Voyager Focus 2 UC Series
Bluetooth Headset
User Guide
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<td>🔘</td>
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</table>

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

Be safe

Please read the safety guide for important safety, charging, battery and regulatory information before using your new headset.
Charge stand (charge stand model only)

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

USB Bluetooth adapter

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

**NOTE** Adapter design may vary

<table>
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<th>Standard LEDs</th>
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**LEDs when Microsoft Teams* is detected**

<table>
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<tr>
<th>USB LEDs</th>
<th>What they mean</th>
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<tr>
<td>Flashing red and blue</td>
<td>Pairing</td>
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<tr>
<td>Solid purple</td>
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<td>Flashing blue</td>
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<td>Solid red</td>
<td>Mute active</td>
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<tr>
<td>Pulsing purple</td>
<td>Microsoft Teams notification</td>
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</tbody>
</table>

**NOTE** *Requires Microsoft Teams desktop application*
Connect and pair

**Connect to PC**
- Your Bluetooth USB adapter comes pre-paired to your headset.
  1. Turn on your headset and insert the Bluetooth USB adapter into your laptop or PC.
  2. The USB adapter LED flashes and then turns solid to indicate the headset is connected to the USB adapter. If you are wearing your headset you hear “PC connected” to indicate the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is solid.
  3. Load Poly Lens Desktop App by visiting poly.com/lens. This allows you to customize your headset behavior through advanced settings and options.

**Pair USB adapter again**
- Typically, your USB adapter is pre-paired to your headset. In the event that your adapter is disconnected or bought separately, you will need to pair the adapter to your headset.
  1. Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
  2. Put your headset in pair mode.
  3. Put your Bluetooth USB adapter into pair mode by selecting “Pair” in Poly Lens App. Your adapter flashes red and blue. Pairing is successful when you hear “pairing successful” and “PC connected” and the Bluetooth USB adapter LED is solid.

**Pair to mobile device**
- 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 flash red and blue.
  2. Activate Bluetooth on your phone and set it to search for new devices.
    - iPhone Settings > Bluetooth > On*
    - Android Settings > Bluetooth On > Scan for devices*
  
  *Menus may vary by device.

  3. Select “Poly VFOCUS2 Series.” Once successfully paired, you hear “pairing successful” and the headset LEDs stop flashing.
NOTE  Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the base.

**Pair mode** Slide and hold the headset Power switch away from the off position until the LEDs flash red and blue.
Fit and charge

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

Charge
Charge your headset using the micro USB cable or the charge stand (sold separately). The headset LEDs flash when charging. It takes approximately 2 hours to fully charge your headset. The LEDs turn off once charging is complete.
  **NOTE** The micro USB cable and charge stand (sold separately) plug into a computer or wall charger’s USB port.

Check headset battery status
Check your headset battery status:
- With headset inactive, slide and release the Power switch away from the off position. Listen to the voice alert or observe the headset LEDs.

<table>
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<tr>
<th>Headset LEDs</th>
<th>What they mean</th>
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<tr>
<td>Off</td>
<td>Charging complete</td>
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<tr>
<td>🟢</td>
<td>Battery high</td>
</tr>
<tr>
<td>🟢</td>
<td>Battery medium</td>
</tr>
<tr>
<td>🟢</td>
<td>Battery low</td>
</tr>
<tr>
<td>🟥</td>
<td>Battery critical</td>
</tr>
</tbody>
</table>

Micro USB cable

Charge stand (sold separately)
Load software

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

NOTE  Device settings are also available in Plantronics Hub App.

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

Update your firmware using your computer with Poly Lens App. Download at poly.com/lens.

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

Power on/off
Slide the switch to power on or off.

Adjust the volume
Tap the Volume up (+) or down (–) button.

Adjust headset microphone volume (softphone)
Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

Make/Take/End Calls

Answer or end a call
Tap the Call button.

Answer a second call
First, tap the Call button to end current call, then tap the Call button again to answer new call.

Hold a call
To hold an active call, press the headset Call button for 2 seconds. Press the Call button to resume a held call.

Switch between calls (flash)
To switch between calls, press the headset Call button for 2 seconds.
NOTE Available for softphone calls only. Does not work with mobile calls.

Call back last call (smartphone)
To dial your last number you dialed, double-tap the Call button.

Answer calls from a second device
It’s easy to answer calls from two devices (including softphone).

When on a call, you hear a ringtone notification of the incoming call from the second paired device.
To answer a second call from the other device, first tap the Call button to end the current call and tap the Call button again to answer the new call. If you choose to not answer the second call, it will go to voicemail.

