

Certified for

 Skype for Business

# When Business Demands The **Best** Performance

DW Pro 1 ML

 **SENNHEISER**  
The Pursuit of Perfect Sound



## DW PRO 1 ML

DW Pro 1 ML is a single-sided premium wireless DECT headset for quality-conscious business professionals demanding exceptional performance and supreme comfort. Certified for Skype for Business and designed for all-day use, the DW Pro 1 ML connects directly to desk phone and Skype for Business via PC to deliver excellent sound quality around the office. The iconic design of the DW Pro 1 ML puts it in a class of its own.

### Sound leadership

Featuring Sennheiser Voice Clarity and an ultra noise-canceling microphone, the DW Pro 1 ML gives users a natural listening experience while maximizing speech intelligibility for both speaker and listener. Advanced wideband audio and DSP (Digital Signal Processing) ensure clear, detailed sound for a better conversational experience in even very noisy working environments.

### Quality design

With its award-winning iconic design the DW Pro 1 ML stands out for style and performance. From its distinctive base station, with simple setup and intuitive user interface to its fully adjustable headset with soft ear pad, the DW Pro 1 ML is designed to both look good and provide exceptional all-day wearing comfort.

### User focus

DW Pro 1 ML is designed to maximize productivity and flexibility in busy offices with its long distance wireless range up to 180 m (590 ft) with line of sight and 55 m (180 ft) in a typical office environment. A DECT protected frequency band eliminates interference with WIFI networks and efficient encryption ensures secure conversations. One touch switching between desk phone and Skype for Business, easy call management, convenient phone conferencing and hot desking offer maximum flexibility.

With 8 hours wideband and 12 hours narrowband for a full workday of talk time, the DW Pro 1 ML features intelligent fast charging, which delivers 50% in just 20 minutes. ActiveGard® provides protection from acoustic shock and a volume limiter guarantees a safe sound level at all times.

### Features and Benefits:

- Sennheiser Voice Clarity – wideband sound for natural listening experiences
- Dual connectivity – one touch on the base station switches between desk phone and Skype for Business via PC
- Ultra noise-canceling microphone for perfect speech clarity
- Certified for Skype for Business – for maximum productivity

- Digital Signal Processing for echo canceling and audio equalization
- Iconic design – form and function combine for premium looks and performance
- High comfort – wearing style with extra soft leatherette ear pad
- Lightweight headset design for all-day comfort
- Simple product setup with DIP Switches
- Intuitive user interface with answer/end\*, microphone mute and volume +/-
- Full workday of talk time – 8 hours wideband and 12 hours narrowband
- Intelligent fast charging delivers 50% in just 20 minutes
- DECT protected frequency band without interference with WIFI networks
- Efficient encryption for secure conversations
- Long distance wireless range up to 180 m (590 ft) with line of sight – 55 m (180 ft) in typical office environment
- Hot desking with fast, secure pairing – simply dock in the base station
- Phone conferences – intuitive and easy setup of up to 4 headsets with same base station
- ActiveGard® technology – hearing protection against acoustic shock
- Two years warranty for peace of mind

