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Voyager Free 60

True Wireless Earbuds with Basic
Charge Case

User Guide

Contents

Your earbud system

Your earbud system easily connects to your mobile phone. The system includes:

- Wireless earbuds with wearing sensors
- Charge case with battery-status LEDs

Earbud button controls

Press an earbud button to control features on your earbud system.

To press the raised button on the back of your earbud, pinch the earbud with your thumb and forefinger. Control features using either earbud's button.

Note: Do not press the buttons on both earbuds at the same time. Your earbud features may not function properly.
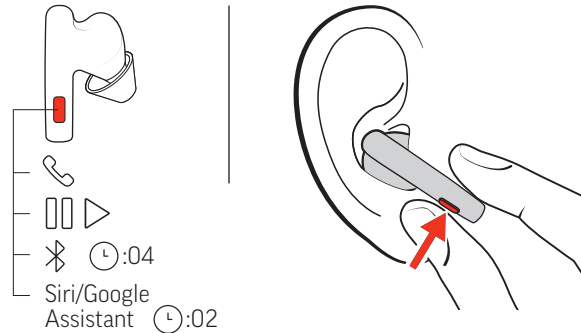
	Control	Button action
☎	Call answer/end	Click once
∦	Bluetooth pairing	Press and hold for 4 seconds. For more, see Pair to mobile device.
▶❚❚	Pause/play media *	Click once
🌐	Microsoft Teams	With earbuds idle, click to interact with Microsoft Teams (requires Teams model and Teams desktop app).
Siri/ Google Assistant	Default phone assistant	Press and hold for 2 seconds

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

Earbud swipe sensor controls

Swipe forward or backward on the earbud swipe sensor to control features on your earbud system.

The swipe sensor is next to metallic windscreen on the top of each earbud stem. Swipe forward or backward to adjust levels or make changes. Control by swiping either earbud.

Note: Do not press the buttons on both earbuds at the same time. Your earbud features may not function properly.
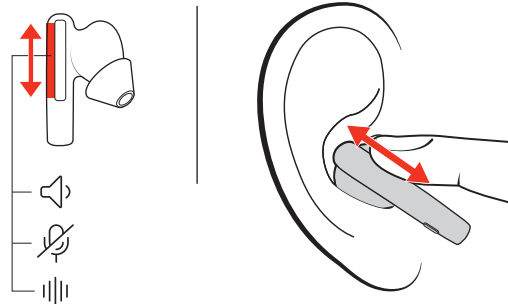
By default, your earbud swipe controls vary by activity. To customize these settings, see Customize your earbud swipe settings.

	Control	Activity	Swipe sensor gesture
⊲+	**Volume up**	Streaming media	While streaming media, swipe backward. For more, see Adjust the volume.
⊲−	**Volume down**	Streaming media	While streaming media, swipe forward.
⌀	**Mute**	On a call	During an active call, swipe to mute or unmute. For details, see Mute.
ılılı	**ANC (Active Noise Canceling) / Transparency Mode**	Earbuds idle	With earbuds idle, swipe to switch between ANC and Transparency Mode. For details, see ANC and Transparency Mode on page 13.

Load software

Download 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/end and mute) functionality.

- Download Poly Lens Desktop App at poly.com/lens.
- Download Poly Lens Mobile App at poly.com/lens, the App Store or Google Play.

	Poly Lens Mobile App	Poly Lens Desktop App
Configure call control for softphones	available for some softphones	✓
Change headset language	✓	✓
Enable features	✓	✓
Battery meter	✓	✓
Update device firmware	✓	✓
Manage notifications and alerts	✓	✓
Schedule health and wellness reminders	✓	✓
View user guide	✓	✓
Find MyHeadset	✓	

Update your Poly device

Keep your firmware and software up-to-date to improve Poly device performance and add new features. Download the app at poly.com/lens.

Update earbuds

1 Go to Poly Lens Mobile App on your paired mobile device or to Poly Lens Desktop App on your connected computer.
2 Select your earbuds from the device list in Poly Lens App to view available updates.
3 Click the update button to wirelessly update earbud firmware or software.