Mute
Mute your headset on an active call:
- Tap the Mute button
• Rotate your microphone boom and click it into the up position
• Take off your headset (requires active smart sensors). Put on your headset to unmute.

Tap your headset Teams button to quickly open and use the Microsoft Teams desktop app.
• When not on a call, tap your Teams button to view Microsoft Teams app on your computer.
• When your connected USB adapter LED pulses purple, tap your Teams button to view Teams notifications.

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

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

Slide the ANC switch to choose:
• Low: recommended for office
• High: recommended for loud environments

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

<table>
<thead>
<tr>
<th>With active sensors</th>
<th>putting on the headset will:</th>
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<tr>
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<td>keep call in headset</td>
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<td>unmute if on an active call</td>
<td>mute if on an active call</td>
</tr>
</tbody>
</table>

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

You may need to reset the sensors if they are not working as expected.

There are two ways to reset the headset sensors. Choose:
• With your headset powered on, charge your headset on the charge stand for 10 seconds

• Power on your headset while pressing the Mute button for more than 4 seconds until the LEDs flash purple 4 times, being careful to not touch the earcup padding or allow it to come in contact with surfaces

You can disable your headset smart sensors 2 ways:
• Manage sensors in Poly Lens App

• Hold both the Mute and Call buttons for more than 4 seconds until the LED flashes purple then red. Repeat to reactivate; the LED flashes purple then blue

NOTE Sensors cannot be disabled while streaming audio.
Play or pause audio
- Tap the Call button.

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

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

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

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

**Voice assistant**
- Siri, Google Assistant®, Cortana
Press and hold the Call button for 2 seconds to activate your phone’s default voice assistant. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.
More Features

Select language

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

Corded mode (audio over USB)
If your audio is cutting out during softphone calls, you may be experiencing Bluetooth density problems. Improve audio performance by using density-friendly corded mode.

1. Disconnect your Bluetooth USB adapter from your computer
2. Connect your headset directly to your computer with the provided 1.5 m USB cable
3. Power off your headset to use density-friendly corded mode

NOTE Your headset battery charges while in corded mode.
## Troubleshooting

| The headset audio is not working as expected when connected to my computer. | • To configure the headset sound on your computer, see Configure for media.  
• Ensure that only one softphone application is opened at a time.  
• For best performance, ensure your headset firmware is up-to-date. See Update firmware.  
• During a call, nobody can hear me  
• During a call, I can’t hear anybody  
• Music is not coming through my headset  
• When I play music and a call comes in, the music is too loud or doesn’t pause  
• During a call, nobody can hear me  
• During a call, I can’t hear anybody  
• Music is not coming through my headset  
• When I play music and a call comes in, the music is too loud or doesn’t pause  
| My headset call control is not working as expected when on a softphone call. | Check the following:  
• For best performance, ensure your headset firmware is up-to-date. See Update firmware.  
• Ensure that only one softphone application is opened at a time.  
• If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop App installed. See Load software.  
• Select your softphone application in Poly Lens Desktop App.  
• During a call, nobody can hear me  
• During a call, I can’t hear anybody  
• Music is not coming through my headset  
• When I play music and a call comes in, the music is too loud or doesn’t pause  
| (Teams model only) How do I interact with Microsoft Teams? | • Tap the headset Call button to quickly open and use Microsoft Teams. See Launch Microsoft Teams.  
• Set your target phone by going to Poly Lens Desktop App.  
| (Teams model only) Does my Microsoft Teams-enabled headset work with other softphones? | Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Set your target phone by going to Poly Lens Desktop App.  
When you configure another softphone, the Call button:  
• doesn’t interact with Teams  
• doesn’t go to Teams notifications  
• will not launch Cortana  
| The headset audio is cutting out during softphone calls. | • You may be experiencing Bluetooth density issues. Use density-friendly corded mode. See Corded mode (audio over USB).  
| The headset talk time is not accurate. | • Deplete your headset battery and then fully charge to reset the accuracy of the talk time prompts.  

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(Teams model only)
What's in the box

Contents may vary by product.

- Headset
- Bluetooth USB Adapter (design may vary)
- Charge stand (select models only)
- Carrying case
- Micro USB cable
- Quick start guide
NEED MORE HELP?
poly.com/support

Manufacturer:
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Santa Cruz, CA 95060 2132 LR Hoofddorp
United States Netherlands

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

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