



## **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](http://poly.com/encorepro-500)