Fit

Place earbud in your ear. Rotate down and forward for an optimal fit and sound experience.
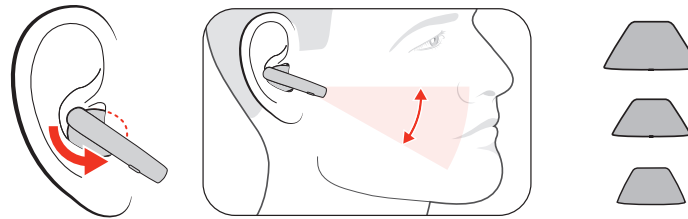
1. Try the 3 eartips to find which size fits you comfortably while blocking external noise.
2. Listen to music and select the eartip that gives you the most bass response.
3. You may prefer a different size eartip in each ear.

Replace eartips

Change your eartips and lock them in place.

1. REMOVE:
   A. Fold down the eartip's outer cone to reveal the eartip base connection to the earbud.
   B. Loosen the notched eartip base from the earbud with your fingernail and remove. Ensure to loosen your eartip from the base so the outer cone isn't torn.
   C. Alternatively, carefully twist the eartip base to remove.
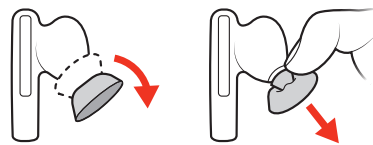
2. REPLACE:
   A. Place the eartip base on the earbud microphone column and press into place for a secure fit.
   B. The eartip base clicks when locked into place.
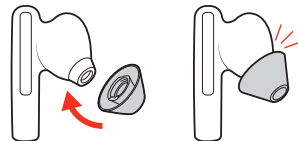
Charge

Your earbuds have up to 5.5 hours of talk time when fully charged and can be recharged twice by a fully charged case.

1   To charge your earbuds, place them in the charge case. Your earbuds begin charging when placed in the case.

2   To recharge the case, plug it into a computer or USB charging device using the supplied USB cable. Alternatively, recharge using a third-party wireless charger (not included).

> **Tip:** For fastest charging, plug your charge case into a power outlet.

3   Your charge case LEDs blink every 10 seconds when charging and turn off when fully charged.

Charge time

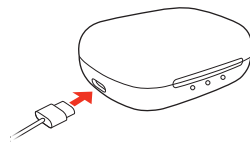| Device	Charge time
Charge case and earbuds	Approximately 3 hours
Earbuds only	Approximately 2 hours
Charge case only	Approximately 2 hours

Talk time

Device	Talk time
Earbuds with ANC off	Up to 5.5 hours
Earbuds with ANC on	Up to 5 hours
Charge case	Up to 11 hours

Check battery level

Check your earbud system battery level:

- Listen to the battery level alert when you put on the earbuds.
- View charge case LEDs. The center LED indicates the charge case battery level. Left and right LEDs show earbud battery level when earbuds are in the case.

> **Note:** To activate LEDs, open your case lid, press the case button, or connect/ remove the charge case from a power source.

- View earbud and charge case battery level in Poly Lens App. Download at poly.com/lens.

Voice alert	Charge case LEDs	Talk time
"Battery high"	Green	3 hours or more
"Battery medium"	Green	1 to 3 hours
"Battery low"	Yellow	10 minutes to 1 hour
"Battery critical"	Red	Less than 10 minutes

Quick charge

Charge your earbuds for 15 minutes for up to a full hour of listening time.

Wireless charging (Qi charging)

Your charge case is compatible with third-party Qi wireless chargers.

To charge wirelessly, place the earbuds in the charge case and place your case on your compatible wireless charger. Refer to your wireless charger user guide.

Note: Your earbuds charge only when placed in the charge case. They do not charge if placed directly on the wireless charger.
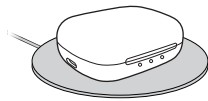
Power

Power on/off your earbud system

Your earbuds and case power on and off automatically.

To power on, do one of the following:

* Open your charge case to automatically power on the earbuds. Conversely, place your earbuds in the case and close the lid to automatically power your earbuds off and start charging them.
* **Tip:** If you don't hear a voice alert when you put on your earbud, click the earbud button once to power it on.

DeepSleep mode

If you leave your earbuds powered on but out of range of your paired device, they conserve power by entering DeepSleep mode after 90 minutes.
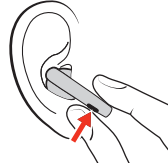
To exit DeepSleep mode, power on by clicking each earbud button.

