



# Poly Documentation

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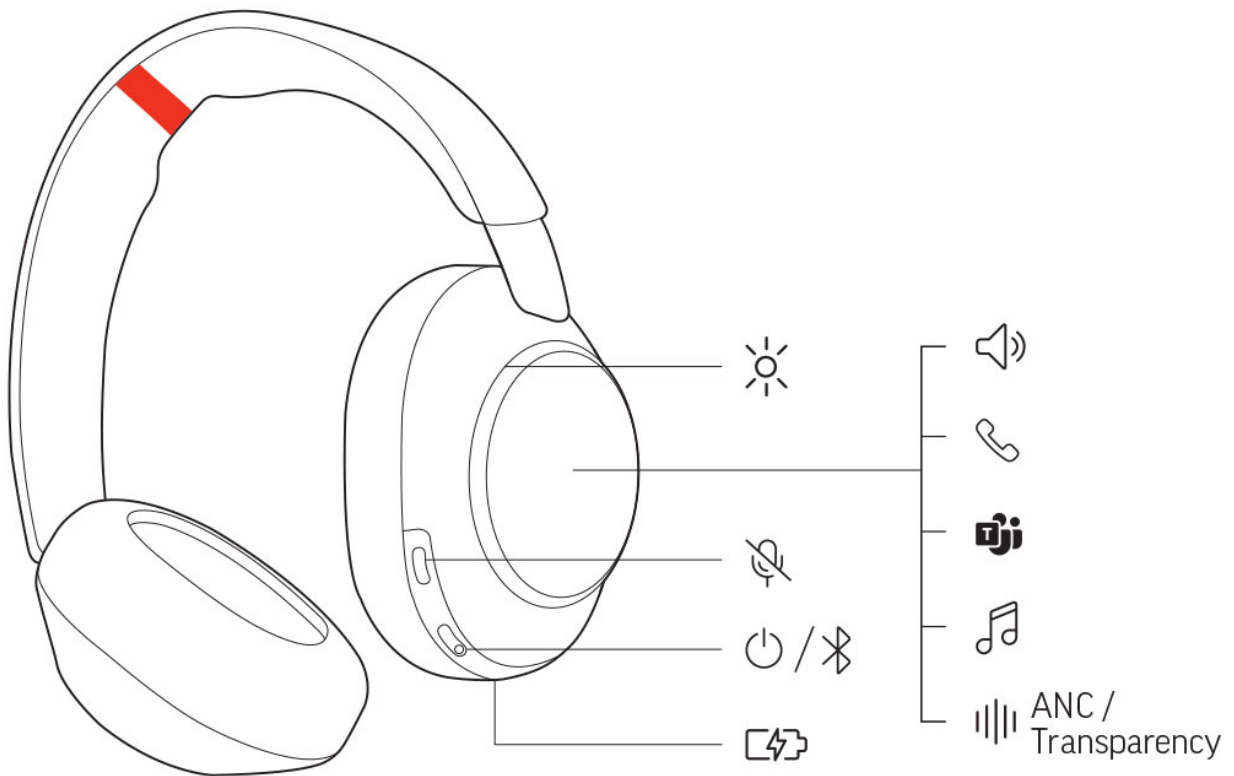
USA

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# Overview

## Headset



Your headset has touch control on the right earcup. Use touch gestures for call and media control.

Icon	Headset control
	<p><b>Volume control</b></p> <ul style="list-style-type: none"> <li>• Swipe up/down to adjust volume</li> </ul>
	<p><b>Call control</b></p> <ul style="list-style-type: none"> <li>• Tap to answer</li> <li>• Press to end</li> </ul>

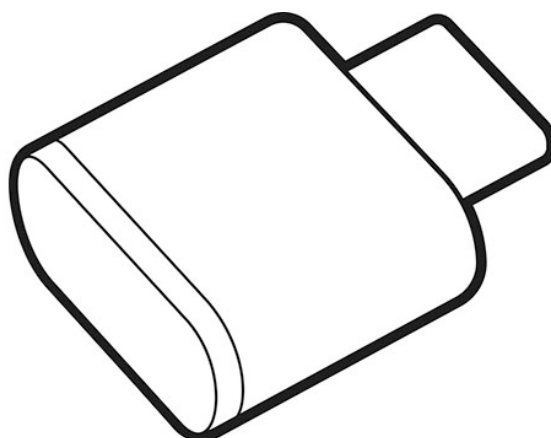
Icon	Headset control
	<b>Audio control*</b> <ul style="list-style-type: none"> <li>● Tap to play/pause</li> <li>● Swipe to track forward/backward</li> </ul>
	Interact with Microsoft Teams (Teams model only, Teams app required)
	ANC (Active Noise Canceling) and Transparency Mode
	LEDs/Online indicator
	Mute/unmute
	Power
	Bluetooth® pairing
	Charge port

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

## **Be safe**

Please read the safety guide for important safety and regulatory information before using your new device.

## 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.

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

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Standard LEDs	
USB LEDs	What they mean
Flashing red and blue	Pairing
Solid blue	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

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


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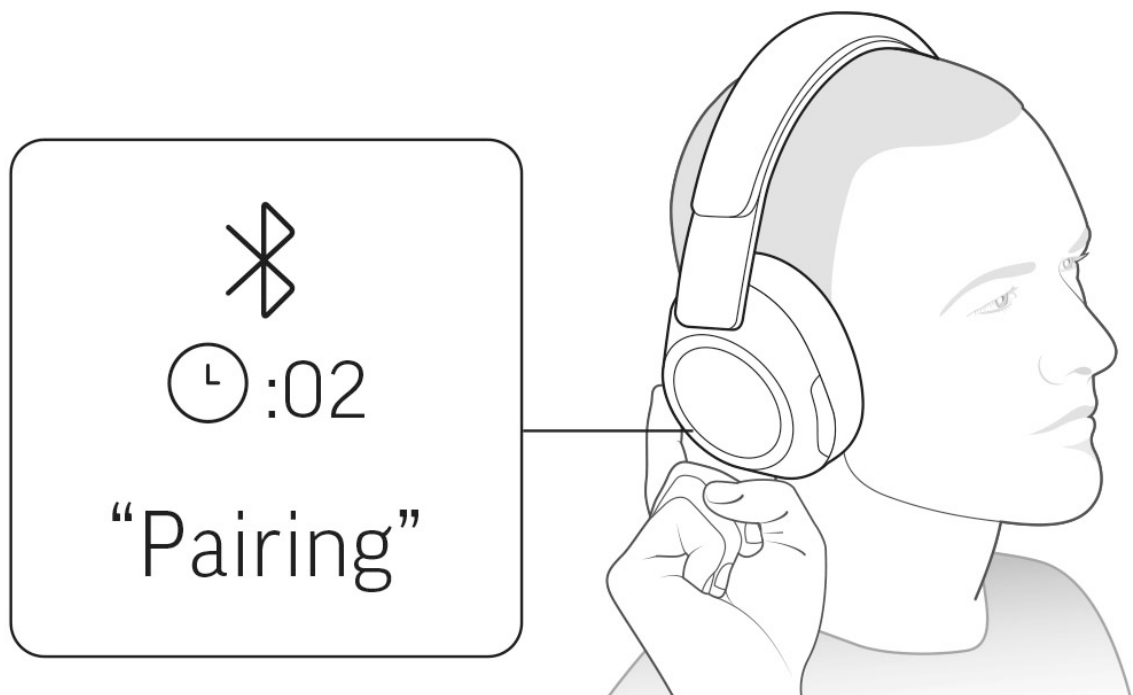
# Connect and pair

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## Pair to mobile device

### Task

- 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 flash blue and white.



