



# **Voyager Focus UC**

## Bluetooth stereo headset

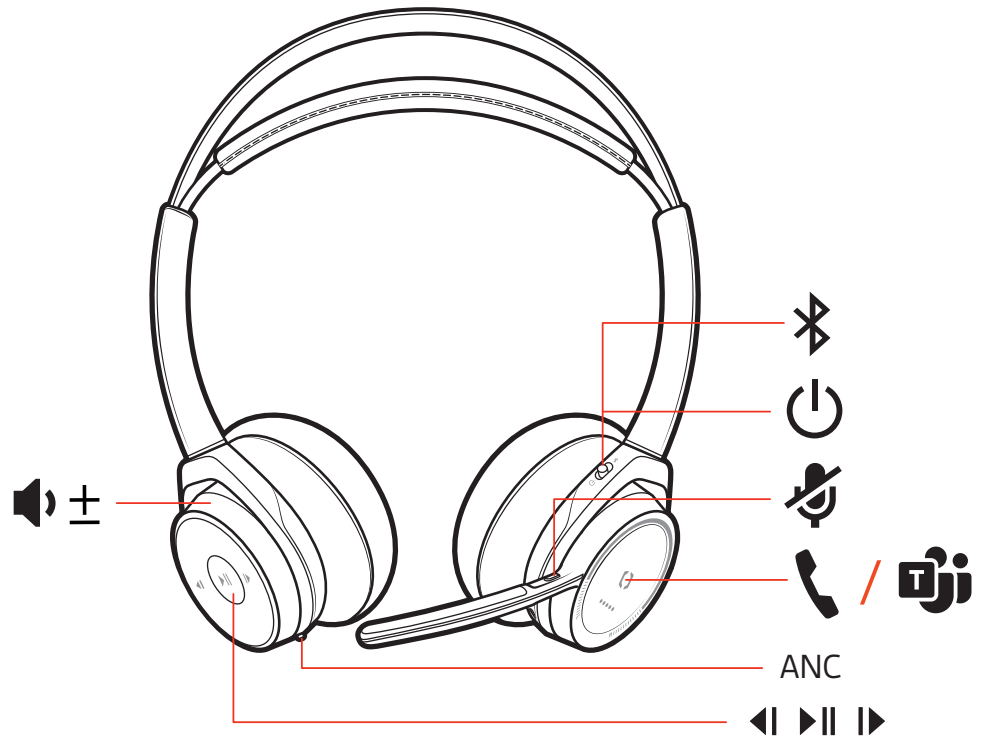
User Guide

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# Overview

## Headset



	Volume up/down
	Track backward*
	Play/pause music*
	Track forward*
ANC	Active noise cancelling
	Charge port
	Active call = mute/unmute Idle = OpenMic (hear your surroundings)
	Headset LEDs for pairing, battery status, online indicator
	Call button ([ ])/Press to interact with Microsoft Teams (app required)
	Power button
	Bluetooth pair button

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

## Headset LEDs

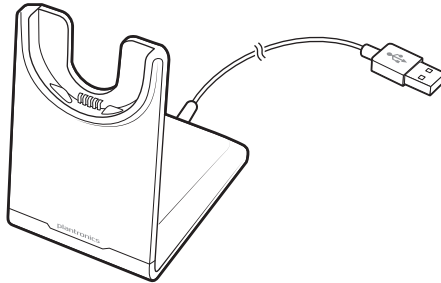
### 1 Connection status

Headset LEDs	What they mean
Flashing red and blue	Pairing
3 red flashes	Incoming call
Flashing red	On a call

### 2 Battery status: View LEDs when the headset is charging or by pressing the Call button, Mute button or Pairing button when the headset is idle.

Headset LEDs	What they mean
4-5 blue flashes	Battery high
2-3 blue flashes	Battery medium
1 red flash	Battery low
3 red flashes	Battery critical; Recharge headset

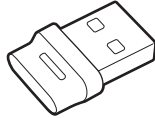
## Charge stand\*



**NOTE** \*Contents may vary by product.

**NOTE** Both the charge stand and micro USB cable can be plugged into either a computer or wall charger. It is only necessary to plug the charge stand into a computer to update firmware.

# USB Bluetooth adapter



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** Adapter's USB connection and design may vary, but function is the same.

