Sennheiser Business Solutions

IMPACT
Headset Solutions

SENNHEISER

When talk matters

Whatever your line of business, clear and seamless communication is essential for your success. We created this line of premium audio tools specifically for dynamic offices where professionals spend long durations on the phone, or for busy work environments where background noise can often be an issue.

Based on decades of Sennheiser's industry leadership, the IMPACT product line is designed and crafted with superior materials that are ergonomically comfortable to wear, ensure perfect two-way speech intelligibility, and are fully compatible with all your devices and systems.

Every model delivers rich and natural audio during calls, with Sennheiser innovations that filter out unwanted noise, clarify speech, and deliver an enhanced audio experience for both speaker and listener. As a result, the IMPACT product line improves productivity and efficiency, and enables you to deliver an excellent customer experience.

IMPACT
Headset Solutions
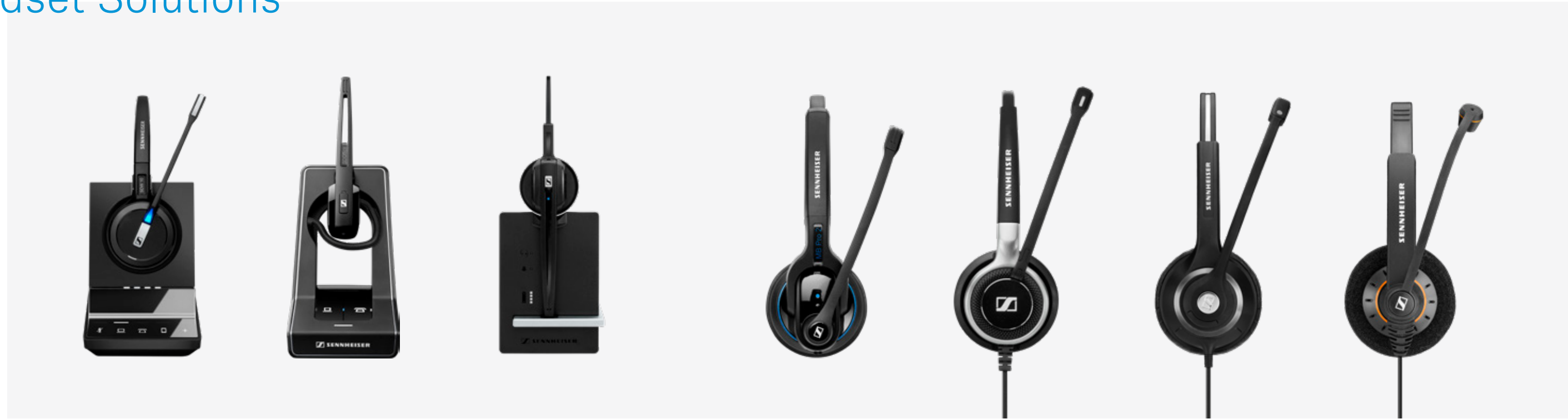
SDW 5000 Series NEW
DECT headsets

SD Series
DECT headsets

D 10 Series
DECT headsets

MB Pro Series
Bluetooth® headsets

SC 600 Series
Wired headsets

SC 200 Series
Wired headsets

SC 30/60 Series
Wired headsets

The difference
is crystal clear.

When it comes to customer experience, great sound goes both ways. The IMPACT line is designed to provide a level of audio quality that's unmatched in the industry, both for your team and your customers. With exceptional microphone clarity, speech-enhancing and noise-filtering technology, your communication will always be crystal clear, even in busy offices.

Find your inner workspace with ergonomic designs that can be worn comfortably, every day – built with lightweight and robust materials to withstand daily use, for years to come. For both wired and long-range wireless systems, Sennheiser can provide seamless connectivity across all your devices – with fully compatible solutions that deliver hassle-free UC deployment and management.

IMPACT facts

Most professionals working in a business that makes or takes a lot of calls – like call centres or sales departments – use a headset to do so; **72%*** of them to be exact. That's why a flawless communication experience is absolutely essential.

Considering that **40%*** of modern professionals are using their headset for more than four hours a day, and **65%*** will be spending more than half of their day at their desks, we built these premium headsets to feel great all day long.

The IMPACT Line was crafted to enable users to walk and talk, which **30%*** of call centre or sales professionals need to do daily.

* Sennheiser report: "Work your way 2019. Insights and perspectives on the evolution of work".

72%
Use a headset

40%
4 Hours/day

65%
Spend more than half their day at desk

30%
Need to walk & talk

SDW 5000 Series

Designed for modern office professionals, SDW 5000 Series is a professional communication and collaboration hub offering users total flexibility in the office. All your devices connect seamlessly through one single headset system.

Super wideband sound gives you a voice experience beyond conventional business standards, while advanced security features keep your conversations confidential. Enjoy a flexible choice of wearing styles and experience an array of smart features to enable seamless collaboration and communication. Smart headset motion sensor and base station controls deliver easy call management, while a headset busy light helps you to remain undisturbed during calls and conferences.

Experience superior Sennheiser sound
With super wideband audio and exceptional stereo performance, combined with sound clarity in high density environments

Empower your people with total flexibility
One flexible headset that pairs easily to all devices with extensive wireless range up to 180 m / 590 ft and smartphone charging via USB port on base station

Increase productivity and create focus
With clear busy lights, noise dampening ear pads, plus smart headsets and base station for easy call management

Ensure enhanced security for all your calls
With Protected Pairing, 128-bit authentication, DECT Security certification to keep all conversations confidential

Enjoy all-day wearing comfort
With soft leatherette ear pads for consistent comfort and well-being, so you can be as effective as possible

ADDITIONAL BENEFITS & FEATURES

– **Exceptional speech intelligibility** – with two microphone noise-cancelling system and own-voice detection technology

– **Enjoy high-quality music and multimedia** – with Sennheiser stereo that takes DECT headsets to the next level

– **Triple-connectivity** – manage all calls from one headset via softphone/PC, desk and mobile phone*

– **Stay flexible via single base station -** for all SDW 5000, Sennheiser Bluetooth® & wired headsets* or speakerphone **Phone conferences** – easy setup of up to 4 SDW 5000 headsets with the same base station

– **Hot desking** – with fast, secure headset pairing

– **Easy configuration and management** – for IT managers using Sennheiser HeadSetup™ Pro Manager with disabling options to boost security

