

**EPOS | SENNHEISER**



## ADAPT 560 | ADAPT 563

On-ear Bluetooth® headset with ANC

**User Guide**

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## The ADAPT 560 | ADAPT 563 headset

Cut through the noise and make your presence felt with a headset that keeps you productive in open offices, or on the move. Get clearer calls with the discreet boom arm for excellent speech intelligibility and use ANC in noisy situations to focus.

Whether on a business call or focusing at your desk, multi-connectivity helps you switch between your two favorite Bluetooth® devices. The soft, on-ear wearing style creates all-day comfort and the portable design gives you a handy, stylish, yet business grade audio tool.

UC optimized and Microsoft Teams certified, the ADAPT 500 Series delivers on every professional parameter and offers excellent stereo music performance during your working day. With up to 46 hours of battery life, you can rely on a headset that adapts to the way you work and boosts your productivity.

### Key benefits & features

#### Get clearer calls on demand

The discreet, foldable boom arm and two advanced microphones optimize voice pick up for clearer office and mobile calls

#### Concentrate anytime, anywhere with ANC

Four ANC microphones reduce background noise to increase work focus, together with plush ear pads for good sound isolation

#### Ensure clear calls with UC certified solutions

Certified for Microsoft Teams and optimized for UC

#### Work your way

Portable design that works the way you do with discreet boom arm, music performance, noise cancellation and long battery life

#### Enjoy comfort and convenience

Soft, on-ear wearing style for all-day comfort. Ear cups rotate and dual-foldable design fits neatly into the handy carry case



For safety instructions, consult the Safety Guide.



A list of accessories can be found on the product page at [www.eposaudio.com](http://www.eposaudio.com).

### Trademarks


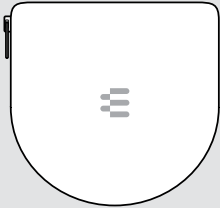
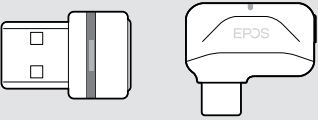
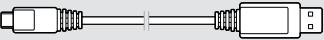
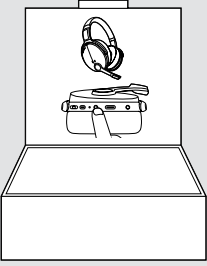

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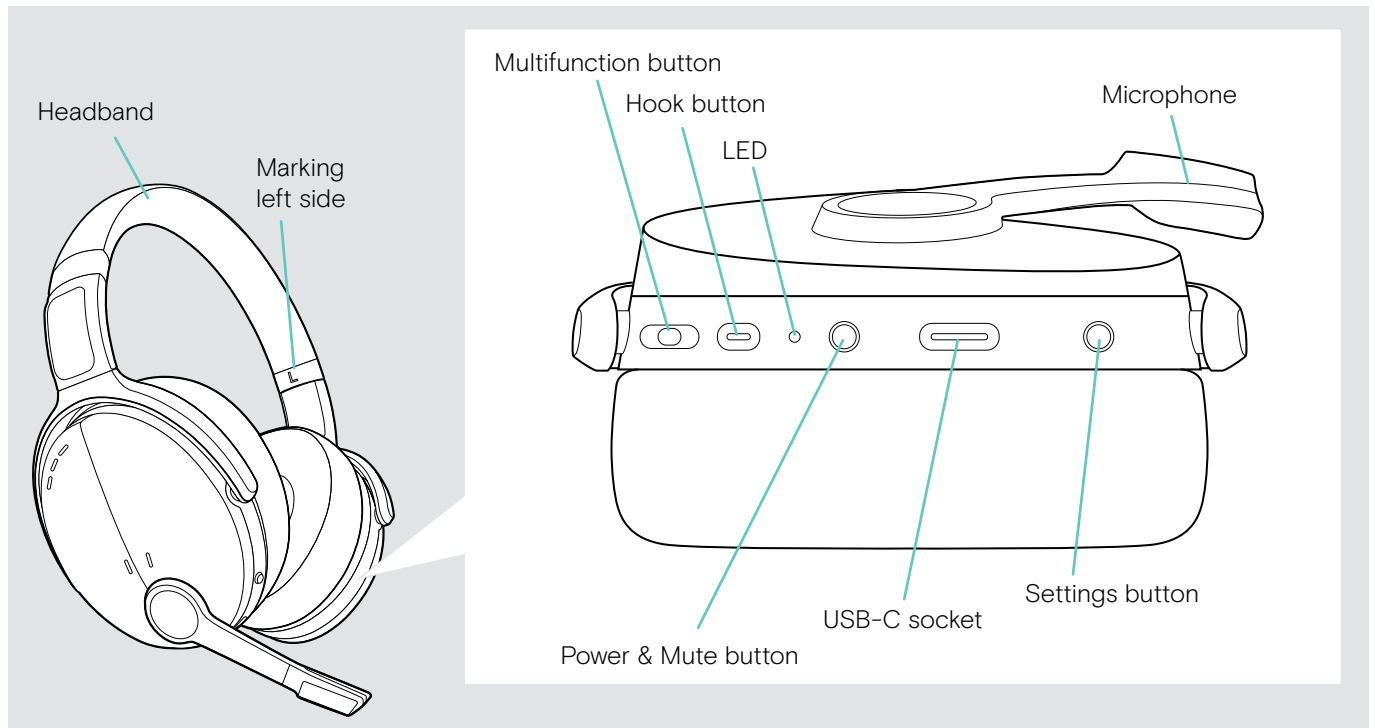
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## Package contents

	<p>ADAPT 560 or ADAPT 563 Bluetooth headset</p>
	<p>ADAPT 560 only: Case</p>
	<p>ADAPT 560 only: BTD 800 USB or BTD 800 USB-C Bluetooth dongle</p>
	<p>USB cable with USB-C® to USB-A connector</p>
	<p>Quick Guide on the box</p>
	<p>Safety Guide Compliance sheet</p>

# Product overview

## Overview of the headset

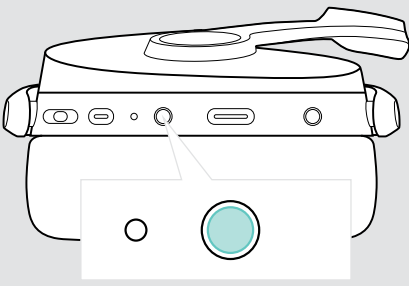






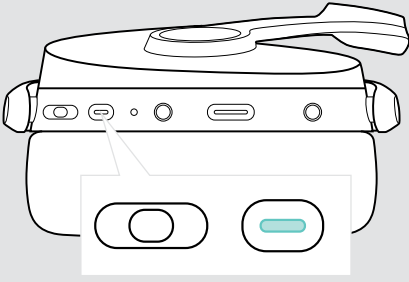



## Overview of the headset LED indications

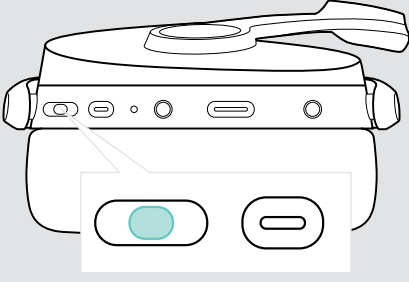





		<ul style="list-style-type: none"> <li>Headset connected</li> <li>Headset turned off</li> <li>Headset fully charged</li> </ul>
		<ul style="list-style-type: none"> <li>Headset turns on</li> <li>Pairing list cleared</li> </ul>
		<ul style="list-style-type: none"> <li>Bluetooth device found</li> <li>Bluetooth reconnects</li> </ul>
		Headset in pairing mode: searching for mobile device/dongle
		Headset turns off
		Headset disconnected from mobile device/dongle
		Incoming call
		Battery power between 60 and 99%
		Battery power between 20 and 59%
		<ul style="list-style-type: none"> <li>No Bluetooth device found</li> <li>Rechargeable battery is weak</li> </ul>

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

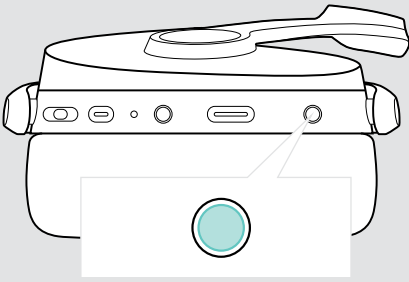




## Overview of the headset buttons

Power & Mute button	Press	Function	Page
		Turns the headset on / off	10
		Mutes / unmutes the microphone	12
		Cancels pairing (Pairing mode)	7
		Pairs the headset with a Bluetooth device	7
		Clears pairing list (Pairing mode): ▶ Press Power & Multifunction button	25

