



# **Voyager Free 60+ UC**

True Wireless Earbuds with  
Touchscreen Charge Case

User Guide

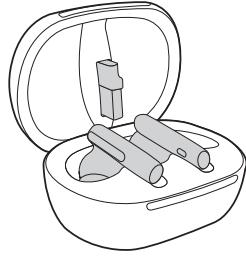
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# Your earbud system

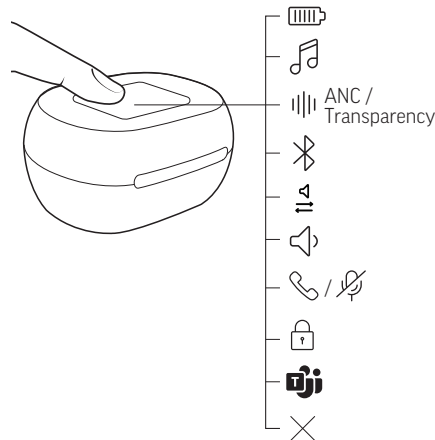
Your earbud system easily connects to your mobile phone and computer. The system includes:

- Wireless earbuds with wearing sensors
- USB Bluetooth adapter for connection to high-fidelity computer audio (design varies by model)
- Charge case with touchscreen controls



# Charge case controls

Control features and settings using your charge case touchscreen. Swipe left and right to view navigation menus and tap icons to select menus and control features. Tap X to close a menu.



| Touch screen controls |  |
|-----------------------|--|
|                       | Battery level  |
|                       | Music and streaming audio*                                   |
|                       | ANC (Active Noise Canceling) and Transparency Mode           |
|                       | Bluetooth pairing and Bluetooth Transmitter                  |
|                       | Audio source   |
|                       | Volume   |
|                       | Call answer/end  |
|                       | Mute a call  |
|                       | Lock/unlock screen   |
|                       | Microsoft Teams (requires Teams model and Teams desktop app) |
|                       | Close menu   |

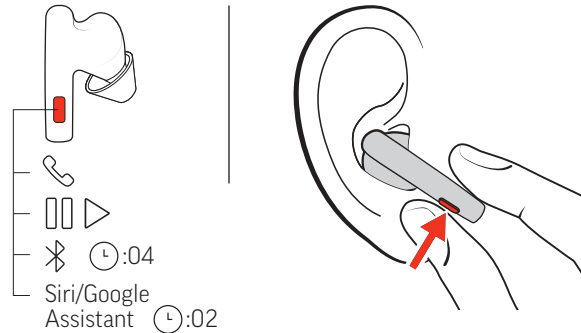
**Note:** \*Functionality varies by application. May not function with web-based apps.






# 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 <a href="#">Pair to mobile device</a> .                     |
|  | Pause/play media *      | Click once  |
|  | Microsoft Teams         | With earbuds idle, click to interact with Microsoft Teams (requires Teams model and Teams desktop app). |
|  | Default phone assistant | Press and hold for 2 seconds  |

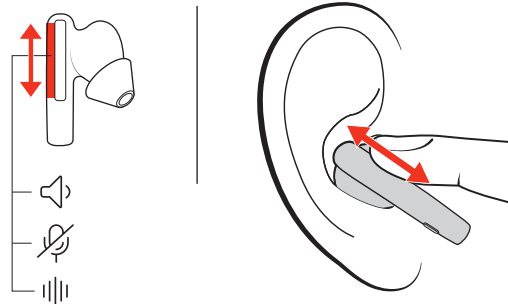
**Note:** \*Functionality varies by application. May not function with web-based apps.

# 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.

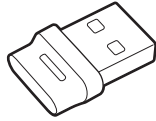
**Note:** Do not press the buttons on both earbuds at the same time. Your earbud features may not function properly.



