



# Poly EncorePro 510 Monaural Headset +Quick Disconnect (783Q2AA)

## Overview

### Ready, headset, go

Unleash your call center productivity with the EncorePro 500 Series headsets. Connecting your headset to your PC, from home or the office, is easy with multiple options. And with the lightweight and comfy design, your agents will stay engaged.

### Incredible call clarity

Experience enhanced call clarity with visual and tactile cues for optimal mic boom positioning. Enjoy superior sound quality and clear conversations with our voice-optimized frequency response.

### Remote firmware and cloud system updates

Never worry about updates, thanks to remote firmware and cloud system updates. [1]

### Durable and comfortable

Equip your contact center employees with durable headsets designed for all-day use. Minimize breakages and downtime, saving time and money. And ensure employee comfort and satisfaction with our premium, lightweight design.

# Features

## Noise-canceling microphone

Next-generation flexible microphone, with positioning guides, reduces background noise and interference, ensuring fewer missed words and a better caller experience.

## Expanded compatibility

Walk away from your desk with a click thanks to Poly Quick Disconnect (QD) technology that works with any Poly QD adapter.

## Optimized for communications platforms

An IT manager's dream, this headset was created for communication and is optimized and certified to work with top virtual meeting providers.<sup>[1]</sup>

## Acoustic hearing protection

SoundGuard is the acoustic limiting technology that is present in all communications headsets from Poly that protects against Acoustic Shock by limiting sounds to below 118dBA.<sup>[1]</sup>

## Recessed buttons

Eliminate button-pushing mistakes with recessed buttons that don't get accidentally activated.<sup>[1]</sup>

## Single button for joint audio/video hold

Enjoy worry-free privacy and peace of mind with a single button for joint audio and video hold.<sup>[1]</sup>

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*[1] Visit <https://www.poly.com/us/en/products/headsets/encorepro/encorepro-500-series> for more detail.*

## Specifications

<b>Dimensions (W x D x H)</b>	11.1 x 14.9 x 6.7 cm
<b>Dimensions (W x D x H)</b>	4.3 x 5.8 x 2.6 in
<b>Weight</b>	0.052 kg
<b>Weight</b>	0.11 lb
<b>Package dimensions (W x D x H)</b>	137.9 x 178.05 x 54.6 mm
<b>Package weight</b>	7600 g
<b>Minimum System Requirements</b>	USB Type-A port; USB Type-C® port
<b>UPC number</b>	197961801064
<b>Manufacturer Warranty</b>	Poly standard two-year limited warranty
<b>What's in the box</b>	Headset

## Additional specifications

<b>Acoustic protection technology</b>	SoundGuard <sup>[1]</sup>
<b>Boom mic length (ft)</b>	0.44 ft
<b>Boom mic length (mm)</b>	135 mm
<b>Boom mic rotation</b>	290°
<b>Cable length</b>	78.5 cm
<b>Cable length (imperial)</b>	30.9 in
<b>Cartons per layer</b>	5
<b>Cartons per pallet</b>	20
<b>Certified collaboration software</b>	Skype for Business
<b>Color</b>	Black
<b>Compatible Operating Systems</b>	Windows 11; Windows 10; macOS
<b>Connection type</b>	3.5 mm audio
<b>Country of origin</b>	Made in Mexico
<b>Datasheet photo 1</b>	<a href="https://ssl-product-images.www8-hp.com/digmedialib/proding/lowres/c08399321.png">https://ssl-product-images.www8-hp.com/digmedialib/proding/lowres/c08399321.png</a>
<b>ECCN</b>	EAR99
<b>Ear cushions</b>	Foam (padding material)
<b>HTS code</b>	8518302000
<b>Headphone type</b>	On-ear (monoaural)
<b>Microphone bandwidth</b>	20 Hz to 16 kHz
<b>Multiple order quantity</b>	1
<b>Package dimensions (W x D x H)</b>	7.48 x 8.26 x 2.16 in
<b>Package weight</b>	16.75 lb
<b>Pallet (layers)</b>	4
<b>Pallet dimensions</b>	40 x 48 x 65.98 in
<b>Pallet dimensions (W x D x H)</b>	101.6 x 121.9 x 167.6 cm
<b>Pallet weight</b>	787.05 lb
<b>Pallet weight</b>	357 kg
<b>Products per pallet</b>	960
<b>Products per pallet layer</b>	240
<b>Sensitivity (microphone)</b>	-40 +/-3 dB
<b>Signal-to-noise ratio</b>	>50 dB
<b>Speaker bandwidth</b>	20 Hz to 10 kHz

