Our partnerships with other technology-driven companies and vendors have a common goal - to simplify your daily business. We work with strategic alliance partners to ensure that our products are easy to deploy and are fully compatible with all major Unified Communications platforms and desk phones.

Our products are thoroughly tested with our partners for call features compatibility and optimal sound experience. We are your one-stop audio solution provider for all your business communication needs.
Partners
Creating the virtual meeting space

EPOS has been a long-time partner with Microsoft to develop premium audio devices that keep you and your business productive. Our headsets and speakerphones are compatible with Microsoft Teams, so you get a high-quality user experience regarding both sound and functionality.

Microsoft Team Button & LED indication

The dedicated button on your EPOS headset or speakerphone launches Microsoft Teams on your PC via the BTD 800 USB dongle, so you can get straight into your meeting. You also get full call control of the Teams platform from your EPOS device, meaning you can answer/end calls, mute or put calls on hold, as well as control volume.

In addition, the LED on the dedicated button will provide Teams notifications on your EPOS device via a pulsing light, indicating whether you’ve had a missed call, voice message or if the meeting has started. Find out how businesses like yours are using Microsoft Teams and superior audio solutions from EPOS to enhance collaboration and boost performance.

Microsoft Teams and EPOS Enterprise Solutions

Uniting Microsoft Teams with EXPAND 30T

It’s time for a cross-border, monthly update for all heads of department. Seamless collaboration is a must. The HR Manager, Mira, is chairing the meeting in the main conference room at HQ using EXPAND 30T—certified for Microsoft Teams. EXPAND 30T lives up to the highest quality audio performance and has been engineered in accordance with Microsoft’s certification guidelines to ensure excellent performance and functionality for any business.
Microsoft Teams and EPOS Enterprise Solutions

Teams of the Future

Meet Mihai, CFO

Challenge
Mihai, the company’s CFO is working with his auditors preparing the company accounts. While working intensely on this important yearly project, he has to multi-task and join the monthly meeting. He must report back on financial figures that will affect the monthly budget for each department head.

Solution
Using his ADAPT 660 headset, Mihai can instantly launch Microsoft Teams via the dedicated Microsoft Teams button on the headset and BTD 800 USB dongle plugged into his tablet. He walks outside to talk to the group in private. He then uses the share screen function so the group can see his spreadsheet while he talks them through his month’s budget. Clear speech is maintained thanks to machine learning developed algorithms that optimize voice pick up, for a natural listening experience from three advanced microphones.

Meet Anne, CEO

Challenge
Today the CEO, Anne is in South Korea. While on the road brokering new partnerships, it’s important that she briefs and updates her colleagues on changes to corporate strategy. She also needs to communicate developments in the competitive landscape. She must sign off on decisions in all departments and ensure these align with overall company goals.

Solution
With her ADAPT 460T headset, Anne can be heard by the group even in the noisiest environments, like a busy airport lounge, thanks to EPOS noise filtering technology and two advanced microphones. She maintains a professional look in front of potential partners with ADAPT 460T stylish, contemporary design. Using Microsoft Teams, she lets her colleagues access her wireless IMPACT SC 260 MS II headset. And she then gets a notification from Microsoft Teams if there is a Missed Call, Voicemail or notification from Microsoft Teams if there is a Missed Call, Voicemail or notification. She is able to provide high quality, crystal clear sound for an efficient, high-quality training experience.

Meet Frederik, IT Manager

Challenge
It is essential for the IT Manager, Frederik, to have a complete overview of all audio devices. In the customer contact centers, functional headsets for employees are a must to ensure excellent customer experiences. Frederik calls in to get feedback from the group and plan his updates so he can avoid downtime in all departments globally.

Solution
Using Microsoft Teams to connect with his colleagues, Frederik shares his screen with the group. Through EPOS Manager he can share the overview of all audio devices across the company and in specific contact centers. He can point out specific configurations and debate any suggested changes. He can also plan with his colleagues when it would be best to update them to avoid any downtime and reduction in employee productivity.

Meet Mira, HR Manager

Challenge
This month, Mira, the HR Manager is calling in with news of global recruitment. She is onboarding three new recruits all in different locations. Making sure employees are engaged and well-trained is essential. This means finding a remote training solution to limit travel expenses with crystal clear sound for an efficient, high-quality training experience.