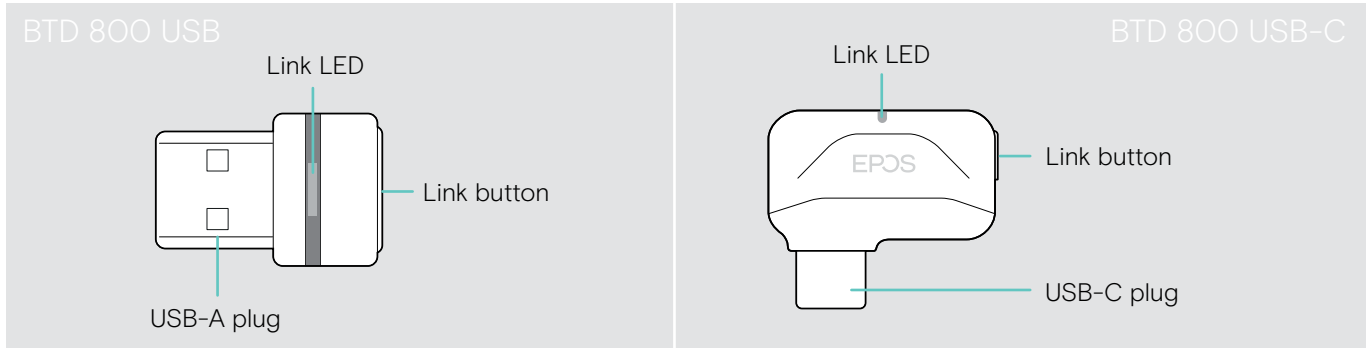
Hook button	Press	Function	Page
		Initiates a call	14
		Accepts / ends a call	14
		2 calls: Answers incoming & ends active call	16
		2 calls: Ends active & unholds paused call	16
		Invokes Microsoft Teams	17
		Puts an active call on hold (pause) / unholds call	14
		Redials the last number	15
		2 calls: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

Multifunction button	Press	Function	Page
		Starts / pauses audio playback	18
		<ul style="list-style-type: none"> <li>Skips to the next track</li> <li>Press and hold: Fast-forwards the track*</li> </ul>	
		<ul style="list-style-type: none"> <li>Skips to the previous track</li> <li>Press and hold: Rewinds the track*</li> </ul>	
		Decreases the volume (press or press and hold)	11
		Increases the volume (press or press and hold)	

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

Settings button	Press	Function	Page
		Turns TalkThrough on/off (ANC turned on)	13
		Requests remaining battery power	19
		Turns ANC on / off	12
		Enables/disables voice prompts	21

## Overview of the dongle



## 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
		<ul style="list-style-type: none"> <li>Outgoing/active call</li> <li>Audio playback</li> </ul>
		Connected to Teams
		<ul style="list-style-type: none"> <li>Teams notification</li> <li>Connecting to Teams or Invoking Cortana</li> </ul>
		Microphone of the connected Bluetooth device is muted

## Overview of the dongle button

Link button	Press	Function	Page
		Pairs the dongle with the headset	7
		Reconnects the headset	21
		Disconnects the headset	21

## Overview of the icons

	Tap the button		Notes: Good to know
	Press the button twice		LED indications
	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).

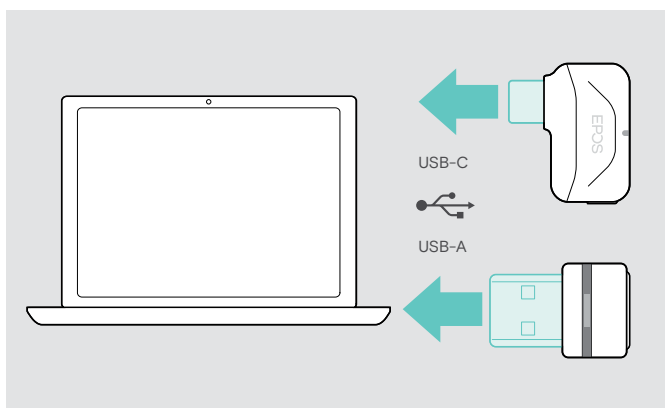


To transmit data via Bluetooth, you first have to pair your headset to a wireless device. The delivered dongle is already paired with the headset.

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.

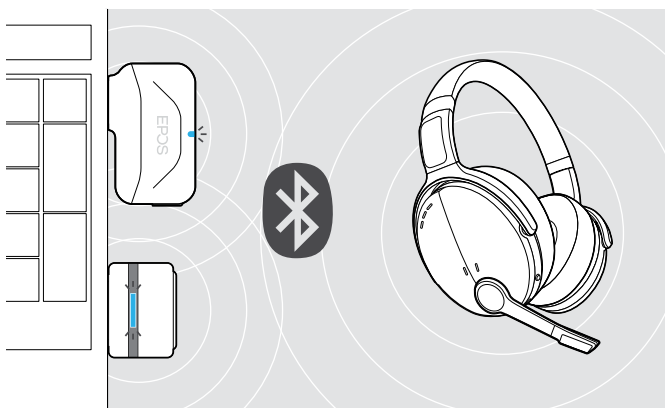
### Connecting the headset via the dongle



To connect the headset wirelessly with a computer, use the BTD 800 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).

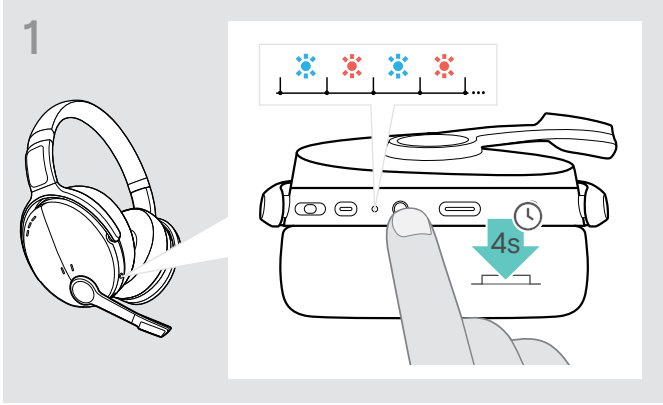


To manually pair the headset and the dongle, activate the pairing mode for both:

- ▶ 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.



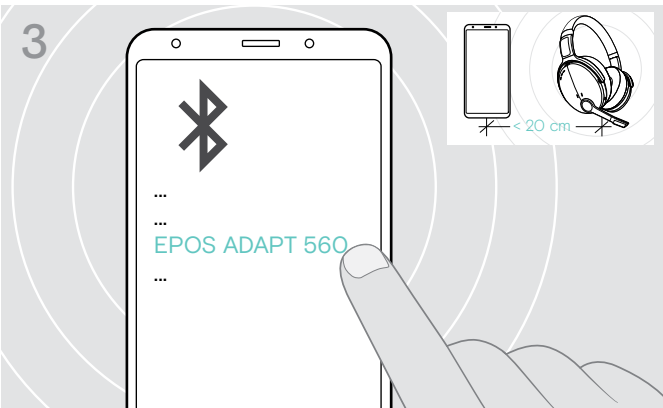
### Pairing the headset via Bluetooth with a mobile device



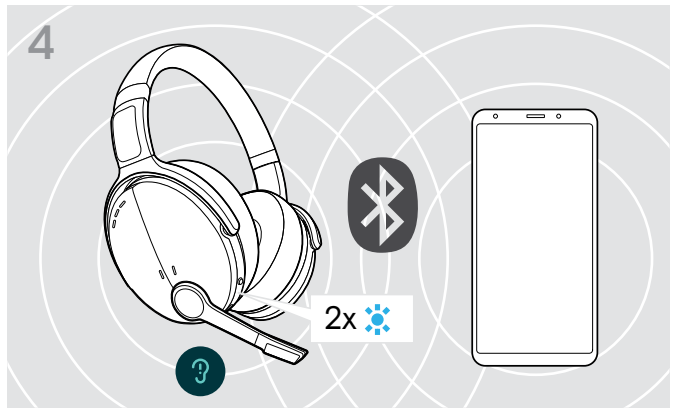
▶ Press and hold the Power button until the LED flashes blue and red. The headset is in pairing mode.



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



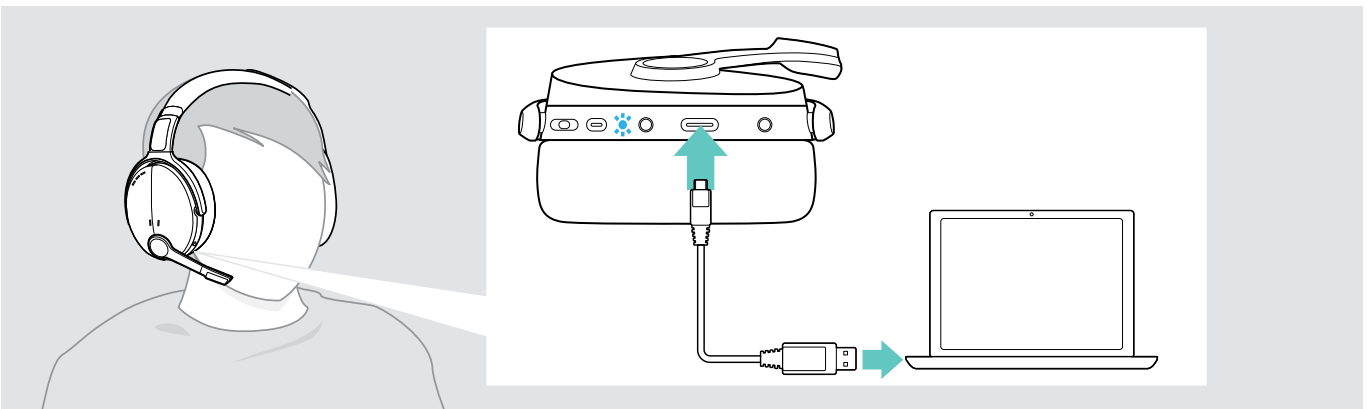
▶ Select “EPOS ADAPT 560” to establish a Bluetooth connection to the headset.



