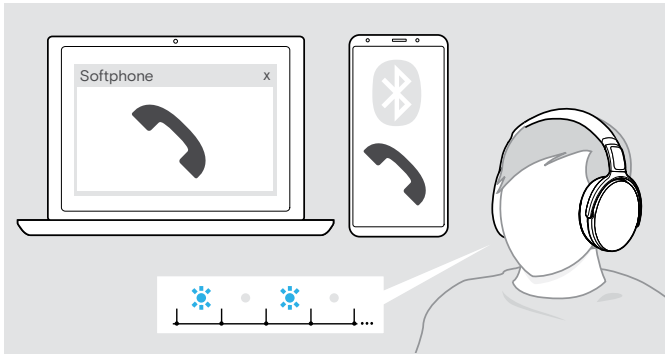
You can use the Headset with up to two connected Bluetooth devices.

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 puts the active call on hold
		2x	Accepts the incoming call and ends the active call
		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
			Ends the active call and makes the held call active

Using headset and dongle with Microsoft® Teams / Cortana
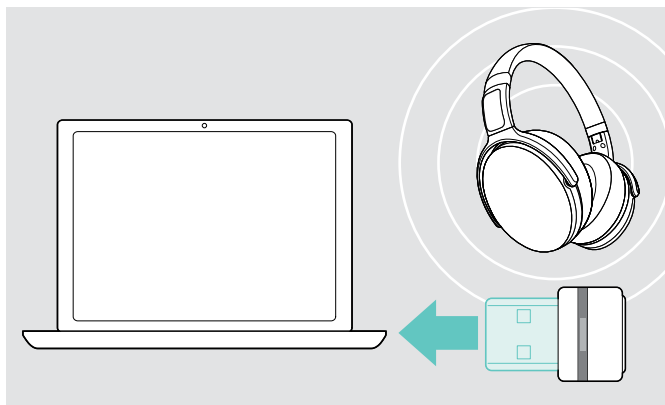
To use Microsoft Teams and Cortana with the headset:

▷ Plug the dongle into the USB port of your computer –
see page 7.
If Microsoft Teams is already running, the blue LED
changes to purple automatically.

Invoking Microsoft® Teams and check notifications
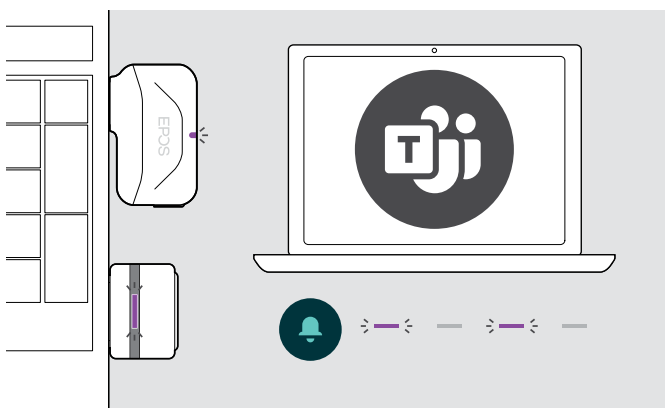
▷ Start Microsoft Teams on your computer.
The dongle connects to Microsoft Teams and the LED
blue LED changes to purple.

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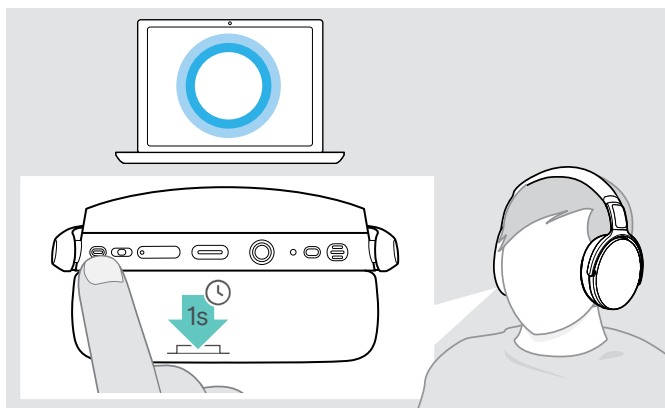
You can activate and use Cortana – Microsoft's Personal
Digital Assistant using Voice command technology – with
the headset.