- 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 VSurround 85."

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 8 devices but only maintain 2 connections simultaneously; this includes the Bluetooth adapter.

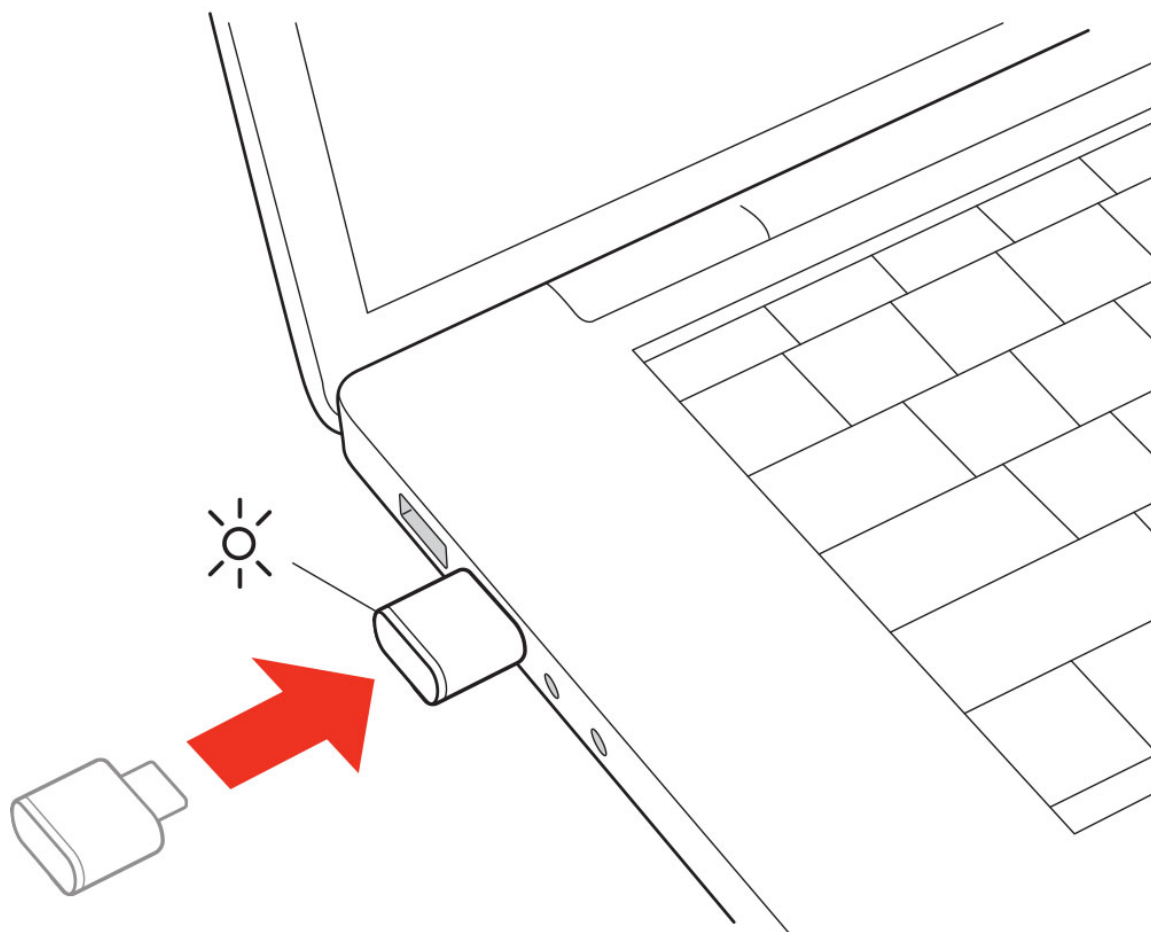
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## Connect to PC

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.

Task

- 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](http://poly.com/lens). This allows 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.

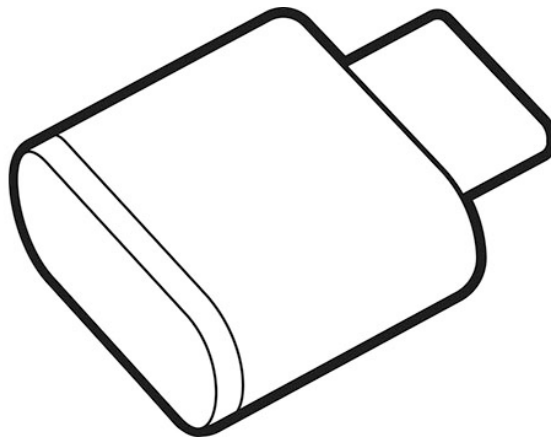
## Mac

- 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](http://poly.com/lens).



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

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### Task

- 1 Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
- 2 Put your Poly audio device in pair mode.
- 3 Launch Poly Lens Desktop App and navigate to Poly BT700.
- 4 Put your Bluetooth USB adapter into pair mode by selecting "Pair new device" on the adapter's main page or overflow menu. Your adapter flashes red and blue.  
  
Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.



