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HP 805H7A6

Poly EncorePro HW710 Single Ear Headset User Manual

Model: HW710 | Brand: HP

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Poly EncorePro HW710 Single Ear Headset. Please read this manual thoroughly before using the product to ensure proper functionality and longevity.

The Poly EncorePro HW710 is designed for professional communication, offering superior audio quality and comfort for contact center environments. It features a noise-canceling microphone and a durable, lightweight design.

PRODUCT OVERVIEW



Figure 1: Front view of the Poly EncorePro HW710 Single Ear Headset, showing the earpiece, headband, and microphone boom

arm extended forward.



Figure 2: Side view of the Poly EncorePro HW710 Single Ear Headset, illustrating the adjustable microphone boom arm in a slightly raised position.

The headset includes a single earpiece for mono audio, an adjustable headband, and a flexible microphone boom arm. It connects via a wired USB Type-A connection.

Key Features:

- **Connectivity:** Wired USB Type-A
- **Audio:** Mono sound mode, 80 Hz to 20 kHz frequency response
- **Microphone:** Noise-canceling, adjustable boom arm
- **Design:** Over-the-head, on-ear, supra-aural, lightweight nylon composite material
- **Cable Length:** 2.92 ft
- **Included Components:** Headset, Carry Case, HIS Kit

SETUP

1. **Unpacking:** Carefully remove the headset, carry case, and HIS Kit from the packaging. Inspect all components for any signs of damage.
2. **Connecting the Headset:**
 - Locate an available USB Type-A port on your computer (desktop or laptop) or compatible telephone system.
 - Insert the USB connector of the headset cable firmly into the USB port.
 - The operating system should automatically detect and install the necessary drivers. This may take a few moments.
3. **Adjusting the Fit:**
 - Place the earpiece comfortably over one ear.
 - Adjust the headband to ensure a secure yet comfortable fit on your head.
 - Position the microphone boom arm so that the microphone is approximately two finger-widths from the

corner of your mouth. The boom arm is flexible for precise positioning.

4. Initial Audio Test:

- Open your preferred communication software (e.g., softphone, video conferencing application).
- Go to the audio settings and select "Poly EncorePro HW710" as your audio input (microphone) and output (speaker) device.
- Perform a test call or use the software's audio test feature to verify sound input and output.

OPERATING INSTRUCTIONS

Basic Call Functions:

- **Answering/Ending Calls:** Use the controls within your communication software or the integrated call control unit (if applicable with HIS Kit) to answer or end calls.
- **Volume Control:** Adjust the listening volume using the volume controls on your computer or communication software.
- **Mute Microphone:** Use the mute function within your communication software to mute or unmute your microphone.

Microphone Positioning:

For optimal noise cancellation and voice clarity, ensure the microphone is positioned correctly. The flexible boom arm allows for precise adjustment. Keep the microphone approximately 2 cm (0.8 inches) from the corner of your mouth.

Quick Disconnect (QD) Technology:

The Poly EncorePro HW710 features Poly Quick Disconnect (QD) technology. This allows you to disconnect the headset from the USB adapter without removing the adapter from your computer, enabling you to walk away from your desk while on a call (if your system supports it) or to easily switch headsets.

MAINTENANCE AND CARE

- **Cleaning:** Use a soft, dry cloth to wipe down the headset. For stubborn dirt, a slightly damp cloth with mild soap can be used, but ensure no moisture enters the earpiece or microphone. Do not use harsh chemicals or abrasive cleaners.
- **Storage:** When not in use, store the headset in the provided carry case to protect it from dust and physical damage. Avoid extreme temperatures.
- **Cable Care:** Avoid sharp bends or kinks in the cable. Do not pull the cable to disconnect the headset; always grasp the plug.
- **Ear Cushions:** Periodically check ear cushions for wear and tear. Replacement ear cushions may be available from authorized Poly/HP resellers.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No audio from headset	Headset not properly connected; Incorrect audio device selected; Computer audio settings.	Ensure USB connector is fully inserted. Check your computer's sound settings and select "Poly EncorePro HW710" as the default playback device. Restart your communication application or computer.
Microphone not working	Microphone muted; Incorrect audio device selected; Microphone boom not positioned correctly.	Check if the microphone is muted in your communication software. Verify "Poly EncorePro HW710" is selected as the default recording device. Adjust the microphone boom arm closer to your mouth.
Poor audio quality (static, distortion)	Interference; Loose connection; Software issues.	Try connecting the headset to a different USB port. Ensure the cable is not damaged. Close and reopen your communication software. Update audio drivers if available.
Headset not recognized by computer	Driver issue; USB port malfunction.	Try a different USB port. Restart your computer. Check Device Manager for any issues with USB devices or audio drivers. You may need to manually update or reinstall drivers from the HP/Poly website.

SPECIFICATIONS

Model Name	805H7A6
Connectivity Technology	Wired (USB Type-A)
Sound Mode	Mono
Frequency Response	80 Hz - 20 kHz
Cable Length	2.92 ft
Ear Placement	On Ear / Over-the-head
Microphone Type	Noise-canceling
Material	Nylon Composite
Included Components	Headset, Carry Case, HIS Kit
Item Weight	1 pound
Manufacturer	Hewlett Packard (HP)

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official HP (Poly) website or contact their customer service. Keep your purchase receipt as proof of purchase.

Online Support: www.hp.com/support

Product Registration: Register your product online to receive updates and support notifications.