▷ Press the Hook 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.

Controlling media playback

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
❚◀	Plays the previous track in the playlist
▶▶	Fast-forwards the track: Press and hold the button
◀◀	Rewinds the track: Press and hold the button

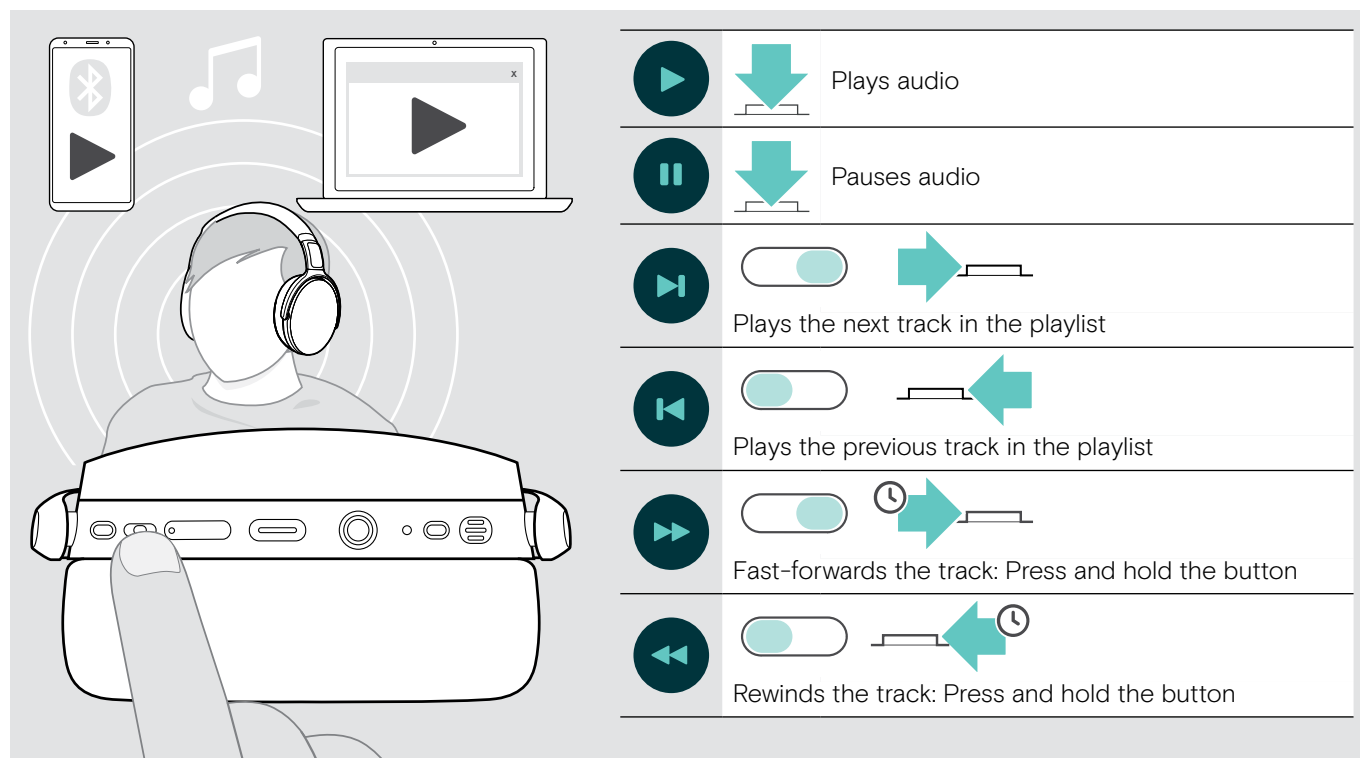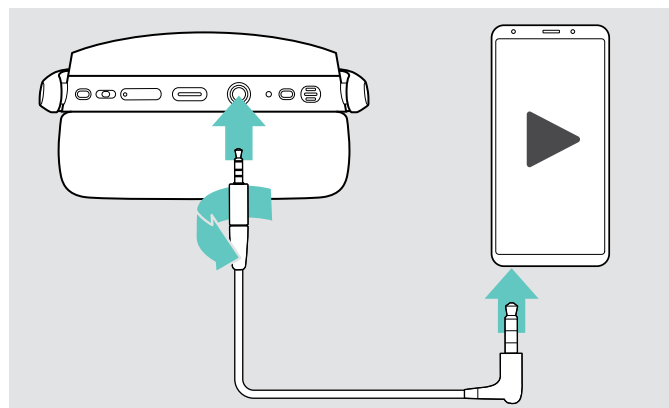> **i** If you receive and accept a call, audio playback is paused and restarts after the call – if supported by the connected device.

