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: SoundGuard[1]
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 Chomebook 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: .105 kg
Product dimensions: 11.1 x 14.9 x 6.7 cm
Package weight: 185.78 g
Package dimensions: 142 x 177 X 55 mm
Master carton quantity: 50
Master carton dimension: 29.8 x 77.5 x 39.4 cm
Master carton weight: 0.27 kg
Cartons per layer: 4
Pallet (layers): 4
Cartons per pallet: 16
Products per layer: 200
Products per pallet: 800
Pallet weight: 149.14 kg
Pallet dimensions: 101.6 x 121.9 x 171.5 cm
Cable length: 2190 mm
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

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