



# Poly Voyager Legend 50 UC Bluetooth Headset User Guide

## **SUMMARY**

This guide provides task-based user information for the named product.

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# Table of contents

<b>Overview</b>	<b>1</b>
Headset overview	1
Charge case overview	2
USB Bluetooth adapter LEDs	2
Locate the serial number on your headset	3
Locate the serial number on your charge case	3
<b>Load software</b>	<b>5</b>
Update your Poly device	5
<b>Adjust the fit</b>	<b>6</b>
Change eartip size	6
Switch ears	7
<b>Charge</b>	<b>8</b>
Check headset battery status	9
Low battery warnings	10
<b>Connect and pair</b>	<b>11</b>
Pair to mobile device	11
Pair to PC with Bluetooth direct	11
Connect to PC	12
Configure USB adapter for streaming media	13
Pair BT700 USB adapter again	13
<b>Manage calls</b>	<b>14</b>
Answer a call	14
End a call	14
Mute	14
Reject a call	14
Hold a call	15
Switch between calls (flash)	15
Launch Microsoft Teams (Teams model only)	15
Raise hand in Microsoft Teams meeting (Teams model only)	15
<b>Basics</b>	<b>16</b>
Power on	16
Adjust the volume	16
Adjust headset microphone volume (softphone)	16

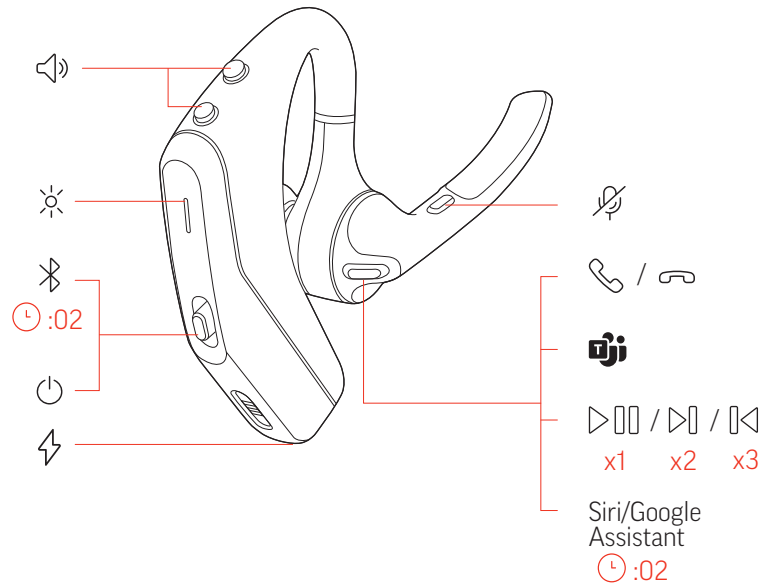
Play or pause audio	17
Track backward	17
Track forward	17
Voice assistant (smartphone feature)	17
Use sensors	17
Reset the sensors	18
Disable sensors	18
Exit DeepSleep mode	19
<b>Advanced features</b>	<b>20</b>
Choose Noise Block setting	20
Use USB-C to USB-A adapter	20
<b>What's in the box</b>	<b>22</b>
<b>Troubleshooting</b>	<b>23</b>
<b>Support</b>	<b>26</b>

# Overview

Review your new headset system.

## Headset overview


Use your headset for call and media control.



**Table 1-1** Headset icon descriptions

Icon	Control
	Volume up and down buttons
	Indicator light
	Bluetooth pairing Slide up and hold for 2 seconds. For more, see <a href="#">Pair to mobile device on page 11</a> .
	Power
	Charge port
	Mute
	Answer call
	End call
	Microsoft Teams (requires Teams desktop app)
	Play/pause media *
	Track forward

**Table 1-1** Headset icon descriptions (continued)

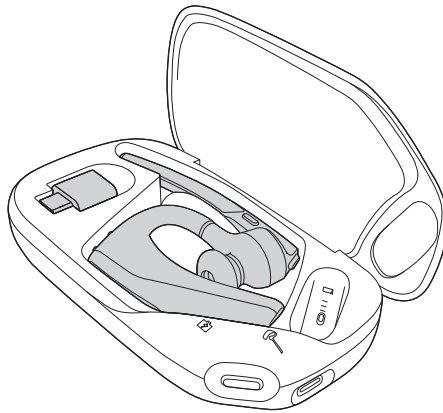
Icon	Control
	Track backward
Siri, Google Assistant	Default voice assistant
	Press and hold for 2 seconds. For more, see <a href="#">Voice assistant (smartphone feature) on page 17</a> .