\* Answer/end call requires EHS cable for desk phone

# Product Information

| Product name   | DW Pro 1 ML – EU  | DW Pro 1 ML – UK | DW Pro 1 ML – US | DW Pro 1 ML – AUS |
|--|---|------------------|------------------|-------------------|
| Order name   | DW 20 ML – EU   | DW 20 ML – UK    | DW 20 ML – US    | DW 20 ML – AUS    |
| EAN No.  | 40 44155 05192 6  | 40 44155 05194 0 | 40 44155 05193 3 | 40 44155 05195 7  |
| UPC No.  | 6 15104 18195 3   | 6 15104 18197 7  | 6 15104 18196 0  | 6 15104 18198 4   |
| Art. No.   | 504458  | 504460           | 504459           | 504461            |
| Product description  | Wireless DECT headset (single-sided) with base station for desk phone and Skype for Business via PC   |                  |                  |                   |
| <b>Technical Data</b>  |   |                  |                  |                   |
| DECT for EU, UK, AUS   | DECT (1.880 to 1.900 MHz)   |                  |                  |                   |
| DECT for US  | DECT 6.0 (1.920 to 1.930 MHz)   |                  |                  |                   |
| GAP compatible   | Yes (Headset)   |                  |                  |                   |
| Headset  | Connects to base station  |                  |                  |                   |
| Base Station   | Connects to desk phone and Skype for Business via PC  |                  |                  |                   |
| Headset Auto Link to Base  | Yes, can be activated on the base station   |                  |                  |                   |
| Firmware requirement   | For newest version please use the Sennheiser Updater. Please check <a href="http://sennheiser.com/cco/software">sennheiser.com/cco/software</a> |                  |                  |                   |
| EHS (Electronic Hook Switch)   | Yes (accessory – order EHS adapter separately)  |                  |                  |                   |
| Mechanical Hook Lifter   | HSL 10 (accessory – order separately)   |                  |                  |                   |
| Call control   | Yes. Plug and play certified for Skype for Business   |                  |                  |                   |
| Skype for Business certified   | Yes   |                  |                  |                   |
| <b>Microphone</b>  |   |                  |                  |                   |
| Frequency response Wideband Mode   | 150 Hz – 6.8 KHz  |                  |                  |                   |
| Frequency response Narrowband Mode   | 300 Hz – 3.5 KHz  |                  |                  |                   |
| Mute Microphone  | Yes   |                  |                  |                   |
| <b>Speaker</b>   |   |                  |                  |                   |
| Speaker type   | Neodymium Magnet Speaker  |                  |                  |                   |
| Frequency response Wideband Mode   | 150 Hz – 6.8 KHz  |                  |                  |                   |
| Frequency response Narrowband Mode   | 300 Hz – 3.5 KHz  |                  |                  |                   |
| <b>General Data</b>  |   |                  |                  |                   |
| Operational temperature range  | +5 °C to + 45 °C (+41 °F to +113 °F)  |                  |                  |                   |
| Storage temperature range  | -20 °C to + 70 °C (-4 °F to +158 °F)  |                  |                  |                   |
| Weight   | 65 g / 2.28 oz  |                  |                  |                   |
| Ear pad size   | ø 50 mm / 1.96 in   |                  |                  |                   |
| Battery (Lithium Polymer)  | Exchangeable for service (see User manual)  |                  |                  |                   |
| Personalization  | Yes with nameplate on headset   |                  |                  |                   |
| Range – line of sight  | 180 m / 590 ft  |                  |                  |                   |
| Range – in typical office building   | 55 m / 180 ft   |                  |                  |                   |
| Automatic power adjustment   | Yes (distance between headset and base)   |                  |                  |                   |
| Talk time in Wideband Mode   | Up to 8 hours   |                  |                  |                   |
| Talk time in Narrowband Mode   | Up to 12 hours  |                  |                  |                   |
| Stand by time  | Up to 100 Hours   |                  |                  |                   |
| Auto – headset OFF when out of range   | Yes ⇒ after 30 minutes  |                  |                  |                   |
| Charge time 0 – 50%  | 20 minutes  |                  |                  |                   |
| Charge time 0 – 100%   | 1 hour  |                  |                  |                   |
| <b>Packaging</b>   |   |                  |                  |                   |
| Package dimensions (H x W x D)   | 16.5 x 16 x 16 cm / 6.50 x 6.30 x 6.30 in   |                  |                  |                   |
| Package weight   | 950 g / 33.25 oz  |                  |                  |                   |
| Units in distributor master carton   | 8   |                  |                  |                   |
| Master carton dimensions (H x W x D)   | 36 x 38 x 38 cm / 14.18 in x 14.97 in x 14.97 in  |                  |                  |                   |
| Master carton weight   | 8.93 kg / 19.69 lb  |                  |                  |                   |
| <b>Safety</b>  |   |                  |                  |                   |
| Automatic Acoustic Shock Protection  | YES ⇒ ActiveGard®   |                  |                  |                   |
| EU/AUS Limiter depending on regional variant   | YES ⇒ Activation by dip switch  |                  |                  |                   |
| <b>Delivery content</b>  |   |                  |                  |                   |
| <ul style="list-style-type: none"> <li>■ Headset</li> <li>■ Base Station</li> <li>■ USB cable</li> <li>■ Power supply</li> <li>■ Audio phone cable</li> <li>■ Printed Quick Guide</li> <li>■ CD with Setup Guide, User Guide, Quick Guide and name plate template</li> <li>■ Printed Safety Guide</li> </ul> |   |                  |                  |                   |