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

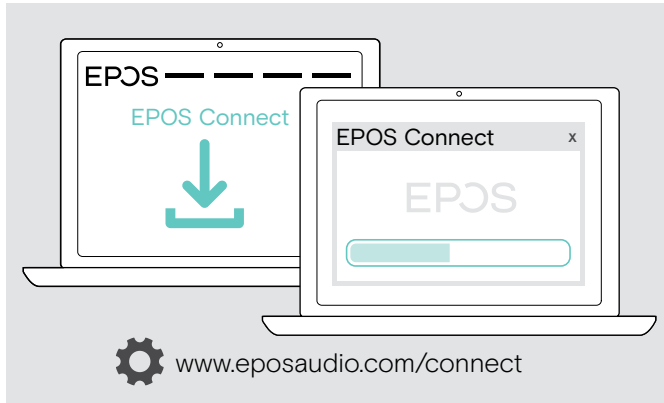
**i** To cancel pairing:  
▶ Press the Power button.

### Using the USB cable



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

## Installing the EPOS Connect software



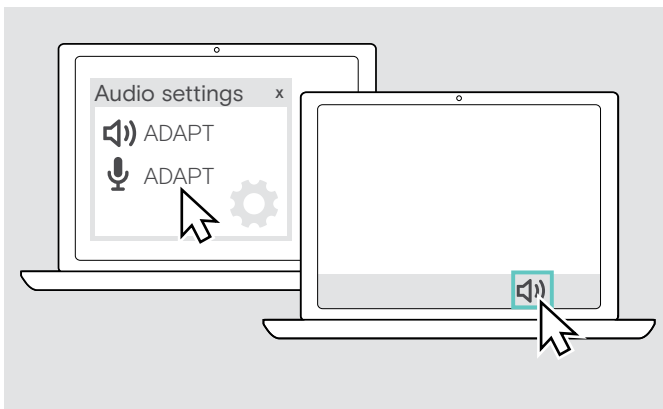
The free **EPOS Connect** software allows you to configure and update your headset and offers additional settings.

- ▶ Download the software from [www.eposaudio.com/connect](http://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 560 as speaker.
- ▶ Select under input ADAPT 560 as microphone.

## Using the headset



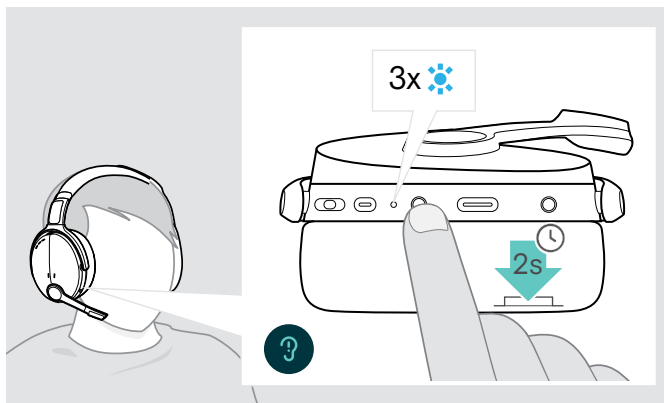
### CAUTION

**Hearing damage due to high volumes!**

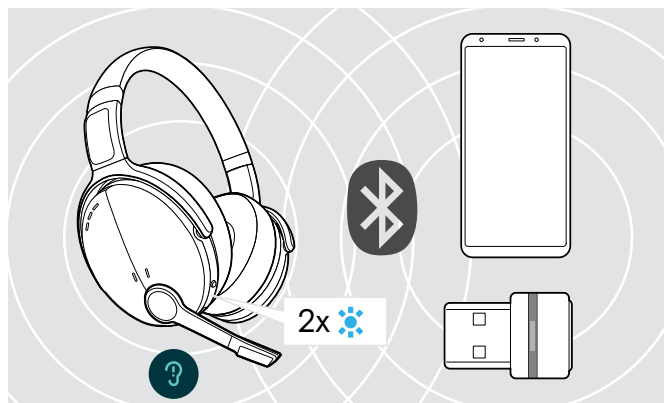
Listening at high volume levels for long periods can lead to permanent hearing defects.

- ▶ 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



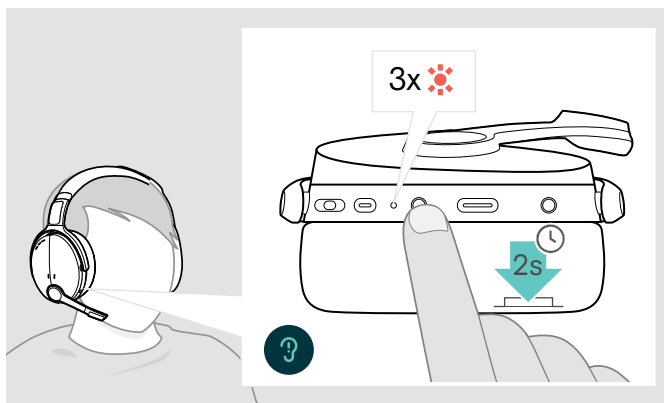
- ▶ Press the Power button for 2 seconds. The headset turns on. The LED flashes blue shortly. The headset automatically tries to connect to available paired Bluetooth devices.



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

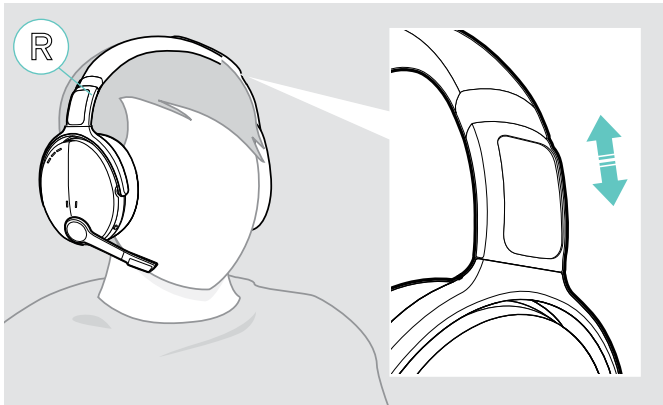
If the LED flashes red, no paired device has been found.

## 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).

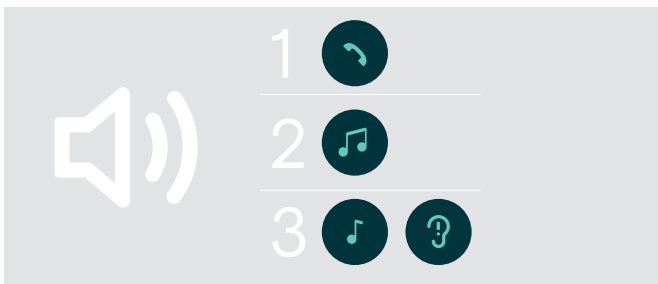
## Adjusting and wearing the headset



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

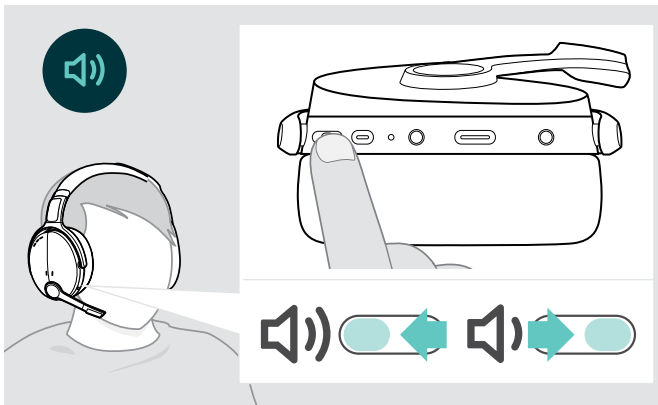
- ▷ Put the headset on so that the headband runs over the top of your head and the side with the R marking rests on your right ear.
- ▷ Adjust the headset so that
  - your ears are comfortably covered by the ear pads,
  - you feel even, gentle pressure around your ears,
  - a snug fit of the headband on the head is ensured.

## Adjusting the volume



You can adjust three independent volume settings for the headset:

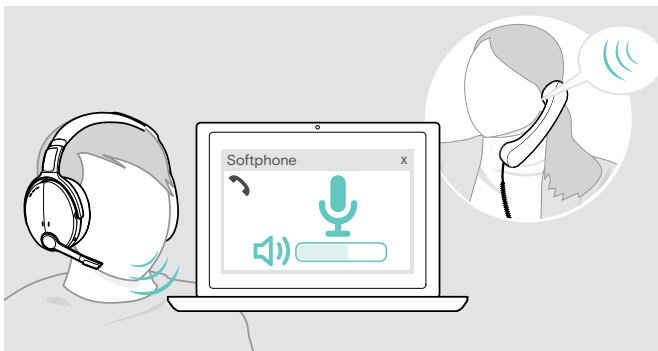
1. Call volume: during an active call
2. Audio volume: during audio streaming
3. Volume for ring tone, tones and voice prompts: in idle mode – no active call or audio streaming



- ▷ Press the Multifunction button to increase or decrease the volume.  
You hear a beep or double beep for maximum or minimum volume.

