



CORDED CONTACT CENTER HEADSETS

BENEFITS

- Flexible noise-canceling microphone boom with visual and tactile indicators to ensure accurate positioning. Enables better sound quality and clearer conversations with voice-optimized frequency response
- Fine-tune the acoustic perspective of every call for a more natural-sounding conversation with adjustable sidetone (USB only)
- Supports SoundGuard Digital advanced acoustic protection—(Anti-startle, G616 and TWA) (USB only)
- Rely on the expertise of a manufacturer that's made enterprise-grade contact center headsets for over 50 years

ENCOREPRO 500 SERIES

Improve call quality with our most popular contact center headset, the Poly EncorePro 500 Series. End caller frustration and elevate the customer experience. Unique adjustable noise-canceling microphone ensures accurate positioning for clear audio. Voice optimized frequency response sharpens sound. Plus, it's custom-made for heavy usage—less downtime equals more productivity. Count on top grade aluminum joints with 15 years of expertise, built in. The agent experience matters, too. Super lightweight, great fitting design is all about comfort. Soft ear cushions swap out quickly and easily, extending usage and value. It's everything you need to keep callers, and agents, happy.

- Hi-fi stereo for media playback (USB only)
- Adjustable sidetone (USB only)
- Aircraft grade aluminum joints for enhanced durability
- Quick Disconnect (QD) tested to over 30,000 cycles
- Inline call control for easy volume adjustment and muting (USB only)

ENCOREPRO 500 SERIES



ENCOREPRO 510
Over-the-head,
monaural

ENCOREPRO 520
Over-the-head,
binaural

ENCOREPRO 530
Over-the-ear

ENCOREPRO 540
Over-the-head,
over-the-ear, or
behind-the-neck

ENCOREPRO 500 SERIES

CONNECTS TO

PC or desk phone with Poly audio processors or cables

IDEAL FOR

Telephone-intensive users, including formal customer care centers, and customer service organizations

AUDIO PERFORMANCE

Wideband audio (up to 6,800 Hz), noise canceling microphone

HEARING PROTECTION

SoundGuard technology, acoustic limiting for protection against sounds above 118 dBA

ENCOREPRO 500 USB SERIES

CONNECTS TO

PC

IDEAL FOR

Telephone intensive users, including formal customer care centers and customer service organisations where employees have their own desks

AUDIO PERFORMANCE

Wideband audio (up to 6,800 Hz), noise canceling microphone

HEARING PROTECTION

SoundGuard digital: G616 support limits the level to 102 dB SPL; Time weighted Average (TWA) prevents average daily sound exposure from exceeding 85 dBA or 80 dBA. Built in support helps IT meet the appropriate Noise at Work regulations

SOFTPHONE COMPATIBILITY

Certified for Skype for Business and Optimized for Microsoft® Lync®. Built for UC applications and softphones from Avaya, Cisco and others**

ENCOREPRO 500 DIGITAL SERIES

CONNECTS TO

PC via DA90 Audio processor

IDEAL FOR

Telephone intensive users, including formal customer care centers and customer service organizations who want to track headset inventory

AUDIO PERFORMANCE

Wideband audio (up to 6,800 Hz), noise canceling microphone

HEARING PROTECTION

SoundGuard technology, acoustic limiting for protection against sounds above 118 dBA

LIMITED WARRANTY

Two years (applies to all models)

**Requires Plantronics Hub

LEARN MORE

For more information about EncorePro 500 Series, please visit poly.com/encorepro-500