By default, your earbud swipe controls vary by activity. To customize these settings, see [Customize your earbud swipe settings](#).

| Control   | Activity        | Swipe sensor gesture   |
|---|-----------------|--|
| <b>Volume up</b>  | Streaming media | While streaming media, swipe backward. For more, see <a href="#">Adjust the volume</a> .   |
| <b>Volume down</b>                                      | Streaming media | While streaming media, swipe forward.  |
| <b>Mute</b>   | On a call       | During an active call, swipe to mute or unmute. For details, see <a href="#">Mute</a> .  |
| <b>ANC (Active Noise Canceling) / Transparency Mode</b> | Earbuds idle    | With earbuds idle, swipe to switch between ANC and Transparency Mode. For details, see <a href="#">ANC and Transparency Mode</a> on page 19. |

# 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.

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

| 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.

# 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](https://poly.com/lens).
- Download Poly Lens Mobile App at [poly.com/lens](https://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](https://poly.com/lens).

### Update earbuds

- 1 To update your earbuds, first remove them from the case to automatically power them on.
- 2 Go to Poly Lens Mobile App on your paired mobile device or to Poly Lens Desktop App on your connected computer.
- 3 Select your earbuds from the device list in Poly Lens App to view available updates.
- 4 Click the update button to wirelessly update earbud firmware or software.

### Update charge case

**Note:** This device update requires Poly Lens Desktop App downloaded to your computer

- 5 With Poly Lens Desktop App downloaded, plug the charge case into your computer using the provided USB cable.
- 6 Select your charge case from the device list in Poly Lens Desktop App to view available updates.
- 7 Click the update button to update charge case firmware or software.



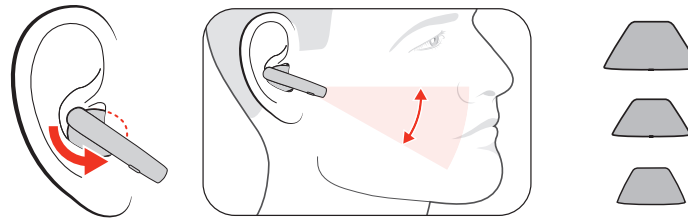
### Update Bluetooth USB adapter

**Note:** This device update requires Poly Lens Desktop App downloaded to your computer

- 8 With Poly Lens Desktop App downloaded, plug your Bluetooth USB adapter into your computer.
- 9 Select your Bluetooth USB adapter from the device list in Poly Lens Desktop App to view available updates.
- 10 Click the update button to update Bluetooth USB adapter firmware or software.

# Fit

Place earbud in your ear. Rotate down and forward for an optimal fit and sound experience.



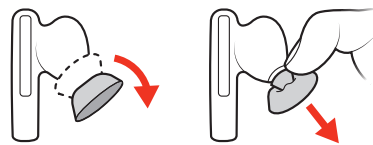
- 1 Try the 3 eartips to find which size fits you comfortably while blocking external noise.
- 2 Listen to music and select the eartip that gives you the most bass response.
- 3 You may prefer a different size eartip in each ear.

## Replace eartips

Change your eartips and lock them in place.

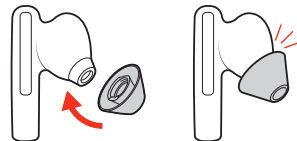
### 1 REMOVE:

- 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.

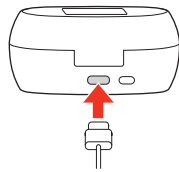


# Charge

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.



## 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 earbud and charge case battery level on your charge case **Navigation screen > Battery**  **menu.**

**Note:** Each earbud and charge case battery level are shown separately on your Battery menu. A charge  icon is shown when charging. The earbud icon is gray when placed in the charge case.

- View earbud and charge case battery level in Poly Lens App. Download at [poly.com/lens](https://poly.com/lens).

| Voice alert        | Charge case battery menu indicator | Talk time            |
|--------------------|------------------------------------|----------------------|
| "Battery high"     | Green (more than 70%)              | 3 hours or more      |
| "Battery medium"   | Green (40-70%)                     | 1 to 3 hours         |
| "Battery low"      | Yellow                             | 10 minutes to 1 hour |
| "Battery critical" | Red                                | Less than 10 minutes |

### Quick charge

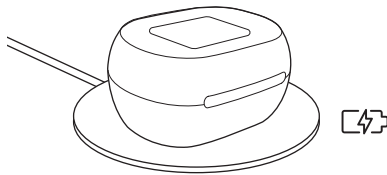
Charge your earbuds for 15 minutes for up to a full hour of listening time.