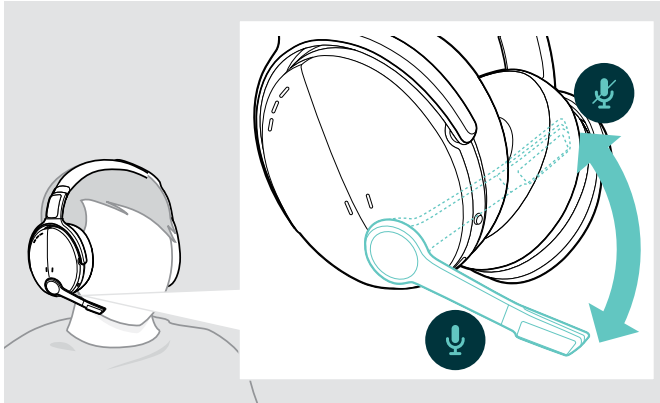
Alternatively you can adjust the volume on your connected device.

## Adjusting the headset's microphone volume for softphones

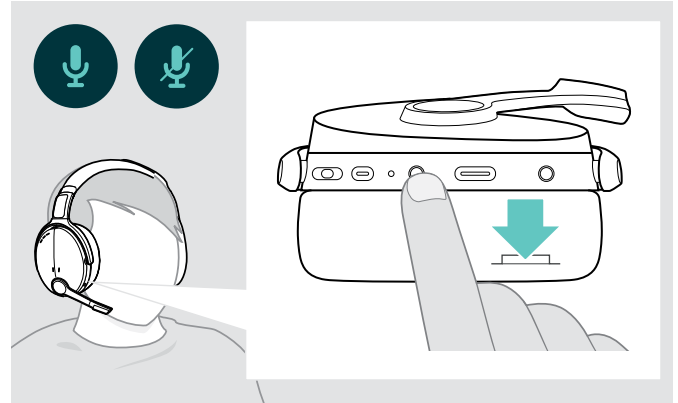


- ▷ Initiate a call on your connected device to someone who will help you find the correct volume setting for your microphone.
- ▷ Change the microphone volume in your softphone application and/or in your PC audio application.

## Muting the microphone




▷ Rotate the boom arm up or down **OR**



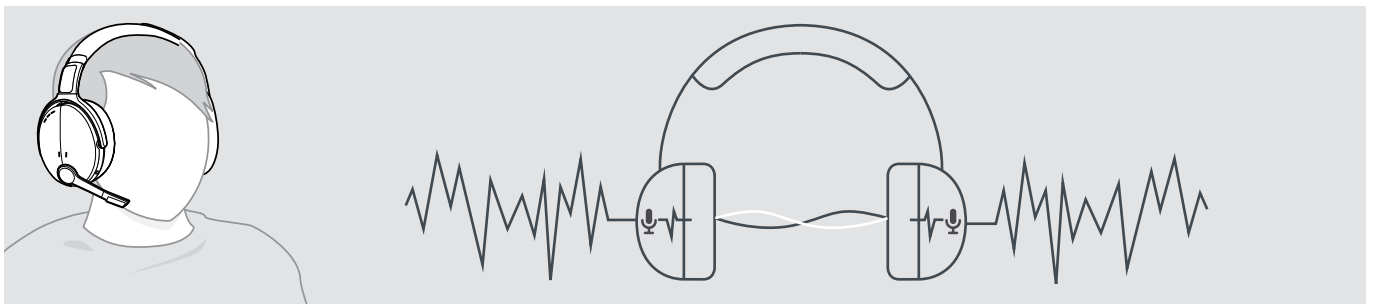
▷ Press the Power button to

 mute or

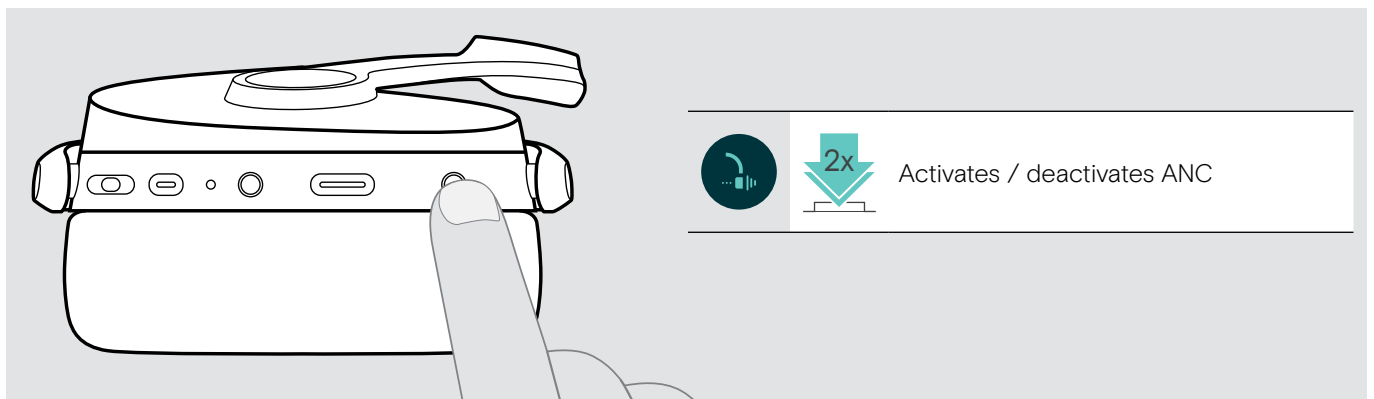
 unmute the microphone.

## 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.



## 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.



## Making calls using the headset

The following functions depend on the connected device.

### Making a call



▷ Initiate the call on your connected device.

OR

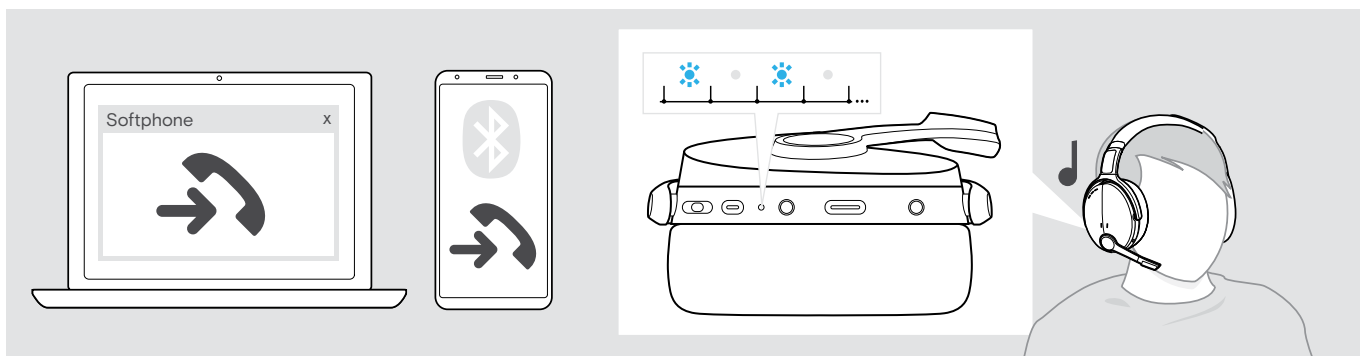
▷ Press the Hook button to initiate a call via your softphone.

If your call is not automatically transferred to the headset:

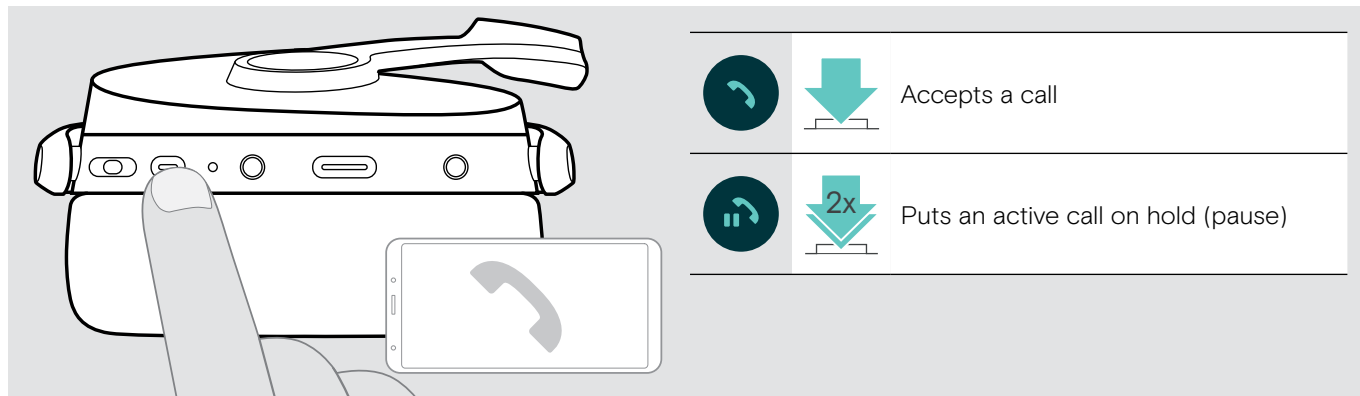
▷ Search this function in the instruction manual of your connected device.