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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

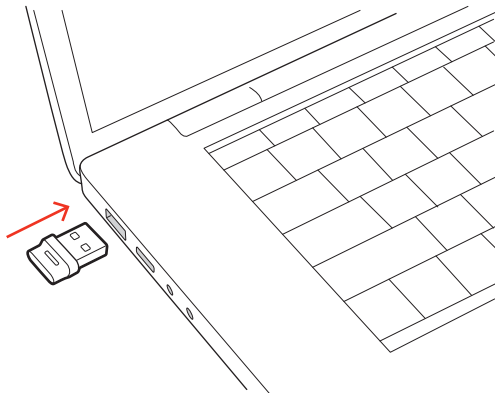
**NOTE** \*Requires Microsoft Teams desktop application.

# Connect and pair

## Connect to PC

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

## Configure USB adapter

Your high-fidelity Bluetooth USB adapter comes ready to take calls. If you want to listen to music, you will need to configure your Bluetooth USB adapter.

### Windows

- 1 To configure your Bluetooth USB adapter to play music, go to Start menu > Control Panel > Sound > Playback tab. Select **Poly BT700** or **Plantronics BT600**, 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

- 1 To configure the Bluetooth USB adapter, go to Apple menu > System Preferences > Sound. On both the Input and Output tabs, select **Poly BT700** or **Plantronics BT600**.

## Pair to mobile device

- 1 To put your headset in pair mode, slide and hold the Power  $\text{\textcircled{P}}$  switch away from the off position until you hear "pairing" and the headset LEDs flash red and blue.



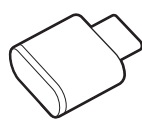
- 2 Select "Poly VFocus."  
Once successfully paired, you hear "pairing successful" and the headset LEDs stop flashing.  
**NOTE** Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the Bluetooth USB adapter.

**Pair USB adapter again**

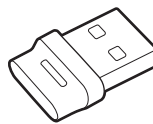
Typically, your USB adapter is pre-paired to your Poly audio device. In the event that your adapter is disconnected or bought separately, you will need to pair the adapter to your Poly device. The adapter pairing method depends on which USB adapter you use.

**Pair BT700 USB adapter again**

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



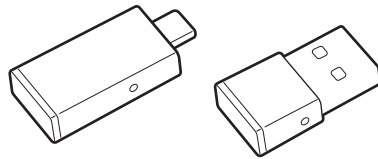
BT700 USB-C



BT700 USB-A

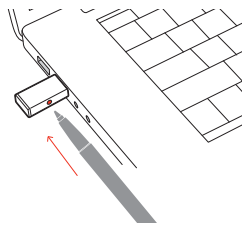
- 1 Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
- 2 Put your Poly audio device in pair mode.
- 3 Launch Poly Lens Desktop App and navigate to Poly BT700.
- 4 Put your Bluetooth USB adapter into pair mode by selecting "Pair new 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.  
**NOTE** To pair again using Plantronics Hub Desktop App, navigate to the app's Poly BT700 general settings and select "Pair."

### Pair BT600 USB adapter again



BT600 USB-C    BT600 USB-A

- 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 Put your Bluetooth USB adapter into pair mode by pressing and holding the recessed pair button with a pen or paperclip until the Bluetooth USB adapter flashes red and blue.



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

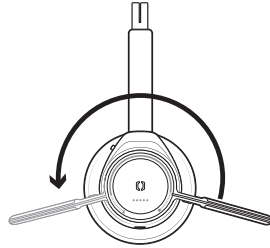
Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.



# 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. Adjust the boom so it points to the corner of your mouth.



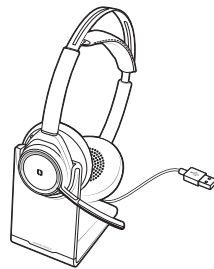
**TIP** Your headset senses when you change the microphone boom from one side to the other and syncs the audio and controls specific to each side.

## Charge your headset

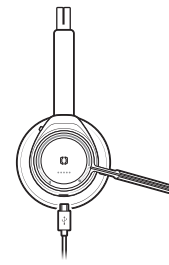
**IMPORTANT** Before using, charge the headset fully to reset the accuracy of the talk time prompts.

Charge your headset with the charge stand or the micro USB cable. The headset LEDs flash when charging. It takes up to 2 hours to fully charge your headset. The LEDs turn off once charging is complete.

**NOTE** Both the charge stand and micro USB cable can be plugged into either a computer or wall charger. It is only necessary to plug into a computer to update firmware.



