



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

## 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).<sup>[1]</sup>

### 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.

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<sup>[1]</sup> EncorePro 300 USB models only.

## Additional specifications

<b>Acoustic protection technology</b>	SoundGuard Digital <sup>[1,2]</sup>
<b>Audio</b>	Passive noise cancellation (PNC)
<b>Boom mic length (ft)</b>	0.44 ft
<b>Boom mic length (mm)</b>	135 mm
<b>Boom mic rotation</b>	290°
<b>Button user controls</b>	Call answer/end; Mute; Volume +/-
<b>Cable length</b>	2190 mm
<b>Cable length (imperial)</b>	86.2 in
<b>Cartons per layer</b>	4
<b>Cartons per pallet</b>	16
<b>Certifications and compliances</b>	CE
<b>Certified collaboration software</b>	Works With Chromebook Certified
<b>Color</b>	Black
<b>Compatible Operating Systems</b>	Windows 10; macOS <sup>[3]</sup>
<b>Connection type</b>	Wired USB Type-C®
<b>Connects to</b>	PC
<b>Country of origin</b>	Made in Mexico
<b>Datasheet photo 1</b>	<a href="https://ssl-product-images.www8.hp.com/digimedialib/prodimg/lowres/c08399261.png">https://ssl-product-images.www8.hp.com/digimedialib/prodimg/lowres/c08399261.png</a>
<b>ECCN</b>	EAR99
<b>Ear cushions</b>	Artificial leather (surface material)
<b>HTS code</b>	8518302000
<b>Headphone type</b>	On-ear (stereo)
<b>Impedance</b>	32 ohms
<b>Indicator light</b>	On call; On muted call
<b>Management Software</b>	Poly Lens
<b>Manufacturer Warranty</b>	Poly standard two-year limited warranty
<b>Microphone bandwidth</b>	35 Hz to 21 kHz
<b>Microphone type</b>	Omnidirectional
<b>Minimum System Requirements</b>	USB Type-C® port
<b>Minimum dimensions (W x D x H)</b>	4.3 x 5.8 x 2.6 in
<b>Minimum dimensions (W x D x H)</b>	11.1 x 14.9 x 6.7 cm
<b>Multiple order quantity</b>	1

<b>Number of microphones</b>	1
<b>Package dimensions (W x D x H)</b>	142 x 177 X 55 mm
<b>Package dimensions (W x D x H)</b>	5.59 x 6.96 x 2.16 in
<b>Package weight</b>	185.78 g
<b>Package weight</b>	0.4 lb
<b>Pallet (layers)</b>	4
<b>Pallet dimensions</b>	40 x 48 x 67.51 in
<b>Pallet dimensions (W x D x H)</b>	101.6 x 121.9 x 171.5 cm
<b>Pallet weight</b>	149.14 kg
<b>Pallet weight</b>	328.79 lb
<b>Products per pallet</b>	800
<b>Products per pallet layer</b>	200
<b>Sensitivity (microphone)</b>	-38 +/-3 dB
<b>Signal-to-noise ratio</b>	>53 dB
<b>Speaker size</b>	5.6 mm
<b>Special features</b>	UC certified
<b>UNSPSC code</b>	43191638
<b>Weight</b>	.23 lb
<b>Weight</b>	.105 kg
<b>What's in the box</b>	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 Australian Communications Industry Forum (ACIF) G616 recommendation; Average daily noise exposure measures and controls sound to prevent the average daily sounds exposure from exceeding 80 dBA or 85 dBA time-weighted average (TWA).

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

[3] 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>

## 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 (3M)	85Q32AA	
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 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 AL10 Inline Audio Limiter	85S25AA	
Poly Blackwire 5200 Y Training Cable	85S08AA	
Poly Blackwire C510/520 Case	85Q71AA	
Poly CA22CD-DC Dual Channel Remote with Battery	85Q91AA	
Poly CA22CD-SC Single Channel Remote with Battery	85Q92AA	
Poly DA70-UC USB to QD Adapter	8A7D7AA	obsolete
Poly DA75 USB to QD Black Adapter TAA	786C6AA	
Poly DA80 USB to QD Adapter	8A7D8AA	obsolete
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 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 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 HW540 Behind The Neckband	85R16AA
Poly HW540 Over The Headband	85R20AA
Poly M15D Cable (3M)	85R22AA
Poly M22 Adapter	85T20AA
Poly M22 Adapter (Bilingual)	85Q15AA
Poly M22 Phone Cable (0.15M)	85R25AA
Poly M22 to 2.5mm Cable (0.5M)	85R36AA
Poly M22 to QD Cable	85R38AA
Poly MDA100 QD USB-A Analog Switch	8A7E1AA
Poly MDA100 RJ9 Cable	85R42AA
Poly MDA105 QD USB-A Analog Switch	8A7E2AA
Poly MDA500 Cable	85R46AA
Poly MDA500 USB-C to USB-A Cable	85R48AA
Poly MDA500 USB-C to USB-C Cable	85R50AA
Poly MDA524 QD USB-A	8L544AA
Poly MDA524 USB-C	85Q24AA
Poly MDA526 QD USB-A	8L547AA
Poly QD to QD Lightweight Extension Cable (10ft)	920P2AA
Poly QD to QD Lightweight Extension Cable with QD Lock	85R69AA
Poly Quick Disconnect IN-LINE MUTE Control KIT	920P8AA
Poly RJ11 to QD Cable (3M)	85R76AA
Poly Savi 740/745 Neckband	85R32AA
Poly U10 Lightweight Cable with QD Lock	85R85AA
Poly U10P Lightweight Cable	784S1AA
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**

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