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

## Charge case overview

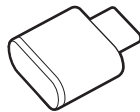
Use the charge case to charge and store your headset. The LEDs display the case and headset battery status.



**NOTE:** The USB Bluetooth adapter is stored inside of the charge case.

## 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 1-2** Standard LEDs

LED behavior	Description
Flashing red and blue	Pairing
Solid blue	Device connected
Flashing blue	On a call

**Table 1-2 Standard LEDs (continued)**

LED behavior	Description
Solid red	Mute active
Flashing purple	Streaming media from computer

**Table 1-3 LEDs with Microsoft Teams\***

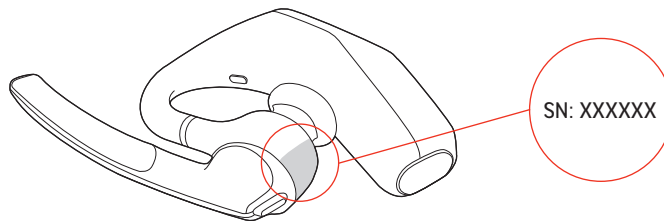
LED behavior	Description
Flashing red and blue	Pairing
Solid purple	Microsoft Teams connected
Flashing blue	On a call
Solid red	Mute active
Pulsing purple	Microsoft Teams notification

\*Requires Microsoft Teams desktop application.

## Locate the serial number on your headset

Find the serial number on the bottom of the headset ear piece.

- On the bottom of the headset, find the serial number **SN: XXXXXX** (typically 6 digits).



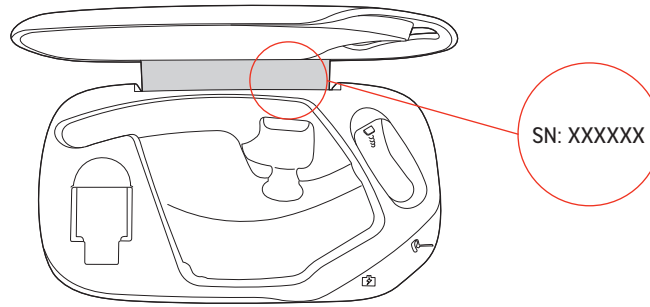
 **TIP:** Take a photo with your smartphone for a better view of the serial number.

## Locate the serial number on your charge case


Find the serial number on the inside of the charge case lid.

The serial number is located on the inside of the charge case lid.

- Open the charge case to find the serial number **SN: XXXXXX** (typically 6 digits).



---

 **TIP:** Take a photo with your smartphone for a better view of the serial number.

---

# 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 2-1** 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 the app at [hp.com/lens-app](https://hp.com/lens-app).

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# Adjust the fit

Wear your headset correctly for the best call and sound quality.

1. Slide the headset over and behind your ear, then press gently toward your ear.


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 **NOTE:** Remove your eyeglasses before wearing the headset for the best fit.

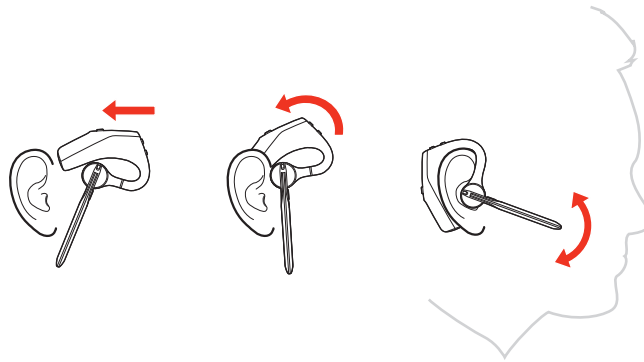
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2. Rotate the microphone boom until it is pointed toward your mouth. The mic boom moves up and down for a better fit.

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 **NOTE:** Point the microphone boom toward your mouth for the best call quality. If the microphone boom is too high or too low, callers may not be able to hear you.

