



# Voyager Focus 2 UC Series Bluetooth Headset User Guide

## SUMMARY

This guide provides the end-user with task-based user information for the featured product.

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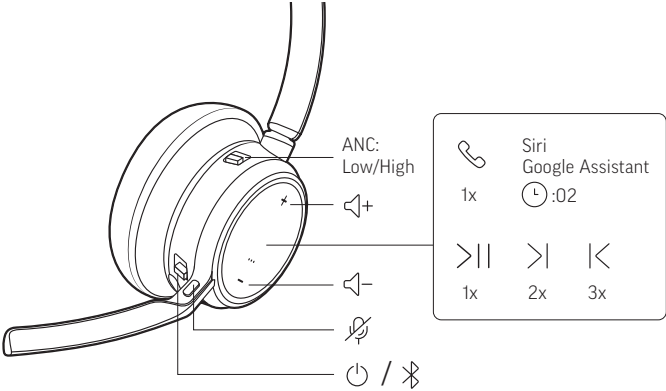
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# Overview

## Headset



Icon	Headset control
ANC	Active Noise Cancelling (off/low/high)
	Volume up
	Call button/Press to interact with Microsoft Teams (Teams model only, requires Teams app)
Siri/Google Assistant	Default voice assistant
	Play/pause**
	Next track**
	Previous track**
	Volume down
	Mute/unmute
	Power on/off
	Bluetooth pairing



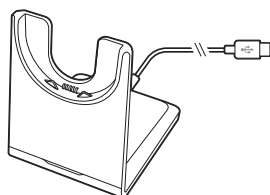
**NOTE:** \*\*Functionality varies by application. May not function with web-based apps.

## Be safe

Please read the safety guide for important safety and regulatory information before using your new device.

## Charge stand

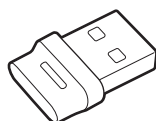
Select models only.



**NOTE:** The charge stand plugs into a computer or wall charger's USB port.

## USB Bluetooth adapter LEDs

Your high-fidelity Bluetooth USB adapter comes pre-paired to your Poly device. Plug it into your computer to connect to high-fidelity computer audio.



**NOTE:** Your adapter's USB connection type and design may vary, but the function is the same.

**Table 1-1** Standard LEDs

LED behavior	Description
Flashing red and blue	Pairing
Solid blue	Device connected
Flashing blue	On a call
Solid red	Mute active
Flashing purple	Streaming media from computer

**Table 1-2** LEDs with Microsoft Teams\*

LED behavior	Description
Flashing red and blue	Pairing
Solid purple	Microsoft Teams connected
Flashing blue	On a call
Solid red	Mute active
Pulsing purple	Microsoft Teams notification

\*Requires Microsoft Teams desktop application.

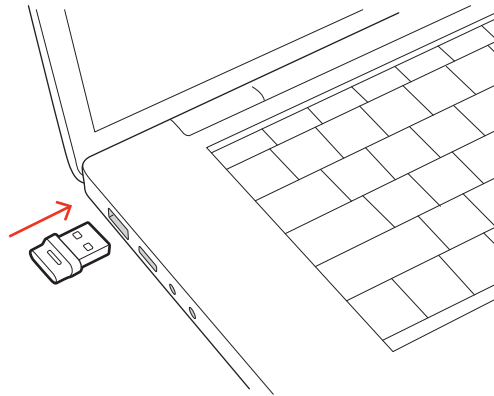
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# Connect and pair

## Connect to PC

Your Bluetooth USB adapter provides the best connection, softphone functionality and acoustic sound quality through your headset. The adapter comes pre-paired to your headset.

1. Turn on your headset and insert the Bluetooth USB adapter into your laptop or PC.



2. The USB adapter LED flashes and then turns solid to indicate the headset is connected to the USB adapter. If you are wearing your headset you hear “PC connected” to indicate the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is solid.
3. Load Poly Lens Desktop by visiting [hp.com/lens-app](https://hp.com/lens-app). This allows you to customize your headset behavior through advanced settings and options.

## Configure USB adapter for streaming media

Your high-fidelity Bluetooth USB adapter comes ready to take calls. To stream media, configure your Bluetooth USB adapter.

