Poly Mission 800 Series USB Headset User Guide

SUMMARY

This guide provides the end-user with task-based user information for the featured product.

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1 Headset overview

Use your headset inline controller for call and media control.

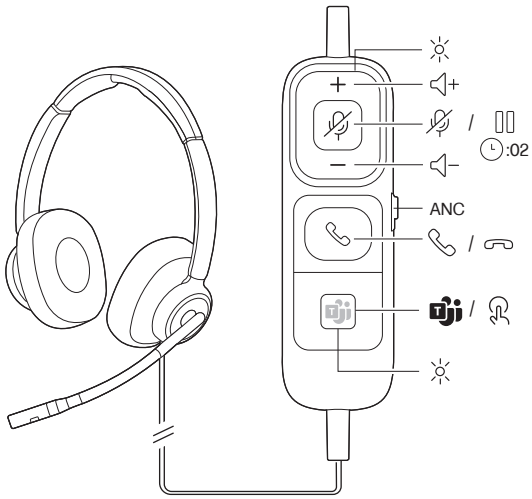


Table 1-1 Headset icon descriptions

Icon	Control
☼	Call status LED
🔊+	Volume up
🔇	Mute/Hold button
🔉−	Volume down
ANC	Active Noise Canceling on/off switch
📞	Answer/end call
Tj	Microsoft Teams/Custom button
☼	Microsoft Teams status LED

Inline controller LEDs

Your inline controller has 2 status LEDs. The top LED shows call status, and the **Teams/Custom button** LED shows Microsoft Teams status.

Table 1-2 Call LED

LED color	Status
Off	Idle or streaming media
Flashing green	Incoming call
Solid green	Active call

Table 1-2 Call LED (continued)

LED color	Status
Solid red	Muted
Pulsing orange	Call on hold
Pulsing red	Call on hold and call muted

Table 1-3 Teams LED

LED color	Status
Flashing white	Teams connecting
Solid white	Teams connected
Pulsing white	Teams event
Off	Teams not connected

NOTE: The Teams LED does not show status when **Other Providers** is selected as the Custom Button feature in HP Poly Studio.

Headset LEDs

Your headset LEDs flash red to inform others that you are on a call.

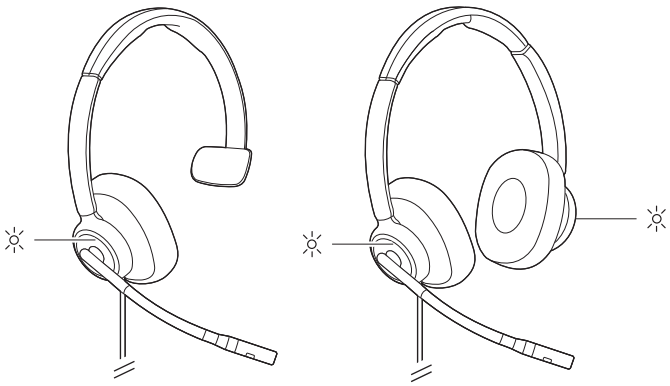


Table 1-4 Headset LEDs

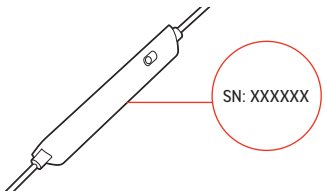
LED	Status
Pulsing red	Active call
Flashing red	Call on hold
Off	Idle/not on call

- Manage settings in HP Poly Studio Desktop app. Go to **Settings** > **General** > **Online Indicator.**

Locate the serial number on your HP Poly Mission USB headset

Find the serial number on the back of the inline controller.

- On the back of the inline controller, find the serial number **SN: XXXXXX** (typically 6 digits).



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

2 Load software

Download HP Poly Studio to get the most out of your device. Some softphones require the installation of HP 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 HP Poly Studio Desktop app at hp.com/studio.

Table 2-1 Supported features

Feature	HP Poly Studio Desktop app
Configure call control for softphones	√
Change headset language	√
Enable features	√
Choose preferred Equalizer setting	
Battery meter	
Update device firmware	√
Manage notifications and alerts	√
Schedule wellbeing 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 HP Poly Studio. Download the app at hp.com/studio.