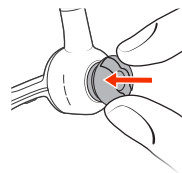
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## Change eartip size

Change the eartip for a better fit.

1. Push in the eartip with thumb and forefinger.

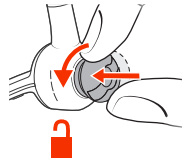


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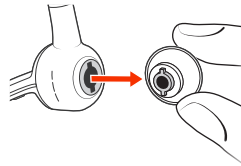
 **CAUTION:** Push in the eartip before rotating it or you might tear the ear tip and need to buy a replacement.

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2. With the eartip pushed in, turn counterclockwise to unlock.



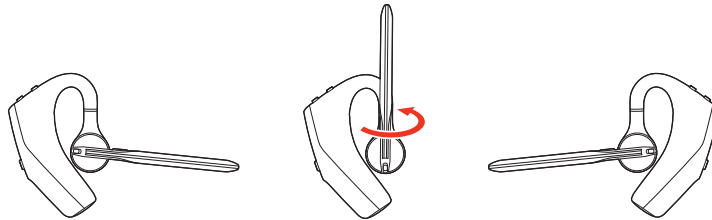
3. Remove the eartip from the slot.



## Switch ears

Wear your headset on either ear.

- Rotate the boom upwards, and then twist it around so the eartip is on the other side of the headset base before lowering the mic boom.



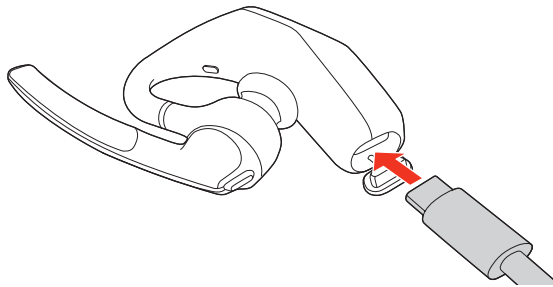
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# Charge

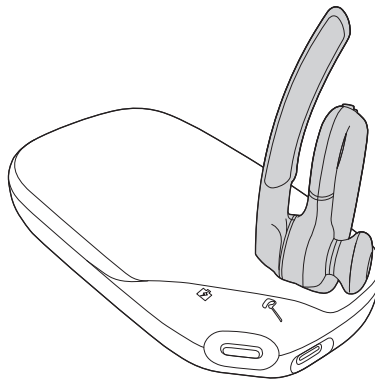
Charge your headset with the provided USB-C charge cable or accessory charge case. Charge your case with the provided USB-C charge cable.

1. To charge your headset, do one of the following:

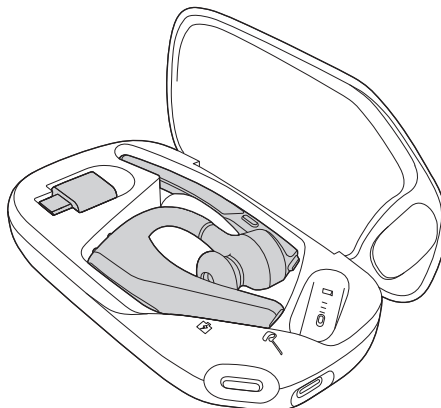
- Insert the supplied USB cable into the headset charge port and plug into a computer or USB charging device.



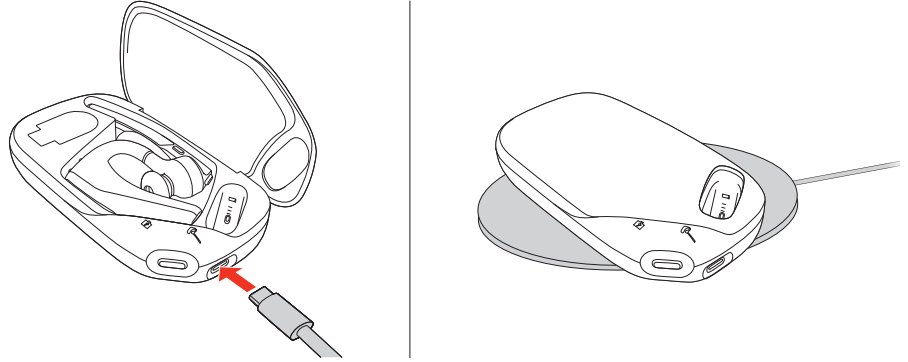
- Place the headset on the charge port on the top of the case.