### Windows

1. To configure your Bluetooth USB adapter for streaming media in your PC, go to **Start menu > Control Panel > Sound > Playback tab**. Select Poly BT700 set it as the Default Device and click OK.
2. To pause music when you place or receive calls, go to **Start menu > Control Panel > Sound > Communications tab** and select the desired parameter.

### Mac

- To configure your Bluetooth USB adapter for streaming media on your Mac, go to **System Preferences > Sound**. On both the Input and Output tabs, select **Poly BT700**.

## Pair to mobile device

1. To put your headset in pair mode, slide and hold the Power ⏻ switch away from the off position until you hear "pairing" and the headset LEDs flash red and blue.



2. Activate Bluetooth on your phone and set it to search for new devices.
  - *iPhone* **Settings > Bluetooth > On\***
  - *Android* **Settings > Bluetooth On > Scan for devices\***



**NOTE:** \*Menus may vary by device.

3. Select "Poly VFOCUS2 Series."

Once successfully paired, you hear "pairing successful" and the headset LEDs stop flashing.



**NOTE:** Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the base.

## Pair mode

Put your headset in pair mode to connect to a new device or to pair again.

- Slide and hold the headset Power ⏻ switch away from the off position until the LEDs flash red and blue.

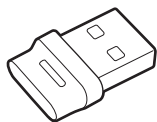




## Pair BT700 USB adapter again

Typically, your USB Bluetooth adapter is pre-paired to your Poly audio device. In the event that your adapter is disconnected or bought separately, you will need to pair the adapter to your Poly device.

Your USB adapter requires Poly Lens Desktop to pair to a Poly audio device.  
Download: [hp.com/lens-app](https://hp.com/lens-app).



**NOTE:** Adapter design varies by USB connection.


1. Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
2. Put your Poly audio device in pair mode.
3. Launch Poly Lens Desktop and navigate to Poly BT700.
4. Put your Bluetooth USB adapter into pair mode by selecting "Pair new device" on the adapter's main page or overflow menu. Your adapter flashes red and blue.

Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

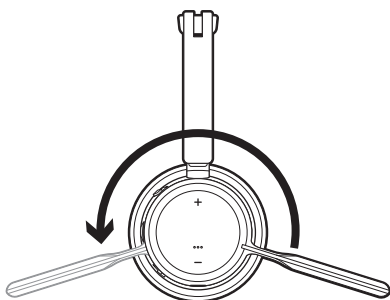
# Fit and charge

## Wear on the right or left

- To position the microphone on the right or left side, rotate the microphone boom up and over. Bend the boom so it is approximately 2 finger widths from the corner of your mouth.

 **NOTE:** Your headset senses when you change the microphone boom from one side to the other and syncs the audio specific to each side.

- Gently flex the headband wider if the fit is uncomfortable on your ears.

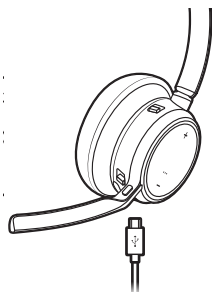


## Charge

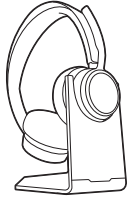
The USB-C cable and charge stand (sold separately) plug into a computer or wall charger's USB port.

- Charge your headset using the USB-C cable or the charge stand (sold separately). The headset LEDs flash when charging. It takes approximately 2 hours to fully charge your headset. The LEDs turn off once charging is complete.

**Figure 3-1** USB-C cable




**Figure 3-2** Charge stand (sold separately)

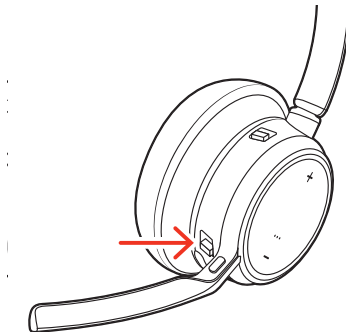


Headset LEDs	What they mean
Off	Charging complete
● ● ●	Battery high
● ●	Battery medium
	Battery low
	Battery critical

## Check headset battery status

Check your headset battery status:

- With headset inactive, slide and release the Power  switch away from the off position. Listen to the voice alert or observe the headset LEDs.



# Load software

Download the Poly Lens app to get the most out of your device. Some softphones require the installation of Poly software to enable device call control (answer or end a call and mute) functionality.