– **Clear and certified business calls** – optimized for UC and Skype for Business certification

– **Talk for longer** – extended talk time of up to 14 hours

– **Manage calls seamlessly** - with smart headset and base station controls

– **Fast charging** – 50% battery in just 30 minutes

– **Wide choice of wearing styles** – single or double-sided headband or 3-in-1 wearing style with single-sided headband, ear hook and neckband

*USB dongle for mobile phone or Sennheiser Bluetooth® headset

Comparison Overview
SDW 5000 Series

	SDW 5066	SDW 5065	SDW 5036	SDW 5035	SDW 5016	SDW 5015
Art. No.						
EU	507022	506598	507018	506594	507014	506590
UK	507023	506599	507019	506595	507015	506591
US	507024	507000	507020	506596	507016	506592
AUS	507025	507001	507021	506597	507017	506593
JP	N/A	507274	N/A	507273	N/A	507272
Wearing style						
Single-sided headset			●	●	●	●
Double-sided heaset	●	●				
Headband	●	●	●	●	●	●
Neckband					●	●
Leatherette ear hook					●	●
Leatherrette ear pad/s	●	●	●	●	●	●
Connectivity						
Desk Phone	●	●	●	●	●	●
Softphone/PC	●	●	●	●	●	●
Mobile phone	●	[●]	●	[●]	●	[●]
Tablet	●	[●]	●	[●]	●	[●]
Multi device connectivity*	●	[●]	●	[●]	●	[●]
USB or Bluetooth headset/speakerphone	●	●	●	●	●	●
Microphone						
Two microphone noise-cancelling system	●	●	●	●	●	●
Features & Technologies						
Super wideband sound	●	●	●	●	●	●
High density wideband mode	●	●	●	●	●	●
Headset busy light	●	●	●	●	●	●
Busy light for the desk	[[●]]	[[●]]	[[●]]	[[●]]	[[●]]	[[●]]
ActiveGard® Technology	●	●	●	●	●	●
Noise at Work, (EU directive)**	●	●	●	●	●	●
DECT Security	●	●	●	●	●	●
Protected Pairing	●	●	●	●	●	●
Unified Communications						
Optimized for UC	●	●	●	●	●	●
Skype for Business Certified	●	●	●	●	●	●

[●] Mobile connectivity available via optional BTD 800 dongle accessory
[[●]] Option available with additional accessory
 * Connects up to two devices at the same time
 ** In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

SD Series

The SD Series - our premium wireless DECT headsets series, represents premium quality in audio and performance.

Combine this with outstanding design a high level of craftsmanship and wearing comfort and you have the perfect wireless DECT headset solution for all your business needs. A headset from the SD Series is the perfect companion for your office desk phone or PC/softphone. You keep your hands free and make calls in comfort wherever in the office your busy life takes you.

Premium audio quality for better sounding calls
With Sennheiser Voice Clarity and Noise-cancelling microphone on the SD Office headset and ultra noise-cancelling microphone on the SD Pro headsets

All-day talk time and wearing comfort
Up to 12 hours of talk time with energy saving DECT technology and a lightweight headset design and extra soft leatherette ear pads

Wireless freedom and dual-connectivity
Wireless reach – up to 180 m / 590 ft with line of sight and 55 m/180 ft in typical office environment. Connects to both desk phone and softphone/PC

Wide choice of wearing styles
Choose between headband, ear hook or neckband*

Easy headset docking in between calls
Magnetic ease of use charge interface

See more at
www.sennheiser.com/sd

ADDITIONAL BENEFITS & FEATURES

– **Premium looks and performance** – iconic design combined with functionality

– **Intelligent fast charging** – charge 5 min for 1-hour battery and 20 minutes to have 50% battery

– **Intuitive user interface** – answer/end*, microphone mute and volume +/-

– **No WiFi interference** – DECT protected frequency band enabling a greater number of headset users

– **Secure conversation** – with efficient encryption

– **Phone conferences** – intuitive and easy setup of up to 4 headsets with the same base station

– **Hot desking** – fast, secure pairing – simply dock in the base station

– **Protects your hearing from acoustic shock** – with Sennheiser ActiveGard® technology

*Answer/end call requires EHS cable for desk phone and Sennheiser software for certain softphones.

Comparison Overview
SD Series

	SD Office ML	SD Pro 2 ML	SD Pro 1 ML
Art. No.	506009	506011	506010
Wearing style			
Single-sided headset	●		●
Double-sided heaset		●	
Leatherette ear hook	●		
Leatherrette ear pad	●		
Extra soft leatherette ear pad/s		●	●
Headband	●	●	●
Neckband	[●]		
Connectivity			
Desk Phone	●	●	●
Softphone/PC	●	●	●
Dual device connectivity	●	●	●
Features & Technologies			
ActiveGard® Technology	●	●	●
Noise at Work, EU limiter**	●	●	●
Microphone			
Noise-cancelling microphone	●		
Ultra noise-cancelling microphone		●	●
Bendable and long boom arm		●	●
Unified Communications			
Optimized for UC	●	●	●
Certified for Skype for Business	●	●	●

[●] Neckband available as accessory (Art. no. 506525)
** In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

D 10 Series

The streamlined design of the D 10 wireless DECT headsets makes no compromises when it comes to premium sound.

With single connectivity to either a desk phone or softphone/PC, it's simple to roll out and manage. The perfect headset solution for all sizes of companies, the D 10 series brings wireless freedom within reach of even more everyday users.

Uncompromising sound for clear calls
Sennheiser Voice Clarity and noise-cancelling microphone for natural and clear conversations

Wireless freedom to let you do more
Wireless reach up to 180 m/590 ft with line of sight and 55 m/180 ft in typical office environment and up to 12 hours talk time

Perfect when you just need to connect to one device
Single-connectivity to either desk phone or softphone/PC

3 types of wearing styles
Choose between headband, ear hook or neckband*

Ease of use
Easy headset docking in between calls with magnetic ease of use charge interface.

