EncorePro 300 Series

Corded Headset

User Guide

Contents

Overview
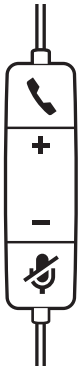
| Icons	Inline control	LEDs	Function
	Call button	Triple flash green	Incoming call
		Slow flash green	Call on hold
		Solid green	On a call
➕	**Volume up button**		Increases the listening volume
➖	**Volume down button**		Decreases the listening volume
	Mute button	Solid red	Headset is muted

NOTE *Inline controls may vary for headsets connected to DA70/DA80 audio processors.*
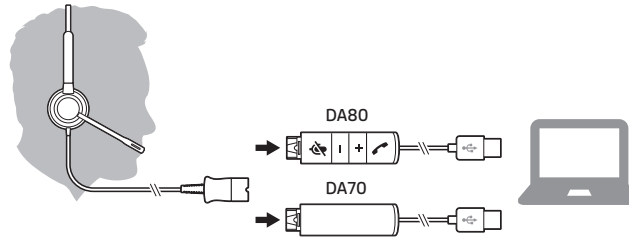
Setup

Power on your headset by connecting it to your computer.

Your headset connects in one of 2 ways:

- With USB connector
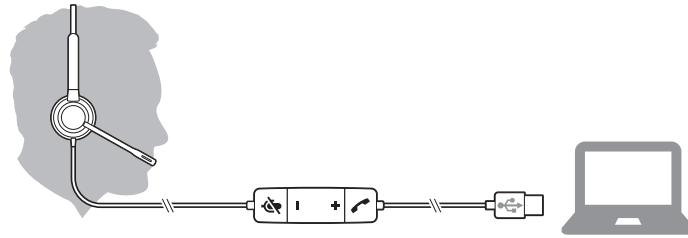
- With DA70/DA80 audio processor with Quick Disconnect (QD)

Load software

Download Poly Lens App to get the most out of your device. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: poly.com/software.

- Enable features
- Change settings
- Configure call control for softphones
- Update device firmware
- Manage notifications and alerts
- Schedule health and wellness reminders

NOTE *Device settings and updates are also available in Plantronics Hub App.*
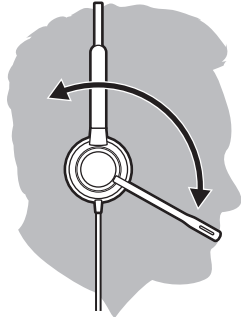
Fit

Adjust the headband   Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.
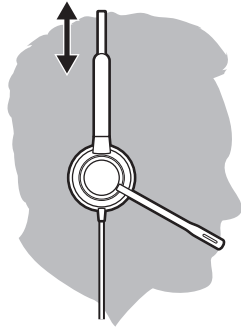
Position the boom   This headset can be worn on the left or right side.

Rotate the boom to align with your mouth.

CAUTION *To avoid breaking the boom, only rotate it up and over 180°.*

Adjust the boom   Gently bend the boom in or out so it is approximately two finger widths from the corner of your mouth.

Basics

Make/take/end calls — Headset call control is a software feature and dependent on a compatible softphone. If you have not installed Poly Lens Desktop App (poly.com/software) or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application.

Answer or end a call
Tap the Call 📞 button or use your softphone.

Make a call
Dial using your softphone application.

Hold
Press and hold the call button for 2 seconds to put a call on hold.

Volume

Listening volume
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.

Support

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