**NOTE:** Administrative privileges may be required to download the desktop application. If you don't have administrator privileges on your system, contact your system administrator.

- Download the Poly Lens Desktop app at [hp.com/lens-app](https://hp.com/lens-app).
- Download the Poly Lens Mobile app at [hp.com/lens-app](https://hp.com/lens-app), the App Store, or Google Play.



**Table 4-1** Supported Poly Lens features

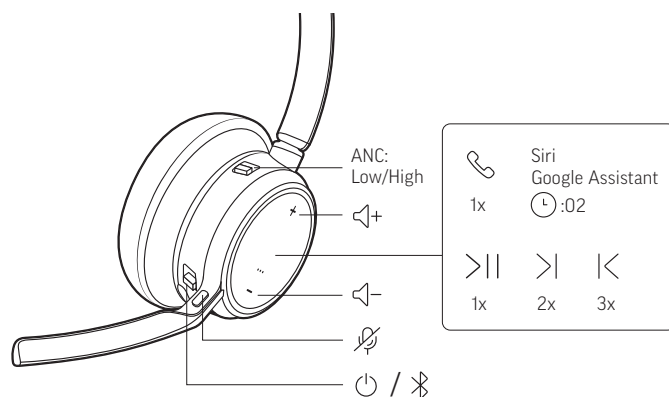
Feature	Poly Lens Mobile	Poly Lens Desktop
Configure call control for softphones	Available for some softphones	✓
Change headset language	✓	✓
Enable features	✓	✓
Choose preferred Equalizer setting	✓	✓
Battery meter	✓	✓
Update device firmware	✓	✓
Manage notifications and alerts	✓	✓
Schedule health and wellness reminders	✓	✓
View user guide	✓	✓
FindMyHeadset	✓	

## Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.

Update your device using Poly Lens. Download at [hp.com/lens-app](https://hp.com/lens-app).

# Basics



## Power on/off

- To turn on the headset, slide the Power button to reveal green.

## Adjust the volume

- Tap the Volume up (+) or down (-) button.

## Adjust headset microphone volume (softphone)

- Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

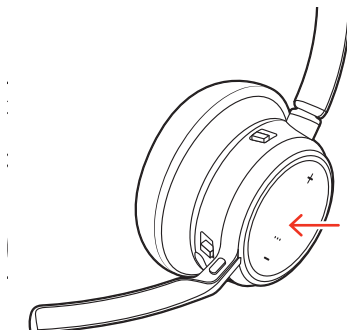
## Adjust voice prompt volume

- To adjust the volume of voice alerts and prompts, toggle the volume switch up (+) or down (-) while not on a call or streaming audio.



# Make/Take/End Calls

## Answer or end a call


- Tap the Call  button.



## Answer a second call

- First, tap the Call button  to end current call, then tap the Call button  again to answer new call.

## Mute

- Mute your headset on an active call:
  - Tap the Mute  button
  - Rotate your microphone boom and click it into the up position
  - Take off your headset (requires active smart sensors). Put on your headset to unmute.

## Hold a call

- To hold an active call, press the headset Call button for 2 seconds. Press the Call button to resume a held call.

## Switch between calls (flash)

- To switch between calls, press the headset Call button for 2 seconds.



**NOTE:** Available for softphone calls only. Does not work with mobile calls.


## Call back last call (smartphone)

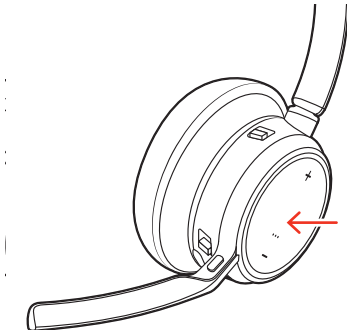
- To dial your last number you dialed, double-tap the Call button.

## Answer calls from a second device

It's easy to answer calls from two devices (including softphone).


When on a call, you hear a ringtone notification of the incoming call from the second paired device.


- To answer a second call from the other device, first tap the Call  button to end the current call and tap the Call button again to answer the new call. If you choose to not answer the second call, it will go to voicemail.



## Launch Microsoft Teams (Teams model only)

Tap your headset Teams button to quickly open and use the Microsoft Teams desktop app.