Using the audio cable

Use the audio cable for audio 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.

▷ Turn the plug clockwise until it locks into place. Bluetooth is deactivated.

▷ Connect the 3.5 mm jack plug to the audio output of your mobile device.

To disconnect the audio cable:

▷ Turn the plug counterclockwise to unlock it and pull it out of the headset.

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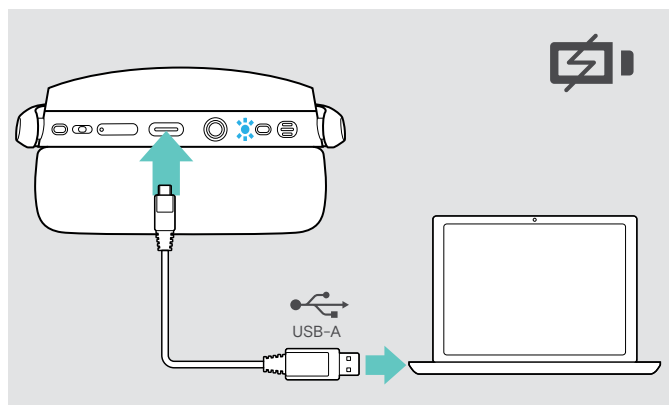 The headset automatically tries to connect to available paired Bluetooth devices.

> **i** You can use the Active Noise Cancellation (ANC) as usual (see page 12).

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.

The battery is being charged. The LED lights up depending on the battery status of the headset and turns off when the battery is fully charged.
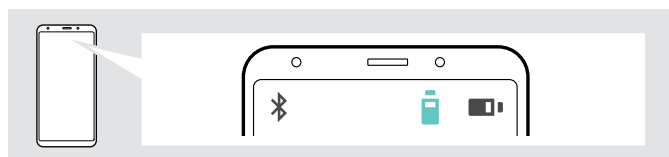
LED	Battery status
●	100% – Battery fully charged
☀	more than 60%
☀	more than 20%
☀	less than 20%

To end charging:

▷ Disconnect the USB cable from the headset.

i	When the battery is flat, the headset turns off automatically.

Verifying remaining battery power

Some mobile devices indicate the battery status of the headset.
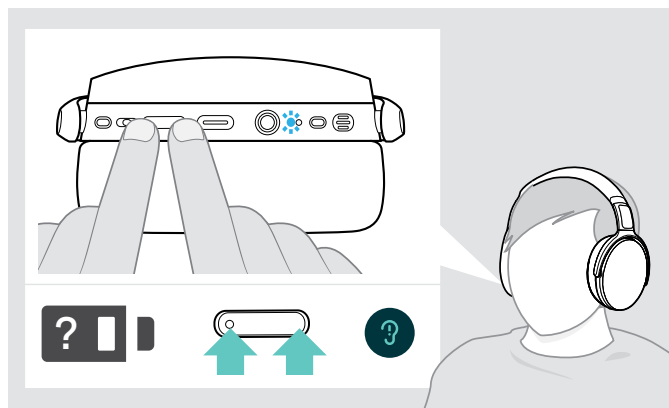
You can retrieve information on the remaining battery power at any time – except while you are in a call:

▷ Press both Volume buttons.
The LED flashes shortly and a voice prompt is announced.

🔋	When the battery power drops below 20%, the LED flashes red and "Recharge headset" is announced several times.

