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› [Plantronics](#) /

› Plantronics Poly EncorePro HW515 USB Corded Headset User Manual

## Plantronics 203442-01

# Plantronics Poly EncorePro HW515 USB Corded Headset User Manual

Model: 203442-01

## INTRODUCTION

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The Plantronics Poly EncorePro HW515 USB Corded Headset is designed for professional communication, offering clear audio and comfortable wear for extended periods. This manual provides essential information for setting up, operating, and maintaining your headset.

## KEY FEATURES

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- **Hi-Fi Stereo Audio:** Experience high-fidelity stereo sound for clear communication and multimedia listening.
- **Noise-Canceling Microphone:** Equipped with an advanced noise-canceling microphone to reduce background conversations and ensure your voice is heard clearly.
- **One-Touch Call Controls:** Easily answer and end calls with integrated one-touch controls.
- **Volume and Mute Controls:** Conveniently adjust volume and mute your microphone directly from the headset.
- **Lightweight and Comfortable Design:** Designed for all-day comfort with a lightweight, dual-ear (monaural) design and ultra-soft leatherette ear cushions with memory foam.
- **Universal USB-C Connectivity:** Connects effortlessly to mobile and PC devices via a modern USB-C interface.

## PRODUCT OVERVIEW

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*Image: The Plantronics Poly EncorePro HW515 USB Coded Headset, showcasing its over-the-head design, monaural earpiece, boom microphone, and inline call controls.*

The Plantronics Poly EncorePro HW515 USB Coded Headset features a durable over-the-head design with a single earpiece (monaural) for focused listening while remaining aware of your surroundings. The flexible boom microphone can be precisely positioned for optimal voice capture. Inline controls provide quick access to call management functions.

## **SETUP INSTRUCTIONS**

1. **Connect the Headset:** Plug the USB-C connector of the headset into an available USB-C port on your computer or compatible mobile device.
2. **Driver Installation (if necessary):** Your operating system should automatically detect and install the necessary drivers. If prompted, follow the on-screen instructions.
3. **Select as Audio Device:** Open your device's sound settings and select the Plantronics headset as your default playback and recording device.
4. **Adjust Microphone Position:** Position the flexible boom microphone approximately two finger-widths from the corner of your mouth for optimal voice clarity.

## OPERATING INSTRUCTIONS

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- **Answering/Ending Calls:** Press the call control button on the inline remote to answer or end a call.
- **Volume Adjustment:** Use the volume up (+) and volume down (-) buttons on the inline remote to adjust the listening volume.
- **Mute Microphone:** Press the mute button on the inline remote to mute or unmute your microphone. An indicator light on the remote may show the mute status.

## DEVICE COMPATIBILITY

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The Plantronics Poly EncorePro HW515 USB Corded Headset offers universal connectivity, allowing seamless integration with various devices and platforms.

- **PC and Mobile Devices:** Connects to both personal computers and mobile devices using the USB-C connection.
- **Softphone Compatibility:** Compatible with major softphone platforms, including Microsoft Teams, Zoom, Amazon Connect, Chime, Avaya, and Cisco.

## MAINTENANCE

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- **Cleaning:** Use a soft, dry cloth to clean the headset. Do not use liquid cleaners or aerosols.
- **Storage:** Store the headset in a cool, dry place when not in use. Avoid extreme temperatures.
- **Cable Care:** Avoid sharp bends or excessive pulling on the cable to prevent damage.

## TROUBLESHOOTING

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If you encounter issues with your headset, try the following steps:

1. **No Sound/Microphone Not Working:**
  - Ensure the headset is securely plugged into the USB-C port.
  - Check your device's sound settings to confirm the Plantronics headset is selected as the default input and output device.
  - Verify the mute button on the inline remote is not activated.
  - Restart your computer or device.
2. **Poor Audio Quality:**
  - Adjust the volume levels on both the headset and your device.

- Ensure the microphone boom is correctly positioned near your mouth.
- Check for any software updates for your operating system or communication applications.

### 3. Headset Not Recognized:

- Try plugging the headset into a different USB-C port.
- Test the headset on another computer or device to rule out a device-specific issue.

## SPECIFICATIONS

<b>Model Number</b>	203442-01
<b>Brand Name</b>	Plantronics
<b>Connectivity Technology</b>	Wired (USB-C)
<b>Earpiece Design</b>	Over-the-head, Monaural (Single Ear)
<b>Microphone</b>	Boom, Noise-Canceling
<b>Noise Control</b>	Active Noise Cancellation
<b>Frequency Range</b>	50 Hz - 6,800 Hz
<b>Control Type</b>	Media Control (Push Button)
<b>Product Dimensions</b>	1.97 x 3.15 x 2.36 inches
<b>Item Weight</b>	5.3 ounces
<b>Material</b>	Plastic, Fabric, Foam
<b>Color</b>	Black
<b>Compatible Devices</b>	PCs
<b>Specific Uses</b>	Office, Customer Service Center

## WARRANTY AND SUPPORT

The Plantronics Poly EncorePro HW515 USB Corded Headset comes with a **1-year manufacturer limited warranty**.

For technical support, warranty claims, or further assistance, please refer to the official Plantronics support website or contact their customer service directly. Keep your proof of purchase for warranty validation.