- Place the headset inside 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 Qi certified wireless charger (not included).



Your charge case LEDs blink every 10 seconds when charging and turn off when fully charged. A fully charged case can recharge your headset fully two times, for an additional 14 hours of headset talk time.

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





 **NOTE:** The case might warm up while Qi charging, this is normal and not a hazard.

## Check headset battery status

Check your headset battery status.

- Do one of the following:
  - With your headset powered on and smart sensors active, put on your headset and listen to the voice alert.
  - Power on your headset and listen to the voice alert.
  - View the battery status in Poly Lens.

**Table 4-1** Headset LED status descriptions

Headset LED	Headset battery status
	Battery high
	Battery medium
	Battery low
	Battery critical

## Low battery warnings

Your headset announces when your battery status is low. The following table describes the battery status prompts.



**NOTE:** These prompts are available in several languages. You can change your prompt language in Poly Lens.

**Table 4-2** Headset battery status voice prompts

Battery status	Voice prompt
30 minutes of talk time remaining	"Battery Low" repeats every 15 minutes
10 minutes of talk time remaining	"Recharge headset" every 5 minutes


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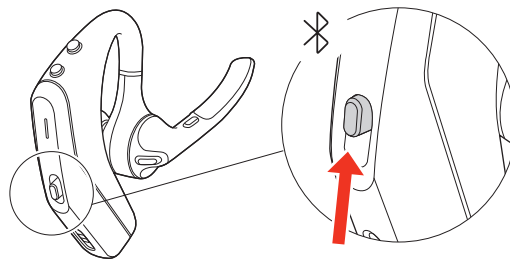
# Connect and pair

Connect and pair your headset to your mobile devices.

## Pair to mobile device

Pair your headset to your mobile device.

1. To put your headset in pair mode, slide and hold the **Power**  switch away from the off position for 2 seconds until you hear "pairing" and the headset LEDs flash red and green.



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**\*



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

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3. Select Poly VLegend 50.

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



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**NOTE:** Your headset can pair with up to eight devices but only maintain two connections simultaneously.


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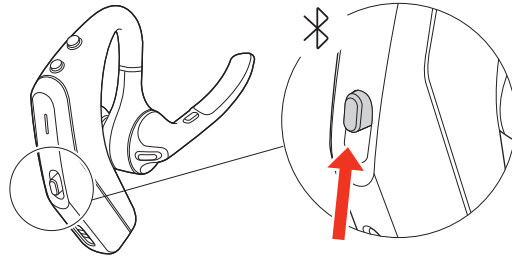
## Pair to PC with Bluetooth direct

Quickly pair to your PC with Bluetooth direct PC pairing and Poly Lens Desktop. Poly Lens Desktop improves softphone call control and call quality.

This feature requires Poly Lens Desktop 2.0. Download the app at [hp.com/lens-app](http://hp.com/lens-app).

Make sure that Swift Pair is enabled in the Bluetooth settings of your PC to use this pairing method. Go to **Settings** > **Bluetooth & other devices** and select **Show notifications to connect using Swift Pair**.

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 flashed and green.



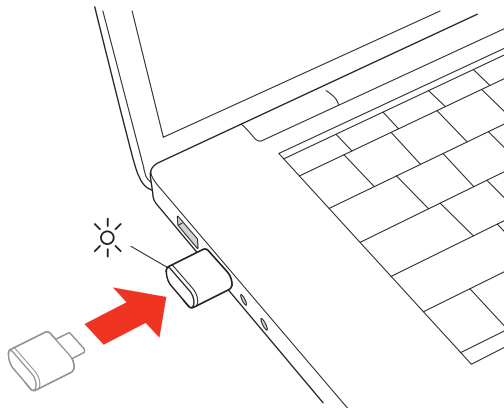
2. Select **Connect** on the PC notification.

When your headset is successfully paired, you hear “Pairing successful” and “PC connected.” You receive a PC notification that the device is paired and ready to use.

## 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.



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 is established.

When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is solid.

2. Load Poly Lens Desktop by visiting [hp.com/lens-app](https://hp.com/lens-app).

This app enables 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.