Connect and pair

Pair to mobile device

1 Choose from 2 ways to put your earbuds in pair mode.

- Press and hold your earbud button for 4 seconds until you hear "pairing."

- With your earbuds in the charge case, open the lid and press the charge case button for 4 seconds. The charge case LEDs flash red and blue.

2 Activate Bluetooth® on your phone and set it to search for new devices.

- **iPhone Settings > Bluetooth > On***
- **Android™ Bluetooth: On > Scan for devices***

Note: * Menus may vary by device.

3 Select " Poly VFree 60 Series."
When your earbuds are successfully paired, you hear "pairing successful" and "phone connected."

Reconnect

With Bluetooth activated and in range, click your earbud to reconnect to your mobile device.

Pair mode

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

- Press and hold your earbud button for 4 seconds until you hear "pairing."

The basics

Adjust the volume

Choose:

- Adjust the volume on your connected mobile device.
- When streaming media, swipe your earbud sensor to adjust the volume. Swipe forward for volume down or backward for volume up. Each swipe changes the volume by one level.

  Note: By default, you may control volume on your earbuds only while streaming media. To customize your volume controls, see <u>Customize your earbud swipe settings</u> on page 15.
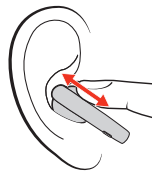
Adjust earbud microphone volume (softphone)

Place a test call and adjust earbud volume and softphone volume accordingly.

Play or pause audio

Choose a method to pause or resume streaming audio:

- With active sensors, remove both earbuds to pause streaming audio. Put on one or both earbuds to resume audio.*

  Note: *Functionality varies by application.

- Click your earbud button. Control with either earbud.

Voice assistant (smartphone feature)

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

Use sensors

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

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With active sensors	Putting on earbuds will:	Taking off earbuds will:
Incoming call	Answer the incoming call	--
Music/streaming media	Resume music/media*	Pause music/media*

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

ANC and Transparency Mode

Active Noise Canceling (ANC) reduces external noise and enhances your music and sound quality. Transparency Mode allows you to hear your surroundings while wearing your earbuds.

To switch between ANC and Transparency mode, choose from one of the following:

- Earbuds: With your earbuds idle, swipe your earbud's sensor to switch between your selected ANC Mode and your selected Transparency Mode.
- Poly Lens App: Go to **Settings > ANC**: Tap to view and select your ANC Mode or Transparency Mode. For more about these settings, see ANC and Transparency Mode settings on page 15.
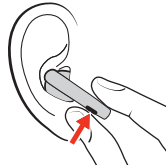
Make/Take/End Calls

Make a call

To make a call, dial using your connected mobile device.

Answer or end a call

To answer or end a call, do one of the following:

- Press once on the button on the back of your earbud.
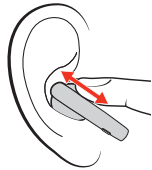- Put on one or both earbuds to answer a call (with smart sensors active).

- Use your connected mobile device.

Mute

To mute your microphone during a call, do one of the following:

- Swipe your earbud to mute or unmute your earbuds.

- Mute from your paired mobile device.

Answer a second call

First, click the earbud button to end current call, then click the earbud button again to answer new call.

Redial last outgoing call (smartphone feature)

Double-click your earbud button to redial the last outgoing mobile call.

Note: Control with either earbud.

Answer calls from a second device

It's easy to answer calls from two devices.

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, click your earbud button to end the current call and click the button again to answer the new call. If you choose to not answer the second call, it will go to voicemail.

More Features

Customize your earbud swipe settings

Customize your earbud swipe sensor settings in Poly Lens App. Download the app: poly.com/lens.
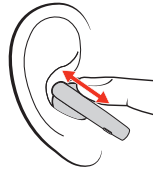
By default, your earbud swipe controls vary by activity. To configure in Poly Lens App, go to **Settings > Custom swipe sensor**. Changes take effect immediately.