LED	Remaining battery power
☀	more than 60%
☀	more than 20%
☀	less than 20% – automatic voice prompt

Storing and transporting the headset

To avoid nicks or scratches on the headset:
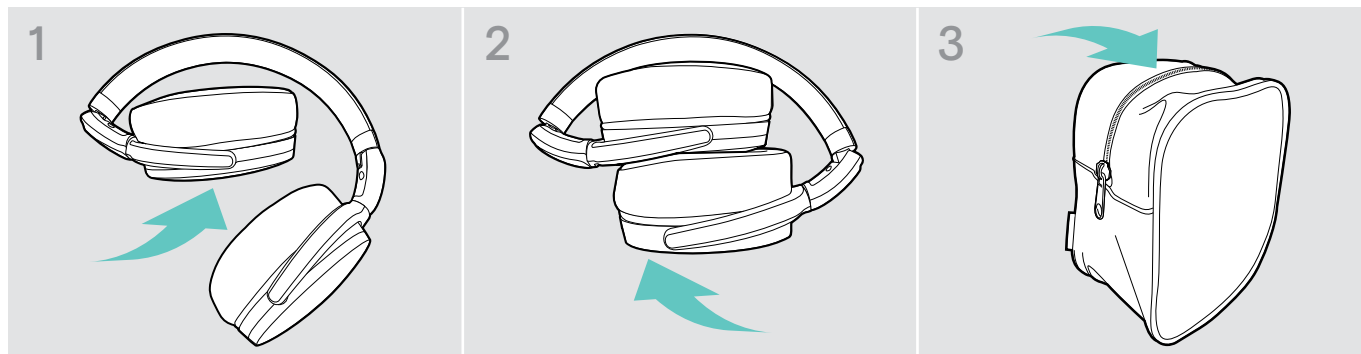

▷ Fold the ear cups inwards towards the headband.

▷ 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.

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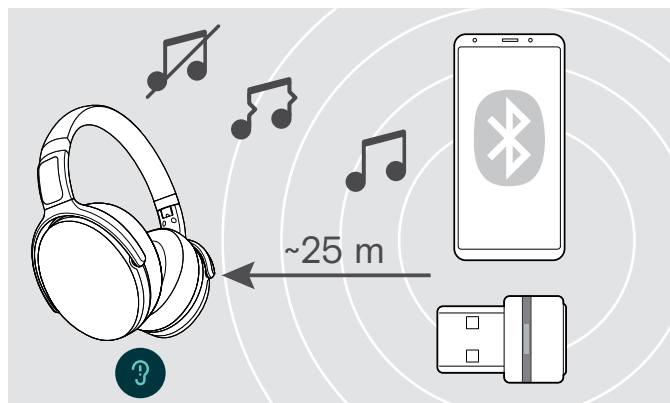
If the audio quality deteriorates e. g. during a call or the link breaks down completely:

▷ Re-enter the radio range of the Bluetooth device.
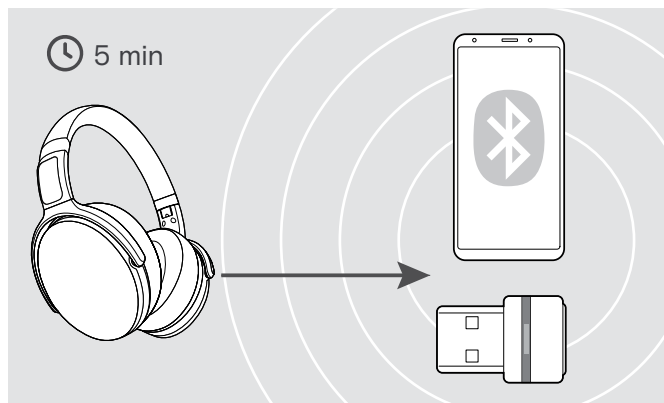
If you re-enter the Bluetooth transmission range within 5 minutes, the connection is re-established.

After more than 5 minutes the connection breaks down completely and you have to manually re-establish the connection:

▷ Tap the Hook button.