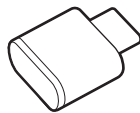
### Mac

- 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 BT700 USB adapter again

Typically, your USB Bluetooth adapter is pre-paired to your Poly audio device. If your adapter is disconnected or bought separately, pair the adapter again to your Poly device.

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



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

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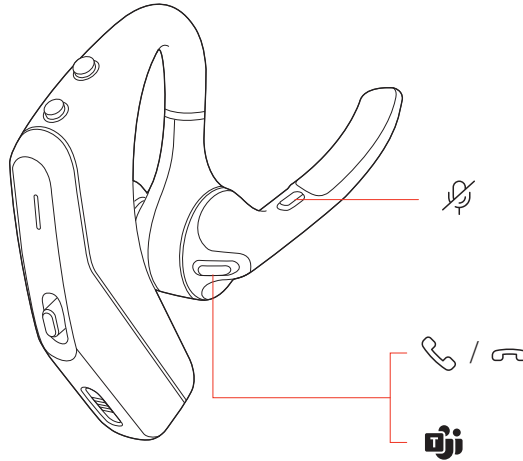
1. Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
2. Put your Poly audio device in pair mode.
3. Launch Poly Lens Desktop and select **Poly BT700**.
4. Put your Bluetooth USB adapter into pair mode by selecting **Pair new device** 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.

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# Manage calls

Manage calls with your headset.



## Answer a call

Choose a method to answer a call.

- Choose one of the following:
  - Put the headset on to answer a call.
  - Say “answer” after call is announced.
  - Press the **Call**  button.

## End a call

End calls with your headset.

- Press the **Call**  button.


## Mute

Mute your microphone during calls.

- During an active call, press the **Mute**  button to mute or unmute your headset.



## Reject a call

Reject incoming calls with your headset.

- Press the **Call**  button for 2 seconds until you hear a tone.

## Hold a call

Use your headset to place an active call on hold.

1. Press and hold the **Mute**  button for 2 seconds to hold the call.  
The LEDs flash red.
2. To resume call, hold the **Mute**  button again for 2 seconds.  
The LEDs return to pulsing red.

## Switch between calls (flash)

Use your headset to switch between two active softphone calls.



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**NOTE:** This feature is available for softphone calls only. It doesn't work with mobile calls.

---

- Press the headset **Mute**  button for 2 seconds.

## Launch Microsoft Teams (Teams model only)

Easily open and use your Teams desktop application with your Microsoft Teams-certified headset system.



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

---

1. When not on a call, press the **Teams**  button to view Microsoft Teams app on your computer.



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**TIP:** Your headset's **Call**  button is also a **Teams** button.

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2. When your connected USB adapter LED pulses purple, press your Teams button to view Teams notifications.

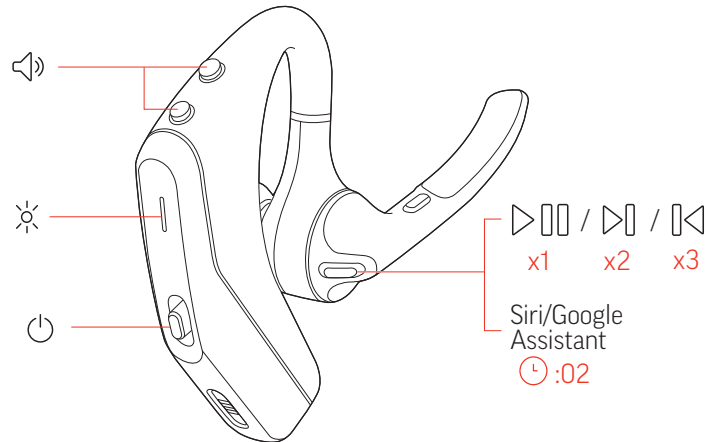
## Raise hand in Microsoft Teams meeting (Teams model only)

Use your headset to raise your hand in a Microsoft Teams meeting.

- When in an active Teams meeting, press the **Teams**  button for 2 seconds to raise your hand.


# Basics

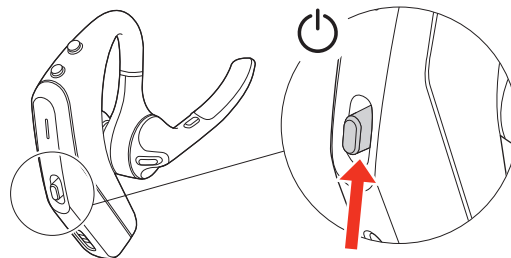
Control features using the headset buttons.