See more at
www.sennheiser.com/d10

ADDITIONAL BENEFITS & FEATURES

– **Fast charging** – recharge 50% of the battery in 20 minutes

– **One-touch call management** – with answer/end*, microphone mute and volume +/-

– **Convenient phone conferencing** – up to 4 headsets per call and simple hot desking

– **Protects your hearing** from acoustic shock with Sennheiser ActiveGard® technology

– **Talk time availability** – shown via status indicators

– **Keeps your desk tidy** – built-in cable management

– **Secure base station** – solid metal plate for stability

  * Neckband available as accessory

Comparison Overview
D 10 Series

	D 10 USB ML	D 10 PHONE
Art. No.		
EU	506416	506408
UK	N/A	506409
US	506418	506410
AUS	506419	506411
Wearing style		
Single-sided headset	●	●
Headband	●	●
Ear hook	●	●
Neckband	[●]	[●]
Connectivity		
Desk phone		●
Softphone/PC	●	
Single device connectivity	●	●
Microphone		
Noise-cancelling	●	●
Features & Technologies		
Noise at Work, EU limiter**	●	●
ActiveGard® technology	●	●
Unified Communications		
Optimized for UC	●	
Skype for Business Certified	●	

[●] Neckband available as accessory (Art. no. 506525). Click-on adapter from HSA 20 accessory set (Art. no. 506524) needed for mounting
** In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

MB Pro Series

Premium wireless Bluetooth® headsets for business professionals on the move who demand high quality audio for speaker and listener – and exceptional wearing comfort.

MB Pro is designed to provide business professionals the flexibility and mobility to communicate in the office and on the move. Furthermore, the ability to seamlessly switch calls between two Bluetooth® devices from a single headset for maximum call handling flexibility. The MB Pro Series is crafted with high-end materials to Sennheiser's high standards to ensure maximum durability and design quality. Featuring Sennheiser Room Experience™ technology*, which reduces listener fatigue for all day users by giving them the impression they are having a conversation with a person in the same room. This realistic sound provides a more natural and comfortable listening experience with less stress in noisy environments.

Clear and natural sounding calls
Sennheiser Voice Clarity for a natural listening experience and ultra noise-cancelling microphone for clear speech transmission

Wireless freedom
Multi-point connectivity with two Bluetooth® devices connected simultaneously with up to 25 m/82 ft wireless range

All-day talk time
Up to 15 hours' talk time

Easy call handling
Answer/end calls, mute and volume up/down

Convenient charging and storage
Easy headset docking in between calls with magnetic ease of use charge interface

See more at
www.sennheiser.com/mbpro

ADDITIONAL BENEFITS & FEATURES

– **Realistic sound and increased call comfort** – with Room Experience™ technology*

– **Outstanding high definition audio quality** – with high-quality neodymium speaker

– **Multimedia and music listening** – automatic sound-enhancement profile

– **Exceptional wearing comfort and powerful sound** – large leatherette ear pads for all day comfort

– **Protects your hearing** – from acoustic shock with Sennheiser ActiveGard® technology

*Room Experience™ only included in MB Pro 2 variants.

Comparison Overview
MB Pro Series

	MB Pro 2 UC ML	MB Pro 1 UC ML	MB Pro 2	MB Pro 1
Art. No.	506046	506043	506044	506041
Wearing style				
Single-sided headset		●		●
Double-sided heaset	●		●	
Headband	●	●	●	●
Connectivity				
Softphone/PC	●	●		
Mobile phone	●	●	●	●
Tablet	●	●	●	●
Multi device connectivity**	●	●	●	●
Microphone				
Ultra noise-cancelling	●	●	●	●
Features & Technologies				
Room Experience™ Technology	●		●	
ActiveGard® Technology	●	●	●	●
Multimedia and music listening	●	●	●	●
USB dongle and charger stand	●	●		
Unified Communications				
Optimized for UC	●	●		
Skype for Business Certified	●	●		

**Connects up to two devices at the same time

SC 600 Series

The SC 600 Series headsets are wired premium headsets specifically designed for quality conscious contact center and office professionals requiring outstanding sound performance.

The SC 600 series headsets offer superb sound in a high-quality durable design. All feature Sennheiser Voice Clarity and ultra noise-cancelling microphones for an incredibly accurate and clear listening experience. With a comfortable fit that lasts all day and a robust sense of quality, the SC 600 headsets are built to sound superb, look stunning and outlast the competition – even in the toughest contact center or office environment. It's a headset that says you put your people and customers first.

Outstanding sound for clear calls
Ultra-noise cancelling microphone for perfect speech output in open office environments with Active Noise Cancellation* for improved comfort and productivity

High-quality design crafted for perfection
Brushed aluminum and stainless-steel components, Vectran™ reinforced cables and unibody headband construction for maximum strength at stress points

Convenient and seamless call handling
Proximity sensor technology* and in-line call control** for easy call management

Easy to store and bring along
With fold-flat ear cups and carry pouch

Exceptional wearing comfort
Leatherette ear pads for all day comfort and powerful sound

See more at
www.sennheiser.com/sc600

ADDITIONAL BENEFITS & FEATURES

– **Multimedia and music listening**
  With automatic sound-enhancement profile**

– **Make a personal fit**
  Extension headband with number indications for accurate adjustment

– **Protects your hearing from acoustic shock -** With Sennheiser ActiveGard® technology

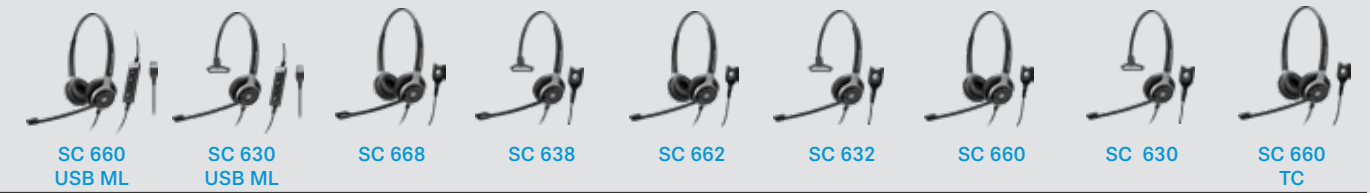– **Peace of mind**
  3 years' international warranty