Activity	Available swipe sensor settings
Earbuds are idle (not on a call or streaming media)	• Switch between ANC/Transparency Mode (default) • Adjust volume • Status check • Do nothing
On a call	• Switch between Mute/Unmute (default) • Adjust volume • Switch between ANC on/off • Hold/resume call • Do nothing
Streaming media or music	• Adjust volume (default) • Switch between ANC/Transparency Mode • Track forward/track backward • Do nothing

ANC and Transparency Mode settings

Choose your preferred settings for ANC (Active Noise Canceling) and Transparency Mode.

Choose settings in Poly Lens App.

Category	Setting	Description
ANC	Adaptive (default)	• Detects differences in user fit or movement while wearing and automatically adjusts to provide the best ANC experience
ANC	Standard	• Optimized to reduce external noise for office • Provide a more natural audio experience and enhanced sidetone comfort
ANC	Off	• ANC powered off
Transparency Mode	Speech (default)	• Optimized for face-to-face communication while wearing your earbuds
Transparency Mode	Environment	• Best for busy streets • Optimized to hear your surroundings while wearing your earbuds
Transparency Mode	Off	• Transparency Mode powered off

Connect new earbud

Connecting a replacement new earbud to your existing system is easy.

1   To connect your new earbud to the existing one, place them both in the charge case.
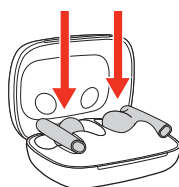
2   Close the case lid and wait for 10 or more seconds to complete the connection.

Troubleshooting

Pairing

Issue	Resolution
How do I pair my earbuds to a mobile device?	See Pair to mobile device on page 11.
I can't connect to my paired device or get error messages when I try to connect.	• Reconnect earbuds to your paired device by clicking either earbud button. • Ensure that Bluetooth is enabled on your paired device. • Ensure that your earbuds are removed from your case, powered on and paired to your mobile device. See Pair mode. • Ensure that your earbud firmware is up-to-date in Poly Lens App. See

Audio

Issue	Resolution
I can't hear anything in one or both earbuds.	• Check earbud volume level. See Adjust the volume. • Check volume level on your paired mobile device. • Power off and on to reset your earbuds. See Power on/off earbuds. • Ensure that your earbuds are powered on and paired to your mobile device. See Pair to mobile device on page 11.
How do I adjust the volume?	• By default, swiping your earbud adjusts your volume only when streaming media and not during other activities. Each swipe changes the volume one level. See Adjust the volume. • To customize your earbud swipe controls, see Customize your earbuds.
I want to control volume from my earbuds at all times.	• Customize your earbud settings to control volume at all times in Poly Lens App. By default, swiping your earbud adjusts your volume only when streaming media and not during other activities. See Customize your earbuds.

General

Issue	Resolution
Can I control features using either earbud?	• Yes, use the button or swipe controls on either earbud, but not on both earbuds at the same time. • The button control is on the back of each earbud Learn more about Earbud button controls on page 4. • The swipe sensor control is next to the metallic windscreen on the top of each earbud. Learn more about Earbud swipe sensor controls on page 5.
I want to customize my earbud features.	• Customize your device settings with Poly Lens App. See Load software on page 6 and Customize your earbud swipe settings on page 15.
The earbud sensors are not working as expected. • A call is not automatically answered when I put on both of my earbuds • Streaming media doesn't pause when I remove both earbuds	• Understand your earbud wearing sensors. See Use sensors on page 12. • Power off and on to reset your earbuds. See Power on/off earbuds. • Customize or turn off your earbud wearing sensor settings in Poly Lens App. Download the app: poly.com/lens **Tip:** For best audio performance while exercising, turn off wearing sensors in Poly Lens App.

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 Poly product. Operating, storage and charging temperature is 10˚C to 40˚C (50˚F to 104˚F).

- Only use those Poly products and accessories designed for use with this product.
- If you experience a skin irritation after using this product, discontinue use and contact Poly.
- 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 Poly 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.

See poly.com/healthandsafety for more information on headsets/headphones and hearing.

- 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 Poly. 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 Poly 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.

Support

NEED MORE HELP?

poly.com/support

Manufacturer:

Plantronics, Inc.

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United States

Plantronics B.V.

Scorpius 171

2132 LR Hoofddorp

Netherlands

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Building 4, Foundation Park

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Maidenhead, SL6 3UD

United Kingdom

Model ID: Model IDs: earbuds F60T (F60TR, F60TL), charge case CBF60.

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