



# **EncorePro 500 USB Series**

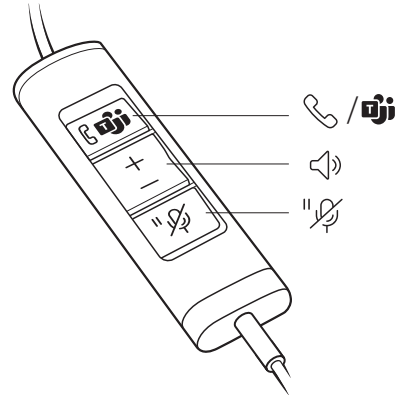
Corded USB headset with inline call control

User Guide

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# Overview



## Standard LEDs and functions

Icons	Inline control	LEDs	Function
📞	<b>Call button</b>	Flashing green	Incoming call
		Solid green	On a call
🔊	<b>Volume up / down buttons</b>		Increases / decreases the listening volume
📞	<b>Mute / Hold button</b>	Solid red	Headset muted
		Flashing red	Call on hold

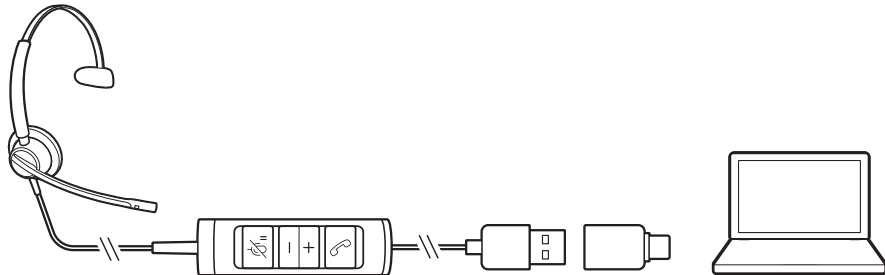
## Microsoft Teams LEDs and functions\* (Teams model only)

Icons	Inline control	LEDs	Function
📞 / 🗣️	<b>Call button / Microsoft Teams button</b>	Solid purple	Headset connected; Microsoft Teams connected
		Flashing blue	Incoming call
		Solid blue	On a call
		Pulsing purple	Microsoft Teams notification
🔊	<b>Volume up / down buttons</b>		Increases / decreases the listening volume
📞	<b>Mute / Hold button</b>	Solid red	Headset muted
		Flashing red	Call on hold

**NOTE** \* Requires Microsoft Teams variant and application

# Setup

Power on your headset by connecting it to your computer.



## Load software

Customize your device behavior through advanced settings and options with Poly Lens Desktop App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: [poly.com/lens](https://poly.com/lens).

**NOTE** Device settings are also available in Plantronics Hub Desktop App.

## Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.

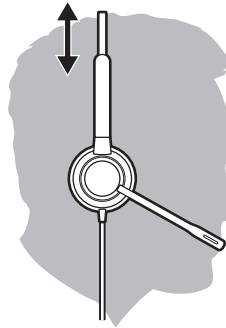
Update your device using your computer with Poly Lens Desktop App. Download at [poly.com/lens](https://poly.com/lens).

While updating:

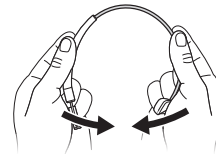
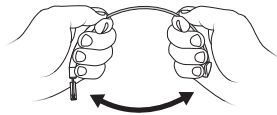
- Do not use your Poly device until the update is complete.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.

# Fit

- Adjust the headband**
- 1 Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



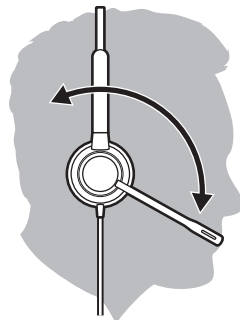
- 2 If the headband is too tight or loose, gently bend the headband for a comfortable fit.



**Position the boom**

The headset can be worn with the boom on your left or right side. For true stereo listening, wear the boom on your left side.

Rotate the boom to align with your mouth.



**Adjust the boom**

For optimum audio, bend the boom so it is approximately two finger widths from the corner of your mouth.

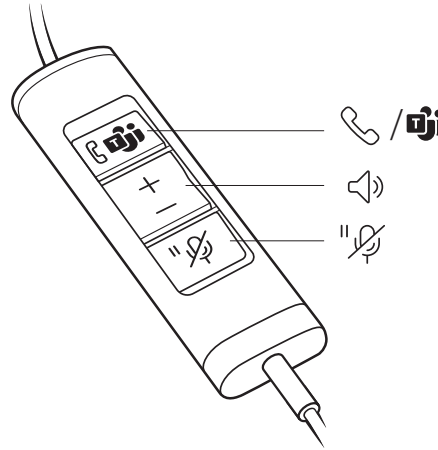
**Assemble your headset  
(Encore Pro 545 only)**

Choose a headset wearing style and assemble your headset for over-ear, over-head or behind-head.

