

Poly 203478-01

# Poly Plantronics HW525 Stereo USB Headset User Manual

Model: HW525 Stereo USB Headset (203478-01)

[Overview](#)

[Setup](#)

[Operation](#)

[Maintenance](#)

[Troubleshooting](#)

[Specifications](#)

[Warranty & Support](#)

## 1. PRODUCT OVERVIEW

The Poly Plantronics HW525 Stereo USB Headset is designed for professional use, offering clear audio and comfortable wear for extended periods. This wired headset connects via USB, making it compatible with various computer systems. It features a durable design and includes an in-line control unit (DA80) for easy call management.



Image 1: The Poly Plantronics HW525 Stereo USB Headset, showing the over-ear design, microphone boom, and the integrated DA80 USB adapter with control buttons.

## 2. SETUP GUIDE

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Follow these steps to set up your Poly Plantronics HW525 Stereo USB Headset:

1. **Unpack the Headset:** Carefully remove the headset and the DA80 USB adapter from its packaging.
2. **Connect the Headset to DA80:** Ensure the headset's quick-disconnect (QD) cable is securely connected to the

DA80 USB adapter.

3. **Connect to Computer:** Plug the USB connector of the DA80 adapter into an available USB port on your computer.
4. **Driver Installation (Automatic):** Your computer's operating system (Windows, macOS) should automatically detect and install the necessary drivers. This process may take a few moments.
5. **Select as Default Device:**
  - **Windows:** Go to **Sound Settings** (right-click speaker icon in taskbar) and select the Plantronics headset as your default playback and recording device.
  - **macOS:** Go to **System Preferences > Sound** and select the Plantronics headset for both input and output.
6. **Adjust Fit:** Place the headset on your head and adjust the headband for a comfortable fit. Position the microphone boom approximately two finger-widths from the corner of your mouth.



Image 2: Close-up of the DA80 USB adapter, highlighting the call control buttons for volume, mute, and call answer/end.

### 3. OPERATING INSTRUCTIONS

The HW525 headset, combined with the DA80 adapter, provides intuitive controls for managing your calls and audio:

- **Call Answer/End Button:** Press the **Call** button (typically a phone icon) on the DA80 to answer or end a call in supported softphone applications.

- **Volume Up/Down:** Use the + and - buttons on the DA80 to adjust the listening volume of the headset.
- **Mute/Unmute Microphone:** Press the **Mute** button (microphone icon) on the DA80 to mute or unmute your microphone during a call. A red indicator light on the DA80 typically signifies that the microphone is muted.
- **Audio Playback:** When not on a call, the headset can be used for general audio playback from your computer, such as music or video.
- **Microphone Positioning:** For optimal voice clarity, ensure the microphone is positioned about two finger-widths from your mouth. The microphone boom is flexible and can be adjusted.

## 4. MAINTENANCE AND CARE

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Proper care will extend the life and performance of your headset:

- **Cleaning:**
  - Wipe the headset and DA80 adapter with a soft, dry, lint-free cloth.
  - For stubborn dirt, lightly dampen the cloth with water. Avoid using harsh chemicals or abrasive cleaners.
  - Do not immerse the headset or DA80 in water or any other liquid.
- **Storage:** Store the headset in a cool, dry place when not in use. Avoid extreme temperatures.
- **Cable Care:** Avoid sharp bends or kinks in the cable. Do not pull on the cable to disconnect the headset from the computer or the DA80.
- **Ear Cushions:** Periodically check ear cushions for wear and tear. Replacement ear cushions may be available from Poly or authorized resellers.

## 5. TROUBLESHOOTING

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If you encounter issues with your headset, try these common troubleshooting steps:

- **No Sound from Headset:**
  - Ensure the headset is securely plugged into the DA80 and the DA80 into a working USB port.
  - Check your computer's sound settings to confirm the Plantronics headset is selected as the default playback device.
  - Increase the volume using the DA80's volume buttons and your computer's master volume.
  - Test with a different USB port on your computer.
- **Microphone Not Working:**
  - Ensure the microphone is not muted (check the mute button on the DA80 and its indicator light).
  - Verify that the Plantronics headset is selected as the default recording device in your computer's sound settings.
  - Adjust the microphone boom's position closer to your mouth.
  - Test with a different USB port.
- **Echo or Static:**
  - Lower the headset volume.
  - Ensure there are no other audio devices causing interference.
  - Update your computer's audio drivers.
- **Headset Not Recognized by Computer:**
  - Try restarting your computer.

- Plug the DA80 into a different USB port.
- Check for any pending operating system updates.

If these steps do not resolve the issue, please refer to the support section for further assistance.

## 6. PRODUCT SPECIFICATIONS

Feature	Detail
Model Name	HW525 Stereo USB Headset (HW725 series)
Model Number	203478-01
Brand	Poly (formerly Plantronics)
Connectivity Technology	Wired
Headphones Jack	USB
Control Type	Call Control (via DA80 in-line adapter)
Frequency Range	200 Hz - 7 kHz
Item Weight	0.035 ounces (approx. 1 gram for headset only, 0.18 kg for package)
Product Dimensions	1.97 x 3.15 x 2.36 inches
Material	Plastic
Ear Placement	Over Ear
UPC	017229151505
Included Components	Headset, DA80 USB Adapter

## 7. WARRANTY AND SUPPORT

### Warranty Information

This product is covered by a manufacturer's limited warranty. Specific warranty terms, duration, and conditions may vary by region and point of purchase. Please refer to the warranty card included with your product or visit the official Poly website for detailed warranty information.

