



## EPOS|Sennheiser - Firmware updates, battery replacements and factory resets

To update the firmare on your EPOS|Sennheiser device, **first download the EPOS Connect App to your computer.** [CLICK HERE.](#)

Then connect your headset.

### **Corded USB headsets**

Easy peasy, just make sure it's plugged in!

### **Bluetooth Headsets**

**Adapt 200 and above models;**

Ensure the dongle AND the headset are connected. You'll need to connect the headset by a USB cable.

**MB Pro models**

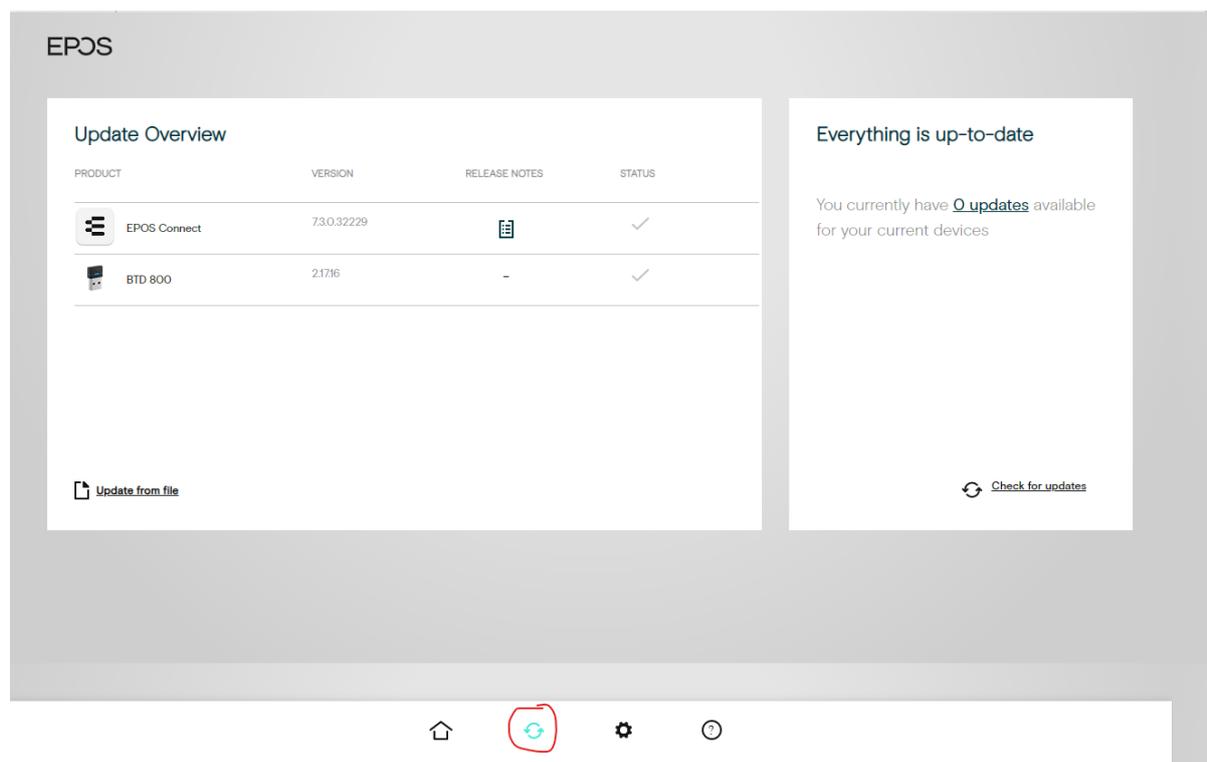
Insert your thumbnail between the headset and the leatherette earpad (on the same side of the headset as the microphone boom arm) and remove, with the plastic ring to reveal the micro-USB port located underneath and then use a micro-USB to USB cable to connect it with your PC. If you have a USB dongle you should also plug this in.



## DECT Wireless Headsets (SDW models, D10PH, D30PH, DW models)

Connect the base unit to a PC. If your headset isn't designed to work with a computer (ie is deskphone only) you'll still have a micro usb port on the back and can connect to a PC via a micro-usb to USB cable.

The **EPOS Connect** app will recognise your headset or dongle and list it. Check the updates page and update the firmware accordingly.



## Factory Reset for DECT Headsets only

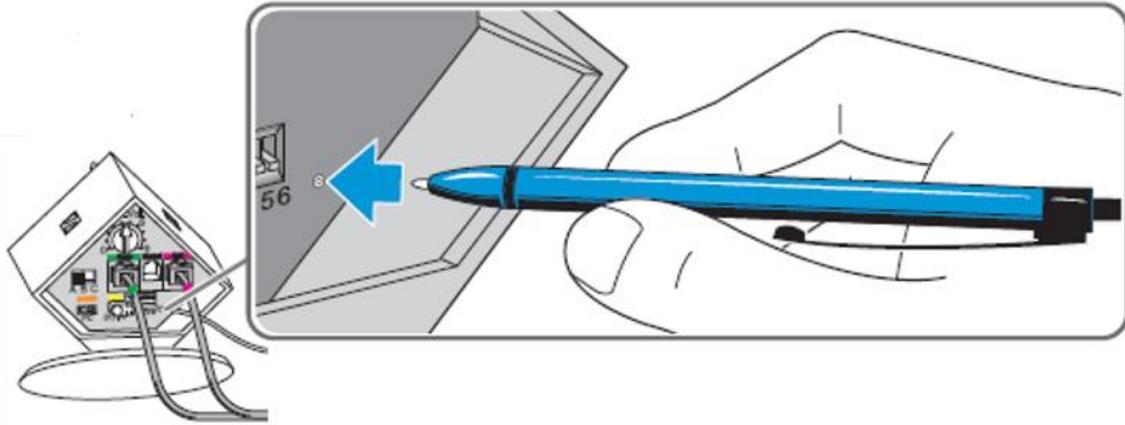
First ensure that all power sources have been disconnected (both via USB and mains supply).

Wait a moment to ensure there is no residual charge left in the base station.

On the back of the base, press and hold the reset button (the small black button located near the tiny white DIP switches). NB on the SDW series headsets there are 2 buttons; S1 and S2. You'll need to use **S1**.

Whilst continuing to press the reset button, reconnect power to the base. Once power has been reconnected, you may release the reset button.

The base station should now carry out a reset



## Battery Reset

For an MB Pro or Pro UC headset **ONLY**

1. Turn the headset off (hold the multifunction button for two seconds; this should be followed by the voice prompt "powering off" and the LED flashing red three times).
2. Press and hold the multifunction button until the LED flashes alternately red and blue (this indicates that the device has entered pairing mode).
3. Simultaneously press and hold the multifunction button and the audio button (volume control button) for five seconds until the LED flashes purple three times, and then re-enters pairing mode (indicated by the LED flashing alternately red and blue).
4. The headset has been reset.

Battery installation videos

For a DW Office or D10:

<https://www.youtube.com/watch?v=k6h2sTyaZeA>

For a DW Pro 1:

<https://www.youtube.com/watch?v=nOPyEY56bKw>

For a DW Pro 2 or D30:

<https://www.youtube.com/watch?v=GE9SjRIJ7U>

For an SDW Mono / Stereo

<https://www.eposaudio.com/en/au/enterprise/support/knowledge-base/dect-headsets/troubleshooting/sdw-3060-hs---replacing-the-battery>

Other headsets do not have a replaceable battery