# Fit and charge

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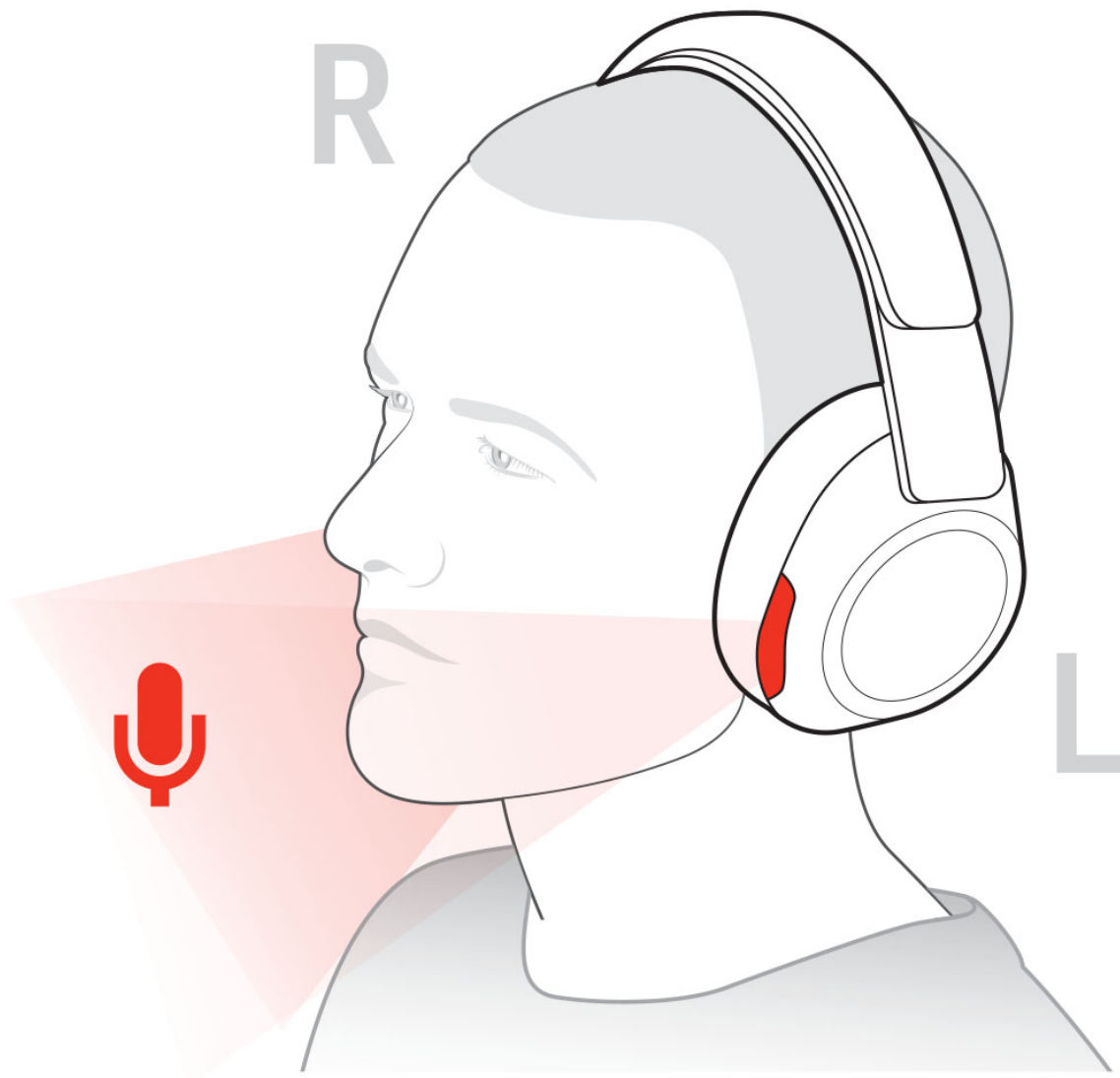
## Fit

### Task

- **Note** Headset microphones are on the front of your earcups.

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For best call audio, ensure your headset is worn correctly.

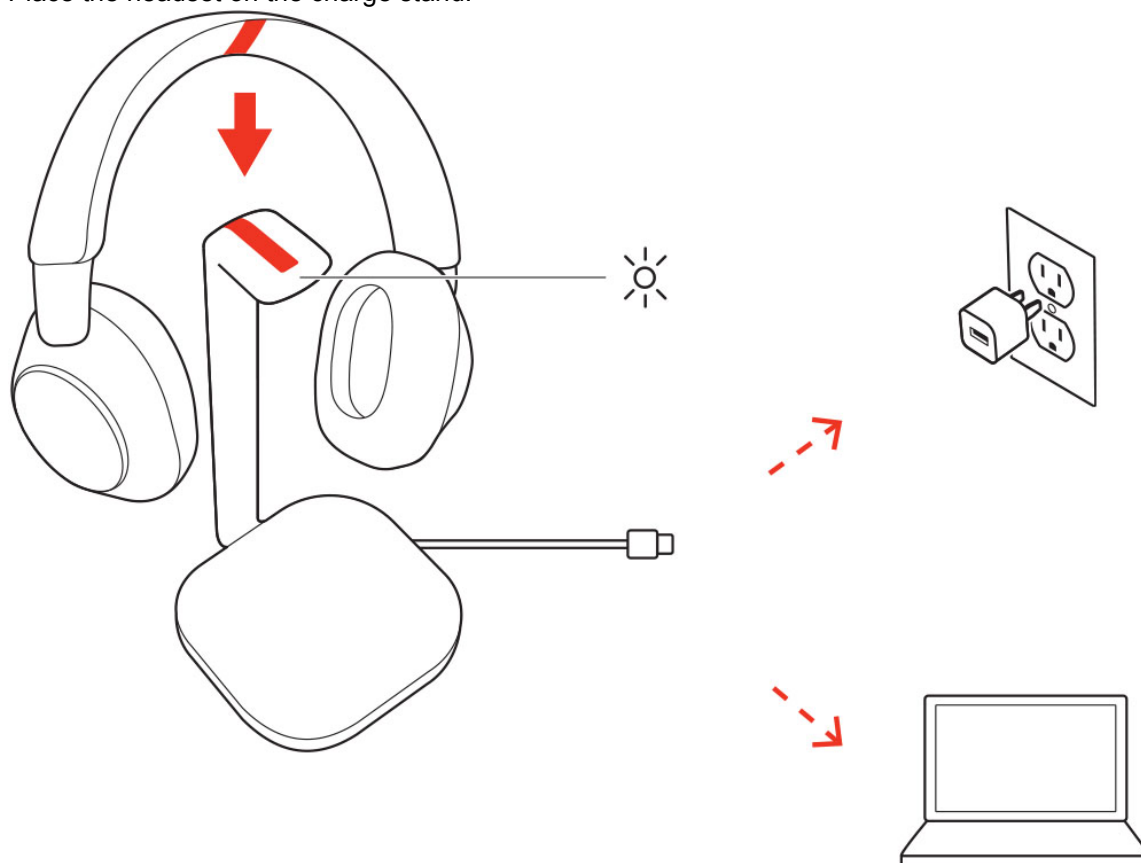


# Charge your headset

Charge your headset using the charge stand.

Task

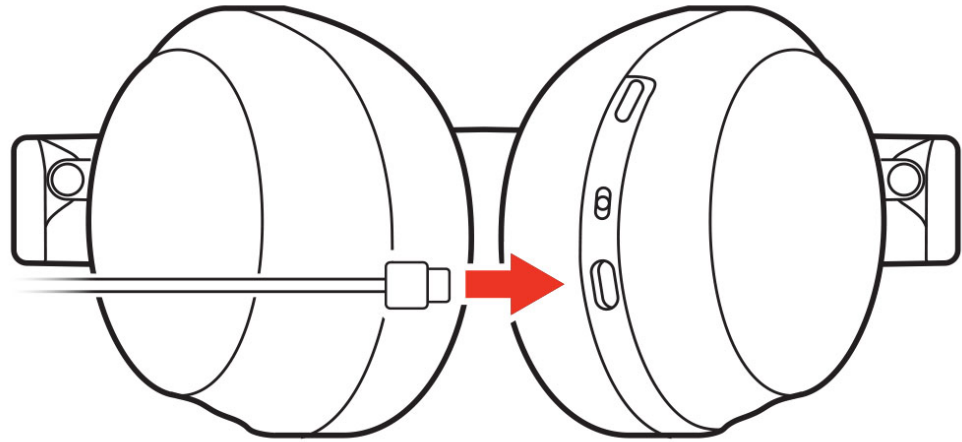
- 1 Place the headset on the charge stand.