### 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

## First time power

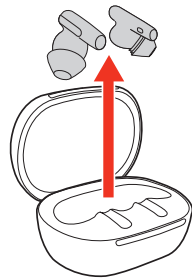
Your charge case is shipped from the factory in a DeepSleep mode to conserve the battery.

On first use, wake your case by pressing the button on the back of the charge case or by plugging into a power source using the provided charge cable.

## Power on/off your earbud system

Your earbuds and case power on and off automatically.

To power on, do one of the following:



- Remove your earbuds from the case to automatically power them on. Conversely, place your earbuds in the case to automatically power them off and start charging them.
- To wake your case, tap the screen or press the button on the back of your case. The charge case screen automatically times out when idle. Press the button on the back to power off the screen and lock it.
- **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.



## Wake your charge case

Wake your screen to use features or to view status. Your charge case touch screen times out when idle for 15-45 seconds in most cases.

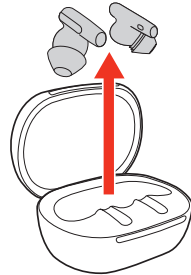
- 1 Wake your screen by doing one of the following:
  - Tap the touch screen.
  - Press the button on the back of the case.
  - Open and close your charge case lid.
  - Plug in to a power source or disconnect from it.
- 2 Power off your screen by doing one of the following:

- If you do nothing, your charge case touch screen times out when idle.
- To manually power off the screen, press the button on the back of the case.

# Connect and pair

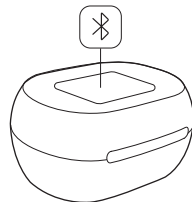
## Pair to mobile device

- 1 Remove the earbuds from the charge case to power on.



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

- On your charge case touch screen, select **Bluetooth** > **Pair Device**. You hear "pairing."



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



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

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

**Note:** \* Menu may vary by device.

- 4 Select "Poly VFree 60 Series."

When your earbuds are successfully paired, you hear "pairing successful" and "phone connected."

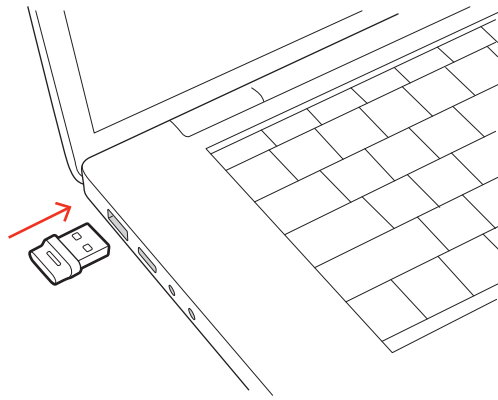
## Reconnect

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

## Connect to PC

Plug your USB Bluetooth adapter into your computer to get the best connection, softphone functionality and acoustic sound quality through your earbuds. The adapter comes pre-paired to your earbuds.

- 1 Put on your earbuds and insert the USB Bluetooth adapter into your laptop or PC.



- 2 The USB adapter LED flashes and then turns solid to indicate the earbuds are connected to the USB adapter. 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 earbud 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

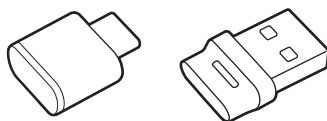
- 1 To configure your Bluetooth USB adapter for streaming media on your Mac, go to **System Preferences > Sound**. On both the Input and Output tabs, select **Poly BT700**.

### Pair BT700 USB adapter again

Typically, your USB Bluetooth adapter is pre-paired to your Poly audio device. 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 App to pair to a Poly audio device.

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



**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 App and navigate to Poly BT700.




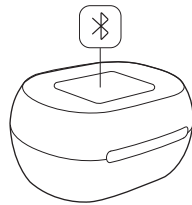
- Put your Bluetooth USB adapter into pair mode by selecting "Pair new device" on the adapter's main page or overflow menu. Your adapter flashes red and blue. Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

## Pair mode

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

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

- On your charge case touch screen, select **Bluetooth**  > **Pair Device**. You hear "pairing."