Optional protection plans may be available for purchase separately, offering extended coverage beyond the standard manufacturer's warranty.

### Customer Support





For technical assistance, product inquiries, or to access additional resources, please contact Poly customer support or visit their official website:

- **Poly Official Website:** [www.poly.com/us/en/support](http://www.poly.com/us/en/support)
- Refer to the contact information provided in your product packaging for regional support numbers.

When contacting support, please have your product model number (203478-01) and serial number (if applicable)

ready.

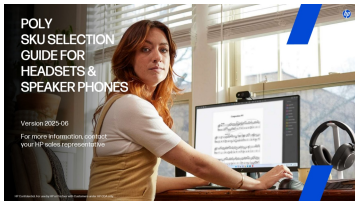
Related Documents

 <b>EncorePro 500 USB Series</b> Corded USB headset with inline call control User Guide	<a href="#">Poly EncorePro 500 USB Series User Guide: Setup, Features, and Troubleshooting</a> Comprehensive user guide for the Poly EncorePro 500 USB Series corded headsets. Learn about setup, daily use, LED indicators, troubleshooting common issues, and product specifications.
 <b>Voyager Focus UC</b> Bluetooth stereo headset User Guide	<a href="#">Poly Voyager Focus UC Bluetooth Stereo Headset User Guide</a> Comprehensive user guide for the Poly Voyager Focus UC Bluetooth stereo headset, covering setup, features, troubleshooting, and support. Learn how to connect, pair, manage calls, and utilize advanced features like Active Noise Canceling and DeepSleep Mode.
 <b>Voyager Focus UC</b> User Guide	<a href="#">Voyager Focus UC User Guide - Poly Bluetooth Headset</a> Comprehensive user guide for the Poly Voyager Focus UC Bluetooth headset, covering setup, features, operation, troubleshooting, and software installation for optimal audio and communication.
 <b>Voyager 8200 UC</b> Bluetooth stereo headset User Guide	<a href="#">Poly Voyager 8200 UC Bluetooth Stereo Headset User Guide</a> Comprehensive user guide for the Poly Voyager 8200 UC Bluetooth stereo headset, covering setup, features, troubleshooting, and support.

Documents - Poly – 203478-01



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## [Poly Headsets & Speakerphones SKU Selection Guide](#)

A comprehensive guide to selecting Poly headsets and speakerphones, detailing product series, features, and SKUs. Includes information on Blackwire, Voyager, Sync, Savi, and EncorePro product lines, along with guidance on Microsoft Teams certification and TCO certification.

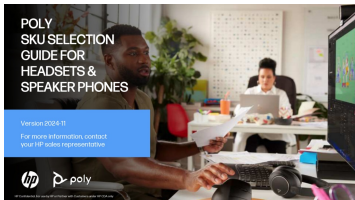
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## [\[pdf\] Confidentiality Request Letter](#)

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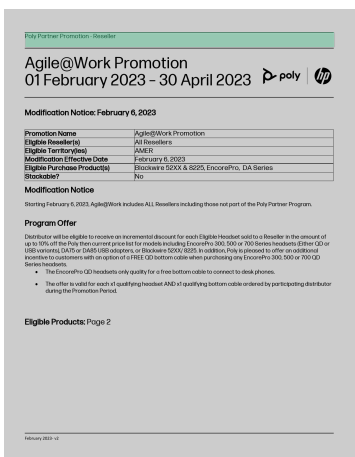
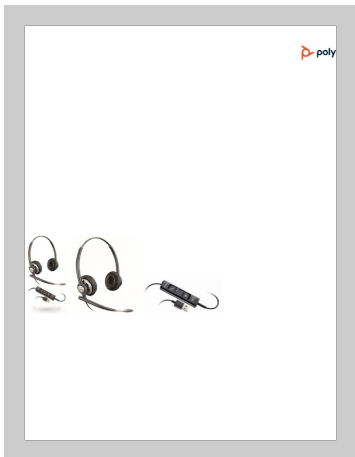


## [\[pdf\] Specifications](#)

picture as Poly EncorePro HW725 USB Headset Telephony GPS ARP nl 5158062 arp en htmlto productdetail |||

Poly EncorePro HW725 USB Headset 5158062 Specifications Product type Application Headset type Fit ... A Yes No TCO Certified 0.078 kg Product details Are you in search of a practical headset Then the **203478-01** headset from Plantronics is a great choice. You can use it for PCs/notebooks. This on-ear ...

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## [\[pdf\] Flyer Price List](#)

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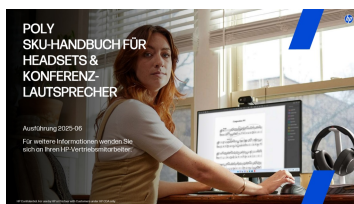




### [Plantronics GSA Schedule Pricelist: Electronic Equipment & Repair Services](#)

Official General Services Administration (GSA) Schedule Pricelist for Plantronics, Inc., detailing electronic equipment, software, and repair services under MAS contract 47QTC21D0040. Includes product catalog and terms.

lang:en **score:13** filesize: 537.5 K page\_count: 34 document date: 2021-01-15



### [Poly Headsets & Conference Speakerphones SKU Handbook](#)

A comprehensive guide to Poly's range of headsets and conference speakerphones, detailing models, series, features, and SKU information. Includes product overviews, compatibility, and transition guides.

lang:en **score:11** filesize: 1.04 M page\_count: 37 document date: 2025-07-01