Attach the desired wearing style to the top of your headset. The wearing style snaps into place.




# Daily use



## Make/take/end calls

Headset call control is a software feature and dependent on a compatible softphone. If you have not installed Poly Lens Desktop App ([poly.com/software](https://poly.com/software)) or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application.

### Answer or end a call

Tap the Call  button or use your softphone.

### Make a call

Dial using your softphone application.

### Hold

Press and hold the Hold button for 2 seconds to put a call on hold. The Hold LED flashes red.

## Volume


### Listening volume

Press the Volume up (+) or Volume down (-) button.

### Adjust headset microphone volume (softphone)

Place a test softphone call and adjust softphone volume and PC sound volume accordingly.


## Mute


During an active call, tap the Mute  button to mute or unmute your headset.

### Mute reminder

If mute reminder is on, an alert repeats when you speak to remind you that mute is activated. Customize your settings in Poly Lens Desktop App.

## Launch Microsoft Teams (Teams model only)

Your device has a Teams  button to quickly view and use the Microsoft Teams desktop app. The Teams button pulses when you have a meeting or notification.

- When not on a call, tap the Teams  button to view Microsoft Teams app on your computer.
- When the Teams button LED pulses purple, tap to view your Teams notifications or meeting.

**NOTE** Teams model and open Teams desktop application required. Teams mobile application is not supported.



# Troubleshooting

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The headset audio is not working as expected when connected to my computer.

- Make sure the softphone you are using is supported by viewing [poly.com/SoftphoneCompatibility](https://poly.com/SoftphoneCompatibility).
- Ensure that only one softphone application is opened at a time.
- Be sure you have the Poly Lens Desktop App installed.
- For best performance, ensure your headset firmware is up-to-date. See [Update firmware](#).
- Ensure that the headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).

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I cannot hear the caller.

- Your headset is not set as the default audio device. Ensure that the EncorePro headset (EP515/EP525/EP545) is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).
- Listening volume is too low. Press the volume up button on the headset.

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Callers cannot hear me.

- Headset is muted. Press the mute button to unmute the microphone.
- Headset microphone boom is aligned incorrectly. Align headset boom with your mouth.
- Your headset is not set as the default audio device. Ensure that the EncorePro headset (EP515/EP525/EP545) is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).

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Sound in headset is distorted. I can hear echo in headset.

- Reduce speaking and/or listening volume on the computer using your softphone application.
- Headset microphone boom is aligned incorrectly. Align headset boom with your mouth.
- If the distortion is still present, lower the volume on the headset.

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My headset stops responding to button presses.

- When a PC goes into standby or hibernation, the headset is no longer powered on. Be sure your PC is in an active state.

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The headset feels too tight over my ears.

- Gently flex the headband wider.


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**(Teams model only)**  
Microsoft Teams does not launch on desktop when I press the Teams button.

Microsoft Teams is not set as your target softphone. Change the target softphone in Poly Lens Desktop App.

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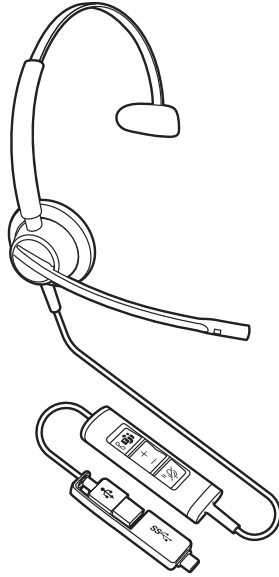
**(Teams model only)**  
Does my Microsoft Teams-enabled headset work with other softphones?

- Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Set your target phone with the Poly Lens Desktop App.
- When you configure another softphone, the Call  button:
- doesn't interact with Teams

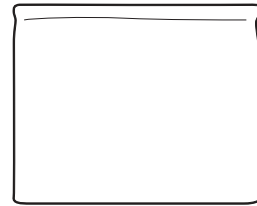
- doesn't go to Teams notifications
  - will not launch Cortana
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# What's in the box

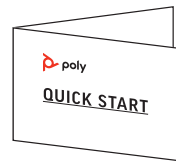
Contents may vary by product.



USB headset with inline call control  
and combined USB-A and USB-C  
cable



Pouch



Quick start guide

# Support

## NEED MORE HELP?

[poly.com/support](https://poly.com/support)

### **Plantronics, Inc.**

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United States

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Model ID: EP515, EP515-M, EP525, EP525-M, EP545

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