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



## Choose your audio source

Use your charge case touch screen to switch your connection to another paired audio device.


Your earbud system can connect to up to 2 devices including your USB Bluetooth adapter and remembers up to 8 devices.

To switch your audio source using your charge case touch screen, go to **Audio source**  > **Switch Device** and select from your remembered device list.

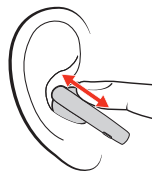
# The basics

## Adjust the volume

Choose:

- Adjust the Volume  on your charge case touch screen. Each tap changes the volume one level.
- Adjust the volume on your connected mobile device or computer.
- 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 [Customize your earbud swipe settings](#) on page 21.



## Adjust earbud microphone volume (softphone)

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

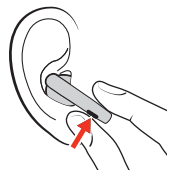
## Play or pause audio

Choose a method to pause or resume streaming audio:

- Use your charge case touch screen.
- 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.

**Note:** The voice assistant feature is available when connected only to your smartphone. Ensure your USB Bluetooth adapter is unplugged from your computer to use this feature.



## 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 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.
- Charge case: Go to **Home screen > ANC/Transparency** : Tap to view and select your ANC Mode or 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 22.

## Launch Microsoft Teams (Teams model only)

You can easily open and use your Teams desktop application with your Microsoft Teams-certified earbud system.

- 1 Tap your charge case touchscreen's Teams  icon to view Microsoft Teams app on your connected computer.
- 2 Click the button on the back of your earbud to do the following:
  - When not on a call, click your earbud button to view Microsoft Teams app on your computer.
  - When your connected Bluetooth USB adapter LED pulses purple, click your earbud button to view Teams notifications.
  - To raise or lower your hand during a Teams meeting, press and hold your earbud button for 2 seconds.

**Note:** The purple multifunction button on the back of your earbud is also your Teams  button.

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

# Make/Take/End Calls

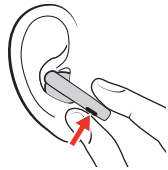
## Make a call

To make a call, dial using your computer softphone application or 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).

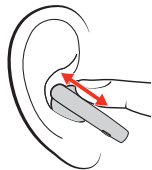


- On your charge case touch screen, tap the green Call icon to answer a call. Tap the red End Call icon to end a call.
- Use your connected mobile device or computer softphone application.

## Mute

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

- Select Mute  on your charge case touch screen.
- Swipe your earbud to mute or unmute your earbuds.



- Mute from your connected mobile device or computer softphone.

## 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.

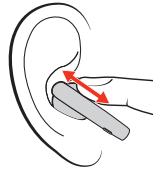
When on a call, you hear a ringtone notification of the incoming call from the second paired device.

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](https://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) | <ul style="list-style-type: none"><li>• Switch between ANC/Transparency Mode (default)</li><li>• Adjust volume</li><li>• Status check</li><li>• Do nothing</li></ul>                               |
| On a call   | <ul style="list-style-type: none"><li>• Switch between Mute/Unmute (default)</li><li>• Adjust volume</li><li>• Switch between ANC on/off</li><li>• Hold/resume call</li><li>• Do nothing</li></ul> |
| Streaming media or music                            | <ul style="list-style-type: none"><li>• Adjust volume (default)</li><li>• Switch between ANC/Transparency Mode</li><li>• Track forward/track backward</li><li>• Do nothing</li></ul>               |

## Lock your charge case screen

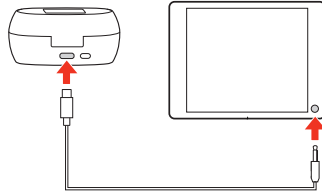
Lock your screen to prevent changes on your touch screen.


Lock your screen by tapping the Unlocked  icon on right top corner. To unlock, tap 3 times on Locked  screen.

## Bluetooth transmitter

Stream audio wirelessly from an in-flight entertainment system or other audio source with 3.5 mm port.

