



# **Voyager Focus 2 UC Series**

## Bluetooth Headset

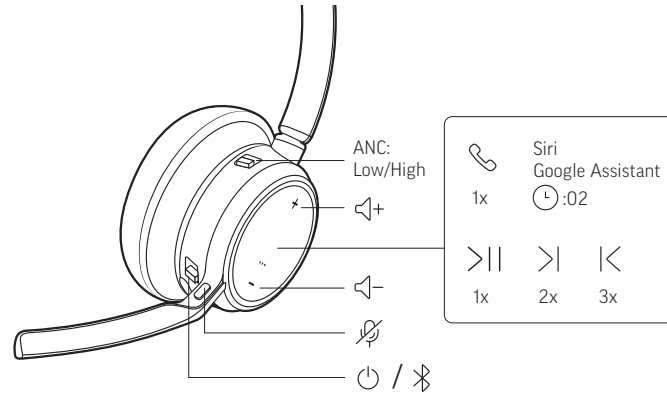
User Guide

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# Overview

## Headset



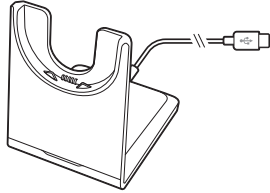
ANC	Active Noise Cancelling (off/low/high)
🔊+	Volume up
🗨️	Call button/Press to interact with Microsoft Teams (Teams model only, requires Teams app)
Siri/Google Assistant	Default voice assistant
▶	Play/pause**
▶	Next track**
◀	Previous track**
🔊-	Volume down
🔇	Mute/unmute
🔌	Power on/off
📶	Bluetooth pairing

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

### Be safe

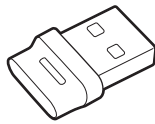
Please read the safety guide for important safety, charging, battery and regulatory information before using your new headset.

Charge stand (charge stand model only)



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

USB Bluetooth adapter



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

**NOTE** Adapter design may vary

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### Standard LEDs

USB LEDs	What they mean
Flashing red and blue	Pairing
Solid blue	Headset connected
Flashing blue	On a call
Solid red	Mute active
Flashing purple	Streaming media from computer

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### LEDs when Microsoft Teams\* is detected

USB LEDs	What they mean
Flashing red and blue	Pairing
Solid purple	Microsoft Teams connected
Flashing blue	On a call
Solid red	Mute active
Pulsing purple	Microsoft Teams notification

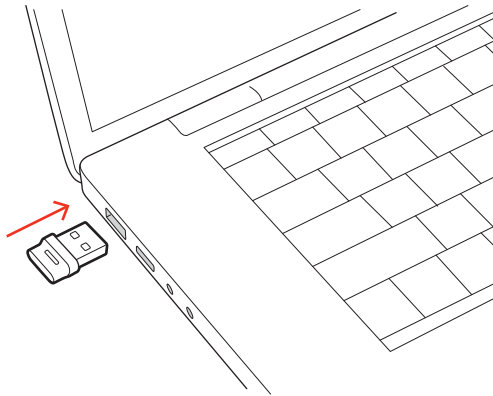
**NOTE** \*Requires Microsoft Teams desktop application

# Connect and pair

## Connect to PC

Your Bluetooth USB 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 App by visiting [poly.com/lens](https://poly.com/lens). This allows you to customize your headset behavior through advanced settings and options.

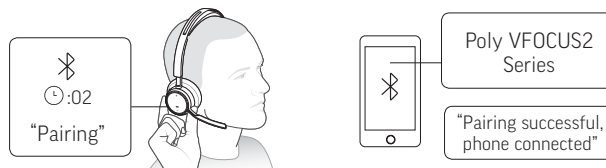
## Pair USB adapter again

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

- 1 Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
- 2 Put your headset in pair mode.
- 3 Put your Bluetooth USB adapter into pair mode by selecting "Pair" in Poly Lens App. 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.

## Pair to mobile device

- 1 To put your headset in pair mode, slide and hold the Power  $\odot$  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.*

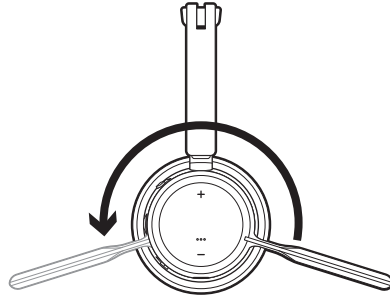
**Pair mode**

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

# Fit and charge

## Wear on the right or left

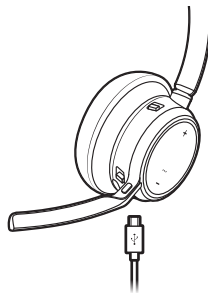
- To position the microphone on the right or left side, rotate the microphone boom up and over. Bend the boom so it is approximately 2 finger widths from the corner of your mouth. **NOTE** Your headset senses when you change the microphone boom from one side to the other and syncs the audio specific to each side.
- Gently flex the headband wider if the fit is uncomfortable on your ears.



## Charge

Charge your headset using the micro USB 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.

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



Micro USB cable




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

Customize your device behavior through advanced settings and options with Poly Lens App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: [poly.com/lens](https://poly.com/lens).