Reconnecting / disconnecting Bluetooth

Reconnecting Bluetooth

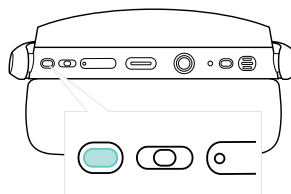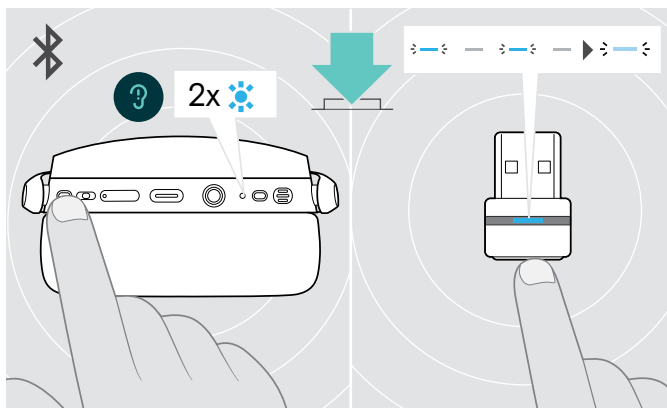▷ Tap the headset's Hook button or the dongle's button. The headset flashes 2 times blue as soon as the headset finds a device to connect to. The dongle flashes blue and lights up dimmed blue.

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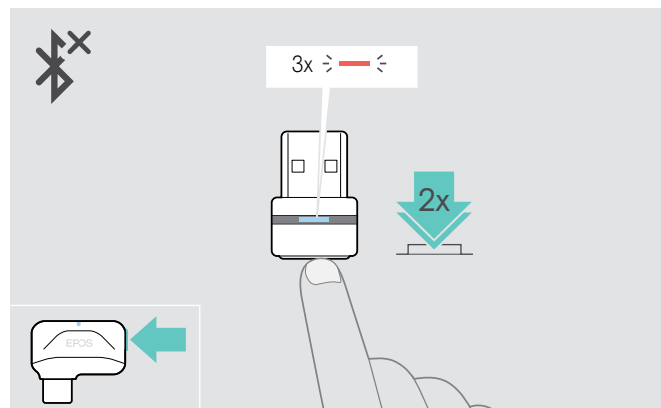
▷ Double tap the dongle's button. Bluetooth will be disconnected. The LED flashes 3 times red.

> **i** If you connect the audio cable to the headset, Bluetooth gets automatically deactivated.

Enabling / disabling voice prompts
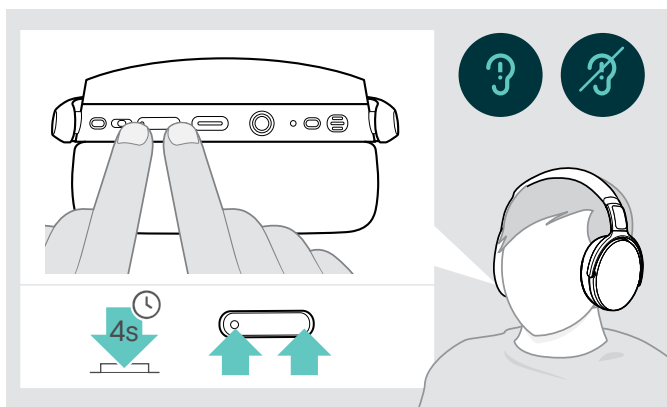
In idle mode (no active call or audio playback):

▷ Press and hold both Volume buttons until the headset announces a voice prompt for on or off.

> **i** If the voice prompts are deactivated you hear tones instead.