*Available on the SC 660 ANC USB variant only
**Available on the USB variants

Comparison Overview
SC 600 Series

	SC 660 ANC USB	SC 665 USB-C	SC 635 USB-C	SC 665 USB	SC 635 USB	SC 665	SC 635	SC 660 USB ML	SC 630 USB ML	SC 668	SC 638	SC 662	SC 632	SC 660	SC 630	SC 660 TC
Art. No.	508311	508368	508367	507257	507254	507256	507253	504553	504552	504595	504594	504559	504558	504557	504556	507099
Wearing style																
Single-sided headset			●		●		●		●		●		●		●	
Double-sided headset	●	●		●		●		●		●		●		●		●
Headband	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Connectivity																
Desk phone via Easy Disconnect								●	●	●	●	●	●	●	●	●
Softphone/PC via USB	●			●	●			●	●					[●]	[●]	[●]
Softphone/PC via USB-C		●	●													
Mobile phone via 3.5 mm jack		●	●	●	●	●	●							[●]	[●]	
Tablet via 3.5 mm jack		●	●	●	●	●	●							[●]	[●]	
Special device connectivity																
Hearing aid devices*																●
Devices with low impedance output												●	●			
Narrowband desk phones								●	●							
Microphone																
Ultra noise-cancelling	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Features & Technologies																
Active Noise Cancellation	●															
Proximity Sensor Technology	●															
In-line call control unit	●	●	●	●	●	●	●	●	●					[●]	[●]	
ActiveGard® Technology	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Optimized for communications & multimedia	●	●	●	●	●	●	●	●	●							
Enhanced music audio performance	●	●	●	●	●	●	●									
Noise at Work, EU limiter**	●	●	●	●	●	●	●	●	●					[●]	[●]	[●]
Hearing aid-compatible telecoil transmitters																●
Unified Communications																
Optimized for UC	●	●	●	●	●	●	●	●	●							
Certified for Skype for Business***	●	●	●	●	●	●	●	●	●							

* Optimized for all standard hearing aids (T-mode or MT-mode)

** In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

*** Skype for Business Certification applies when USB/USB-C is connected to PC or Mac

[●] Option available with additional accessories

SC 200 Series

The SC 200 Series, our popular range of robust, wired headsets, has proven to be a lasting favorite with contact centers, offices and Unified Communication professionals around the world – and for good reason:

In increasingly stressful workplaces, being able to hear and be heard clearly is critical to performance – and long-term comfort is essential for all day users to maintain their focus and energy.

With Sennheiser Voice Clarity, noise-cancelling microphone and a lightweight, ergonomic design for all day use, a headset from the SC 200 series is simply the perfect tool when clear communication and long-term user comfort are crucial to the job in hand.

Reliable working tool for all day performance
With Sennheiser Voice Clarity and noise-cancelling microphone for natural and clear communication

All day wearing comfort
Acoustic foam ear pads with soft leatherette covers and CircleFlex™ dual-hinge ear cup system adapts seamlessly to your ears for a perfect fit

Built to last
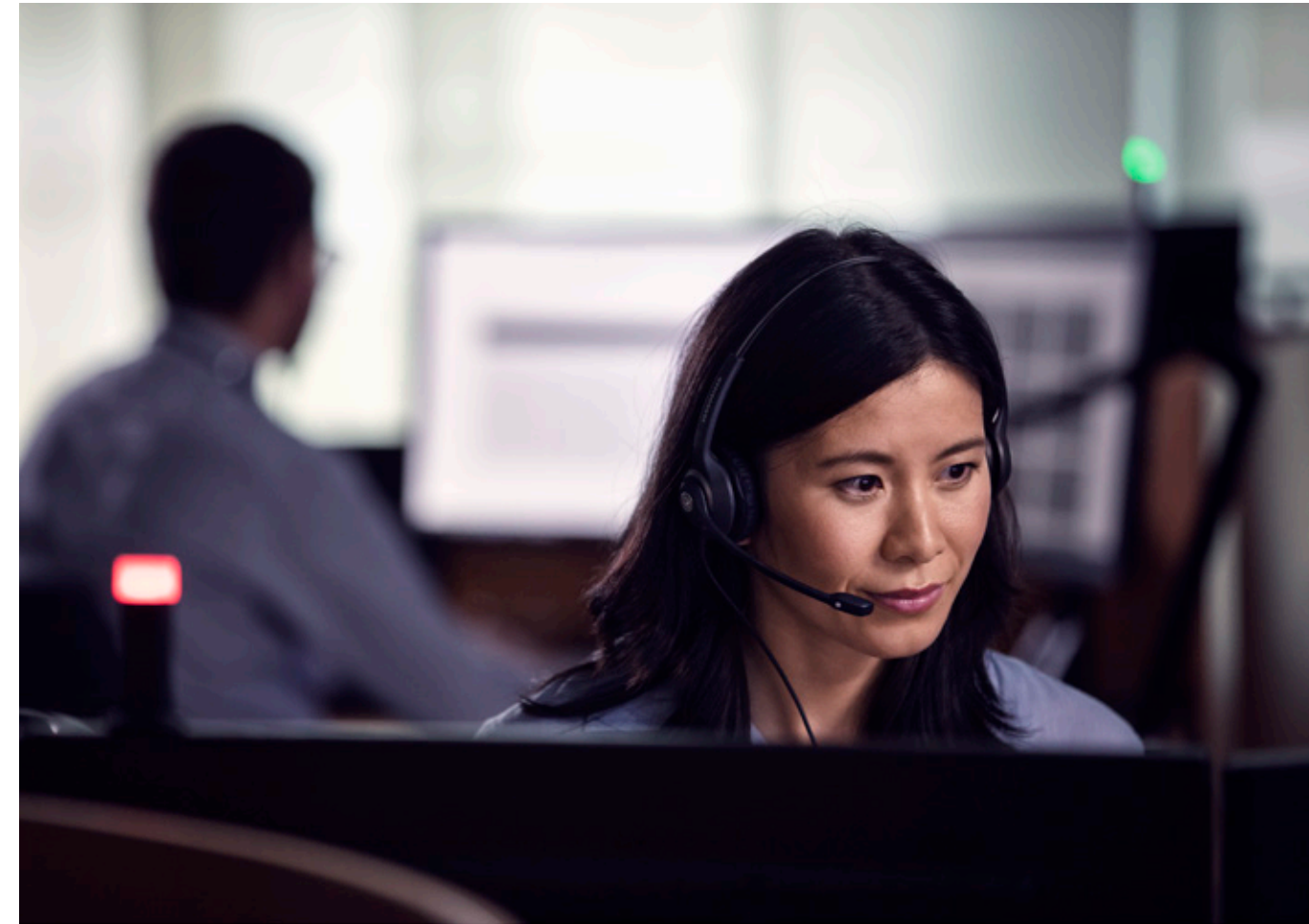Its durable construction with lightweight, metal reinforced headband is designed for years of daily use