- 2 Charge stand LED pulses when charging and turns off when the headset is fully charged. It takes approximately 5 hours to fully charge your headset.

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**Note** You can also charge your headset using the USB-C cable. Headset LEDs flash when charging and turn off once charging is complete.





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## Check headset battery status

### Task

- Check your headset battery status:
  - With your headset inactive, slide and release the Power  switch away from the off position. Listen to the voice alert or observe the headset LEDs.
  - Power on your headset and listen to the voice alert.
  - View headset battery level in Poly Lens App.

Voice alert	Headset LEDs	Talk time
"Battery high"	○ ○ ○ ○ — ○ ○ ○ ○ ○ ○	12 hours or more
"Battery medium"	○ ○ — ○ ○ ○	2 to 12 hours
"Battery low"	●	30 minutes to 2 hours
"Battery critical"		Less than 30 minutes

# 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](http://poly.com/lens).
- Download Poly Lens Mobile App at [poly.com/lens](http://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	<input type="checkbox"/>
Change headset language	<input type="checkbox"/>	<input type="checkbox"/>
Enable features	<input type="checkbox"/>	<input type="checkbox"/>
Battery meter	<input type="checkbox"/>	<input type="checkbox"/>
Update device firmware	<input type="checkbox"/>	<input type="checkbox"/>
Manage notifications and alerts	<input type="checkbox"/>	<input type="checkbox"/>
Schedule health and wellness reminders	<input type="checkbox"/>	<input type="checkbox"/>
View user guide	<input type="checkbox"/>	<input type="checkbox"/>
Find MyHeadset	<input type="checkbox"/>	

## 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 App. Download at [poly.com/lens](http://poly.com/lens).

# The basics

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## Power on/off

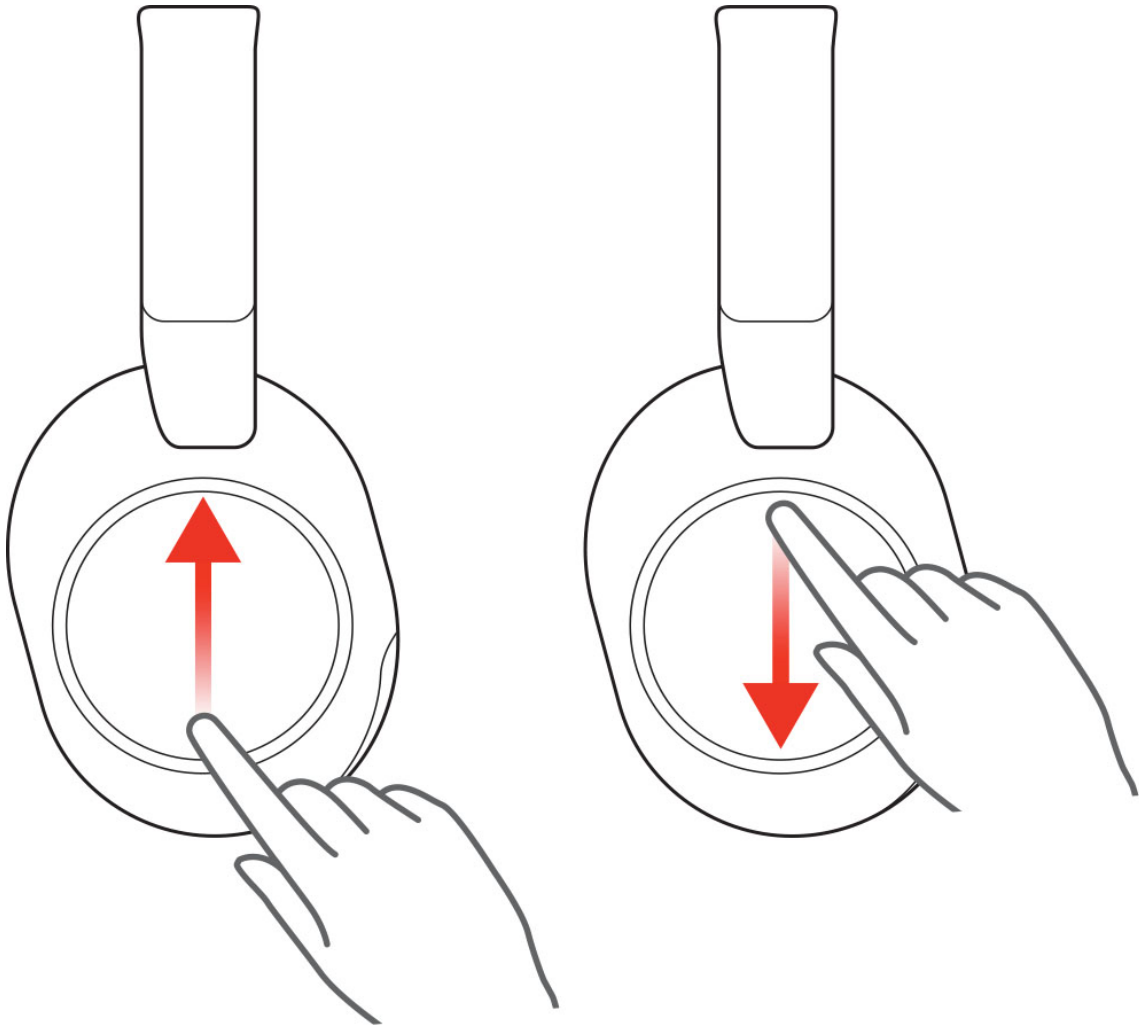
Task

- Slide the Power  switch to power on the headset.

## Adjust volume

Task

- Swipe up on the right earcup to increase the volume. Swipe down to decrease the volume. Each swipe changes the volume one level.



### ***Adjust headset microphone volume (softphone)***

Task

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

### **Play or pause audio**

Task

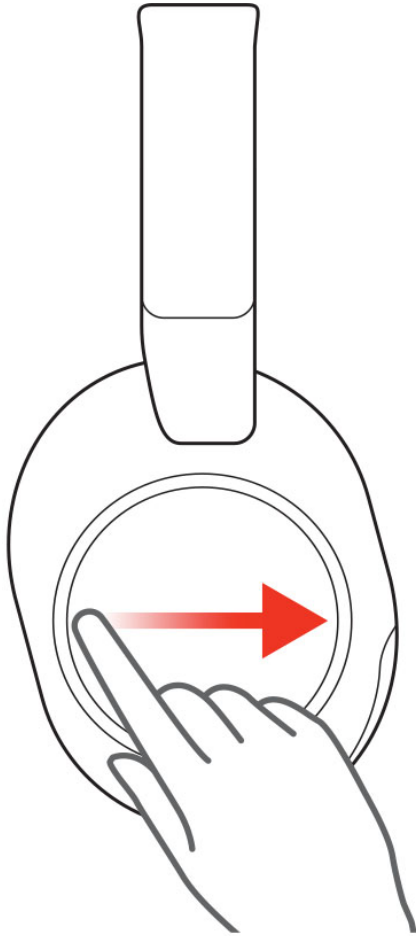
- Tap the center of the right earcup to play or pause audio.



