



EncorePro 500 USB Series Corded USB headset with inline call control User Guide

SUMMARY

This guide provides the end-user with task-based user information for the featured product.

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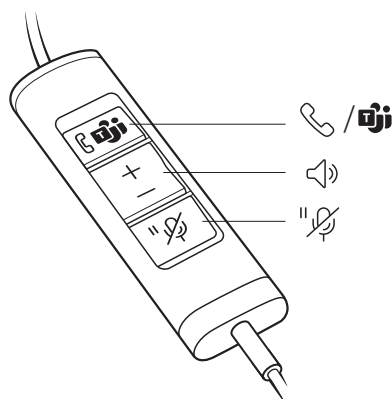
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Table of contents

Overview	1
Standard LEDs and functions	1
Microsoft Teams LEDs and functions* (Teams model only)	1
Setup	3
Load software	3
Update your Poly device	3
Fit	5
Adjust the headband	5
Position the boom	5
Adjust the Boom	6
Assemble your headset (Encore Pro 545 only)	6
Daily use	7
Make/take/end calls	7
Answer or end a call	7
Make a call	7
Hold	7
Volume	7
Listening volume	7
Adjust headset microphone volume (softphone)	7
Mute	8
Mute reminder	8
Launch Microsoft Teams (Teams model only)	8
Troubleshooting	9
What's in the box	11
Support	12

Overview



Standard LEDs and functions

Icons	Inline control	LEDs	Function
	Call button	Flashing green	Incoming call
		Solid green	On a call
	Volume up / down buttons		Increases / decreases the listening volume
	Mute / Hold button	Solid red	Headset muted
		Flashing red	Call on hold

Microsoft Teams LEDs and functions* (Teams model only)

Icons	Inline control	LEDs	Function
 	Call button / Microsoft Teams button	Solid purple	Headset connected; Microsoft Teams connected
		Flashing blue	Incoming call
		Solid blue	On a call
		Pulsing purple	Microsoft Teams notification
	Volume up / down buttons		Increases / decreases the listening volume

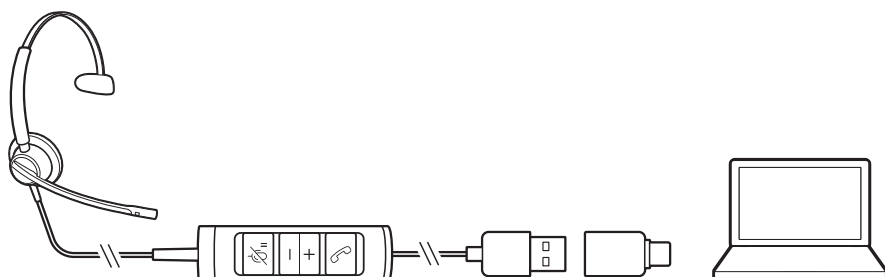
Icons	Inline control	LEDs	Function
	Mute / Hold button	Solid red	Headset muted
		Flashing red	Call on hold



NOTE: * Requires Microsoft Teams variant and application

Setup

Power on your headset by connecting it to your computer.



Load software

Download HP Poly Studio to get the most out of your device. Some softphones require the installation of HP software to enable device call control (answer or end a call and mute) functionality.



NOTE: Administrative privileges may be required to download the desktop application. If you don't have administrator privileges on your system, contact your system administrator.

- Download the HP Poly Studio Desktop app at hp.com/studio.

Table 21 Supported features

Feature	HP Poly Studio Desktop app
Configure call control for softphones	✓
Change headset language	✓
Enable features	✓
Choose preferred Equalizer setting	✓
Battery meter	✓
Update device firmware	✓
Manage notifications and alerts	✓
Schedule wellbeing reminders	✓
View user guide	✓
FindMyHeadset	

Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.

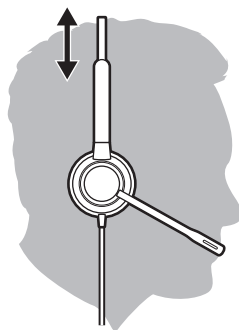
Update your device using HP Poly Studio. Download at hp.com/studio.

Fit

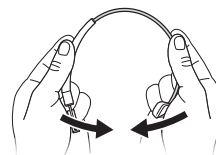
Adjust the headband

Adjust your headband for comfort.

1. Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



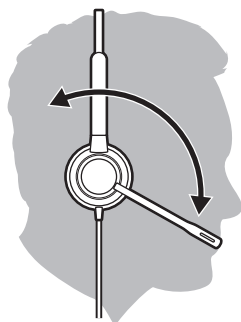
2. If the headband is too tight or loose, gently bend the headband for a comfortable fit.



Position the boom

The headset can be worn with the boom on your left or right side. For true stereo listening, wear the boom on your left side.

- Rotate the boom to align with your mouth.



Adjust the Boom

- For optimum audio, bend the boom so it is approximately two finger widths from the corner of your mouth.

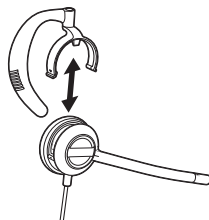


NOTE: For true stereo listening when wearing the boom on the left, adjust the wearing preference setting in HP Poly Studio Desktop.

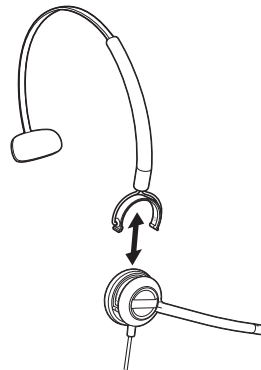
Assemble your headset (Encore Pro 545 only)

Choose a headset wearing style and assemble your headset for over-ear, over-head or behind-head.