<b>Speaker size</b>	5.6 mm
<b>UNSPSC code</b>	43191609

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*[1] Protects against Acoustic Shock by limiting sounds to below 118 dBA.*

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# Services

## Communication & Collaboration

★ : Recommended

### Poly Support Services

3 year Poly+ EncorePro Service	<b>PENCORP312 ★</b>
3 year Partner Poly+ EncorePro Service	PENCORP362

## Hybrid Work Solutions

### Audio

★ : Recommended

#### Audio Accessories

Poly 2.5mm to QD Cable (0.45M)	85Q30AA
Poly 2.5mm to QD Cable (3M)	85Q32AA
Poly 3.5mm to QD Cable (0.15M)	85Q37AA
Poly 3.5mm to QD Cable (3M)	85Q40AA
Poly 3.5mm to QD Cable for IP Touch (3M)	85Q43AA
Poly 4 Pin QD to 6 Pin QD Cable	85Q45AA
Poly 4 Pin QD to 6 Pin QD Cable (0.13M)	85Q47AA
Poly A10-11 Adapter	85Q14AA
Poly A10-12 Adapter (S1 Plug)	85S26AA
Poly A10-16 Adapter	85T17AA
Poly A10-16 Adapter (Bagged)	85T18AA
Poly Blackwire 5200 Y Training Cable	85S08AA
Poly CA22CD-SC Single Channel Remote with Battery	85Q92AA
Poly DA75 USB to QD Black Adapter TAA	786C6AA
Poly DA85 USB to QD Black Adapter TAA	786C7AA
Poly DA85-M USB to QD Black Adapter TAA	786C8AA
Poly DA90 USB to QD Adapter	85T19AA
Poly EncorePro HW510/520 Foam Ear Cushions (2 Pieces)	85Q31AA
Poly EncorePro HW510/520 Leatherette Ear Cushions (2 Pieces)	85Q36AA
Poly EncorePro HW530/540 Foam Ear Cushion (1 Piece)	85R18AA
Poly EncorePro HW530/540 Large Leatherette Ear Cushion (1 Piece)	85R21AA
Poly EncorePro HW530/540 Large and Small Earloops	85R19AA
Poly EncorePro HW530/540 Small Leatherette Ear Cushion (1 Piece)	85R23AA
Poly EncorePro HW700 Foam Ear Cushions and Mounting Plates (2 Pieces)	85R24AA
Poly EncorePro HW700 Leatherette Ear Cushions and Mounting Plates (2 Pieces)	85R27AA
Poly HIC-10 Cable	783S2AA
Poly HIS Cable TAA	783S3AA
Poly M22 Phone Cable (1M)	85R33AA
Poly M22 to 2.5mm Cable (0.5M)	85R36AA
Poly M22 to QD U10 Cable	85R38AA

Poly MDA100 QD USB-A Analog Switch	8A7E1AA	
Poly MDA105 QD USB-A Analog Switch	8A7E2AA	
Poly MDA524 QD USB-A	8L544AA	
Poly MDA524 USB-C	85Q24AA	
Poly MDA526 QD USB-A	8L547AA	obsolete
Poly Poly to GN QD Converter	85R64AA	
Poly QD to QD Extension Cable (3M)	85R66AA	
Poly QD to QD Lightweight Extension Cable (10ft)	920P2AA	
Poly Quick Disconnect IN-LINE MUTE Control KIT	920P8AA	
Poly Savi 740/745 Neckband	85R32AA	
Poly U10P Short End Cable	784Q5AA	
Poly U10P-S Cable	784S0AA	
Poly U10P-S19 Cable	784S2AA	
Poly Y Training Cable	85S07AA	
Poly Y Training Cable with QD Lock-Digital Headsets	85S09AA	

### Wired Headset

Poly Supraplus Clothing Clip Mirage	8K6N5AA	
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