Solution
Mira explains to the group that she is able to provide high quality, remote training by using Microsoft Teams functionalities together with her wireless IMPACT SC 260 MS II headset. And she then gets a notification from Microsoft Teams if there is a Missed Call, Voicemail or Meeting. Using IMPACT SC 260 MS II, she ensures exceptional sound quality, and comfort all day.

Meet Asger, Sales Manager

Challenge
The busy Sales Manager, Asger is keen to report great sales figures to the team while on a business trip to Frankfurt. He is a busy guy and spends his time prospecting clients, closing deals and completing day-to-day administrative tasks. How does he keep on top of all this multi-tasking and create time for the tasks that really drive sales?

Solution
While working on sales reports and customer proposals in Office 365 Asger can switch smoothly between applications enabling more time to follow up with his clients. He shares the latest figures with his team during the monthly status meeting. Any changes will automatically be synced across all his devices. Through his portable IMPACT SC 665 USB-C headset the whole team can hear him clearly while at the same time Asger can enjoy the exceptional wearing comfort.
Easy to use - enable quick adoption with meeting capabilities that make it easy to start, join, and collaborate across any device.

Join anywhere, on any device: Zoom Meetings syncs with your calendar system and delivers streamlined enterprise-grade video conferencing from desktop and mobile.

Easily schedule and join meetings from your existing email or calendar application: Chrome, Outlook, Mozilla, Microsoft 365 etc.

HD video and audio: Bring HD video and audio to your meetings with support for up to 1000 video participants and 49 videos on screen.

Zoom meetings provide HD video, audio, and content sharing across mobile, desktops, telephones, and conference room systems.

Global support within working hours from following locations: The US, Australia, Singapore, Denmark and Germany.

Support language in English, French, German, Chinese and Japanese.

Warranty is 2 years for all our products

EPOS Manager (prev. HeadSetup™ Pro) with cloud hosting data free of charge

Products – 3 product lines: Meetings, Contact centers and for On-the-go professionals

SDKs that enable interoperability

Why EPOS:

Why Zoom:

Zoom Video Communications Inc., a global leader in cloud-based video-first unified communications has teamed up with EPOS, a leading provider of premium audio solutions for businesses, to provide customers enhanced possibilities for virtual collaboration.

The benefits of Zoom’s video-first unified communications platform and EPOS’s premium HD audio quality for business and seamless call control management will now be combinable for customers.

The users of EPOS’s and Zoom’s products and services will experience Zoom’s high-quality video meetings powered by EPOS premium audio-conferencing solutions.

For the ultimate audio and video experience
Zoom Meetings provide HD video, audio, and content sharing across mobile, desktops, telephones, and conference room systems. Zoom Meetings are easy, reliable, and secure to host and join.

Make the most of your next Zoom Meetings experience with an EPOS headset or speakerphone, which delivers a premium audio experience and seamless integration with Zoom Meetings.

“Today, teams collaborate in various locations, across offices, cities and countries, making virtual meetings increasingly popular,”

Theis Mork, VP of Product Management Enterprise Solutions at EPOS

IMPACT Line
When talk matters
Headset solutions for professionals working in contact centres and office environments who spend a significant amount of time talking with customers.

EXPAND Line
Seamless collaboration
Flexible plug-and-play audio conferencing solutions for collaborative calls and meetings.

ADAPT Line
Work your way
Headset solutions for professionals who often work away from their desks, or away from the office and need devices that are as flexible as their daily routines.
How our partnership maximizes your investment

EPOS is a leading provider of premium audio solutions and part of the AWS Partner Network as a Select Technology Partner through its product interoperability with Amazon Connect and Amazon Chime.

Amazon Connect is a cloud-based contact center solution, which is easy to set up and provides reliable customer engagement at any scale.

Amazon Chime is a communications service that lets you meet, chat, and place business calls inside and outside your organization, all using a single application. Combined with EPOS’s premium audio quality, fully integrated call controls and excellent comfort, you can benefit from rich, natural communication experiences, enhancing collaboration and productivity.