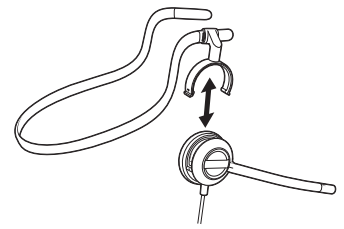
- Attach the desired wearing style to the top of your headset. The wearing style snaps into place.



Over-ear

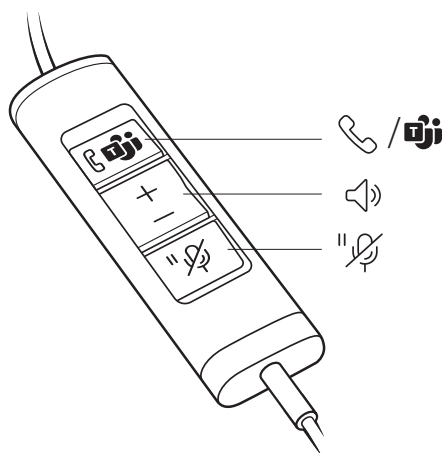


Over-head



Behind-head

Daily use



Make/take/end calls

Answer or end a call

- Tap the Call  button or use your softphone.

Make a call

Use your softphone to make an outgoing call.

- Dial using your softphone app.

Hold

Press and hold the Hold button for 2 seconds to put a call on hold. The Hold LED flashes red.

Volume

Listening volume

Adjust your headset volume using the inline controller.

- Press the Volume up (+) or Volume down (-) button.

Adjust headset microphone volume (softphone)

- Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

Mute

- During an active call, tap the Mute  button to mute or unmute your headset.

Mute reminder

- If mute reminder is on, an alert repeats when you speak to remind you that mute is activated. Customize your settings in HP Poly Studio Desktop.

Launch Microsoft Teams (Teams model only)

Your device has a Teams  button to quickly view and use the Microsoft Teams desktop app. The Teams button pulses when you have a meeting or notification.

- When not on a call, tap the Teams  button to view Microsoft Teams app on your computer.
- When the Teams button LED pulses purple, tap to view your Teams notifications or meeting.



NOTE: Teams model and open Teams desktop application required. Teams mobile application is not supported.



NOTE: If your Teams button is not responsive, ensure your Poly device is the default audio device in Microsoft Teams settings.

Troubleshooting

Topic	Solutions
The headset audio is not working as expected when connected to my computer.	• Make sure the softphone you are using is supported by viewing . • Ensure that only one softphone application is opened at a time. • Be sure you have the HP Poly Studio Desktop installed. • For best performance, ensure your headset firmware is up-to-date. See Update firmware on page 3. • Ensure that the headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).
I cannot hear the caller.	• Your headset is not set as the default audio device. Ensure that the EncorePro headset (EP515/EP525/EP545) is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac). • Listening volume is too low. Press the volume up button on the headset.
Callers cannot hear me.	• Headset is muted. Press the mute button to unmute the microphone. • Headset microphone boom is aligned incorrectly. Align headset boom with your mouth. • Your headset is not set as the default audio device. Ensure that the EncorePro headset (EP515/EP525/EP545) is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac).
Sound in headset is distorted. I can hear echo in headset.	• Reduce speaking and/or listening volume on the computer using your softphone application. • Headset microphone boom is aligned incorrectly. Align headset boom with your mouth. • If the distortion is still present, lower the volume on the headset.
My headset stops responding to button presses.	• When a PC goes into standby or hibernation, the headset is no longer powered on. Be sure your PC is in an active state.
The headset feels too tight over my ears.	• Gently flex the headband wider.
(Teams model only) Microsoft Teams does not launch on desktop when I press the Teams button.	Microsoft Teams is not set as your target softphone. Change the target softphone in HP Poly Studio Desktop.

Topic	Solutions
(Teams model only) Does my Microsoft Teams-enabled headset work with other softphones?	Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Set your target phone with the HP Poly Studio Desktop. When you configure another softphone, the Call  button: • doesn't interact with Teams • doesn't go to Teams notifications • will not launch Cortana

What's in the box

Contents may vary by product.

Figure 6-1 USB headset with inline call control and combined USB-A and USB-C cable

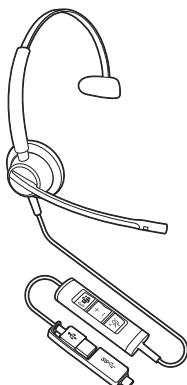


Figure 6-2 Pouch

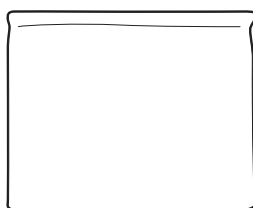


Figure 6-3 Quick start guide



Support

NEED MORE HELP?

support.hp.com/poly

HP Inc.

1501 Page Mill Road
Palo Alto, CA 94304, U.S.A.
650-857-1501

HP REG 23010, 08028

Barcelona, Spain

HP Inc UK Ltd

Regulatory Enquiries, Earley West
300 Thames Valley Park Drive
Reading, RG6 1PT
United Kingdom

台灣惠普資訊科技股份有限公司

臺北市南港區經貿二路 66 號 10 樓
電話: 02-37899900

RMN (Regulatory Model Number): EP515, EP515-M, EP525, EP525-M, EP545