## Track forward

### Task

- Swipe forward on the right earcup to play the next track.

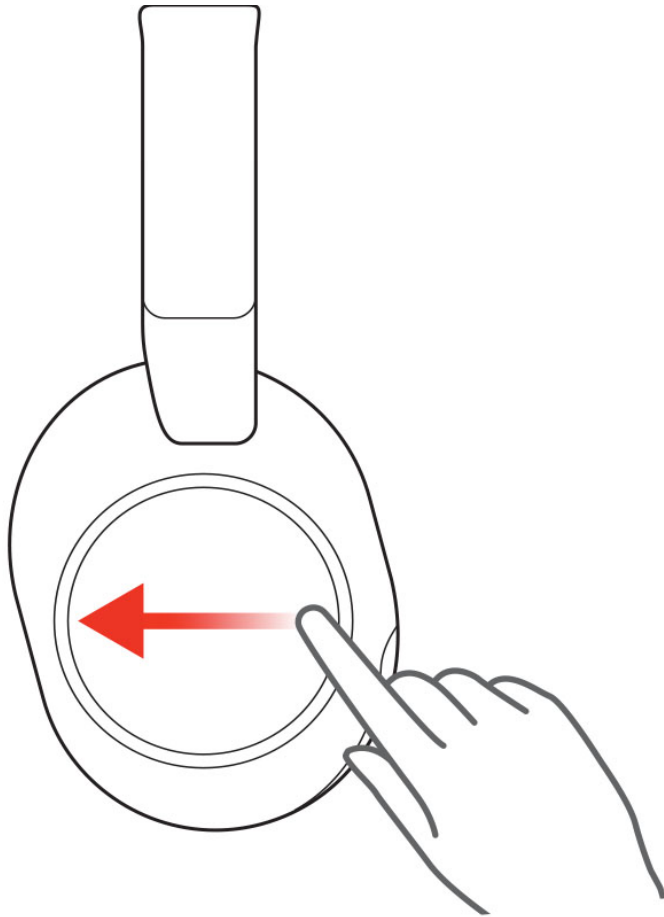


## Track backward

### Task

- Swipe backwards on the right earcup to play the previous track.





## 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 headset.

ANC/Transparency mode is the default custom button feature. For more, see [Customize your headset](#).

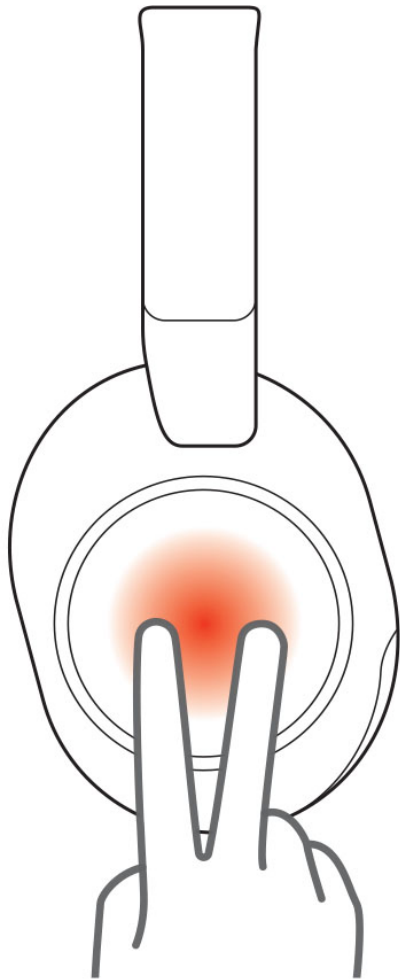
Task

- 1 Tap the Custom button with two fingers for 2 seconds to toggle between modes.

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**Note** Your headset's Custom button is located in the center of the right earcup.

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2 Swipe up/down on the right earcup to adjust Transparency Mode level when active.

## **ANC and Transparency Mode settings**

Choose your preferred settings for ANC and Transparency Mode in Poly Lens App.

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 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	Environment (default)	<ul style="list-style-type: none"> <li>• Best for busy streets</li> <li>• Optimized to hear your surroundings</li> </ul>
Transparency Mode	Speech	<ul style="list-style-type: none"> <li>• Optimized for face-to-face communication</li> </ul>
Transparency Mode	Off	<ul style="list-style-type: none"> <li>• Transparency Mode powered off</li> </ul>

## Voice assistant (smartphone feature)

### Task

- **Siri, Google Assistant™, Cortana** To activate your smartphone's default voice assistant, do one of the following:
  - Press and hold the center of the right earcup for 2 seconds. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.
  - Tap the Custom button with two fingers 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** Ensure Voice Assistant is the assigned Custom button setting in Poly Lens App. For more, see [Customize your headset](#).

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## 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 the headset will:	taking off the headset will:
Mobile/softphone call	answer the call	keep call in headset
Music/media	resume music/media (if playing previous to taking off)*	pause music/media (if playing)*
Mute (activate in Poly Lens App )	unmute if on an active call	mute if on an active call

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

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# Make/Take/End Calls

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## Make a call

Task

- Dial using your softphone application or mobile phone.

## Answer or end a call

Task

- Tap the center of the right earcup to answer call. Press to end a call.



## Hold call

### Task

- 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 for 2 seconds. The LEDs return to pulsing red.

## Switch between calls (flash)

### Task

- To switch between calls, press the headset Call button for 2 seconds.

---

**Note** Available for softphone calls only. Does not work with mobile calls.

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## Mute

### Task

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

## Redial last outgoing call (smartphone feature)

### Task

- Tap the Custom button with two fingers for 2 seconds to redial the last outgoing mobile call.

---

**Note** Ensure Redial is the assigned Custom Button setting in Poly Lens App. For more, see [Customize your headset](#).

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## Launch Microsoft Teams (Teams model only)

Tap your headset Teams button to quickly open and use the Microsoft Teams desktop app.

### Task

- 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.

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

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

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

### Task

- Press your headset Teams button for 2 seconds to raise your hand during an active Teams meeting.

# More Features

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## Customize your headset

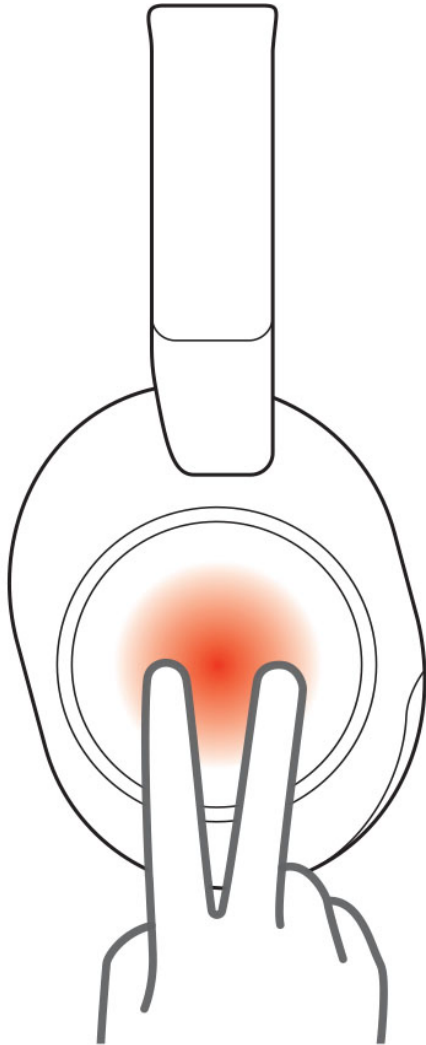
Configure your Custom button feature in Poly Lens App. Download: [poly.com/lens](https://poly.com/lens).

