

Poly 2-218478-333

Poly Voyager 4320 UC Wireless Headset User Manual

Brand: Poly | Model: Voyager 4320 UC (2-218478-333)

1. INTRODUCTION

The Poly Voyager 4320 UC is a Bluetooth over-the-head stereo headset designed for professionals requiring seamless connectivity and productivity in various work environments, including office and home. This headset offers clear audio quality, advanced noise-canceling features, and extended battery life for all-day use.

- **Clear Audio Quality:** Features a noise-canceling dual microphone with Acoustic Fence technology to block background noise.
- **Versatile Connectivity:** Connects wirelessly to PC/Mac via the included BT700 USB-C Bluetooth adapter (with USB-C to USB-A adapter) and to mobile phones via Bluetooth 5.2. Supports corded USB audio mode.
- **Extended Battery Life:** Provides up to 24 hours of wireless talk time.
- **Comfortable Design:** Equipped with an adjustable padded headband and memory foam ear cushions for prolonged comfort.
- **Hybrid Work Ready:** Portable design with an included travel pouch, suitable for use at home or in the office.
- **Platform Integration:** Optimized for use with Zoom, Microsoft Teams, and other major communication platforms.

2. PACKAGE CONTENTS

Ensure all items are present in your product packaging:

- Poly Voyager 4320 UC Wireless Headset
- BT700 USB-C Bluetooth Adapter
- USB-C to USB-A Adapter
- Carrying Case
- Charging Cable



Image: The Poly Voyager 4320 UC Wireless Headset shown with its included USB adapter.

3. PRODUCT OVERVIEW

Familiarize yourself with the key features and components of your Voyager 4320 UC headset.

CUT THE CORD

Make a long day of calls easier with all-day comfort and pro-quality audio.

Adjustable padded headband & memory foam ear cushions

Easy access mute button

Let others know you are busy



Image: Diagram highlighting the adjustable padded headband, memory foam ear cushions, easy access mute button, and LED indicators on the Poly Voyager 4320 UC headset.

- **Adjustable Padded Headband:** Ensures a comfortable fit for various head sizes.
- **Memory Foam Ear Cushions:** Provide comfort during extended wear and passive noise isolation.
- **Flexible Boom Microphone:** Can be positioned for optimal voice pickup.
- **Pinch-to-Mute Button:** Located on the microphone boom for quick muting.
- **Dual LED Indicators:** Clearly show when you are on a call, preventing interruptions.

GOODBYE BACKGROUND NOISE

Callers hear you, not your surroundings, thanks to a noise-canceling dual mic with Acoustic Fence technology.



Image: Visual representation of the noise-canceling dual mic with Acoustic Fence technology, designed to eliminate background noise.

4. SETUP

4.1 Charging the Headset

Before first use, fully charge your headset. The headset provides up to 24 hours of talk time on a full charge. You can also use the headset in corded USB mode while it charges.

- Connect the charging cable to the headset's USB-C port and to a power source (e.g., computer USB port, wall adapter).
- The LED indicator on the headset will show charging status.

4.2 Connecting to a Computer (PC/Mac)

The Voyager 4320 UC connects to your computer using the included BT700 USB-C Bluetooth adapter.

1. Insert the BT700 USB-C Bluetooth adapter into an available USB-C port on your computer. If your computer only has USB-A ports, use the provided USB-C to USB-A adapter.

2. Power on your headset. It will automatically attempt to pair with the BT700 adapter.
3. Once connected, the LED on the BT700 adapter will turn solid blue.
4. Ensure the Poly Voyager 4320 UC is selected as the audio input and output device in your computer's sound settings and communication applications (e.g., Zoom, Microsoft Teams).

CHOOSE YOUR OWN ADVENTURE

Multiple device connections at your fingertips.

PC/Mac
via USB-C BT700
Bluetooth® adapter or
USB-A with included
USB-C to USB-A adapter

Mobile
via Bluetooth® v5.2



Image: Illustration showing the headset's versatile connectivity options, including connection to a PC/Mac via the USB-C BT700 Bluetooth adapter and to a mobile device via Bluetooth v5.2.

4.3 Connecting to a Mobile Phone

The headset can also connect directly to your mobile phone via Bluetooth 5.2.

1. With the headset powered on, activate Bluetooth pairing mode. (Refer to your headset's specific button combination for pairing mode, usually holding the power button or a dedicated Bluetooth button).