- 1 Connect the supplied adapter cable from your charge case USB-C port to the audio source's 3.5 mm port.  
You hear "device connected." Your earbuds are now connected to the audio source with your charge case working as your Bluetooth transmitter.



- 2 Stream audio from the connected audio source.
- 3 To disconnect, go to your charge case homescreen and select **Bluetooth**  > **Bluetooth transmitter** > **Stop streaming** and disconnect the adapter cable from your charge case.  
You hear "device disconnected."

## ANC and Transparency Mode settings

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

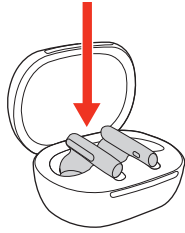
Choose settings in Poly Lens App or on your charge case touchscreen.

| Category          | Setting            | Description  |
|-------------------|--------------------|--|
| ANC               | Adaptive (default) | <ul style="list-style-type: none"> <li>Detects differences in user fit or movement while wearing and automatically adjusts to provide the best ANC experience</li> </ul>       |
| ANC               | Standard           | <ul style="list-style-type: none"> <li>Optimized to reduce external noise for office</li> <li>Provide a more natural audio experience and enhanced sidetone comfort</li> </ul> |
| ANC               | Off                | <ul style="list-style-type: none"> <li>ANC powered off</li> </ul>  |
| Transparency Mode | Speech (default)   | <ul style="list-style-type: none"> <li>Optimized for face-to-face communication while wearing your earbuds</li> </ul>  |
| Transparency Mode | Environment        | <ul style="list-style-type: none"> <li>Best for busy streets</li> <li>Optimized to hear your surroundings while wearing your earbuds</li> </ul>                                |
| Transparency Mode | Off                | <ul style="list-style-type: none"> <li>Transparency Mode powered off</li> </ul>  |

## 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.
- 3 In some cases, you may need to pair your earbuds again to your Bluetooth USB adapter. The adapter plugs into your computer to connect to high-fidelity computer audio. To pair again, see [Pair BT700 USB adapter again](#) on page 16.

# Troubleshooting

## Pairing

| Issue  | Resolution  |
|--|---|
| How do I pair my earbuds to a mobile device?                                     | See <a href="#">Pair to mobile device</a> on page 15.   |
| How do I pair my earbuds to a computer or laptop?                                | Plug in the hi-fidelity USB Bluetooth adapter to your computer or laptop. The adapter is paired to your earbuds 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 PC connection, softphone functionality and acoustic sound quality through your earbuds. See <a href="#">Connect to PC</a> , <a href="#">Configure USB adapter for streaming media</a> .  |
| How do I pair my USB Bluetooth adapter to another supported Poly audio device?   | Poly Lens Desktop App is required to pair your 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</a> .   |
| I can't connect to my paired device or get error messages when I try to connect. | <ul style="list-style-type: none"><li>• Reconnect earbuds to your paired device by clicking either earbud button.</li><li>• Ensure that Bluetooth is enabled on your paired device.</li><li>• Ensure that your earbuds are removed from your case, powered on and paired to your mobile device. See <a href="#">Pair mode</a>.</li><li>• Ensure that your earbud firmware is up-to-date in Poly Lens App. See</li></ul> |
| Can I connect my earbuds to a mobile phone and computer at the same time?        | <ul style="list-style-type: none"><li>• Yes, your headset can connect to mobile and computer. Your headset remembers up to 8 devices, but connects to up to 2 devices at a time. That includes the USB Bluetooth adapter.</li><li>• Use your charge case touchscreen to switch to another audio device. See <a href="#">Choose audio source</a>.</li></ul>  |