ANC/Transparency mode is the default feature when you tap the right earcup with two fingers for 2 seconds.

### Choose from:

- ANC/Transparency mode (default)
- Check device status
- **Mobile calls only:** Redial
- **Mobile calls only:** Launch default voice assistant (Siri, Google Assistant)





## Corded mode (audio over USB)

If your headset battery is depleted or a corded connection is required and/or preferred, use one of the supplied USB cables to stream audio to your headset.

Your headset is supplied with the following USB cables:

- USB-C cable
- USB-C to 3.5mm

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**Note** Your headset battery charges while in corded mode when connected with the USB-C cable. The 3.5mm cable does not charge your headset battery.

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## Task

- 1 Disconnect your Bluetooth USB adapter from your computer if connected.
- 2 Connect your headset directly to your computer with one of the provided USB cables.
- 3 Power off your headset to use density-friendly corded mode.

# What's in the box

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Contents may vary by product.

Figure 1. Bluetooth headset

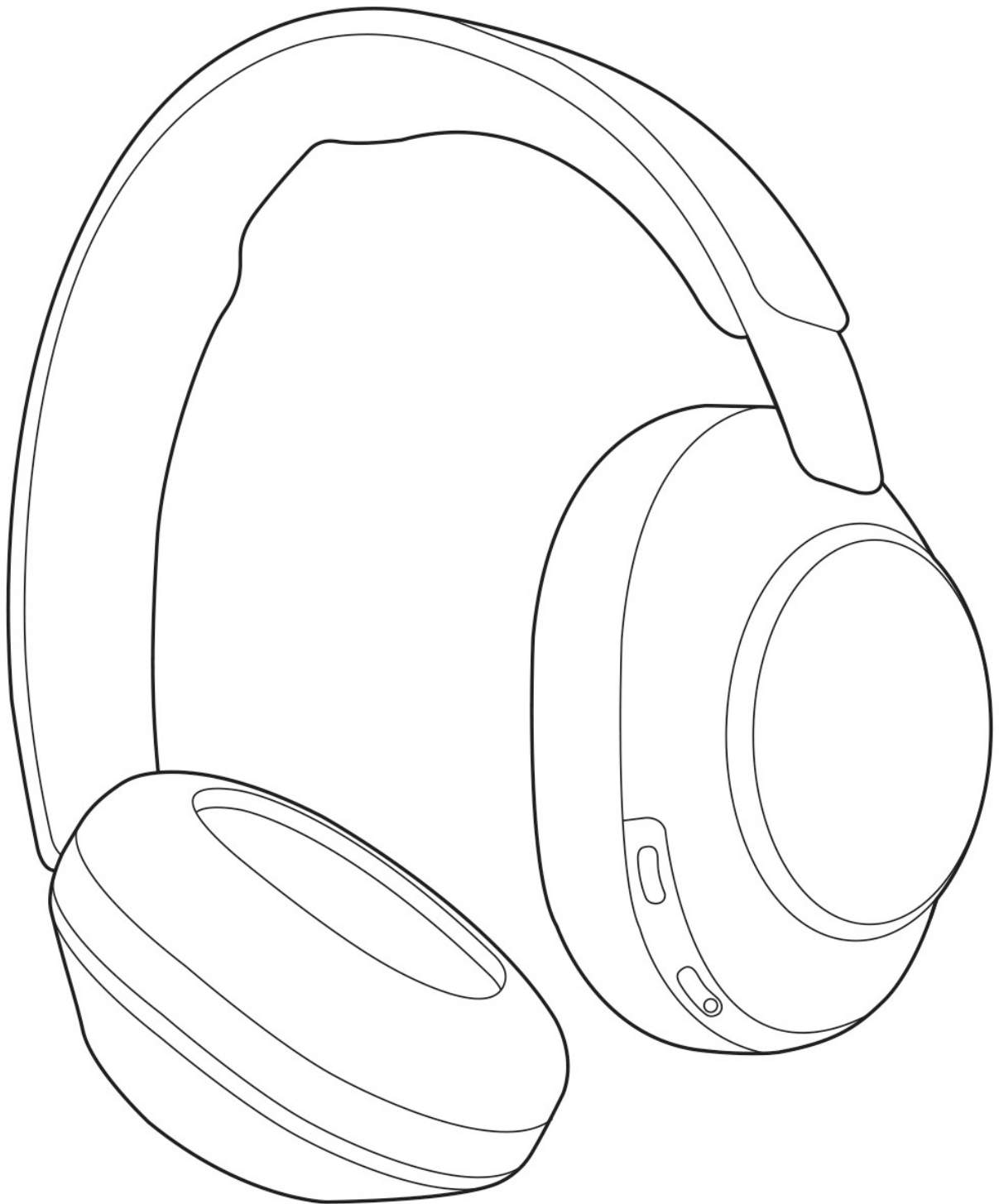


Figure 2. Poly wireless charge stand

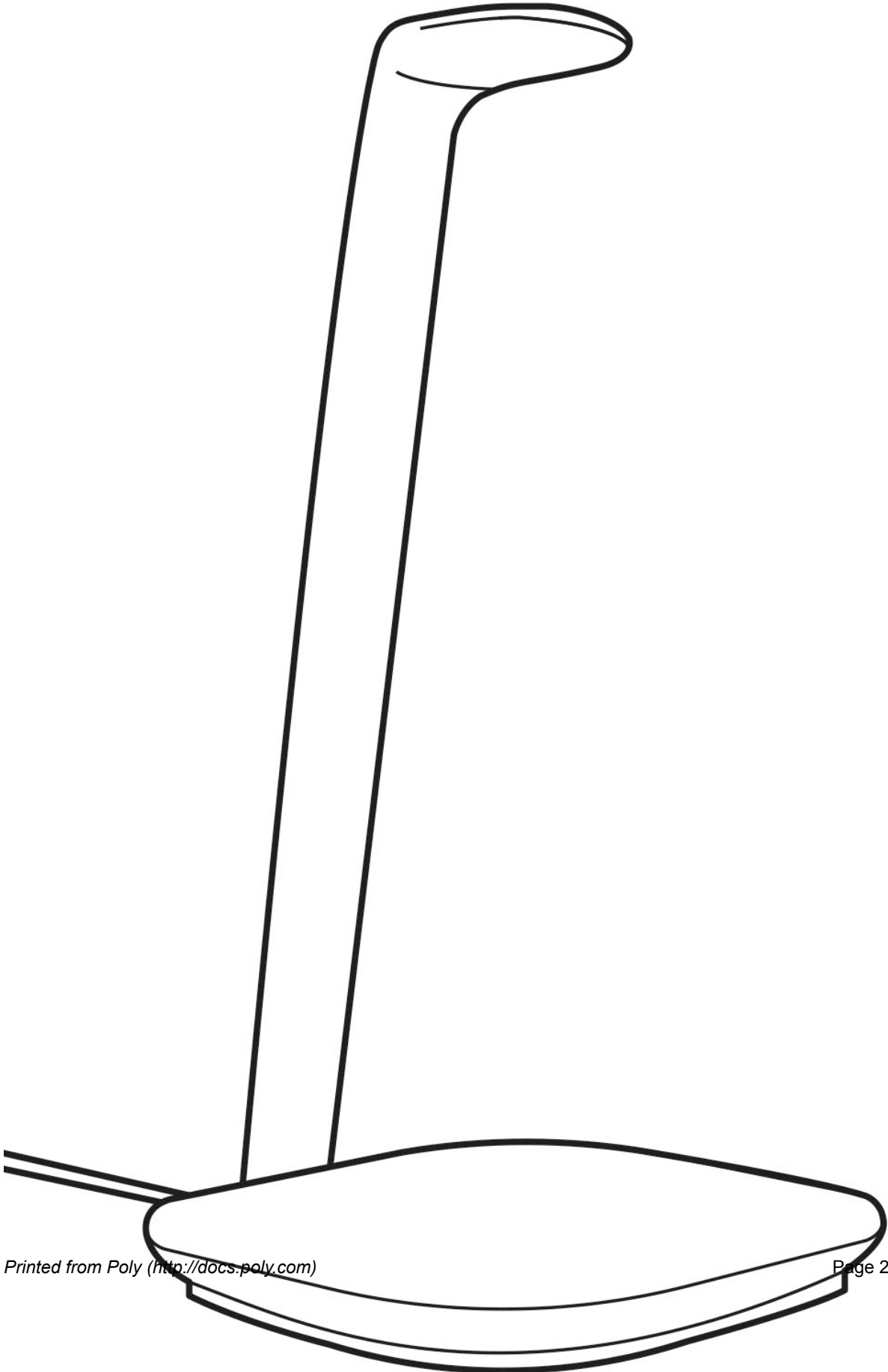


Figure 3. Bluetooth USB-C Adapter

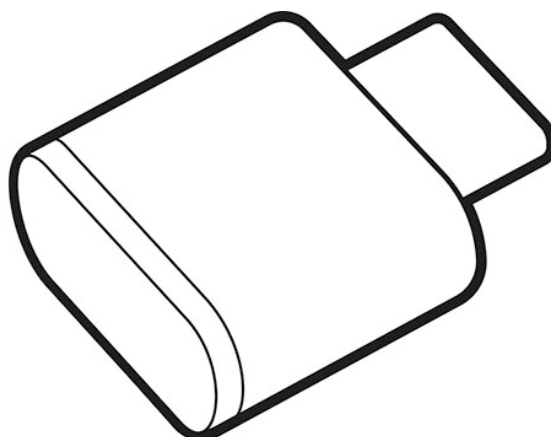


Figure 4. USB-C to USB-A adapter

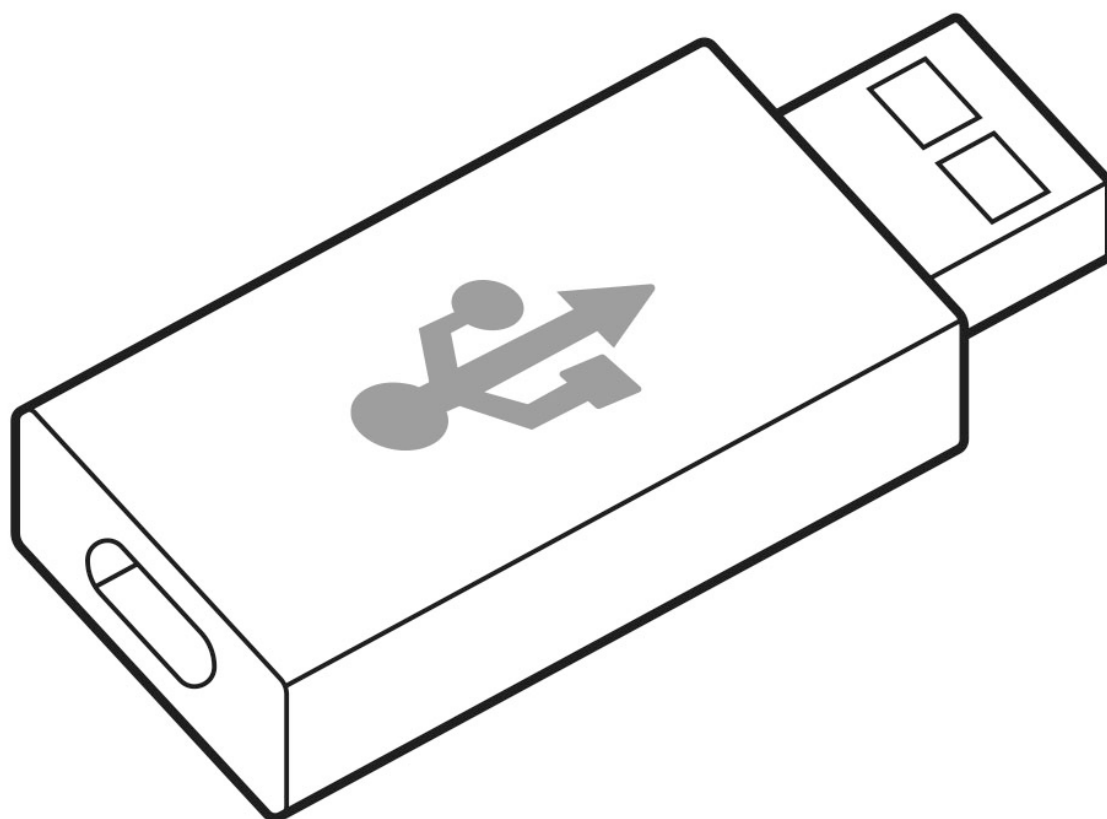


Figure 5. USB-C cable



Figure 6. USB-C to 3.5mm cable



Figure 7. Headset carrying case

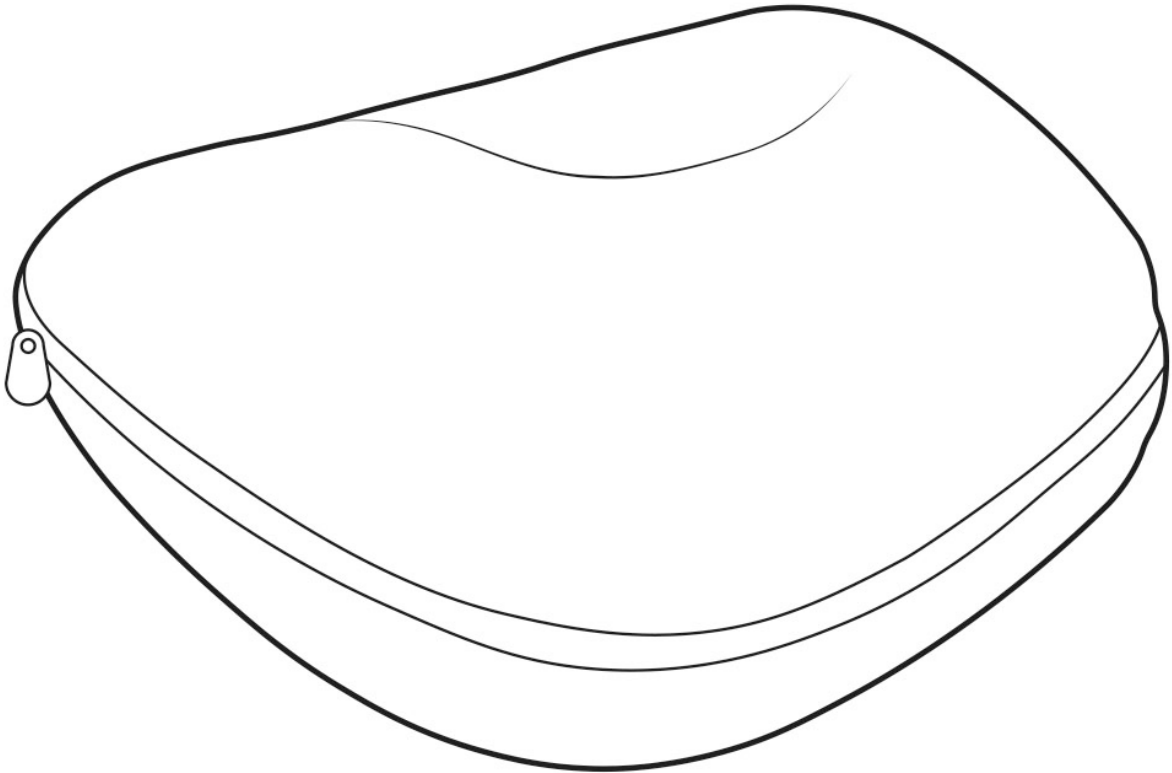
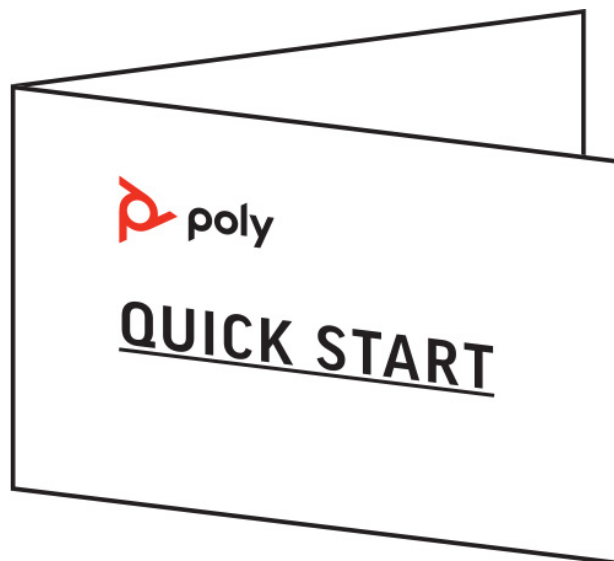


Figure 8. Quick start guide



# Troubleshooting

Issue	Resolution
During a call, my voice sounds muffled or far away to other callers.	You may be wearing your headset backwards. Headset microphones are on the front of your earcups. For best call audio, ensure that left and right earcups are on the correct ear.
Can I control features using either earcup?	No, only the right earcup has touch control.