## Power on


Power on your headset.


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



## Adjust the volume

Increase or decrease the volume of your headset audio.

- Toggle the **Volume**  button up (+) or down (-) during a call or while streaming audio.

While not on a call or streaming audio, you can toggle the **Volume**  button to adjust the volume level for Caller Announce and other voice prompts.


## Adjust headset microphone volume (softphone)

Adjust your headset volume for softphone calls.

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

## Play or pause audio

Play or pause audio with your headset.


- Press the **Call**  button to pause or resume streaming audio.



**NOTE:** Functionality varies by application. The feature may not function with web-based apps.

## Track backward

Play the previous track while streaming audio.

- Press the **Call**  button three times to play the previous track.

## Track forward


Play the next track while streaming audio.

- Press the **Call**  button two times to play the next track.

## Voice assistant (smartphone feature)

Use your headset to communicate with your smartphone voice assistant.

This feature works with Siri, Google Assistant, and Cortana.

1. Press and hold the **Call**  button for 2 seconds to activate your phone's default voice assistant.
2. 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 the sensors in Poly Lens.

The following table describes the default sensor settings.

**Table 7-1** Headset active sensor behavior

Action	Putting on the headset	Taking off the headset
Mobile/softphone call	Answers the call	Keeps call in headset
Music/media	Resumes music/media (if playing previous to taking off)*	Pauses music/media (if playing)*

**Table 7-1** Headset active sensor behavior (continued)

Action	Putting on the headset	Taking off the headset
Lock headset	Unlocks the <b>Call</b> button	Locks the <b>Call</b> button to avoid accidental calls

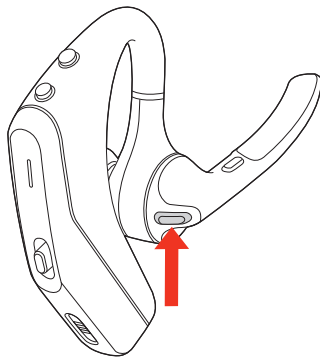


**NOTE:** \*Functionality varies by application. The feature may not function with web-based apps.

## Reset the sensors

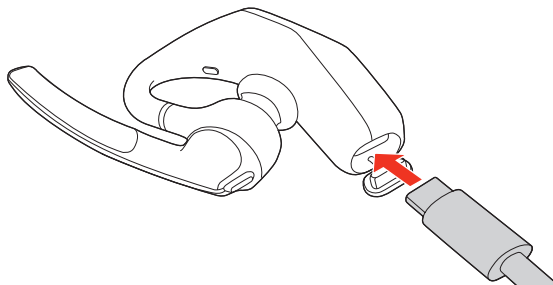
Reset the sensors if they are not working as expected.

1. To test the sensors, press the **Call**  button while wearing the headset.



A talk time voice alert means sensors are working. A tone or lack of voice prompts means sensors need to be reset.

2. To reset the sensors, power on the headset, connect the headset to a USB cable and plug the cable into your computer's USB port or an AC wall adapter (not included). Then place the headset on a flat, non-metallic surface for more than 10 seconds.



## Disable sensors


Disable your headset smart sensors in Poly Lens or by using a button press while your headset is idle.

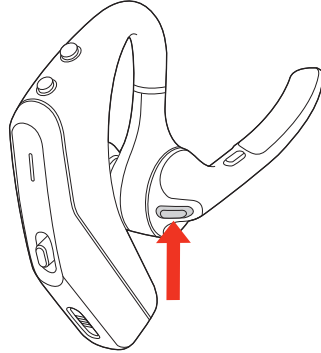
- Simultaneously press and hold the **Call**  and **Mute**  buttons for 5 seconds.

You hear "smart sensors off" when the sensors are disabled.

## Exit DeepSleep mode

If you leave your headset powered on but out of range of your paired device, the headset conserves power by entering DeepSleep mode after 90 minutes.

- Power on the headset by pressing the **Call**  button.



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# Advanced features

Configure and use additional headset features.

## Choose Noise Block setting

Limit the amount of noise and nearby conversation transmitted through your microphone while on a call using Noise Block. Select your preferred Noise Block setting in Poly Lens.