Maintaining the products and updating the firmware

Cleaning the products
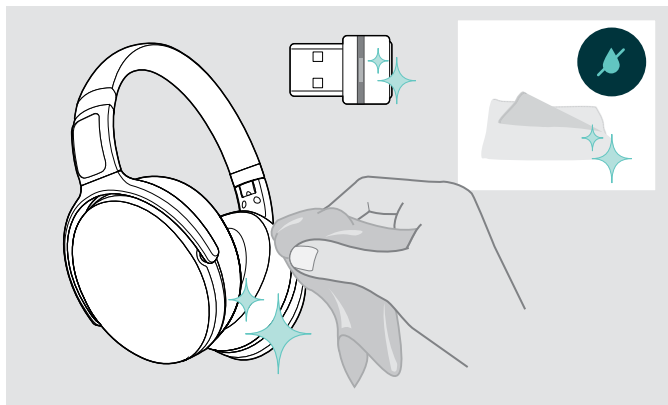
CAUTION

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.
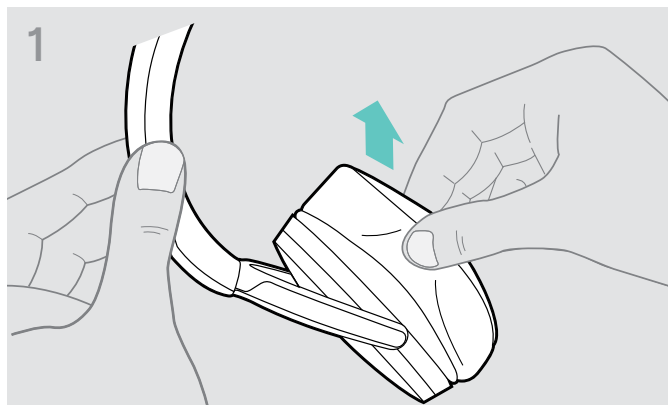
▷ Carefully remove the old ear pad from the ear cup.
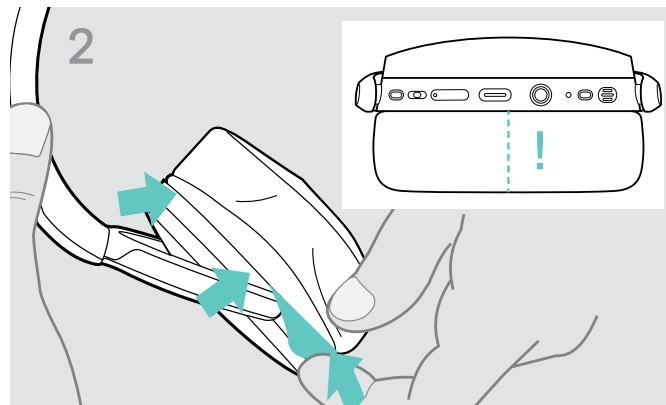
▷ Insert the fixation band – stitched line facing to bottom – in the space on the ear cup.

Updating the firmware of the products

To update the installed firmware:

▷ Install the free of charge EPOS Connect software (see page 9).

Updating the firmware of the headset

1

USB-A
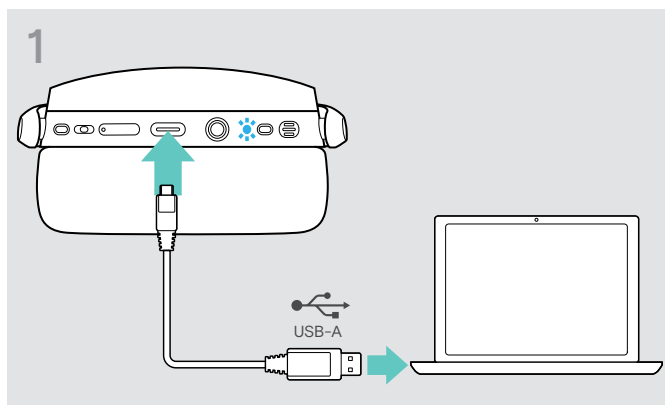
▷ Connect the USB cable to your headset and your computer.
The LED lights up.

2

EPOS Connect   x

EPOS

Updating the firmware of the dongle

1

USB-C

USB-A
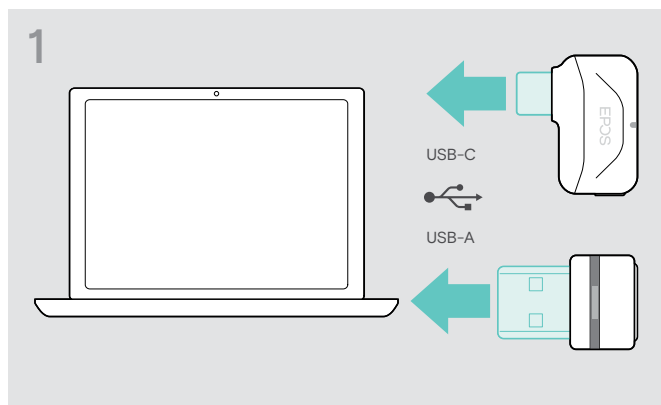
▷ Plug the dongle into the USB port of your computer.
The LED lights up.