- When not on a call, tap your Teams  button to view Microsoft Teams app on your computer.
- When your connected USB adapter LED pulses purple, tap your Teams button to view Teams notifications.

 **NOTE:** Teams model and Teams desktop application required. Teams mobile application is not supported.

## ANC

Active Noise Canceling (ANC) reduces external noise and enhances your music and sound quality.

- Slide the ANC switch to choose:
  - Low: recommended for office
  - High: recommended for loud environments

## Use sensors

Smart sensors respond when you put on or take off your headset. Customize in Poly Lens. Below describes default settings.

With active sensors	putting on the headset will:	taking off the headset will:
Mobile/softphone call	answer the call	keep call in headset


With active sensors	putting on the headset will:	taking off the headset will:
Music/media	resume music/media (if playing previous to taking off)*	pause music/media (if playing)*
Mute (activate in Poly Lens )	unmute if on an active call	mute if on an active call





**NOTE:** \*Functionality varies by application. May not function with web-based apps.

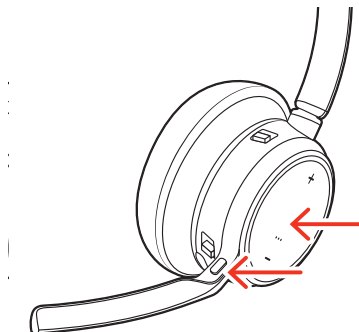
## Reset sensors

You may need to reset the sensors if they are not working as expected.

- There are two ways to reset the headset sensors. Choose:
  - With your headset powered on, charge your headset on the charge stand for 10 seconds
  - Power on your headset while pressing the Mute  button for more than 4 seconds until the LEDs flash purple 4 times, being careful to not touch the earcup padding or allow it to come in contact with surfaces.

## Disable sensors


- You can disable your headset smart sensors 2 ways:
  - Manage sensors in Poly Lens
  - Hold both the Mute  and Call  buttons for more than 4 seconds until the LED flashes purple then red. Repeat to reactivate; the LED flashes purple then blue



**NOTE:** Sensors cannot be disabled while streaming audio.



## Play or pause audio

- Tap the Call  button to pause or resume streaming audio.



**NOTE:** Functionality varies by application. May not function with web-based apps.

---

## Voice assistant (smartphone feature)

- **Siri, Google Assistant, Cortana** Press and hold the Call button for 2 seconds to activate your phone's default voice assistant. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.

---

# More Features

## Select language

- You can wirelessly change your headset language using Poly Lens. Download: [hp.com/lens-app](https://hp.com/lens-app).

## Online indicator

- Your headset LED illuminates red to inform others that you are on a call. Manage settings in Poly Lens.

## Corded mode (audio over USB)

If your audio is cutting out during softphone calls, you may be experiencing Bluetooth density problems. Improve audio performance by using density-friendly corded mode.

1. Disconnect your Bluetooth USB adapter from your computer
2. Connect your headset directly to your computer with the provided 1.5 m USB cable
3. Power off your headset to use density-friendly corded mode



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**NOTE:** Your headset battery charges while in corded mode.

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# Troubleshooting

Find solutions to improve your headset experience.

**Table 7-1 Headset troubleshooting**

Issue	Resolution
How do I pair my headset to a mobile device?	See <a href="#">Pair to mobile device on page 4</a> .
How do I pair my headset to a computer or laptop?	Plug in the USB Bluetooth adapter to your computer or laptop. The adapter is paired to your headset and connects to computer audio. See <a href="#">Connect to PC on page 3</a> .
Why should I use the USB Bluetooth adapter instead of my computer's Bluetooth?	Your USB Bluetooth adapter provides the best connection, softphone functionality and acoustic sound quality through your headset. See <a href="#">Connect to PC on page 3</a> , <a href="#">Configure USB adapter for streaming media on page 3</a> .
How do I pair my USB Bluetooth adapter to another supported Poly audio device?	Poly Lens Desktop is required to pair your BT700 USB Bluetooth adapter to another device. Your Bluetooth adapter remembers up to 2 supported Poly audio devices, but connects to only one at a time. See <a href="#">Pair USB adapter again on page 5</a> .
Can I connect my headset to a mobile phone and computer at the same time?	Yes, your headset can connect to mobile and PC. Your headset remembers up to 8 devices, but connect to up to 2 devices at a time. That includes the USB Bluetooth adapter.
<p>The headset audio is not working as expected when connected to my computer.</p> <ul style="list-style-type: none"><li>• During a call, nobody can hear me</li><li>• During a call, I can't hear anybody</li><li>• Music is not coming through my headset</li><li>• When I play music and a call comes in, the music is too loud or doesn't pause</li></ul>	<p>Check the following:</p> <ul style="list-style-type: none"><li>• To configure the headset sound on your computer, see <a href="#">Configure USB adapter for streaming media on page 3</a>.</li><li>• Ensure that only one softphone application is opened at a time.</li><li>• For best performance, ensure your headset firmware is up-to-date. See <a href="#">Update your Poly device on page 8</a>.</li></ul>