Protects your hearing
ActiveGard® technology protects users against acoustic injury caused by sudden sound bursts on the line

Easy call management
In-line call control unit* for mute, volume up/down, answer/end calls

See more at
www.sennheiser.com/sc200

ADDITIONAL BENEFITS & FEATURES

– **Optimal speech transmission**
  Bendable boom arm ensures optimal microphone position

– **Wearing flexibility**
  With 350 degree rotating pivotable boom arm

– **Make it personal**
  Name tag with user ID and a numbered headband grooves for adjustments for a personal fit

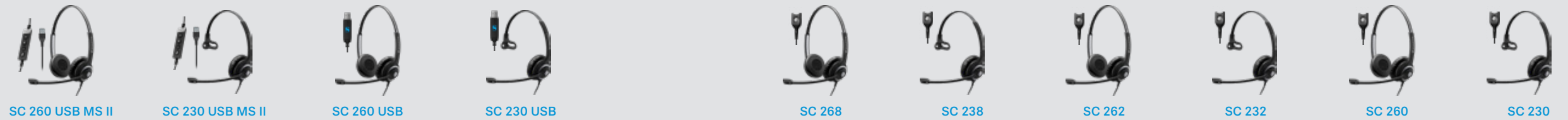– **Easy to store and bring along**
  With protective carry pouch

*Available on the USB MS II variants only

Comparison Overview
SC 200 Series

	SC 260 USB MS II	SC 230 USB MS II	SC 260 USB	SC 230 USB	SC 268	SC 238	SC 262	SC 232	SC 260	SC 230
Art. No.	506483	506482	504404	504403	508330	508329	504410	504409	504402	504401
Wearing style										
Single-sided headset		●		●		●		●		●
Double-sided heaset	●		●		●		●		●	
Headband	●	●	●	●	●	●	●	●	●	●
Connectivity										
Desk phone via Easy Disconnect					●	●	●	●	●	●
Softphone/PC via USB	●	●	●	●					[●]	[●]
Mobile phone via 3.5 mm jack									[●]	[●]
Tablet via 3.5 mm jack									[●]	[●]
Special device connectivity										
Devices with low impedance output							●	●		
Devices with high impedance/ narrowband output					●	●				
Microphone										
Noise-cancelling	●	●	●	●	●	●	●	●	●	●
Features & Technologies										
In-line call control unit	●	●								
ActiveGard® Technology	●	●	●	●	●	●	●	●	●	●
Optimized for communication & multimedia	●	●	●	●						
Noise at Work, EU limiter*	●	●	●	●	[●]	[●]				
Unified Communications										
Optimized for UC	●	●	●	●						
Skype for Business Certified	●	●								

[●] Option available with additional accessories
* In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

SC 30/60 Series

The SC 30/60 Series headsets are specially designed as a deployment-friendly solution for enterprises transitioning from traditional telephony systems to Unified Communications.

Both headsets offer Sennheiser Voice Clarity and noise-cancelling microphone for a more natural listening experience and quality sound. Combine this with its lightweight design and comfort enhancing details for an experience you'll appreciate immediately.

Natural listening experience and quality sound
With Sennheiser Voice Clarity and noise-cancelling microphone for natural and clear communication

Deployment friendly headset
Compatible with all major UC platforms

Easy call management
In-line call control unit for mute, volume up/down, answer/end calls

Great comfort
Ultra-lightweight headset with comfortable accoustic foam ear pads

Protects your hearing
ActiveGard® technology protects against acoustic injury caused by sudden sound bursts on the line

See more at
www.sennheiser.com/sc30-60

Comparison Overview
SC 30/60 Series

	SC 60 USB ML	SC 30 USB ML
Art. No.	504547	504546
Wearing style		
Single-sided headset		●
Double-sided headset	●	
Headband	●	●
Connectivity		
Softphone/PC via USB	●	●
Microphone		
Noise-cancelling	●	●
Features & Technologies		
In-line call control unit	●	●
ActiveGard® Technology	●	●
Optimized for communication & multimedia	●	●
Noise at Work, (EU directive)*	●	●
Unified Communications		
Optimized for UC	●	●
Skype for Business Certified	●	●

*In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)
[•]Yes, if your device has a USB port

• = Yes
(•) = Option available with additional accessory

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Headset category	SDW 5066	SDW 5065	SDW 5036	SDW 5035	SDW 5016	SDW 5015	SD Office ML	SD Pro 2 ML	SD Pro 1 ML	D 10 USB ML	D 10 PHONE	MB Pro 2 UC ML	MB Pro 1 UC ML	MB Pro 2	MB Pro 1	SC 660 ANC USB	SC 665 USB-C	SC 635 USB-C	SC 665 USB
Wireless DECT headset	•	•	•	•	•	•	•	•	•	•	•								
Wireless Bluetooth® headset												•	•	•	•				
Wired headset																•	•	•	•
Connectivity																			
USB	•	•	•	•	•	•	•	•	•	•	•					•			•
USB-C																	•	•	
3,5 mm jack																	•	•	•
Easy Disconnect																			
Multi device connectivity*	•	(•)	•	(•)	•	(•)													
Dual device connectivity		•		•			•	•	•			•	•	•	•				
Single device connectivity										•	•					•	•	•	•
Devices																			
Desk Phone	•	•	•	•	•	•	•	•	•		•								
Softphone/PC	•	•	•	•	•	•	•	•	•		(•)	•	•			•	•	•	•
Mobile phone	•		•		•							•	•	•	•		•	•	•
Tablet	•		•		•												•	•	•
Hearing aid**																			
Device with low impedance output																			
Narrowband desk phone																			
Microphones																			
Two microphone noise-cancelling system	•	•	•	•	•	•													
Ultra noise-cancelling								•	•			•	•	•	•		•	•	•
Noise-cancelling							•			•	•								
Features & technologies																			
Active Noise Cancellation																•			
Super wideband sound	•	•	•	•	•	•													
Wideband sound							•	•	•	•	•	•	•	•	•		•	•	•
High density wideband mode	•	•	•	•	•	•													
Headset busy light	•	•	•	•	•	•													
Room Experience™												•	•	•	•				
ActiveGard® Technology	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Noise at Work, (EC directive)***	•	•	•	•	•	•	•	•	•	•	•						•	•	•
USB dongle	•		•		•							•	•						
Proximity Sensor Technology																•			
In-line call control unit																•	•	•	•
DECT Security certification	•	•	•	•	•	•													
Protected Pairing	•	•	•	•	•	•	•	•	•	•	•								
Software upgrade support	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Wearing style																			
Double-sided headset	•	•						•				•		•		•	•		•
Single-sided heaset			•	•	•	•			•	•	•		•		•			•	
Headband	•	•	•	•	•	•										•	•	•	•
Ear hook					•	•	•			•	•								
Neckband					•	•	(•)			(•)	(•)								
Unified Communications																			
Optimized for UC	•	•	•	•	•	•	•	•	•			•	•	•	•	•	•	•	•
Skype for Business Certified	•	•	•	•	•	•	•	•	•			•	•			•	•	•	•