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

If a problem occurs …

| Problem	Possible cause	Solution	Page
Headset cannot be turned on	Rechargeable battery empty	▷ Recharge the headset battery.	19
Active Noise Cancellation (ANC) cannot be turned on	Rechargeable battery empty	▷ Recharge the headset battery.	19
	Headset turned off	▷ Turn the headset on. ▷ Double tap the Power button.	10
No audio signal or drop outs	Headset not paired with a Bluetooth device	▷ Pair the headset.	7
	Volume adjusted too low	▷ Increase the volume.	11
	Headset turned off	▷ Turn the headset on.	10
	Audio cable's jack plug not twisted in	▷ Insert the plug and turn it clockwise until it locks into place.	18
	Computer: Headset not selected as audio device	▷ Change the Audio settings of your computer.	9
Headset cannot be connected via Bluetooth	Audio cable connected (deactivates Bluetooth)	▷ Disconnect the audio cable.	18
	Headset not paired	▷ Pair the headset with a Bluetooth device (max. 20 cm distance while pairing between devices).	7
		▷ Check if your Bluetooth device supports the HF or HS profile.	–
	Bluetooth at mobile device turned off	▷ Turn Bluetooth on.	–
	Dongle not plugged in	▷ Plug the dongle into the USB port of your Computer.	7
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.	21
Headset or dongle does not react to any button press	Software or hardware problems	▷ Turn the headset off and on again.	10
		▷ Unplug and plug in the dongle again.	7
		▷ Clear the pairing list of the headset.	25
		▷ Clear the pairing list of the dongle.	25

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 www.eposaudio.com.
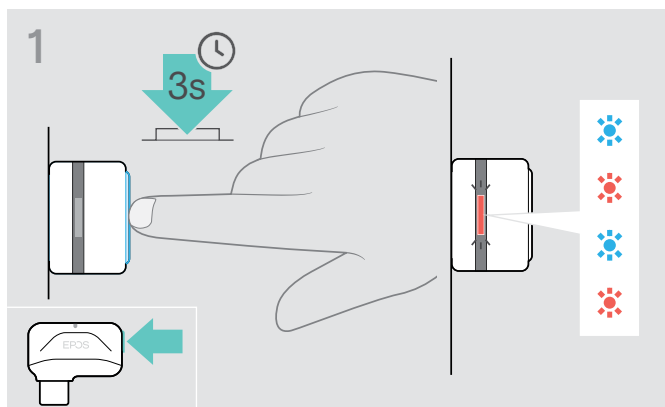
Clearing the pairing list of the headset (Reset)

1

2
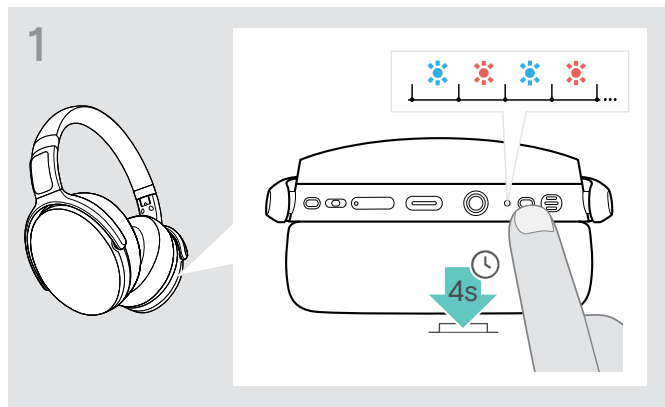
▷ Press and hold the Power button until the LED flashes blue and red.
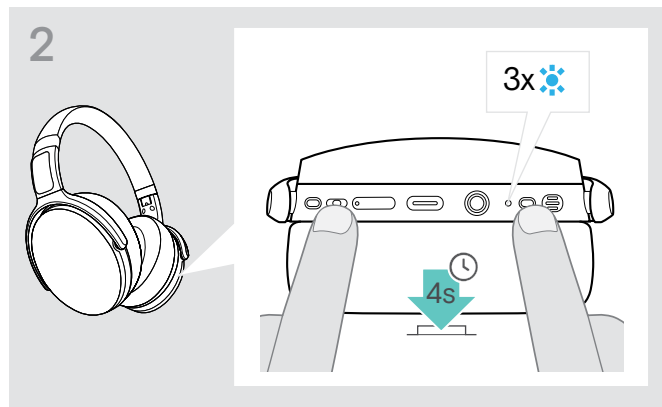
▷ Simultaneously press the Media control button and the Power button.
The LED flashes blue 3 times. The pairing list is cleared. The headset searches for Bluetooth devices to pair with – see page 7.