**Table 7-1 Headset troubleshooting (continued)**

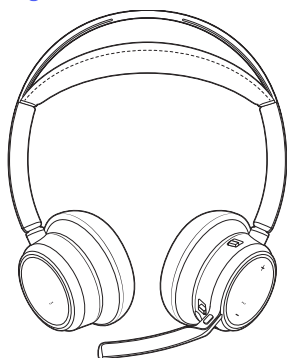
Issue	Resolution
My headset call control is not working as expected when on a softphone call.	<p>Check the following:</p> <ul style="list-style-type: none"> <li>For best performance, ensure your headset firmware is up-to-date. See <a href="#">Update your Poly device on page 8</a>.</li> <li><a href="#">Update your Poly device on page 8.</a></li> <li>Ensure that only one softphone application is opened at a time.</li> <li>If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop installed. See <a href="#">Load software on page 8</a>.</li> <li>Select your softphone application in Poly Lens Desktop.</li> </ul>
<b>(Teams model only)</b> How do I interact with Microsoft Teams using my headset?	<ul style="list-style-type: none"> <li>Tap the headset Call  button to quickly open and use Microsoft Teams. See <a href="#">Launch Microsoft Teams (Teams model only) on page 11</a>.</li> <li>Set your target softphone by going to Poly Lens Desktop</li> </ul>
<b>(Teams model only)</b> Does my Microsoft Teams-enabled headset work with other softphones?	<p>Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Set your target phone by going to Poly Lens Desktop.</p> <p>When you configure another softphone, the Call  button:</p> <ul style="list-style-type: none"> <li>doesn't interact with Teams</li> <li>doesn't go to Teams notifications</li> <li>will not launch Cortana</li> </ul>
I want to customize my headset features.	<p>Customize your device settings with Poly Lens. Download: <a href="http://hp.com/lens-app">hp.com/lens-app</a>.</p>
The headset audio is cutting out during softphone calls.	<p>You may be experiencing Bluetooth density issues. Use density-friendly corded mode. See <a href="#">Corded mode (audio over USB) on page 14</a>.</p>
I want to use my headset as a USB corded headset with my computer.	<p>Your headset can be used in corded mode. See <a href="#">Corded mode (audio over USB) on page 14</a>.</p>
Can I use my headset while charging it?	<p>Your headset charges while in corded mode. See <a href="#">Corded mode (audio over USB) on page 14</a>.</p>
The headset talk time is not accurate.	<p>Deplete your headset battery and then fully charge to reset the accuracy of the talk time prompts.</p>
I don't have enough charge ports for my Bluetooth USB adapter and my optional charge stand.	<p>Try the following:</p> <ul style="list-style-type: none"> <li>Plug your charge stand into a wall charger</li> <li>To charge your headset while connected to your computer, use corded mode. See <a href="#">Corded mode (audio over USB) on page 14</a>.</li> </ul>

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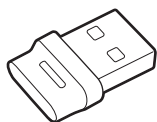
# What's in the box

Contents may vary by product.

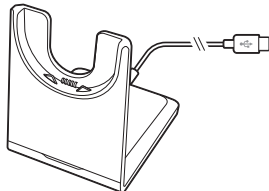
**Figure 8-1 Headset**



**Figure 8-2 Bluetooth USB Adapter (design may vary)**



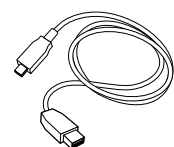
**Figure 8-3 Charge stand (select models only)**



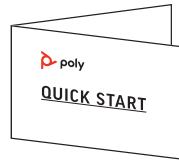
**Figure 8-4 Carrying case**



**Figure 8-5 USB-C cable**



**Figure 8-6** Quick start guide



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# Safety warnings

## Safety Instructions

To reduce the risk of fire, electric shock, injury to persons and damage to property, read all operating instructions and the following safety instructions before using your HP product. Operating, storage and charging temperature is 10°C to 40°C (50°F to 104°F).