Charge stand



Micro USB cable

Headset LEDs	Battery status
4-5 blue blinks	Battery high
2-3 blue blinks	Battery medium
1 red blink	Battery low
flashing red	Battery critical; Recharge headset

## Check headset battery status

There are several ways to check your headset battery status.

- 1 Wearing the headset, tap the Call \ button and listen to the voice alert (smartphone only).
- 2 When not wearing the headset, tap any button except the Call button and observe the headset LEDs.
- 3 Place the headset in the charge cradle and 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).

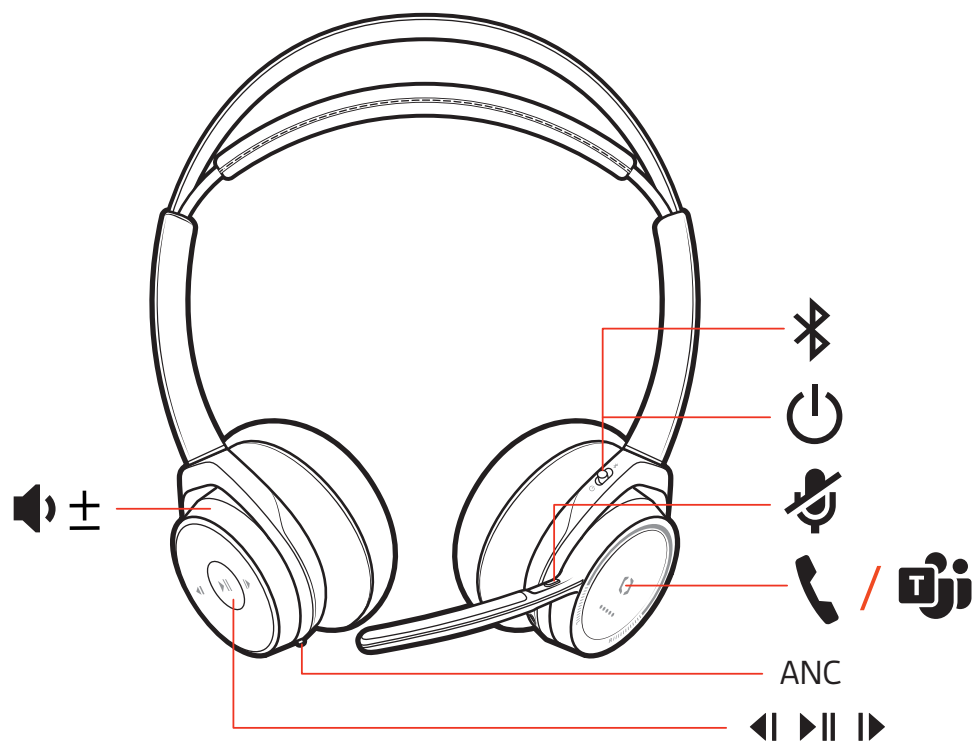
**NOTE** *Device settings and updates are also available in Plantronics Hub App.*

## Update your Poly device

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

- 1 Download Poly Lens Desktop App at [poly.com/software](https://poly.com/software).
- 2 To update your headset, dock your headset in the charge stand and plug it directly into your computer.
- 3 Open Poly Lens Desktop App on your computer and select your device name and then select the update button, if available.  
While updating:
  - 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



Volume up/down

Track backward\*

Play/pause music\*

Track forward\*

ANC Active noise cancelling

Charge port

Active call = mute/unmute  
Idle = OpenMic (hear your surroundings)

Headset LEDs for pairing, battery status, online indicator

Call button ([ ])

Power button

Bluetooth pair button

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

## Make/Take/End Calls

### Answer or end a call

Tap the Call  button.

### Call back last call (smartphone)

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

### 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.

## Mute/unmute


While on an active call, choose:

- Tap the red Mute button
- Take off/put on your headset while on an active call (requires active smart sensors)

## OpenMic


While not on a call, tap the red Mute button to activate OpenMic and hear your surroundings. Control the level of ambient noise you hear by adjusting the volume wheel.

## Volume

Rotate the volume wheel  forward (+) or backward (-) to control the volume.



## Play or pause music

Choose:

- Put on/take off the headset (requires active smart sensors)
- Tap the Play/pause  button

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

## Track selection

Tap the Forward button  or Back button  to control the track selection.

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

## Use sensors

Smart sensors respond when you put on or take off your headphones.



