



Poly EncorePro 320 Stereo USB-A Headset TAA (767G0AA)

Overview

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.

Features

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.

Fold flat earpieces

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

[1] EncorePro 300 USB models only.

Additional specifications

Acoustic protection technology	SoundGuard Digital ^[1,2]
Audio	Passive noise cancellation (PNC)
Boom mic length (ft)	0.44 ft
Boom mic length (mm)	135 mm
Boom mic rotation	290°
Button user controls	Call answer/end; Mute; Volume +/-
Cable length	2190 mm
Cable length (imperial)	86.2 in
Cartons per layer	4
Cartons per pallet	16
Certifications and compliances	CE
Certified collaboration software	Works With Chromebook Certified
Color	Black
Compatible Operating Systems	Windows 10; macOS
Connection type	Wired USB Type-C®
Connects to	PC; Mobile
Ear cushions	Artificial leather (surface material)
Headphone type	On-ear (stereo)
Impedance	32 ohms
Indicator light	On call; On muted call
Management Software	Poly Lens
Manufacturer Warranty	Poly standard two-year limited warranty
Microphone bandwidth	35 Hz to 21 kHz
Microphone type	Omnidirectional
Minimum System Requirements	USB Type-C® port
Minimum dimensions (W x D x H)	11.1 x 14.9 x 6.7 cm
Minimum dimensions (W x D x H)	4.3 x 5.8 x 2.6 in
Number of microphones	1
Package dimensions (W x D x H)	14.2 x 17.7 x 5.5 cm
Package dimensions (W x D x H)	5.59 x 6.96 x 2.16 in
Package weight	0.16 kg
Package weight	0.36 lb
Pallet (layers)	4

Pallet weight	328.79 lb
Pallet weight	149.14 kg
Products per pallet	800
Products per pallet layer	200
Sensitivity (microphone)	-38 +/-3 dB
Signal-to-noise ratio	>53 dB
Speaker size	5.6 mm
Special features	UC certified
UNSPSC code	43191638
Weight	.23 lb
Weight	.105 kg
What's in the box	User guide; Headset

[1] SoundGuard Digital Plantronics owns sophisticated algorithms including: Protects against Acoustic Shock by limiting sounds to below 118 dBA; G616 anti-startle protection that limits the noise level to below 102 dB SPL and is therefore compliant to the

[2] Requires Poly Lens Desktop App to enable SoundGuard Digital features.

Services

Poly Services

★ : Recommended

Poly Support Services

3 year Poly+ EncorePro Service	PENCORP312 ★
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 with Hookswitch (0.18M)	85Q35AA
Poly 2.5mm to QD Gold Cable (0.45M)	85S11AA
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 A10-11 QD to QD Adapter	85S27AA
Poly A10-12 Adapter (S1 Plug)	85S26AA
Poly A10-16 Adapter	85T17AA
Poly A10-16 Adapter (Bagged)	85T18AA
Poly AL10 Inline Audio Limiter	85S25AA
Poly CA22CD-DC Dual Channel Remote with Battery	85Q91AA
Poly CA22CD-SC Single Channel Remote with Battery	85Q92AA
Poly DA75 USB to QD Adapter	786C6AA
Poly DA85 USB to QD Adapter	786C7AA
Poly DA85-M USB to QD Adapter	786C8AA
Poly DA90 USB to QD Adapter	85T19AA
Poly DM15 to 6 Pin QD Cable (3M)	85R13AA
Poly EncorePro HW510/520 Foam Ear Cushions (2 Pieces)	85Q31AA
Poly EncorePro HW510/520 Foam Ear Cushions (25 Pieces)	85Q34AA
Poly EncorePro HW510/520 Leatherette Ear Cushions (2 Pieces)	85Q36AA
Poly EncorePro HW510V/520V Voice Tube	85Q39AA
Poly EncorePro HW510V/520V Voice Tubes (10 Pieces)	85Q41AA
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 Foam Ear Cushions and Mounting Plates (25 Pieces)	85R26AA
Poly EncorePro HW700 Leatherette Ear Cushions and Mounting Plates (2 Pieces)	85R27AA
Poly EncorePro HW700 Leatherette Ear Cushions and Mounting Plates (25 Pieces)	85R28AA
Poly HIC-1 Cable	85R30AA
Poly HIC-10 Cable	783S2AA
Poly HIS Cable TAA	783S3AA
Poly HW540 Behind The Neckband	85R16AA
Poly HW540 Over The Headband	85R20AA
Poly M15D Adapter	85Q54AA
Poly M15D Cable (3M)	85R22AA
Poly M22 Adapter	85T20AA
Poly M22 Adapter (Bilingual)	85Q15AA
Poly M22 High Gain Adapter	85Q17AA
Poly M22 High Gain Adapter (Bilingual)	85Q19AA
Poly M22 Narrowband Adapter	85T21AA
Poly M22 Phone Cable (0.15M)	85R25AA
Poly M22 Phone Cable (1M)	85R33AA
Poly M22 to 2.5mm Cable (0.5M)	85R36AA
Poly M22 to QD Cable	85R38AA
Poly M22 to QD Lightweight Cable	85R40AA
Poly MDA100 RJ9 Cable	85R42AA
Poly MDA524 USB-C	85Q24AA
Poly Poly to GN QD Converter	85R64AA
Poly QD to QD Extension Cable (3M)	85R66AA
Poly QD to QD Lightweight Extension Cable with QD Lock	85R69AA
Poly RJ11 to QD Cable (3M)	85R76AA
Poly Savi 740/745 Neckband	85R32AA
Poly U10 Lightweight Cable with QD Lock	85R85AA
Poly Y Training Cable	85S07AA
Poly Y Training Cable with QD Lock-Digital Headsets	85S09AA

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