- Only use those HP products and accessories designed for use with this product.
- If you experience a skin irritation after using this product, discontinue use and contact HP.
- CHILDREN. Never allow children to play with the product-small parts may be a choking hazard.
- Do not disassemble the product as this may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock or fire when the product is subsequently used.
- Unplug, discontinue use and contact HP if the product overheats or has a damaged outer casing, cord or plug.
- Exposure to high volume sound levels or excessive sound pressure may cause temporary or permanent damage to your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use your headset/headphones with the volume set at moderate levels and avoid prolonged exposure to high volume sound levels. The louder the volume, the less time is required before your hearing could be affected. You may experience different sound levels when using your headset/headphones with different devices. The device you use and its settings affect the level of sound you hear. If you experience hearing discomfort, you should stop listening to the device through your headset/headphones and have your hearing checked by your doctor. To protect your hearing, some hearing experts suggest that you:
  1. Set the volume control in a low position before putting your headset/headphones on your ears and use as low a volume as possible.
  2. Avoid turning up the volume to block out noisy surroundings. Whenever possible, use your headset/headphones in a quiet environment with low background noise.
  3. Limit the amount of time you use headsets/headphones at high volume levels.
  4. Turn the volume down if the sound from the headset/headphones prevent you from hearing people speaking near you.

- If you use your headset/headphones while driving, check local laws regarding use of a mobile phone and headset, and ensure your attention and focus remain on driving safely. Use of a headset/headphones that covers both ears will impair your ability to hear other sounds and in most regions is illegal to use while operating a motor vehicle or riding a bicycle and may be a serious hazard for you and others.
- If this product includes earbuds/eartips, install and use them in accordance with the instructions provided. Do not force earbuds/eartips down the ear canal. Consult a doctor if they become lodged in the ear canal.
- Plug the mains adapter or charger into a socket-outlet that is near to the equipment and will be easily accessible.

### **Battery Warnings for Wireless Products**

- If your product has an embedded, non-replaceable battery, do not attempt to open the product or remove the battery as this may cause injury and/or damage the product. If your product has a replaceable battery, use only the battery type supplied by HP. Remove a spent battery promptly.
- Replace rechargeable batteries after three years or 300 charge cycles, whichever occurs first.
- Do not dispose of the product or battery in a fire or heat above 40°C (104°F).
- Do not expose the battery to extremely high temperatures. It may result in an explosion or the leakage of flammable liquid or gas.
- Do not open, deform or mutilate the battery. There may be corrosive materials which can cause damage to eyes or skin and may be toxic if swallowed.
- Never put batteries in mouth. If swallowed, contact a physician or poison control center.
- Swallowing may lead to burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion.
- Always store batteries where children cannot reach them.
- Do not allow any battery or its holder to contact metal objects such as keys or coins.
- RECYCLING: The product battery must be recycled or disposed of properly. Contact your local recycling center for battery removal and proper disposal.
- Use only the charger supplied by HP to charge the product and follow the charging instructions provided. Alternatively, if your headset is designed to be charged with your cell phone charger, use only cell phone chargers approved and provided by your cell phone manufacturer. Do not use the charger for any other purpose. Ensure that the voltage rating corresponds to the power supply you intend to use.



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# Support

## NEED MORE HELP?

[support.hp.com/poly](https://support.hp.com/poly)

### HP Inc.

1501 Page Mill Road  
Palo Alto, CA 94304, U.S.A.  
650-857-1501

### HP REG 23010, 08028

Barcelona, Spain

### HP Inc UK Ltd

Regulatory Enquiries, Earley West  
300 Thames Valley Park Drive  
Reading, RG6 1PT  
United Kingdom

### 台灣惠普資訊科技股份有限公司

臺北市南港區經貿二路 66 號 10 樓  
電話: 02-37899900

RMN (Regulatory Model Number): VFOCUS2, BT700, BT700C