

Poly EncorePro 320 Stereo USB-A Headset TAA



*Product image may differ from actual product

Comfort. Reliability. Value.

Make the most of every call. The EncorePro 300 Series, contact center headsets, are good for workers, callers, and your bottom line. Long-lasting comfort. Total reliability. Noise canceling so customers hear clearly. And exceptional value.

Get top quality audio

Give your teams and customers the quality audio you expect from Poly, with a flexible noise-canceling microphone to tune out background buzz and chatty neighbors.

Make conversations clear

Better understanding leads to better outcomes, and happier customers. That's why we use voice-optimized frequency response to make conversations clearer – and more accurate.

Featuring

Flexible microphone boom

Give your teams and customers quality audio with a flexible noise-canceling microphone.

Acoustic protection

SoundGuard Digital uses sophisticated algorithms to provide additional acoustic protection, above and beyond the protection of SoundGuard while it maintains natural-sounding speech.

Inline call controls

Make every call productive, with inline call control for easy volume adjustment and muting (USB versions only).¹

Voice-optimized frequency

Create clearer and better conversations with voice-optimized frequency response.¹

Fold flat earpieces

Help agents stay responsive and comfortable with ear cushions that fold flat and around-the-neck placement between calls.¹

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Specifications

Compatible with

Compatible operating systems: Windows 11; Windows 10; macOS

Connectivity and communications

Connection type: Wired USB Type-C®

Ear cushions: Foam (padding material)

Headphone type: On-ear (stereo)

User interface features

Button user controls: Call answer/end; Mute; Volume +/-

Audio

Audio features:

Passive noise cancellation (PNC)

Acoustic protection technology: SoundGuard¹

Microphone type: Noise canceling

Microphone bandwidth: 35 Hz to 21 kHz

Speaker bandwidth: 20 Hz to 10 kHz

Speaker size: 5.6 mm

Signal-to-noise ratio: >53 dB

Frequency response (microphone): 200 Hz to 6.8 kHz

Sensitivity (microphone): -38 +/-3 dB

Other features

Special features: UC certified

Power supply

Impedance: 32 ohms

Certifications

Certified collaboration software: Works With Chromebook Certified

Ecolabels: TCO Certified

Environmental

Certifications and compliances: CE

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Specifications

Management

Management software:

Poly Lens

Minimum system requirements

USB Type-C® port

Weight and dimensions

Product Primary Color: Black

Weight: .23 lb

Product dimensions: 4.3 x 5.8 x 2.6 in

Package weight: 0.4 lb

Package dimensions: 5.59 x 6.96 x 2.16 in

Master carton quantity: 50

Master carton dimension: 11.73 x 30.51 x 15.51 in

Master carton weight: 0.59 lb

Cartons per layer: 4

Pallet (layers): 4

Cartons per pallet: 16

Products per layer: 200

Products per pallet: 800

Pallet weight: 328.79 lb

Pallet dimensions: 40 x 48 x 67.51 in

Cable length: 86.2 in

Product number: 767G0AA

Product name: Poly EncorePro 320 Stereo USB-A Headset

TAA

Warranty

Poly standard two-year limited warranty

Country of origin

Country of origin: Made in Mexico

What is in the box

User guide

Headset

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Footnotes

Messaging Footnotes

¹ EncorePro 300 USB models only.

Technical Specifications Footnotes

¹ Protects against Acoustic Shock by limiting sounds to below 118 dBA. ² The functionality of your peripherals may vary based on your VDI vendor, UC application and OS. Please check with your application's website. Some examples are provided below: 1. Citrix: a. <https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/multimedia/opt-ms-teams.html> b. <https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/multimedia/opt-ms-teams.html> 2. Zoom: <https://support.zoom.us/hc/en-us/articles/360031441671-VDI-client-features-comparison> 3. VMware: <https://kb.vmware.com/s/article/86475> 4. Igel: <https://kb.igel.com/igelos-11.08.330/en/poly-headsets-compatibility-with-igel-os-88018889.html>