1. Open Poly Lens and go to **Settings > Advanced > Close Conversation Limiting**.
2. Choose the setting that matches your work environment.

Option	Description
No Noise Block	Optimized for voice isolation
AI Noise Block	Enhanced for hybrid work environments
UC Noise Block	Best for open office environments

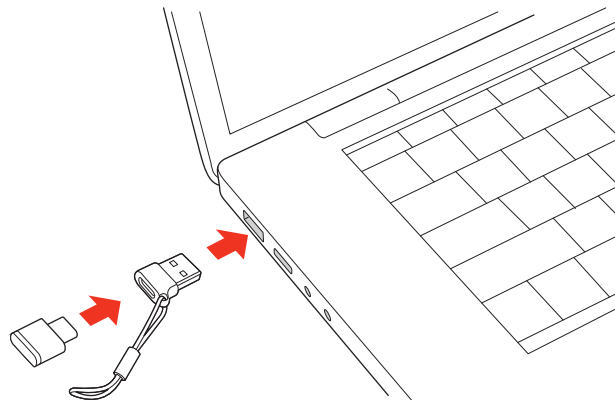


**NOTE:** Changes take effect on the next call.

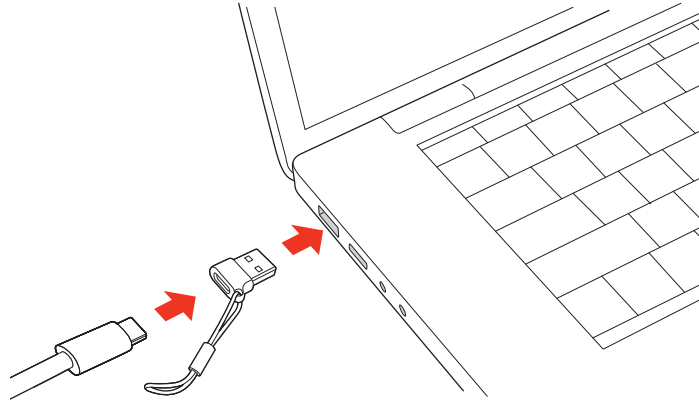
## Use USB-C to USB-A adapter

Use the USB-C to USB-A adapter to connect your device to USB-A ports.

- Connect your BT700 adapter to the USB-C to USB-A adapter and insert into a USB-A port on your PC.



- Connect the USB-C charge cable to the adapter and connect to a USB-A port. The USB-C to USB-A adapter can be used with wall adapters as well.



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 **TIP:** Use the lanyard to attach the adapter to your cable.

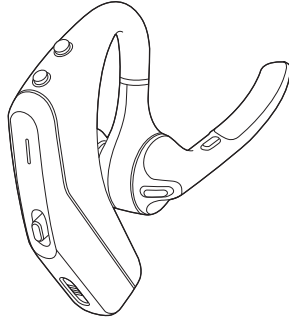
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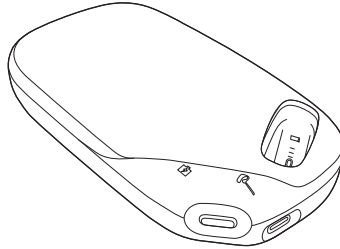
# What's in the box

Contents may vary by product.

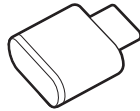
**Figure 9-1** Headset



**Figure 9-2** Charge case



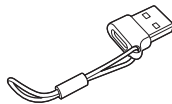
**Figure 9-3** USB Bluetooth adapter



**Figure 9-4** USB-C cable



**Figure 9-5** USB-C to USB-A adapter



**Figure 9-6** Eartips (S, L)



**Figure 9-7** Quick start guide



# Troubleshooting

Find solutions to improve your headset experience.