2. On your mobile phone, go to Bluetooth settings and search for new devices.
3. Select "Poly Voyager 4320 UC" from the list of available devices.
4. Once paired, your phone will indicate a successful connection.

5. OPERATING INSTRUCTIONS

5.1 Basic Controls

- **Power On/Off:** Use the power button located on the earcup.
- **Volume Control:** Use the volume up (+) and volume down (-) buttons on the earcup.
- **Mute/Unmute:** Press the pinch-to-mute button on the microphone boom. A dynamic mute alert will notify you if you speak while muted.
- **Answer/End Call:** Press the call control button (often indicated by a phone icon) on the earcup.
- **Play/Pause Media:** Press the call control button when not on a call.

5.2 Acoustic Fence Technology

The headset's dual microphone with Acoustic Fence technology creates a virtual "fence" around your voice, significantly reducing background noise for your callers. This ensures that only your voice is heard clearly, even in noisy environments.

5.3 LED Indicators

The dual LED indicators on the headset provide visual cues about your call status. When you are on a call, these LEDs illuminate, signaling to others that you are busy and should not be interrupted.

MULTI-COMPATIBLE

Ready for your call using your voice platform of choice.



Works with
Windows, Mac,
iPhone, and Android



Works with



Google Meet

Compatible with all major
communication platforms.



Image: The Poly Voyager 4320 UC headset shown with logos indicating compatibility with Windows, Mac, iPhone, Android, Microsoft Teams, Zoom, and Google Meet.

6. MAINTENANCE

6.1 General Care

- Store the headset in the provided carrying case when not in use to protect it from dust and damage.
- Clean the ear cushions and headband with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials.
- Do not expose the headset to extreme temperatures or moisture.

6.2 Battery Life

The headset is equipped with a Lithium Ion battery. To maximize battery lifespan, avoid fully discharging the battery frequently. Charge the headset regularly, especially if it will not be used for an extended period.

7. TROUBLESHOOTING

If you encounter issues with your Poly Voyager 4320 UC headset, try the following steps:

- **No Audio/Poor Audio Quality:**

- Ensure the headset is powered on and fully charged.
- Verify that the headset is properly paired and connected to your device (computer or mobile phone).
- Check your device's sound settings to ensure the Poly Voyager 4320 UC is selected as the default playback and recording device.
- Confirm that the volume on both the headset and your connected device is turned up.
- If using the BT700 adapter, try unplugging and re-inserting it.