I want to customize my headset features.	Customize your device settings with Poly Lens App. Download: <a href="http://poly.com/lens">poly.com/lens</a>
How do I pair my headset to a mobile device?	See <a href="#">Pair to mobile device</a> .
How do I pair my headset to a computer or laptop?	Plug in the USB Bluetooth adapter to your computer or laptop. The adapter is paired to your headset and connects to computer audio. See <a href="#">Connect to PC</a> .
Why should I use the USB Bluetooth adapter instead of my computer's Bluetooth?	Your USB Bluetooth adapter provides the best connection, softphone functionality and acoustic sound quality through your headset. See <a href="#">Connect to PC</a> , <a href="#">Configure USB adapter 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 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. See <a href="#">Pair USB adapter again</a> .
How do I use the USB-C to USB-A adapter?	The USB-C to USB-A adapter is designed to connect your BT700C adapter to USB-A ports if available. Use if you do not have USB-C ports available on your PC/ device.
Can I connect my headset to a mobile phone and computer at the same time?	Yes, your headset can connect to mobile and PC. Your headset remembers up to 8 devices, but connect to up to 2 devices at a time. That includes the USB Bluetooth adapter.



Issue	Resolution
<p>The headset 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 headset</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>• To configure the headset sound on your computer, see <a href="#">Configure USB adapter for streaming media</a>, <a href="#">Load software</a>.</li> <li>• Ensure that only one softphone application is opened at a time.</li> <li>• For best performance, ensure your headset firmware is up-to-date. See <a href="#">Update your Poly device</a>.</li> </ul>