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  - The US, Australia, Singapore, Denmark and Germany.
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- Products – 3 product lines: Meetings, Contact centers and for On-the go professionals
- SDKs that enable interoperability

Why AWS:
- With Amazon Chime, you have the flexibility to choose the communication option that fits best with your business needs.
- Amazon Chime lets you meet, chat, and place business phone calls with a single, secure application.
- Amazon Connect runs of AWS proven infrastructure which makes the solution highly available, fault tolerant and scalable.

Amazon Alexa is a virtual assistant AI developed by Amazon. It is capable of voice interaction, music playback, making to-do lists, setting alarms, streaming podcasts, playing audiobooks, and providing weather and so on. Alexa can also control several smart devices using itself as a home automation system.
EPOS is collaborating with AWS to deliver premium audio solutions for customers.

ADAPT 660 is certified for Amazon Alexa.

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EPOS is working together with Cisco Systems, who is a leader in modern Enterprise Networking, Unified Communications, Collaboration and Video communications. Cisco develops, manufactures and sells networking hardware, telecommunications equipment as well as other high technology services and products. EPOS is a Preferred Solution Partner and our certified products are marked Cisco compatible. Because of our strong partnership we can offer a wide range of premium headsets that makes sure you get the most out of your Cisco IP phones and UC investment.

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- Products – 3 product lines: Meetings, Contact centers and for On-the go professionals
- SDKs that enable interoperability

Why Cisco:
- EPOS is member of the Cisco Solution Partner Program
- A wide range of Cisco IP desk phones and UC soft clients are compatible with EPOS headsets and speakerphones.
- Cisco has more than 71,500 employees worldwide
- Approximately 70,000 channel partners
- In terms of Market leadership Cisco is no 1 when it comes to TelePresence, Routing, Wireless LAN, Web conferencing and Voice.
Flexible plug-and-play audio conferencing solutions for collaborative calls and meetings.

Headset solutions for professionals who often work away from their desks, or away from the office and need devices that are as flexible as their daily routines.

Seamless collaboration
Work your way
Enhance collaboration with Jabber and IMPACT 5000

Cisco Jabber lets you access presence, instant messaging (IM), voice, video, voice messaging, desktop sharing, and conferencing. Find the right people, see if and how they are available, and collaborate using your preferred method. All our USB phones are working great with Cisco Jabber softphone.

IMPACT Line
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ADAPT Line
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Headset solutions for professionals who often work away from their desks, or away from the office and need devices that are as flexible as their daily routines.

Request a free trial
Request a demo
Why Avaya:
- Avaya is ranking number one for Contact center/ Automatic Call Distributors (ACD) worldwide
- More than 120,000 customers trust Avaya for reliable communications
- Rank number one in Unified Messaging globally
- Supports 139 million UC lines and 5.5 mio contact center users
- EPOS has interoperability with Avaya Equinox UC client
- Tested products to be found on Avaya DevConnect Marketplace

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- Warranty is 2 years for all our products
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- Products – 3 product lines: Meetings, Contact centers and for On-the go professionals
- SDKs that enable interoperability

Avaya is a global provider of next-generation business collaboration and communication solutions has teamed up with EPOS, a global leader of high-end audio solutions designed for enterprises and gaming.

Avaya is a spin off from Lucent Technology and was in 2007 acquired by Silver Lake and TPG Capital. The company’s portfolio includes contact center, UCC, real time video collaboration and related services. In March 2018 with the strategic focus on the cloud Avaya acquired Spoken, a cloud based company of UC and CCaaS solutions with a focus of utilizing conversational AI. Our Avaya-compatible headsets are DevConnect certified. They have been tested to ensure you get the perfect companion for your Avaya desk phone, one-X®, Communicator UC solution or one-X®, Agent Soft Phone client. All EPOS USB products are working well with Avaya Soft phones.

All DECT headsets (IMPACT line SDW, SD and D10) work with EHS cables for Avaya IP Desk phones.
CEHS-AV 04
Avaya adapter cable for electronic hook switch suitable for:

Phones from Avaya: Avaya 14xx Series,
Avaya 94xx Series, Avaya 95xx Series,
Avaya 96x1 IP Series. (only works with EPOS headset DECT – IMPACT DW, SD, D10, SDW)

All wired easy disconnect headsets have a dedicated button on the cables for Avaya IP Desk phones, which has been developed for Avaya phones.