* Connects up to four devices at the same time
** Optimized for all standard hearing aids (T-mode or mt-MODE)
*** In compliance with EU Noise at Work legislation. EU Noise at Work Directive (Directive 2003/10/EC)

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Headset category	SC 635 USB	SC 665	SC 635	SC 660 USB ML	SC 630 USB ML	SC 668	SC 638	SC 662	SC 632	SC 660	SC 630	SC 660 TC	SC 260 USB MS II	SC 230 USB MS II	SC 260 USB	SC 230 USB	SC 268	SC 238	SC 262	SC 232	SC 260	SC 230	SC 60 USB ML	SC 30 USB ML
Wireless DECT headset																								
Wireless Bluetooth® headset																								
Wired headset	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Connectivity																								
USB	•			•	•								•	•	•	•							•	•
USB-C																								
3,5 mm jack	•	•	•																					
Easy Disconnect						•	•	•	•	•	•	•					•	•	•	•	•	•		
Multi device connectivity*																								
Dual device connectivity																								
Single device connectivity	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Devices																								
Desk Phone										•	•	•									•	•		
Softphone/PC	•			•	•							(•)	•	•	•	•							•	•
Mobile phone	•	•	•																					
Tablet	•	•	•																					
Hearing aid**																								
Device with low impedance output										•	•										•	•		
Narrowband desk phone										•	•										•	•		
Microphones																								
Two microphone noise-cancelling system																								
Ultra noise-cancelling	•	•	•	•	•	•	•	•	•	•	•	•												
Noise-cancelling													•	•	•	•	•	•	•	•	•	•	•	•
Features & technologies																								
Active Noise Cancellation																								
Super wideband sound																								
Wideband sound	•	•	•	•	•			•	•	•	•	•							•	•	•	•	•	•
High density wideband mode																								
Headset busy light																								
Room Experience™																								
ActiveGard® Technology	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Noise at Work, (EC directive)***	•	•	•	•	•																			
USB dongle																								
Proximity Sensor Technology																								
In-line call control unit	•	•	•	•	•																			
DECT Security certification																								
Protected Pairing																								
Software upgrade support	•			•	•										•	•							•	•
Wearing style																								
Double-sided headset		•		•		•		•		•		•	•		•		•		•		•		•	
Single-sided heaset	•		•		•		•		•		•			•		•		•		•		•		•
Headband	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Ear hook																								
Neckband																								
Unified Communications																								
Optimized for UC	•			•	•										•	•							•	•
Skype for Business Certified	•			•	•										•	•								

Our Sound Technologies

Innovation you can hear

Voice Clarity technology

ActiveGard® technology

ActiveGard® Compressing

The natural listening experience

For the best possible communication between caller and listener, Sennheiser Voice Clarity uniquely enhances the most important frequencies and details of the human voice. For the caller, sound is crisper and clearer, allowing them to hear the nuances contained in spoken conversation; for the listener, a noise-cancelling microphone sends the clearest signal to improve speech intelligibility. In combination this results in better, more natural sounding conversations where no important details are lost.

Play sound
without
Voice Clarity

Play sound
with
Voice Clarity

Hearing protection

During the course of a day, headset users may be exposed to seldom, but hazardous incoming noises that can be dangerous to their hearing. Technically referred to as a sound burst, this can potentially cause long-lasting damage to the human ear. To safeguard users, all Sennheiser headsets for contact center and office environments are equipped with innovative ActiveGard® technology.

Please be warned that the sound without ActiveGard® can be extremely high. We recommend the volume should be set low when playing.
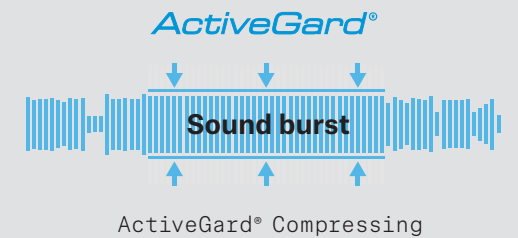
Play sound
without
ActiveGard®

Play sound
with
ActiveGard®

Super wideband audio technology

Play sound
with
super wideband audio

Play sound
with
wideband audio

Play sound
with
narrowband audio

Hear between the lines

In our ongoing quest for an even better user listening experience, Sennheiser offers next generation sound quality with super wideband audio. The human ear has a range of 20 Hz up to 20 kHz and as super wideband audio technology operates in the extended frequency from 100 Hz all the way up to 11.5 kHz, it provides outstanding sound quality.

The way in which you hear the inflection, pace and volume of a caller's conversation depends very much on the quality of the sound your headset delivers.

With super wideband sound, you get a more natural experience, where subtle details in tone encourage a fuller understanding. Your voice is crisper and clearer, allowing callers to hear the nuances of your conversation and improve intelligibility. Basically, you get a better, more natural sounding conversation where no important details are lost.

Narrowband	Wideband	Super Wideband
300–3.500 Hz	150–6.800 Hz	100–11.500 Hz

Frequency ranges in call mode

Cutting edge microphone technology

Play sound
with
SDW 5000 Series
(Two mic. system)

Play sound
with
DECT headset
(One mic.)

Exceptional speech clarity

Sennheiser sets a new standard in DECT headsets and microphone technology with the SDW 5000 Series. SDW 5000 Series' headsets include two digital microphones that work together to reduce background noise and optimize voice transmission.