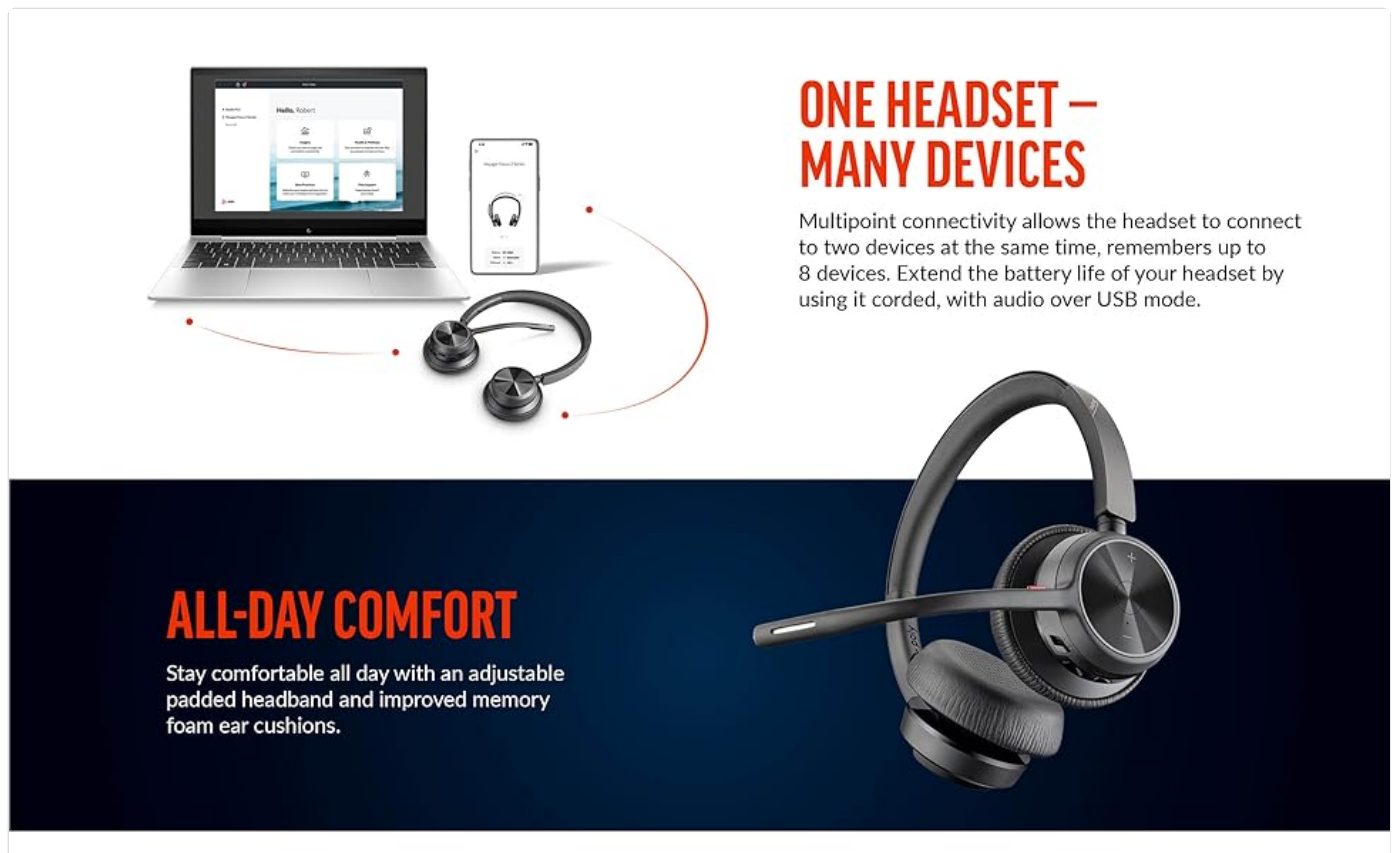
- **Microphone Not Working:**

- Ensure the microphone is not muted (check the mute button on the boom and the dynamic mute alert).
- Verify microphone input settings on your computer or mobile device.
- Position the microphone boom correctly, close to your mouth.

- **Connection Issues:**

- Ensure your device's Bluetooth is enabled.
- Move closer to your connected device to ensure you are within the wireless range (up to 50 meters / 164 feet).
- Try unpairing and re-pairing the headset with your device.
- Restart both the headset and your connected device.

For advanced settings, firmware updates, and customization, download and install the **Poly Lens desktop application** on your computer.



ONE HEADSET – MANY DEVICES

Multipoint connectivity allows the headset to connect to two devices at the same time, remembers up to 8 devices. Extend the battery life of your headset by using it corded, with audio over USB mode.

ALL-DAY COMFORT

Stay comfortable all day with an adjustable padded headband and improved memory foam ear cushions.

Image: The Poly Voyager 4320 UC headset alongside a laptop and mobile phone, illustrating the Poly Lens application for device customization and management.

8. SPECIFICATIONS

Feature	Detail
Model Name	Voyager 4320, USB-C BT700 with USB-C to USB-A Adapter
Connectivity Technology	Wireless (Bluetooth 5.2)
Wireless Range	Up to 50 meters (164 feet)
Battery Life (Talk Time)	Up to 24 hours
Microphone	Noise-canceling dual mic with Acoustic Fence technology
Headphones Jack	USB (for corded audio/charging)
Compatible Devices	Cellphones, Desktops, Laptops, Tablets
Control Type	Media Control, Push Button
Item Weight	61 Grams (2.15 ounces)
Product Dimensions	1.97 x 8.27 x 7.09 inches
Manufacturer	Poly
Color	Black
UPC	196548548699, 017229196636

9. WARRANTY INFORMATION

Specific warranty details for the Poly Voyager 4320 UC Wireless Headset are typically provided with the product packaging or can be found on the official Poly website. Please refer to these resources for comprehensive warranty terms and conditions.

10. SUPPORT

For further assistance, product registration, firmware updates, and advanced customization of your Poly Voyager 4320 UC headset, please visit the official Poly support website or download the **Poly Lens desktop application**. The Poly Lens application allows you to manage device settings, receive notifications, and access support resources directly.

No official product videos from the seller were available for embedding in this manual.