

ENCOREPRO 500 SERIES FAQ

What are the products in the EncorePro 500 Series?

The EncorePro 500 Series are headsets that offer comfort and high-quality audio for intensive phone usage in call centers or customer service. A choice of wearing styles and connectivity options gives you complete flexibility.

What models are available?

Single ear (monaural), double ear (binaural), over the ear, and convertible wearing styles are available. Connection can either be the Poly QD offering unlimited compatibility, or USB-A and USB-C on the same cable for flexibility on PC connections.

What is the difference between each of the models?



| FEATURE | HW510/520 | HW530 | HW540 | EP515/525 | EP515/525-M | EP545 |
|---|--|--|--|--|---|--|
| WEARING STYLE | Monaural (510) or binaural (520) | Over the ear | Convertible | Monaural (515) or binaural (525) | Monaural (515) or binaural (525) | Convertible |
| CONNECTION | Poly QD | Poly QD | Poly QD | USB-A and USB-C on same cable | USB-A and USB-C on same cable | USB-A and USB-C on same cable |
| COMPATIBILITY | Any desk phone, softphone, or mobile with 3.5mm port | Any desk phone, softphone, or mobile with 3.5mm port | Any desk phone, softphone, or mobile with 3.5mm port | Any softphone, or desk phone with USB port | Native Teams experience with Microsoft Teams. Also works with any softphone | Any softphone, or desk phone with USB port |
| INLINE CONTROLS | — | — | — | ✓ | ✓ | ✓ |
| TEAMS CERTIFICATION | —* | —* | —* | No | ✓ | No |
| ASSET TRACKING AND FIRMWARE UPDATES (MANAGERPRO) | — | — | — | ✓ | ✓ | ✓ |
| HEARING PROTECTION | SoundGuard | SoundGuard | SoundGuard | SoundGuard Digital | SoundGuard Digital | SoundGuard Digital |
| DYNAMIC AUDIO ADJUSTMENT | — | — | — | ✓ | ✓ | ✓ |

Which model should I recommend? The QD (Quick Disconnect) models are ideal for 24/7 call centers or other hot desking environments, as an adapter can stay on the desk and connect an employee's personal issue headset for each shift. QD models are also recommended for implementing side by side training (using a Y cable adapter). For companies with a mix of deskphones, PC based softphones, and mobiles, the QD models provide unlimited compatibility by using Poly adapters (such as MDA524 QD, DA85, or 3.5mm to QD).

The USB models are ideal for employees using PC based softphones who have dedicated desks. They can remain connected to a PC permanently, or be connected as needed when implementing hybrid working.

Do these products replace the old ones? The HW5xx QD models are un-changed, the new EP5x5 models replace the HW515-USB/525-USB/535-USB/545-USB and these will no longer be available.

Why is there a Microsoft Teams certified version? Many organizations are recognizing the importance of combining their call center and unified communications systems. With one interface for communication, employee learning time is reduced. Additionally, more simple queries into the call center are handled automatically now, so ones that reach an employee are more complex and increasingly require collaboration with the back office to resolve. Teams enables front line employees to easily identify and reach specialists in the back office and bring their expertise into the call.

The Teams button can 'pop' Teams to the front of the screen when you need to find an expert, and the indicator on the DA85-M lets you know when you have missed Teams calls, calendar notifications, and voicemails.

Do the EncorePro 500 Series have acoustic protection? Yes, they feature SoundGuard (QD models) for acoustic limiting, or SoundGuard Digital (USB models) which offers advanced acoustic limiting, including daily noise exposure, G616, and anti-startle functionality. More details can be found on www.poly.com/soundguard including a customer white paper.

Why are USB-A and USB-C included on the cable? Call centers are implementing hybrid working, with employees working on legacy equipment in the office, and new equipment at home. IT may also face challenges of mixed estates with older and newer laptops. There is no guarantee on which type of USB port will be used or even available on a device. The DA75, DA85 and DA85-M have built-in USB-A and USB-C connectors. This gives IT and end users complete flexibility on which USB port they use on their device, and ensures the adapter cannot be lost.

Can I use a Blackwire headset instead? The Blackwire Family range of USB headsets are ideal for office collaboration or communication and are not recommended for intensive phone usage. The enhanced design and materials used within EncorePro are the recommended corded solution for call centers, customer service, and intensive phone usage.

*Can be used with DA85-M to deliver native Teams experience

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