**Table 10-1** Troubleshooting issues and resolutions

Issue	Resolution
How do I pair my headset to a mobile device?	Review <a href="#">Pair to mobile device on page 11</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. Review <a href="#">Connect to PC on page 12</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. Review <a href="#">Connect to PC on page 12</a> and <a href="#">Configure USB adapter for streaming media on page 13</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. Review <a href="#">Configure USB adapter for streaming media on page 13</a> .
Why should I use the USB-C to USB-A adapter?	Use the adapter if you don't have USB-C ports available on your PC or device. The USB-C to USB-A adapter is designed to connect your BT700C adapter and USB-C cable to USB-A ports if available.
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 eight devices, but connect to up to two devices at a time. That includes the USB Bluetooth adapter.
Incoming call audio sounds harsh when the headset volume is at highest level.	Lower your headset volume until the distortion clears. The intended volume level for calls is mid-range.
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, review <a href="#">Configure USB adapter on page 13</a>.</li><li>• Make sure that only one softphone application is opened at a time.</li><li>• For best performance, ensure your headset firmware is up-to-date. Review <a href="#">Update your Poly device on page 5</a>.</li></ul>

**Table 10-1 Troubleshooting issues and resolutions (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. Review <a href="#">Update your Poly device on page 5</a>.</li><li>• Make sure that only one softphone application is opened at a time.</li><li>• If required to enable headset control (call answer or end and mute) functionality, make sure you have Poly Lens Desktop installed. Review <a href="#">Load software on page 5</a>.</li><li>• Select your softphone application in Poly Lens Desktop.</li></ul>
My audio unexpectedly switches between my headset and mobile phone.	<ul style="list-style-type: none"><li>• If you don't wear glasses, reset your headset sensors. Review <a href="#">Reset sensors on page 18</a>.</li><li>• If you wear glasses, try disabling the sensors. Your headset wearing sensors may not function correctly when wearing glasses with certain frame characteristics. Review <a href="#">Disable sensors on page 18</a>.</li></ul>
My audio is crackling.	<ul style="list-style-type: none"><li>• Your headset may be too far away from your connected device and out of Bluetooth range. Move closer to your connected device.</li><li>• Bluetooth density issues: If you are in a location with many Bluetooth devices operating at the same time (such as on a train or in a gym), they may be interfering with your Bluetooth connection and causing instability. Try using your headset in a less crowded location to see if the issue persists.</li><li>• Ensure that your headset microphone is pointed toward the corner of your mouth. Review <a href="#">Fit on page 6</a>.</li></ul>
<ul style="list-style-type: none"><li>• Callers can't hear me.</li><li>• I can't hear callers or music.</li></ul>	<ul style="list-style-type: none"><li>• Ensure microphone boom is pointed towards your mouth.</li><li>• Ensure headset is paired and connected to your phone. Review <a href="#">Pair to mobile device on page 11</a>.</li><li>• On iOS, check your audio output on your smartphone to make sure that the audio is directed to the headset and not another audio output.</li><li>• If your headset is connected to computer with USB Bluetooth adapter, configure for streaming audio. Review <a href="#">Configure USB adapter for streaming media on page 13</a>.</li><li>• Your headset sensor may not be detecting your ear shape correctly. Reposition the headset on your ear.</li><li>• Disable your sensors, as they may be incompatible with your specific ear shape or glasses frames. Review <a href="#">Disable sensors on page 18</a>.</li><li>• You may need to reset your sensors. Review <a href="#">Reset sensors on page 18</a>.</li><li>• Disable HD Voice (Wideband Audio) via Poly Lens, as this setting may be incompatible with your phone.</li></ul>
I want to customize my headset features.	Customize your device settings with Poly Lens. Download: <a href="http://hp.com/lens-app">hp.com/lens-app</a>

**Table 10-1** Troubleshooting issues and resolutions (continued)

Issue	Resolution
I don't see my headset in the Poly Lens Mobile on my mobile phone.	Ensure your headset is paired to your mobile device before using the Poly Lens app. Review <a href="#">Pair to mobile device on page 11</a> .
<b>(Teams model only)</b> How do I interact with Microsoft Teams using my headset?	<ul style="list-style-type: none"><li>• Select the headset <b>Call</b> button to quickly open and use Microsoft Teams. Review <a href="#">Launch Microsoft Teams (Teams model only) on page 15</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, you can configure it to use it with other supported softphones. Set your target phone in Poly Lens Desktop.</p> <p>When you configure another softphone, the <b>Call</b> button exhibits the following behaviors:</p> <ul style="list-style-type: none"><li>• Doesn't interact with Teams</li><li>• Doesn't go to Teams notifications</li><li>• Doesn't launch Cortana</li></ul>

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# Support

## NEED MORE HELP?

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