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

**NOTE** *\*Functionality varies by application. Does 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
- Press and hold both the Mute  and Play/pause  buttons for more than 4 seconds until the LEDs flash purple twice, 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.*

### ANC

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

Your headset ships with ANC on. To turn ANC off, slide the switch away from "ANC."


### Interact with Microsoft softphone

- For Microsoft Teams, tap the headset's Call  button to interact (Teams desktop application required).
- For Skype for Business, press and hold the headset's Call  button for 2 seconds to interact (Skype for Business desktop application required).

# More Features

## DeepSleep Mode


If you leave your headphones powered on but out of range of your paired phone or USB adapter for more than 7 days, your headset conserves its battery power by entering into DeepSleep mode.

Once back in range with your phone or USB adapter, press the Call control  button to exit DeepSleep mode.

## 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.

## Change language

You can change the voice prompts language of your headset (for example "mute on").

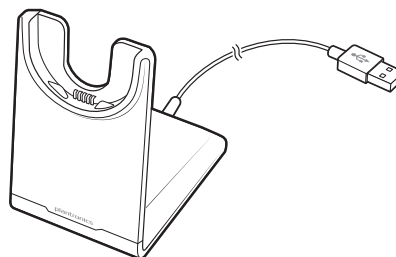
- 1 Load Poly Lens App on your computer. Download: [poly.com/lens](https://poly.com/lens).
- 2 Dock your headset in the charge stand and plug it directly into your computer.
- 3 Disconnect your headset from other devices.
- 4 Open Poly Lens App and go to your device's Settings > Language to view language choices for voice prompts.

# What's in the box

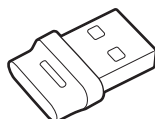
Contents may vary by product.



Bluetooth headset



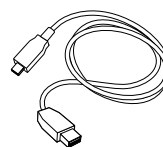
Optional charge stand



Bluetooth USB Adapter  
(USB-A or USB-C available,  
design varies)



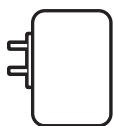
Carrying case



Micro USB cable

## Accessories

Sold separately at [poly.com/accessories](https://poly.com/accessories).



Wall charger

# Troubleshoot

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How do I pair my headset to a mobile device?	See <a href="#">Pair to mobile device</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</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</a> , <a href="#">Configure USB adapter</a> .
How do I pair my USB Bluetooth adapter to another supported Poly audio device?	The pairing method depends on whether you use BT600 or BT700 adapter. See <a href="#">Pair USB adapter again</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.
The headset audio is not working as expected when connected to my computer. <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>	Check the following: <ul style="list-style-type: none"><li>• To configure the headset sound on your computer, see <a href="#">Configure USB adapter</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</a>.</li></ul>
My headset call control is not working as expected when on a softphone call.	Check the following: <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</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 App installed. See <a href="#">Load software</a>.</li><li>• Select your softphone application in Poly Lens Desktop App.</li></ul>
During a call, I get interference and drops in sound.	Your headset is configured for optimal performance during conference calls. Stereo telephony is on by default. To increase Bluetooth density, change the setting from stereo telephony to mono telephony by holding the Mute button for four seconds while not on a call, until you hear "Wideband stereo off."  You can also change the setting in Poly Lens Desktop App or Plantronics Hub for Windows/Mac by going to <a href="#">Settings &gt; Wireless &gt; Extended Range Mode</a> .
Music from my computer is not coming through my headset.	To configure your USB adapter to play music, see <a href="#">Configure USB adapter</a> .

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I hear computer audio through my headset. How do I switch audio back to my computer's internal speaker?

To switch audio back to your computer's internal speaker from your headset and adapter, go to your computer audio settings and change your output device, or simply unplug your Bluetooth adapter.

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On my Mac, if I'm listening to streaming audio and take off the headset, iTunes starts playing when I put the headset back on.

This is a known issue. Turn off play/pause setting in the sensors tab of Plantronics Hub for Windows/Mac or Poly Lens App.

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When I play music and a call comes in, the music is too loud or doesn't pause.

To configure your USB adapter to play music, see [Configure USB adapter](#).

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The headset talk time is not accurate.

Charge the headset fully to reset the accuracy of the talk time prompts.

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I hear an echo when not on a call.

Check and see if OpenMic is on by pressing the red mute button on the boom when you are not on a call. Our exclusive OpenMic feature lets you control the level of ambient noise you hear.

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# Support

## NEED MORE HELP?

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

**Manufacturer:**

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Santa Cruz, CA 95060  
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