Clearing the pairing list of the dongle (Reset)

1

2

▷ Plug the dongle into the USB port of your computer.
▷ Press and hold the button until the LED flashes blue and red.
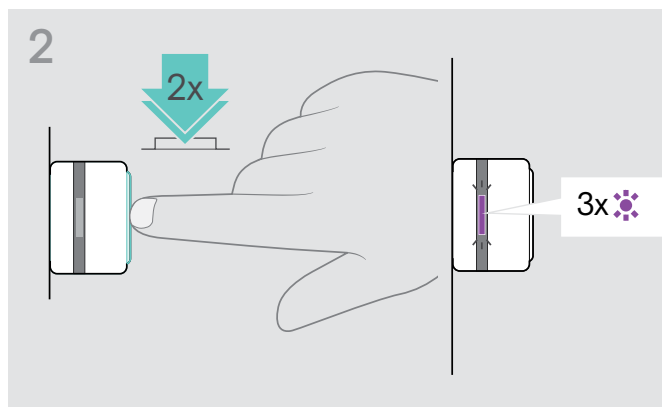
▷ Double press the dongle's button.
The LED flashes purple 3 times. The pairing list is cleared. The dongle searches for Bluetooth devices to pair with – see page 7.

Specifications

Headset – General

Wearing style	Over-ear, double-sided headband
Color	Black and white version
Dimensions (W x H x D)	168 x 188 x 88 mm / 6.61 x 7.40 x 3.47 in
Weight	238 g / 8.39 oz
Transducer principle	Dynamic, closed
Connectivity	Bluetooth 5.0 Audio cable (2.5 mm twist lock and 3.5 mm jack plugs)
Connector	USB-C® plug
Supported Bluetooth profiles	Hands-Free Profile (HFP), Headset Profile (HSP), Audio Video Remote Control Profile (AVRCP), Advanced Audio Distribution Profile (A2DP)
Supported codecs	SBC, AAC, AptX™, AptX™ low latency
Rechargeable battery (built-in)	Lithium Polymer / 3.7 V DC / 600 mAh
Charging time	2 hours 30 minutes
Standby time	Up to 62 days
Battery time	Listening time: up to 46 hours (ANC off) Talking time: up to 39 hours (ANC off)
Range	Up to 25 m / 82 feet (device dependent)

Headset – Audio

Speaker frequency response	18 Hz to 22,000 Hz (-10 dB)
Sound pressure level (SPL)	Limited by EPOS ActiveGard®: 108 dB (1 kHz/0 dBFS)
Total harmonic distortion (THD)	< 0.3%
Noise cancellation	Active Noise Cancellation (ANC)
Microphone type	2 beamforming MEMS microphones
Microphone frequency response	80 Hz to 8,000 Hz

Dongle BTD 800 USB

Dimensions (W x H x D)	22 x 16 x 6 mm / 0.87 x 0.63 x 0.24 in
Weight	2 g / 0.07 oz / 0.004 lbs
Connector	USB-A plug
Connectivity	Bluetooth 4.2
Output power	max. 8 dBm (EIRP)

Dongle BTD 800 USB-C

Dimensions (W x H x D)	27.5 x 23.5 x 7.5 mm / 1.05 x 0.93 x 0.30 in
Weight	2.8 g / 1.0 oz / 0.006 lbs
Connector	USB-C plug
Connectivity	Bluetooth 4.2
Output power	max. 11 dBm (EIRP)

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