## Audio

| Issue   | Resolution  |
|---|---|
| I can't hear anything in one or both earbuds. | <ul style="list-style-type: none"><li>• Check earbud volume level. See <a href="#">Adjust the volume</a>.</li><li>• Check volume level on your paired mobile device.</li><li>• Check volume level on your connected computer.</li><li>• Power off and on to reset your earbuds. See <a href="#">Power on/off earbuds</a>.</li><li>• Ensure that your earbuds are powered on and paired to your mobile device. See <a href="#">Pair to mobile device</a> on page 15.</li></ul> |



| Issue   | Resolution  |
|---|---|
| How do I adjust the volume?   | <ul style="list-style-type: none"> <li>Adjust your earbud volume on your charge case touchscreen. Each tap changes the volume one level.</li> <li>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 <a href="#">Adjust the volume</a>.</li> <li>To customize your earbud swipe controls, see <a href="#">Customize your earbuds</a>.</li> </ul>   |
| I want to control volume from my earbuds at all times.  | <ul style="list-style-type: none"> <li>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 <a href="#">Customize your earbuds</a>.</li> </ul>  |
| <p>The earbud 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 earbuds</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>Plug in the hi-fidelity USB Bluetooth adapter to your computer or laptop. The adapter is paired to your earbuds and connects to computer audio. See <a href="#">Connect to PC</a>.</li> <li>To configure the earbud sound on your computer, see <a href="#">Configure USB adapter for streaming media</a>.</li> <li>Ensure that only one softphone application is opened at a time.</li> <li>For best performance, ensure your earbud system firmware is up-to-date. See <a href="#">Update your Poly device</a> on page 8.</li> </ul> |

## Calls

| Issue   | Resolution   |
|---|--|
| My earbud call control is not working as expected when on a softphone call. | <p>Check the following:</p> <ul style="list-style-type: none"> <li>Ensure that only one softphone application is opened at a time.</li> <li>Power off and on your earbuds by placing them in the charge case and then removing them.</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> <li>For best performance, ensure your earbud system firmware is up-to-date. See <a href="#">Update your Poly device</a> on page 8.</li> </ul> |

| Issue   | Resolution  |
|---|---|
| How do I interact with Microsoft Teams?                                   | <ul style="list-style-type: none"> <li>To interact with Microsoft Teams, tap the earbud button (Teams-certified model).</li> <li>Set your target phone by going to Poly Lens Desktop App &gt; <b>Softphones</b> &gt; <b>Software Settings</b> &gt; <b>Target Softphone</b></li> </ul>   |
| Does my Microsoft Teams-enabled earbud system 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 App &gt; <b>Softphones</b> &gt; <b>Software Settings</b> &gt; <b>Target Softphone</b></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> |

## General

| Issue  | Resolution   |
|--|--|
| Can I control features using either earbud?  | <ul style="list-style-type: none"> <li>Yes, use the button or swipe controls on either earbud, but not on both earbuds at the same time.</li> <li>The button control is on the back of each earbud. Learn more about <a href="#">Earbud button controls</a> on page 5.</li> <li>The swipe sensor control is next to the metallic windscreen on the top of each earbud. Learn more about <a href="#">Earbud swipe sensor controls</a> on page 6.</li> </ul>   |
| I want to customize my earbud features.  | <ul style="list-style-type: none"> <li>Customize your device settings with Poly Lens App. See <a href="#">Load software</a> on page 8 and <a href="#">Customize your earbud swipe settings</a> on page 21.</li> </ul>  |
| <p>The earbud sensors are not working as expected.</p> <ul style="list-style-type: none"> <li>A call is not automatically answered when I put on both of my earbuds</li> <li>Streaming media doesn't pause when I remove both earbuds</li> </ul> | <ul style="list-style-type: none"> <li>Understand your earbud wearing sensors. See <a href="#">Use sensors</a> on page 19.</li> <li>Power off and on to reset your earbuds. See <a href="#">Power on/off earbuds</a>.</li> <li>Ensure your computer is configured for streaming media: <a href="#">Configure USB adapter for streaming media</a>.</li> <li>Customize or turn off your earbud wearing sensor settings in Poly Lens App. Download the app: <a href="https://poly.com/lens">poly.com/lens</a></li> </ul> <p><b>Tip:</b> For best audio performance while exercising, turn off wearing sensors in Poly Lens App.</p> |

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

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Model ID: Earbuds F60T (F60TR, F60TL), adapter BT700/BT700C, charge case CBF60+.  
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