<p>My headset call control is not working as expected when on a softphone call.</p>	<p>Check the following:</p> <ul style="list-style-type: none"> <li>• For best performance, ensure your headset firmware is up-to-date. See <a href="#">Update your Poly device</a>.</li> <li>• Ensure that only one softphone application is opened at a time.</li> <li>• If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop App installed. See <a href="#">Load software</a>.</li> <li>• Select your softphone application in Poly Lens Desktop App.</li> </ul>
<p><b>(Teams model only)</b> How do I interact with Microsoft Teams using my headset?</p>	<ul style="list-style-type: none"> <li>• Tap the headset Call button to quickly open and use Microsoft Teams. See <a href="#">Launch Microsoft Teams (Teams model only)</a>.</li> <li>• Set your target softphone by going to Poly Lens Desktop App</li> </ul>

Issue	Resolution
<p><b>(Teams model only)</b> Does my Microsoft Teams-enabled headset work with other softphones?</p>	<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.</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>
<p>The headset audio is cutting out during softphone calls.</p>	<p>You may be experiencing Bluetooth density issues. Use density-friendly corded mode. See <a href="#">Corded mode (audio over USB)</a>.</p>
<p>The headset sensors are not working as expected.</p> <ul style="list-style-type: none"> <li>● A call is not automatically answered when I put on my headset</li> <li>● Mute/unmute is not working when I take on/off my headset during a call</li> <li>● During a call, mute unexpectedly turns on</li> </ul>	<p>If your headset sensors are not working as expected, you may need to reset the sensors. See <a href="#">Reset sensors</a>.</p>
<p>I want to use my headset as a USB corded headset with my computer.</p>	<p>Your headset can be used in corded mode. See <a href="#">Corded mode (audio over USB)</a>.</p>
<p>Can I use my headset while charging it?</p>	<p>Your headset charges while in corded mode. See <a href="#">Corded mode (audio over USB)</a>.</p>

# Support

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NEED MORE HELP?

[support.hp.com/poly](http://support.hp.com/poly)

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RMN (Regulatory Model Number): VS85T, BT700C, CBVS1