# Product Information

## Accessories

|  | <b>Order name</b>      | <b>Art. No</b> | <b>EAN No.</b>  | <b>UPC No.</b>  |
|--|------------------------|----------------|-----------------|-----------------|
| <b>EHS Alcatel-Lucent adapter</b>      | CEHS-AL 01             | 504102         | 40 44155 047400 | 6 15104 17422 1 |
| <b>EHS Avaya adapter</b>               | CEHS-AV 03             | 504536         | 40 44155 081671 | 6 15104 23371 3 |
| <b>EHS Avaya adapter</b>               | CEHS-AV 04             | 504589         | 40 44155 087987 | 6 15104 24686 7 |
| <b>EHS Avaya adapter</b>               | CEHS-AV 05             | 506037         | 40 44155 090291 | 6 15104 25053 6 |
| <b>EHS Cisco adapter</b>               | CEHS-CI 01             | 504103         | 40 44155 047417 | 6 15104 17423 8 |
| <b>EHS Cisco adapter</b>               | CEHS-CI 02             | 504533         | 40 44155 080230 | 6 15104 23183 2 |
| <b>EHS Cisco adapter</b>               | CEHS-CI 03             | 506038         | 40 44155 090307 | 6 15104 25054 3 |
| <b>EHS DHSG adapter</b>                | CEHS-DHSG              | 504105         | 40 44155 047431 | 6 15104 17425 2 |
| <b>EHS Polycom adapter</b>             | CEHS-PO 01             | 504104         | 40 44155 047424 | 6 15104 17424 5 |
| <b>EHS Shore Tel adapter</b>           | CEHS-SH 01             | 504590         | 40 44155 088038 | 6 15104 24692 8 |
| <b>EHS Snom adapter</b>                | CEHS-SN 01             | 504101         | 40 44155 047394 | 6 15104 17408 5 |
| <b>EHS Snom adapter</b>                | CEHS-SN 02             | 504188         | 40 44155 074574 | 6 15104 22297 7 |
| <b>Headset Charger</b>                 | CH 10                  | 504366         | 40 44155 050998 | 6 15104 18053 6 |
| <b>Handset Lifter</b>                  | HSL 10                 | 500712         | 40 44156 012384 | 6 15104 11795 2 |
| <b>Fixation kit for Handset Lifter</b> | Fixation kit - HSL10   | 504032         | 40 44155 046984 | 6 15104 17342 2 |
| <b>Interface box for AEI EHS</b>       | TCI 01                 | 500275         | 40 44156 001913 | 6 15104 10232 3 |
| <b>Mobile phone adaptor</b>            | CEHS-MB 01             | 506033         | 40 44155 089165 | 61 5104 24889 2 |
| <b>Multi USB Power Source</b>          | MCH 7                  | 504348         | 40 44155 050820 | 6 15104 18030 7 |
| <b>Spare Headset Charger - USB</b>     | CH 10 USB              | 504365         | 40 44155 051001 | 6 15104 18055 0 |
| <b>Audio cable - RJ45-RJ11</b>         | RJ45-RJ11-audio cable  | 506094         | 40 44155 096187 | 61 5104 26002 3 |
| <b>Audio cable - RJ45-2.5mm</b>        | RJ45-2.5mm-audio cable | 506467         | 40 44155 098839 | 61 5104 26371 0 |

