

POLY 767F9AA

Poly EP 320 Stereo USB-C Headset User Manual

Model: 767F9AA

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Poly EP 320 Stereo USB-C Headset. Designed for clear audio communication, this wired headset features a comfortable over-ear design and an integrated microphone, making it ideal for various communication needs.

PRODUCT OVERVIEW



Figure 1: The Poly EP 320 Stereo USB-C Headset. This image displays the headset's full profile, highlighting its single earcup with a soft cushion, the flexible microphone boom extending from the earcup, and the adjustable headband. The USB-C cable is visible extending from the earcup.

SETUP

Follow these steps to set up your Poly EP 320 Stereo USB-C Headset:

- 1. Connect the Headset:** Locate an available USB-C port on your computer, laptop, or compatible device. Insert the USB-C connector of the headset firmly into the port.
- 2. Operating System Recognition:** Your operating system (Windows, macOS, Linux, etc.) should automatically detect and install the necessary drivers for the headset. This process may take a few moments.
- 3. Select as Default Device:**
 - **Windows:** Go to "Sound Settings" (right-click the speaker icon in the taskbar) and ensure the Poly EP 320 is selected as the default playback and recording device.
 - **macOS:** Go to "System Preferences" > "Sound" and select the Poly EP 320 for both input and output.
- 4. Adjust Fit:** Place the headset on your head and adjust the headband for a comfortable and secure fit. Position the earcup over your ear.
- 5. Position Microphone:** Bend the microphone boom to position the microphone approximately 1-2 inches (2.5-5 cm) from your mouth for optimal voice clarity.

OPERATING INSTRUCTIONS

Once connected and configured, your Poly EP 320 headset is ready for use.

- **Audio Playback:** The headset will automatically play audio from your connected device. Adjust volume using your device's system volume controls or within the application you are using.
- **Microphone Usage:** The integrated microphone is active when selected as the input device. Ensure the microphone is properly positioned for clear voice capture.
- **Call Management:** For communication applications (e.g., Zoom, Microsoft Teams, Skype), call controls are typically managed within the software interface. The headset provides audio input and output.

MAINTENANCE

Proper care will extend the life of your headset:

- **Cleaning:** Use a soft, dry cloth to wipe down the headset. For ear cushions, a slightly damp cloth with mild soap can be used, but ensure they are completely dry before use. Do not use harsh chemicals or abrasive cleaners.
- **Storage:** When not in use, store the headset in a clean, dry place away from extreme temperatures and direct sunlight. Avoid tangling the cable.
- **Cable Care:** Do not pull on the cable to disconnect the headset. Always grasp the USB-C connector. Avoid sharp bends or kinks in the cable.

TROUBLESHOOTING

If you encounter issues with your headset, try the following solutions:

Problem	Solution
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Problem	Solution
No sound from headset	<ul style="list-style-type: none">◦ Ensure the USB-C connector is fully inserted into the port.◦ Check your device's sound settings to confirm the Poly EP 320 is selected as the default playback device.◦ Increase the volume on your device.◦ Try connecting the headset to a different USB-C port or another device to rule out port issues.
Microphone not working	<ul style="list-style-type: none">◦ Verify the microphone boom is positioned correctly near your mouth.◦ Check your device's sound settings to confirm the Poly EP 320 is selected as the default recording device.◦ Ensure the microphone is not muted within your communication application.◦ Test the microphone using your device's sound recorder or a different application.
Audio quality is poor	<ul style="list-style-type: none">◦ Ensure the USB-C connection is secure.◦ Close other applications that might be consuming system resources.◦ Check for any physical damage to the cable or connectors.

SPECIFICATIONS

Feature	Detail
Brand	POLY
Model Number	767F9AA
ASIN	B0CZ2MSV4X
UPC	197029428226
Color	Black
Headset Type	Over-Ear (Supra-Auricular)
Connectivity Technology	Wired (USB-C)
Special Features	Microphone included
Item Dimensions (L x W x H)	17 x 15 x 5 centimeters
Item Weight	200 Grams

WARRANTY INFORMATION

This Poly product is covered by a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Poly website. Keep your purchase receipt as proof of purchase for warranty claims.

CUSTOMER SUPPORT










For further assistance, technical support, or to inquire about replacement parts, please contact Poly customer support through their official website or the contact information provided in your product packaging. When contacting support,

please have your product model number (767F9AA) and ASIN (B0CZ2MSV4X) ready.



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Related Documents - 767F9AA

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 EncorePro 300 Series Corded headset User Guide	Poly EncorePro 300 Series Corded Headset User Guide - Setup, Features, and Support Comprehensive user guide for the Poly EncorePro 300 Series corded headset. Learn about setup, fitting, basic call functions, volume control, muting, and support resources.
 Poly Voyager Legend 50 UC (discontinued) Bluetooth USB headset 	Poly Voyager Legend 50 UC Bluetooth Headset User Guide Comprehensive user guide for the Poly Voyager Legend 50 UC Bluetooth headset, covering setup, features, call management, troubleshooting, and safety information.
 Poly Small-Medium Room Kit with Poly Studio User Guide 	Poly Small-Medium Room Kit with Poly Studio Setup Sheet This setup sheet provides instructions for getting started with the Poly Small-Medium Room Kit with Poly Studio, including unpacking components, connecting cables, and optional configurations like the Icron USB Extension Solution.
 Blackwire 8225 Corded USB Headset User Guide	Poly Blackwire 8225: Corded USB Headset User Guide & Setup Comprehensive user guide for the Poly Blackwire 8225 corded USB headset, covering setup, software, fitting, basic functions, and troubleshooting.
 Poly Large Room Kit with Poly Studio E70 User Guide 	Poly Large Room Kit with Poly Studio E70 Setup Guide This setup sheet provides instructions for installing and configuring the Poly Large Room Kit with Poly Studio E70, including connection diagrams and accessibility features.