### Accepting / rejecting / ending a call

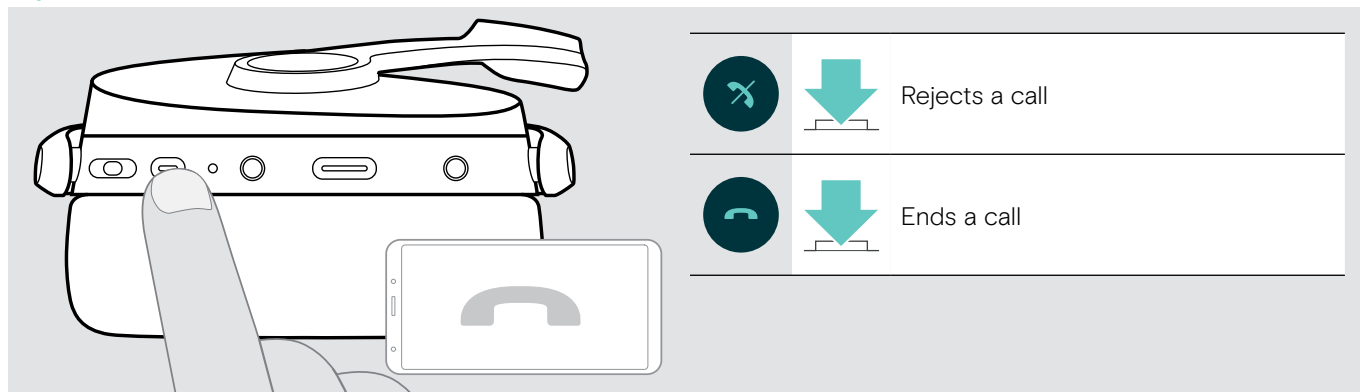
When you receive a call, you hear a ring tone and the LED flashes blue.



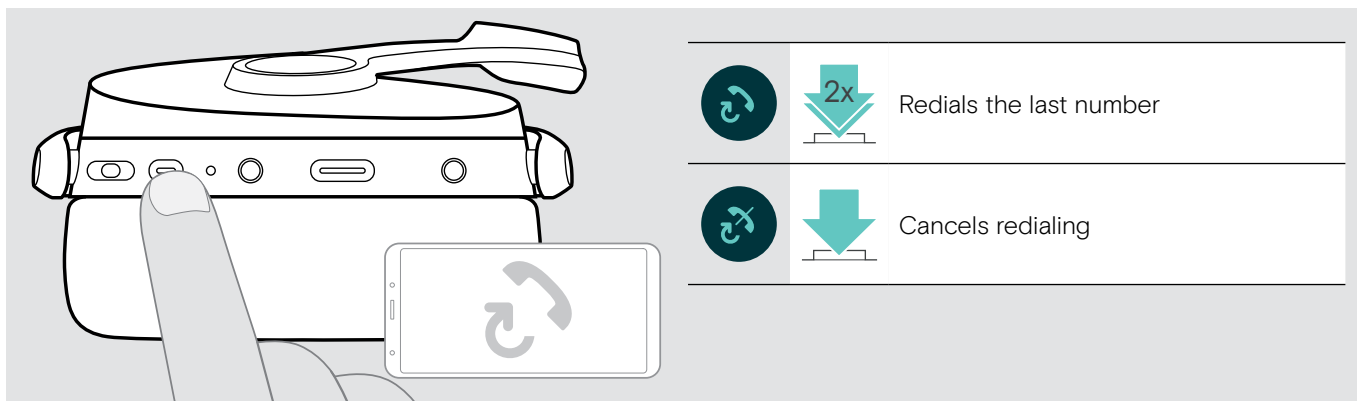
#### Accept / hold a call



#### Reject / end a call

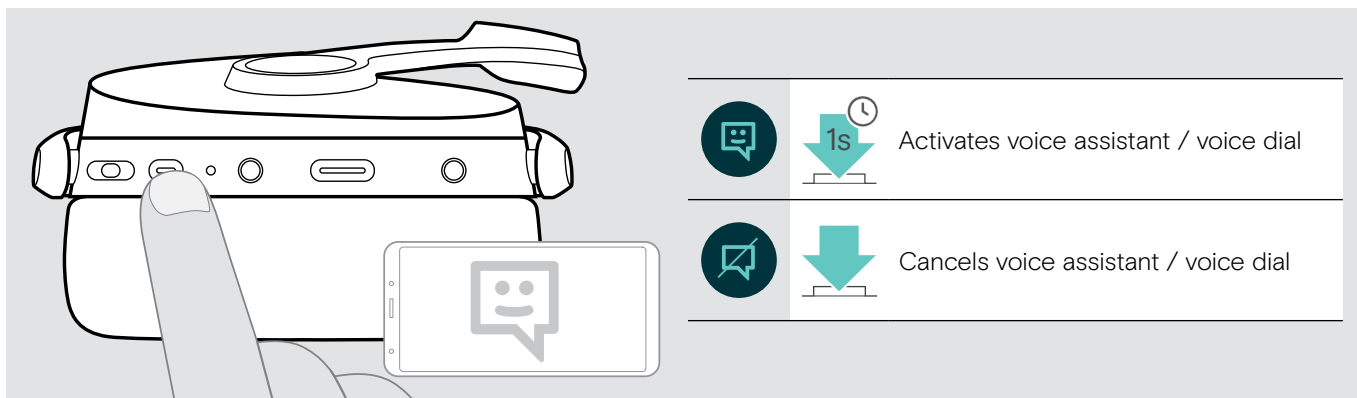


## Redialing



## 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.





## 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.

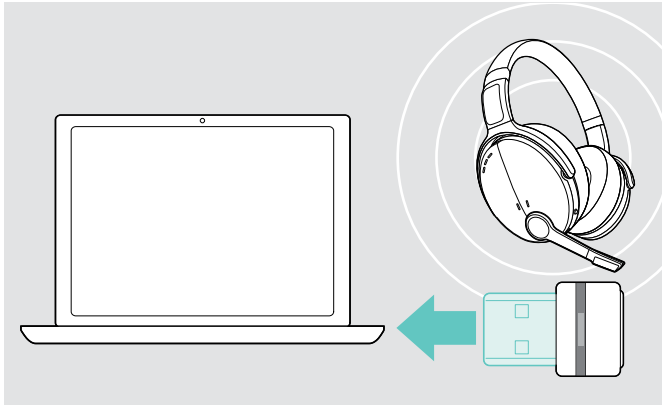
### Accept / reject second call

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

### Toggle between calls / end active call

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

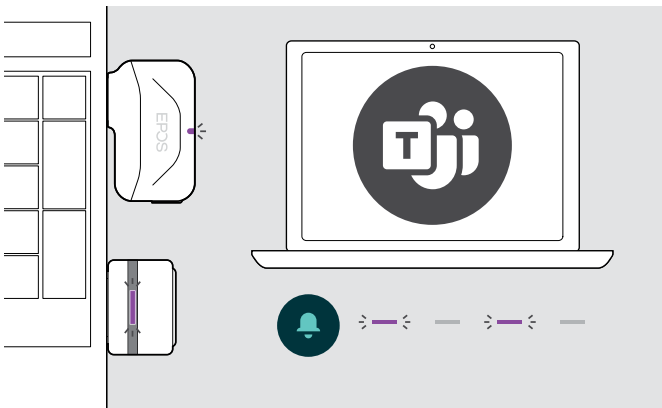
## Using headset and dongle with Microsoft® Teams / Cortana



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.



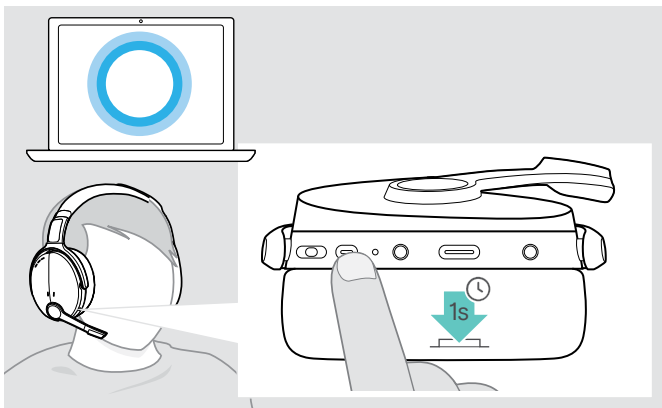
The LED pulses purple to indicate:

- 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.