One microphone focuses on reducing and filtering background noise in the surrounding environment, while the second microphone focuses on the speaker's voice to send the clearest signal to the

listener. By choosing the best combination of the two microphones' input and processing the sound, the most optimal and clear sound is transmitted to the listener.

Thanks to the improved sound quality, your voice gets through to the caller more clearly, which means more efficient conversations, fewer misunderstandings and less fatigue from trying to decipher what's being said.

Noise-cancellation technology

Easy Disconnect feature

Optimum speech clarity

To reduce background noise, filter out disturbing ambient noise and enable crystal clear telephone conversations, Sennheiser headsets have noise-cancellation technology incorporated in the microphones.

Certain models in the range offer ultra noise-cancelling microphones, which are able to improve voice transmission in particularly noisy environments.

Flexible use

Easy Disconnect (ED) is the plug that connects Sennheiser wired headsets to desk phones, mobile phones or a UC/Skype for Business solution via the correct bottom cable. Sennheisers wired headsets with Easy Disconnect is ideal for contact centers and hot-desking environments, where users frequently change shifts or switch between workstations.

With its simple quick-release mechanism, the durable Easy Disconnect plug is designed to withstand the daily wear and tear of shift changes and provides a long-lasting alternative to plugging and unplugging headsets directly into a computer's USB port.

– **Workplace flexibility** for hot-desking offices and contact centers with frequents shifts

– **User flexibility** the Easy Disconnect plug provides walkaway convenience

– **Durable design** designed to withstand the repetitive plugging and unplugging of shift changes

Room Experience™ technology

A relaxed listening experience

In our ongoing quest for an even better user listening experience, Sennheiser has created a unique new way to experience headset sound on calls. We call it Sennheiser Room Experience™ and it's designed to reduce listener fatigue for all-day users. By externalizing the sound from your head, Room Experience™ gives you the impression that you are having a conversation with a person in the same room. This more realistic sound gives you a more natural and comfortable listening experience with less stress in noisy environments.

This unique feature can be activated and deactivated on the headset (MB 660 and MB Pro 2 headsets) as the user requires. Hear the difference by scanning the QR-codes below*

Play sound
without
Room Experience™

Play sound
with
Room Experience™

*Listen to the Room Experience™ sound demo with a double-sided stereo headset.

Choose the right headset

You need your device to work seamlessly with your headset. It's that simple. Sennheiser headsets are designed to cover every possibility.

Check our headset compatibility guide at:
www.sennheiser.com/headsetcompatibility

Device/Connectivity

Softphone/PC
Connection via USB/USB-C cable or USB dongle (Bluetooth®) to Microsoft Windows or Apple Mac OS

Desk phone
Connection via multiple types of cables

Mobile phone
Connection via Bluetooth® or 3.5 mm jack cable

Tablet
Connection via Bluetooth®, 3.5 mm jack cable or USB depending on tablet.

Telecoil
Works with all standard telecoil-equipped hearing aids.

Sennheiser HeadSetup™ Pro Manager

Keep in touch with your business

Save valuable time on unnecessary tasks and make life simpler and smarter for your IT department, your business and your colleagues. By keeping you in touch with your Sennheiser devices, Sennheiser HeadSetup™ Pro Manager puts you in control of three key areas:

Asset Management
Find out who, what, where, when – from wherever

From one location you get full visibility of all Sennheiser headsets and speakerphones deployed in your organization.

Get a perfect overview of who is registered as the device owner, the current user, device ID and FW version. See active and inactive headsets and re-allocate unused headsets elsewhere in the organization – in order to manage your resources effectively and improve productivity.

With the report function, it is possible to extract reports on device usage, device distribution and firmware compliance to get full control of your inventory and gain insights into the company's UC environment.

Update Management
Smart, easy and convenient

A flexible and cost effective way to get the latest firmware updates to all your organization's Sennheiser devices, whenever it's convenient for you and your end-users.

Push new updates to an unlimited number of devices across your organization from one simple dashboard. Schedule your automated updates to cause minimum downtime and disruption for your company's workflow.

Configuration Management
One tool puts you in control

The centralized configuration option allows all settings to be controlled from the IT department, ensuring that headset users experience a simple plug and play solution.

You can centrally push configurations or lock specific specifications on Sennheiser devices to comply with regulatory compliance settings for specific groups or individuals.

Sennheiser HeadSetup™ Pro Manager for IT administrators

Sennheiser HeadSetup™ Pro Manager has been developed for companies with a need to control their UC environment in a fast and secure way. By installing the client application, Sennheiser HeadSetup™ Pro, on your end-users' PCs, you gain a complete overview of all deployed devices and access to new updates and settings.

For companies with several locations, it's possible to manage, update and control settings for all end-users in the entire organization. For improved security, all communication and data are encrypted and no sensitive data is stored.

The resulting simplification of the asset, update and configuration management gives great savings in both time and money.

Sennheiser HeadSetup™ Pro for headset users

Sennheiser HeadSetup™ Pro is the client application running in the background on the headset users' PC. The solution ensures that Sennheiser headsets and speakerphones work seamlessly with various leading softphones and give you access to latest firmware updates and personalized settings.

Sennheiser HeadSetup™ Pro is uniquely configured to either work together with a signed-up company account on Sennheiser Sennheiser HeadSetup™ Pro Manager or as a stand-alone application for smaller companies or personal use.

Sennheiser HeadSetup™ Pro is designed to be simple to use, allowing Sennheiser headset and speakerphone users to enhance their experience and productivity simply and quickly.

For more information or to sign up for a free trial, please visit:
www.sennheiser.com/headsetup-pro-manager

Service and Support

We've got you covered

Sennheiser Global Service and Support aims at providing a premium customer experience to all our customers across the world. With a standardized support process across all channels, we can guarantee a uniform, consistent, structured and high quality handling for all support requests, from either end user, resellers, distributors, country partners or subsidiaries, throughout the world.