## Single components

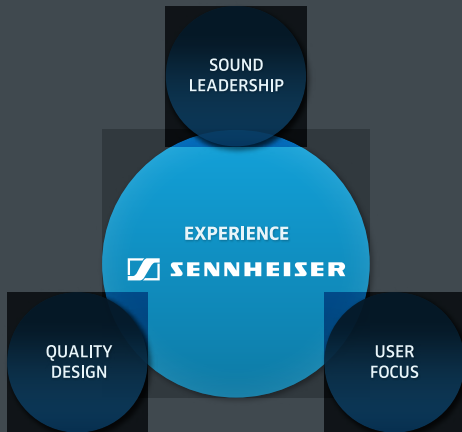
|   | <b>Order name</b> | <b>Art. No</b> | <b>EAN No.</b>  | <b>UPC No.</b>  |
|---|-------------------|----------------|-----------------|-----------------|
| <b>Single headset of DW 20</b>            | DW 20 HS          | 504325         | 40 44155 050592 | 6 15104 17997 4 |
| <b>DW Base set for DW ML series (EU)</b>  | DW BS ML - EU     | 504478         | 40 44155 052121 | 6 15104 18217 2 |
| <b>DW Base set for DW ML series (UK)</b>  | DW BS ML - UK     | 504480         | 40 44155 052145 | 6 15104 18219 6 |
| <b>DW Base set for DW ML series (US)</b>  | DW BS ML - US     | 504479         | 40 44155 052138 | 6 15104 18218 9 |
| <b>DW Base set for DW ML series (AUS)</b> | DW BS ML - AUS    | 504481         | 40 44155 052152 | 6 15104 18220 2 |

NOTE: Headset and base station can be purchased separately. This allows a 2nd headset to be added to any DW Series base station or used as a spare.  
Base including power supply, audio cable and USB cable.

## Spare parts

|                               | <b>Order name</b>        | <b>Art. No</b> | <b>EAN No.</b>  | <b>UPC No.</b>  |
|-------------------------------|--------------------------|----------------|-----------------|-----------------|
| <b>Audio cable RJ45 – RJ9</b> | RJ45 - RJ9 - DW          | 504364         | 40 44155 050981 | 6 15104 18052 9 |
| <b>Battery Lid</b>            | Battery Lid, DW Pro 1    | 504375         | 40 44155 051094 | 6 15104 18068 0 |
| <b>Ear pad</b>                | HZP 29 DW 20+30          | 504350         | 40 44155 050844 | 6 15104 18032 1 |
| <b>Mic foam</b>               | Spare Mic foam, DW 20/30 | 504362         | 40 44155 050967 | 6 15104 18049 9 |
| <b>Name plate set</b>         | Name plate set, DW 20+30 | 504351         | 40 44155 050851 | 6 15104 18033 8 |
| <b>Power supply US</b>        | UNI PS US 01             | 92893          | 40 12418 928933 | 6 15104 92893 0 |
| <b>Power supply AUS</b>       | UNI PS AUS 01            | 520334         | 40 44156 023083 | 6 15104 13459 1 |
| <b>Power supply UK</b>        | UNI PS UK 01             | 92892          | 40 12418 928926 | 6 15104 92892 3 |
| <b>Power supply EU</b>        | UNI PS EU 01             | 94707          | 40 12418 947071 | 6 15104 94707 8 |
| <b>Spare battery</b>          | DW BATT 03               | 504374         | 40 44155 051087 | 6 15104 18067 3 |
| <b>USB cable</b>              | USB cable - DW           | 504363         | 40 44155 050974 | 6 15104 18051 2 |





## Experience Sennheiser

Perfection is always relative: Users have different expectations from their headsets and speakerphones depending on their needs. For professional users, that need is to communicate as effectively as possible.

With Sennheiser's range of headsets and speakerphones, the combination of exceptional HD sound, quality design and build – and a focus on real life usability – give the best performance possible in busy offices, call centers and Unified Communications environments.

Please visit us at: [www.sennheiser.com/cco](http://www.sennheiser.com/cco)



Sennheiser is one of the world's leading manufacturers of headphones, microphones, wireless transmission systems and high-quality headsets for both business and entertainment.

Drawing on the electro acoustics expertise of Sennheiser and the leading hearing healthcare specialist William Demant, Sennheiser Communications' wireless and wired headsets and speakerphones for contact centers, offices and Unified Communications professionals are the result of Sennheiser's and William Demant's joint leadership in sound quality, design, wearing comfort and hearing protection.

For further information, please visit:  
[www.sennheiser.com/cco](http://www.sennheiser.com/cco)

**Sennheiser Communications A/S**

Industriparken 27 · DK-2750 Ballerup · Denmark