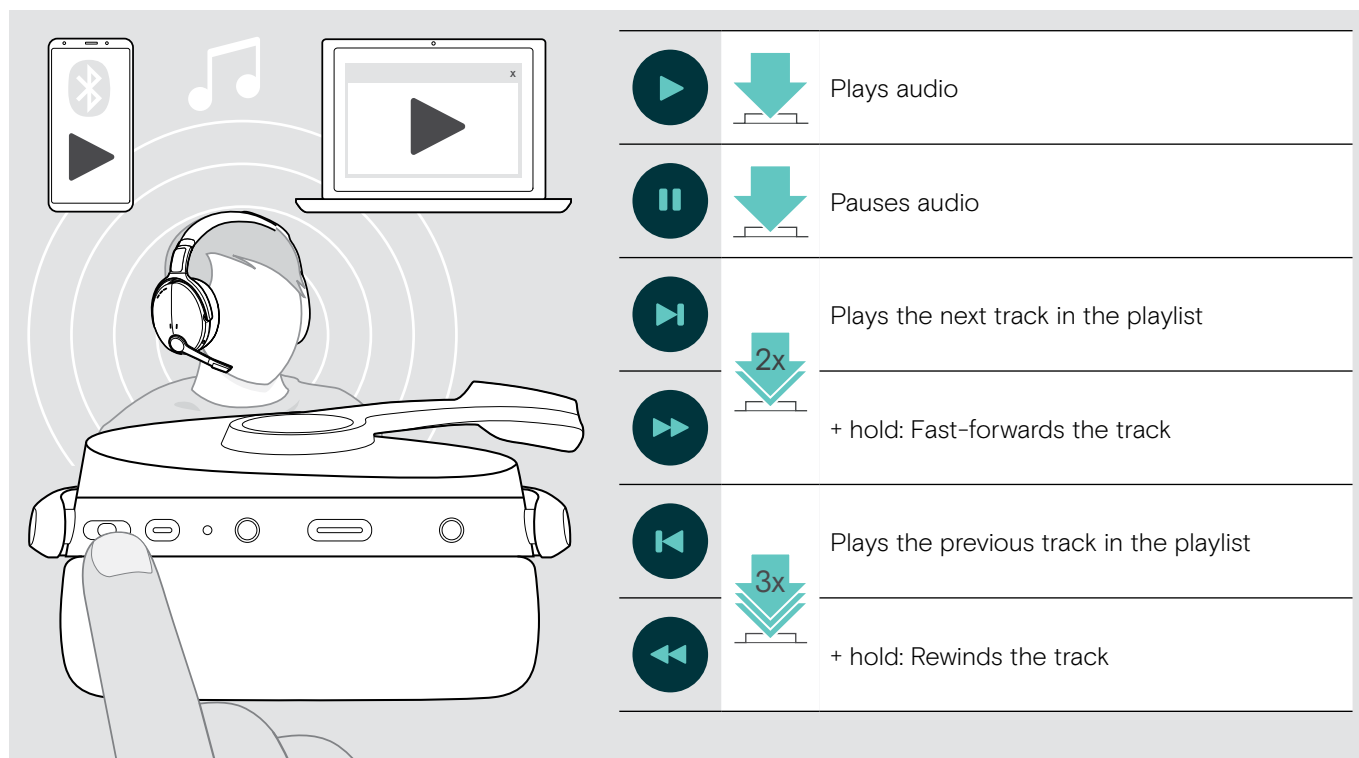
The LED lights up purple and Cortana is ready to use.



## Listening to audio using the headset

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

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

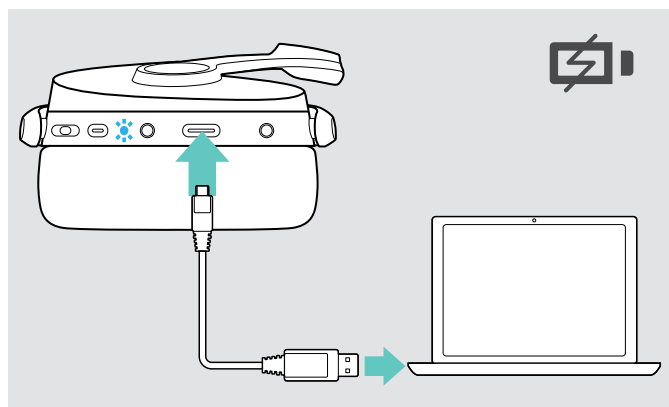


If you receive and accept a call, audio playback is paused and restarts after the call – if supported by the connected device.

## 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.



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.

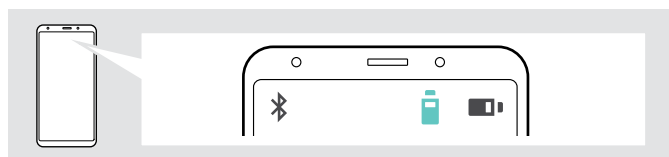
LED	Battery status
	100% - Battery fully charged
	more than 60%
	more than 20%
	less than 20%

To end charging:

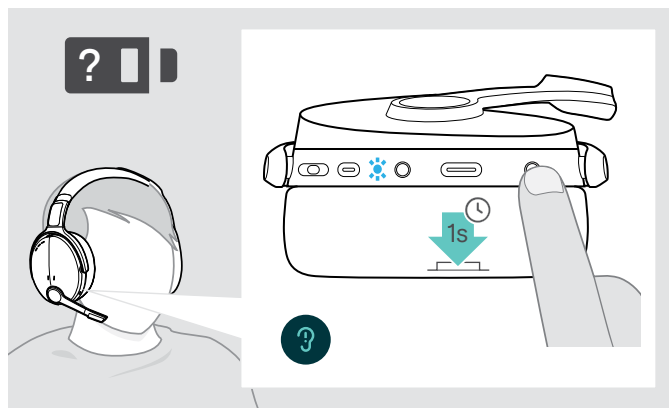
▶ Disconnect the USB cable from the headset.

**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:

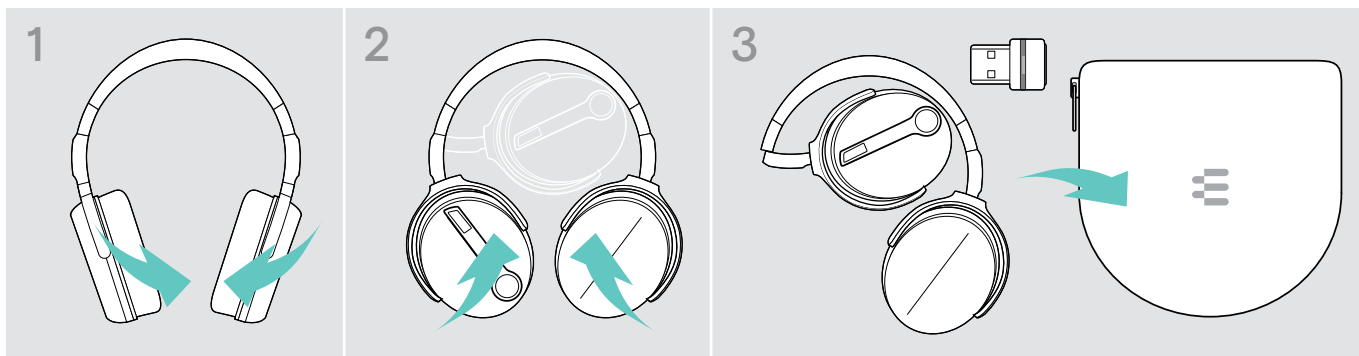
▶ Press the Settings button.  
The LED flashes shortly and a voice prompt is announced.

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:



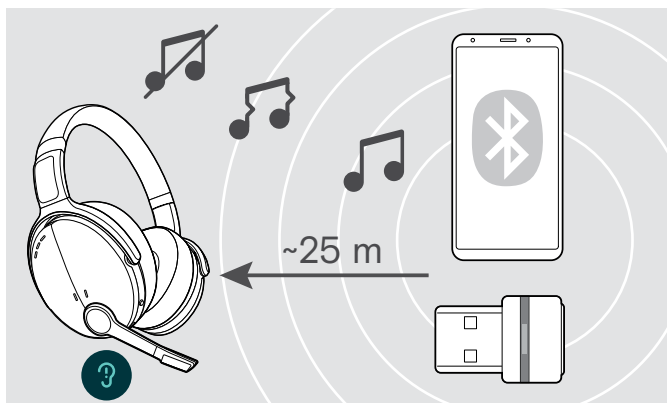
- ▷ Fold the ear cups inwards towards the headband.
- ▷ Store the headset in the case when not in use or when carrying it around. Keep it in a clean and dry environment.

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.

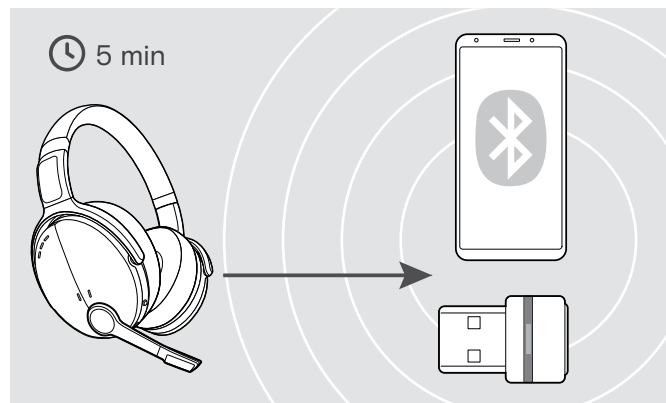
## If you leave the Bluetooth range

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:

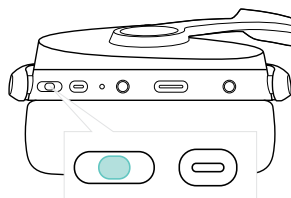
- ▷ Re-enter the radio range of the Bluetooth device.