Visit our Support Portal here:
www.sennheiser.com/support-me

E-mail:
help@senncom.com

Phone:
Find your local support
phone number and opening hours here:
www.sennheiser.com/call-us

Experience Sennheiser

Try our headsets first hand

The Sennheiser professional trial program gives you the opportunity to test and experience our range of headsets and speakerphones before you decide on the best choice for your office, contact center or Unified Communication solution.

www.sennheiser.com/try

Glossary

Sound Quality

Sennheiser Voice Clarity uniquely enhances the most important frequencies and details of the human voice. For you, sound is crisper and clearer, allowing you to hear the nuances contained in spoken conversation – and for your listener, a noise-cancelling microphone sends the clearest signal to improve intelligibility. In combination, this results in better, more natural sounding conversations where no important details are lost.

Super wideband audio technology operates in the extended frequency region from 100 Hz all the way up to 11.5 kHz. Because the human ear has a range that goes from 20 Hz up to 20 kHz, super wideband allows you to hear a more natural, rich sound, where subtle details encourage a fuller understanding of the spoken word. The SDW 500 Series offers super wideband sound, letting you experience a voice quality beyond conventional business standards. To be able to use super wideband, all components of the communication line must support this standard (including end point and network infrastructure).

Wideband audio technology operates in the frequency range of 150–6800 Hz and offers higher quality speech transmission than narrowband. To be able to use wideband, all components of the communication line must support this standard (PPX, mobile network operator etc.).

Narrowband audio technology operates in the 300–3400 Hz frequency. As many traditional desk phones only support these narrowband frequencies, we also have a range of narrowband headsets, which deliver the best performance available from this standard.

High density wideband mode is a wideband mode designed for communication in high density environments and provides excellent sound for more users.

Noise-cancellation technology is incorporated in our microphones to reduce background noise, filter out disturbing ambient noise and enable crystal clear telephone conversations. On certain models in our range we offer ultra noise-cancelling microphones, which are able to improve voice transmission in particularly noisy environments.

Low impedance Some desk phone/devices have low impedance output which means that the speaker output is lower than most devices. Devices with low impedance output need a headset which compensates for the lower speaker output to ensure the same sound level as for most devices.

Room Experience™ technology reduces listener fatigue for all-day users. By externalizing the sound from your head, Room Experience™ gives you the impression that you are having a conversation with a person in the same room. This more realistic sound gives you a more natural and comfortable listening experience and reduces listener fatigue.

Hearing Protection

ActiveGard® hearing protection technology protects users from the potential danger of acoustic injury from unexpected and sudden sound bursts on the line. ActiveGard® is like a fast-acting intelligent volume control. If an incoming signal rises to a level that is harmful to your hearing, it is instantly reduced to a lower, and more comfortable level. When the sound level returns to normal, the volume returns to the original level.

Noise at Work Limiter

Directive 2003/10/EC The objective of this Directive is to lay down minimum requirements for the protection of workers from risks to their health and safety arising or likely to arise from exposure to noise and in particular the risk to hearing. The Directive defines the physical parameters that serve as risk predictors, such as peak sound pressure, daily noise exposure level and weekly noise exposure level. It sets exposure limit values and exposure action values in respect to the daily and weekly noise exposure level as well as peak sound pressure. The exposure action value is fixed at 80 decibels (lower value) and 85 decibels (upper value). Source: www.osha.europa.eu/en/legislation/directives/82

Unified Communications

UC Optimized means that headsets and speakerphones are compatible with major Unified Communications platforms and softphone brands. Unified Communications brings together a company's voice, text and video based communication under one unified solution. The advantages of a Unified Communications solution include enhanced overall efficiency of a business through increased productivity and mobility, resulting in a positive return on investment.

Skype for Business Certified means that products are certified for Skype for Business. Headset and speakerphones have been fully tested to ensure compatibility with Skype for Business, Microsoft Teams and Microsoft® Office 365. You can simply answer or end calls, adjust volume, or mute calls through the headset or speakerphone's call control features.

Wireless Technologies

Bluetooth® technology is a global radio transmission standard, which supports the application of a wide range of wireless electronic devices. The technology connects devices over a distance of up to 100 meters in line of sight, depending on the Bluetooth® class and device.

DECT is an abbreviation for "Digital Enhanced Cordless Telecommunications", a digital transmission standard for wireless telephony. DECT is primarily used for wireless voice transmission in office and contact center environments. DECT provides a cleaner, more stable sound and does not interfere with nearby WiFi devices. In addition DECT protects voice calls with highly secured DECT authentication and encryption. Sennheiser's Wireless DECT Headsets Solutions have a range up to 55 m (180 ft) in typical office environments and up to 180 m (590 ft) with line of sight.

DECT vs Bluetooth® – One of the chief advantages of a DECT solution is that it doesn't interfere with 2.4 GHz WiFi, whereas a Bluetooth® solution uses the same frequency as WiFi. This means that it is possible to have more users in the same area when a DECT solution is used. On the other hand, a Bluetooth® headset gives more mobility as it can connect directly with the user's mobile phone. This gives the user the advantage of being able to use it both in the office and on the go.

DECT	
Frequency	EU/Asia-Pacific: 1.8 GHz US/Canada: 1.9 GHz
Range	Typical office environment: 55 m/180 ft Line of sight: 180 m/590 ft
Connectivity	Desk phone and/or PC via bottom cables to base station

Bluetooth®	
Frequency	2.4 GHz
Range	Typical office environment: Up to 25 m/82 ft* Line of sight: Up to 100 m/328 ft
Connectivity	Mobile phone, tablet and/or PC (via dongle)

* device dependent

Wearing style
Single-sided headsets are ideal for situations where you need to both hear your caller clearly, and pay attention to what's going on around you.

Double-sided headsets delivers calls in quality sound while reducing background noise – ideal for contact centers, where you need to focus solely on your caller.

Other
Easy Disconnect (ED)
is the plug that connects Sennheiser wired headsets to desk phones, DECT terminals and mobile phones or a UC/Skype for Business solution via the correct bottom cable. Disconnect the headset from the bottom cable, simply by pressing the ED plug. The spring loaded contacts in the ED plug ensure reliable connection in everyday use.

Security
Protected Pairing Sennheiser's DECT headset series have a Protected Pairing feature (patent pending) ensuring a very high degree of security. Rather than transferring pairing data 'over the air', the charging interfaces on the base station are used for data communication. This means that a Sennheiser DECT headset needs to be physically docked into a Sennheiser base station for registration and security bindings to be established. This makes it virtually impossible for a third party to 'sniff' or intercept the pairing data from a remote location.

Reimagine
the way you work