**NOTE** *Device settings are also available in Plantronics Hub App.*

## Update firmware

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

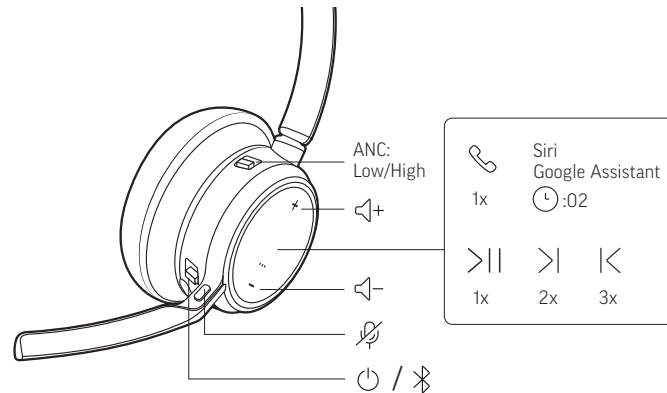
Update your firmware using your computer with Poly Lens App. Download at [poly.com/lens](https://poly.com/lens).

While updating firmware:

- Do not use your Poly device until the update is complete.
- Disconnect your Poly device from paired devices such as phones, tablets and computers.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.



# The Basics



## Power on/off

Slide the switch to power on or off.

## 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.

## 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.

### 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.


## Mute


Mute your headset on an active call:

- Tap the Mute button

**Launch Microsoft Teams (Teams model only)**

- 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.

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 App. 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
Music/media	resume music/media (if playing previous to taking off)*	pause music/media (if playing)*
Mute (activate in Poly Lens App)	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 App
- 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.

### Track selection

Double-tap the Call  button to skip to the next track or triple-tap the Call  button to play the previous track.

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

### Fast forward/rewind

Double-tap and hold the Call  button to fast-forward. Triple-tap and hold the Call  button to rewind.

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

## Voice assistant

**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 App. Download: [poly.com/lens](https://poly.com/lens).

## Online indicator

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

## 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

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

# Troubleshooting

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The headset audio is not working as expected when connected to my computer.

- During a call, nobody can hear me
- During a call, I can't hear anybody
- Music is not coming through my headset
- When I play music and a call comes in, the music is too loud or doesn't pause

- To configure the headset sound on your computer, see [Configure for media](#).
- Ensure that only one softphone application is opened at a time.
- For best performance, ensure your headset firmware is up-to-date. See [Update firmware](#).


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My headset call control is not working as expected when on a softphone call.

- Check the following:
- For best performance, ensure your headset firmware is up-to-date. See [Update firmware](#).
  - Ensure that only one softphone application is opened at a time.
  - If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop App installed. See [Load software](#).
  - Select your softphone application in Poly Lens Desktop App.


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**(Teams model only)** How do I interact with Microsoft Teams?

- Tap the headset Call  button to quickly open and use Microsoft Teams. See [Launch Microsoft Teams](#).
- Set your target phone by going to Poly Lens Desktop App

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**(Teams model only)** Does my Microsoft Teams-enabled headset work with other softphones?

- 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 App. When you configure another softphone, the Call  button:
- doesn't interact with Teams
  - doesn't go to Teams notifications
  - will not launch Cortana

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The headset audio is cutting out during softphone calls.

- You may be experiencing Bluetooth density issues. Use density-friendly corded mode. See [Corded mode \(audio over USB\)](#).

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The headset talk time is not accurate.

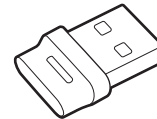
- Deplete your headset battery and then fully charge to reset the accuracy of the talk time prompts.
-

# What's in the box

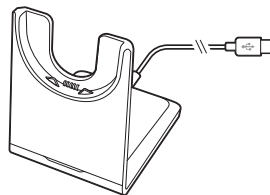
Contents may vary by product.



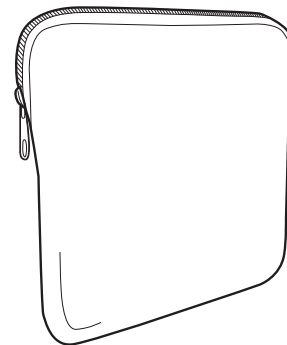
Headset



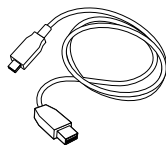
Bluetooth USB Adapter (design may vary)



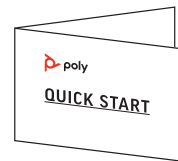
Charge stand (select models only)



Carrying case



Micro USB cable



Quick start guide

# Support

## NEED MORE HELP?

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

**Manufacturer:**

<b>Plantronics, Inc.</b>	<b>Plantronics B.V.</b>
345 Encinal Street	Scorpius 171
Santa Cruz, CA 95060	2132 LR Hoofddorp
United States	Netherlands

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Model ID: Headset VFOCUS2/VFOCUS2-M, Adapter BT700/BT700C. System: Poly Voyager Focus 2 UC has a VFOCUS2/VFOCUS2-M headset and a BT700/BT700C adapter.

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