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

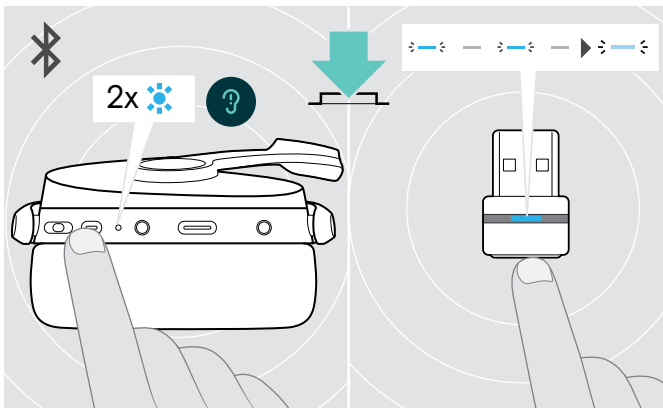
After **more than 5 minutes** the connection breaks down completely and you have to manually re-establish the connection:

- ▷ Tap the Multifunction button.



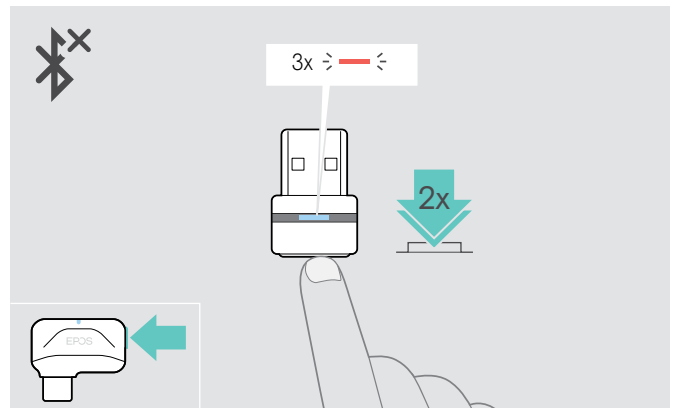
## Reconnecting / disconnecting Bluetooth

### Reconnecting Bluetooth



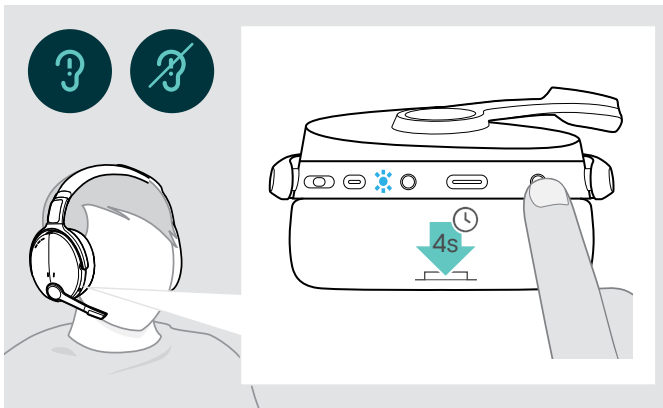
- ▶ Tap the headset's Multifunction button or the dongle's button.  
The headset flashes 2 times blue as soon as the headset finds a device to connect to. The dongle flashes blue and lights up dimmed blue.

### Disconnecting Bluetooth



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

## Enabling / disabling voice prompts



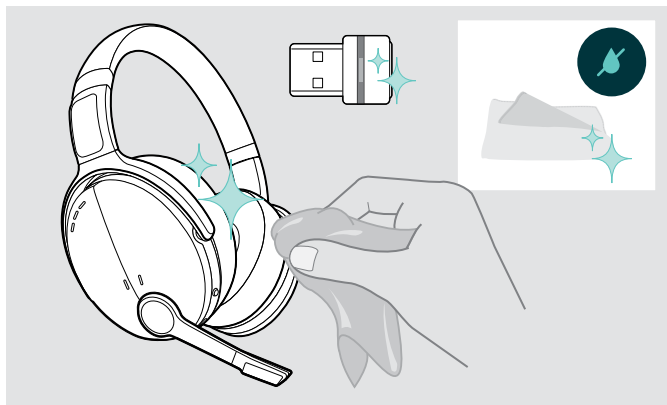
In idle mode (no active call or audio playback):

- ▶ Press and hold the Settings button 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

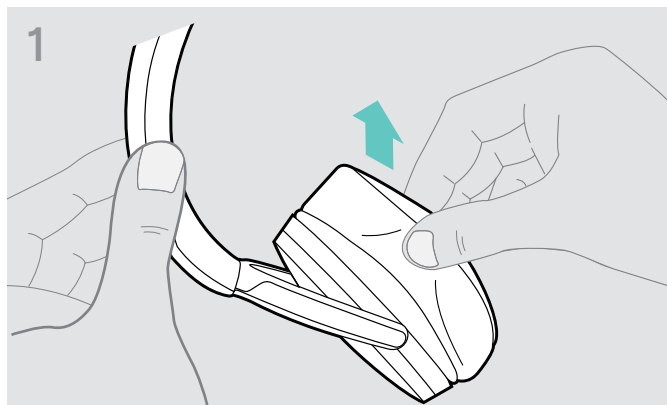
#### Liquids can damage the electronics of the product!

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

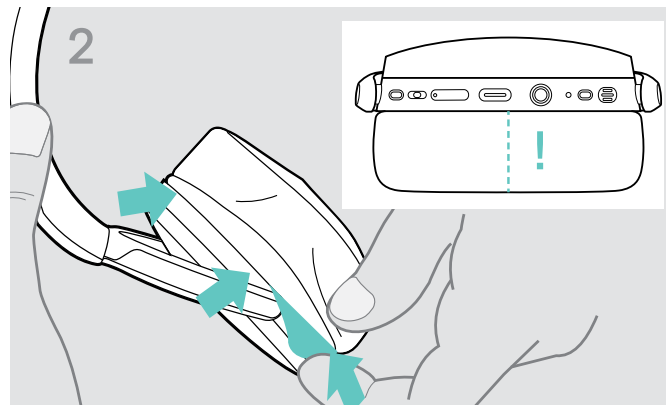
- ▷ Keep all liquids far away from the product.
  - ▷ Do not use any cleansing agents or solvents.
- 
- ▷ Only use a dry cloth to clean the product.

### 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.



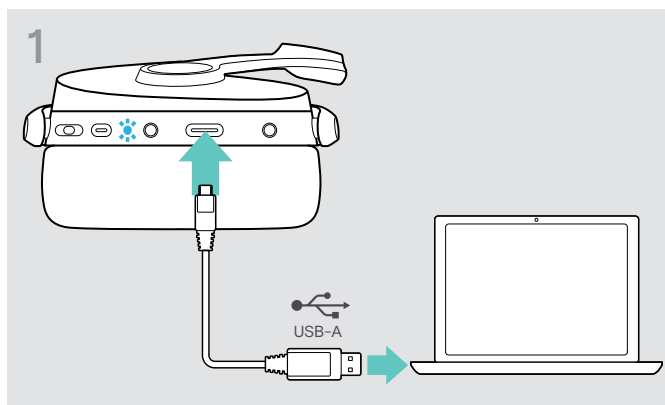
- ▷ Insert the fixation band – stitched line facing to bottom – in the space on the ear cup.

## Updating the firmware of the products

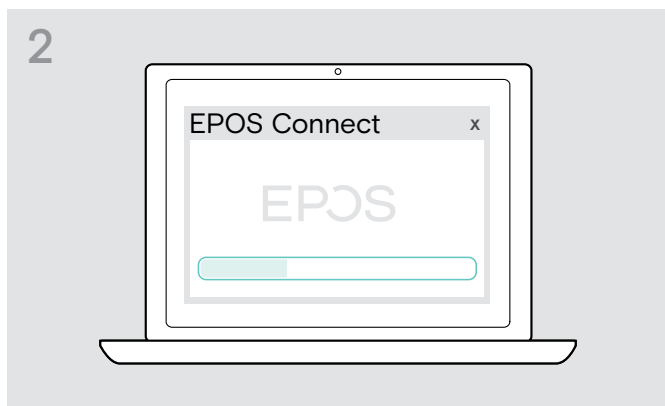
To update the installed firmware:

- ▶ Install the free of charge **EPOS Connect** software (see page 9).

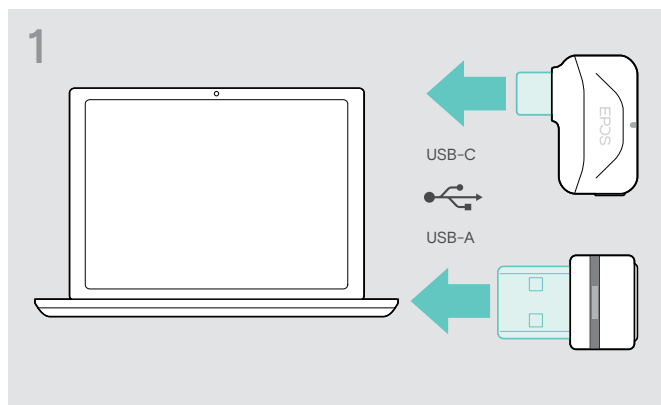
### Updating the firmware of the headset



- ▶ Connect the USB cable to your headset and your computer.  
The LED lights 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.

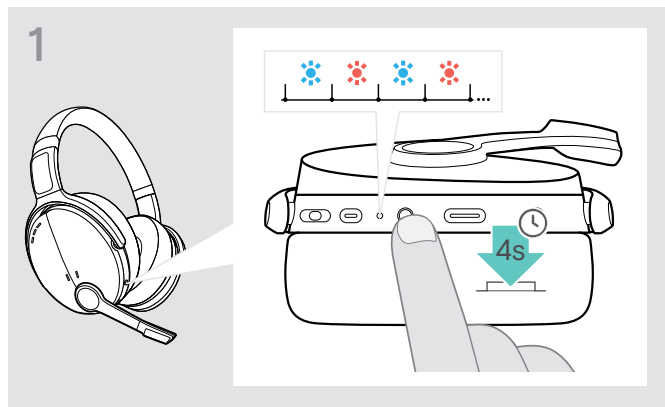


## If a problem occurs ...

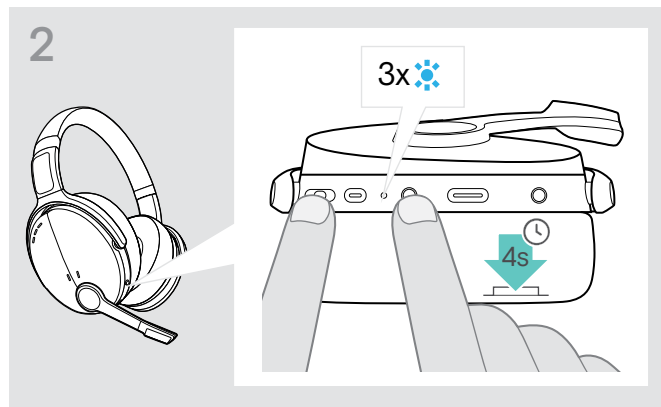
Problem	Possible cause	Solution	Page
Headset cannot be turned on	Rechargeable battery empty	▷ Recharge the headset battery.	19
Active Noise Cancellation (ANC) cannot be turned on	Rechargeable battery empty	▷ Recharge the headset battery.	19
	Headset turned off	▷ Turn the headset on. ▷ Double tap the 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
	Computer: Headset not selected as audio device	▷ Change the Audio settings of your computer.	9
Headset cannot be connected via Bluetooth	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](http://www.eposaudio.com).

## Clearing the pairing list of the headset (Reset)

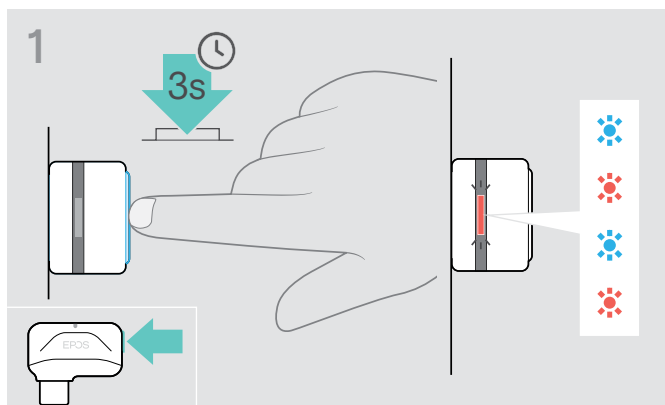


- ▶ Press and hold the Power button until the LED flashes blue and red.

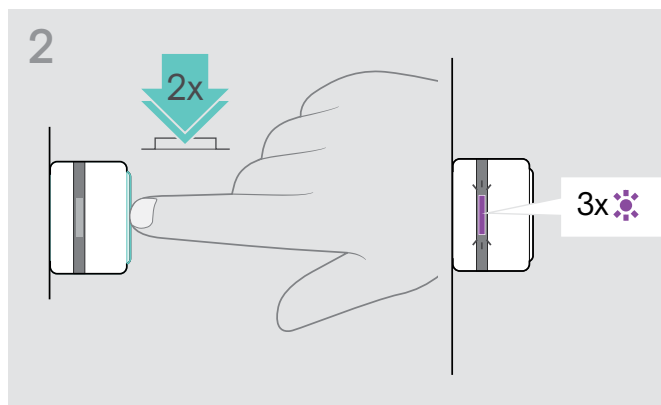


- ▶ Simultaneously press the Multifunction button and the Power button. The LED flashes blue 3 times. The pairing list is cleared. The headset searches for Bluetooth devices to pair with – see page 7.

## Clearing the pairing list of the dongle (Reset)



- ▶ 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	On-ear, double-sided headband
Dimensions (W x H x D)	169 x 180 x 78 mm / 6.65 x 7.09 x 3.07 in
Weight	229 g / 8 oz
Transducer principle	Dynamic, closed
Connectivity	Bluetooth 5.0 USB cable with connector
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	3 hours 40 minutes
Standby time	Up to 81 days
Battery time	Listening time: up to 46 hours (ANC off) Talking time: up to 41 hours (ANC off)
Range	Up to 25 m / 82 feet (device dependent)

### Headset - Audio

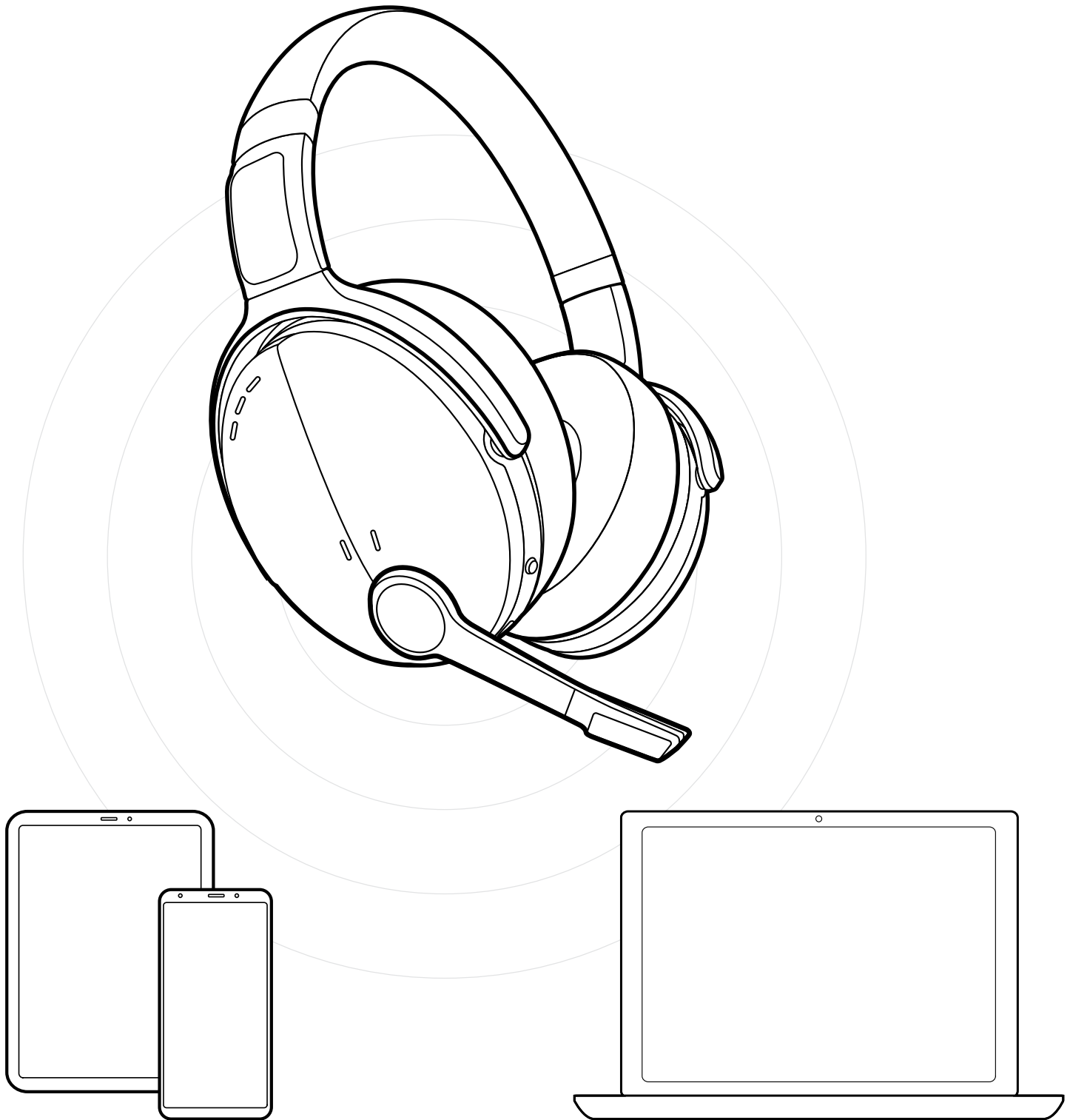
Speaker frequency response	20 Hz to 20,000 Hz
Sound pressure level (SPL)	Limited by EPOS ActiveGard®: 108 dB (1 kHz/0 dBFS)
Total harmonic distortion (THD)	< 0.3%
Noise cancellation	Hybrid ANC technology with 4 microphones
Microphone type	2 beamforming MEMS microphones
Microphone frequency response	100 Hz to 10,000 Hz
Impedance	32 Ω

### 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)



DSEA A/S

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