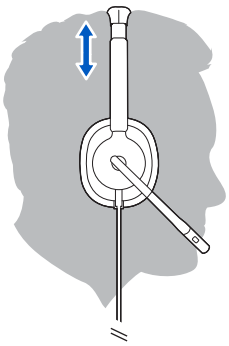
3 Fit

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

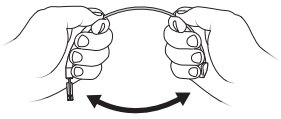
Adjust the headband

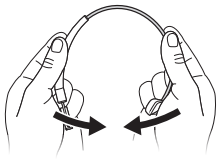
Adjust your headband for comfort.

1. Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



2. If the headband is too tight or loose, gently bend the headband for a comfortable fit. Bend the headband outward to loosen headband, or bend inward to tighten.

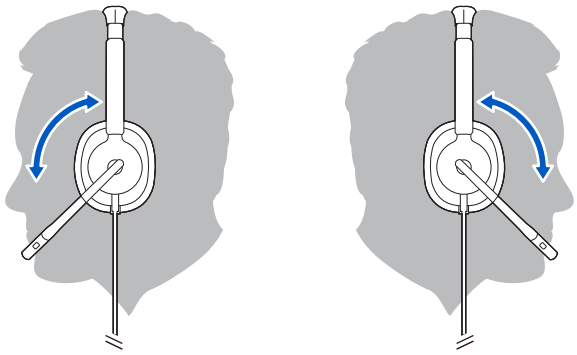




Position the boom

The headset microphone boom can be worn on the left or right side.

1. Rotate the boom to align with your mouth.



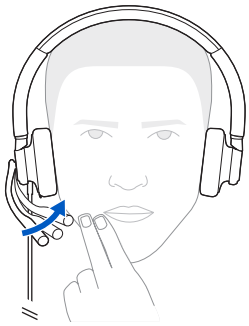
CAUTION: To avoid breaking the boom, only rotate it up and over 180°.

2. Manage headset microphone settings in HP Poly Studio Desktop app. Go to **Settings** > **General** > **Wearing Preference.**

Adjust the boom

Adjust the microphone boom for optimum outgoing audio on a call.

- Gently bend the boom in or out so it is approximately two finger widths from the corner of your mouth.



Replace leather ear cushion

Replace your headset ear cushions.

1. To remove the existing ear cushion, gently grasp the ear cushion and pull it away from your headset.
2. Attach each new ear cushion by aligning with the headset ear cups and press together until you hear it click into place. Ensure the cushion's small red print is oriented to the bottom of the headset.

NOTE: Left and right ear cushions are interchangeable.

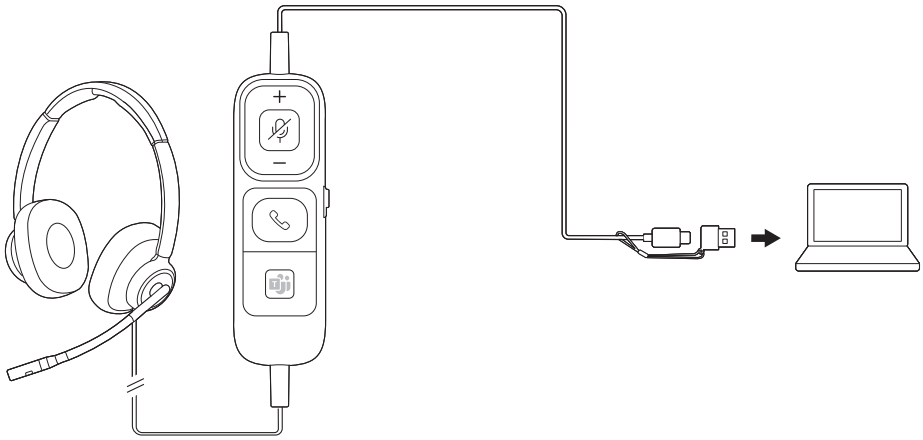
Replace headband cushion

Replace your headset headband cushion.

1. To remove the existing headband cushion, locate the cushion's opening on top of the headband and peel the cushion away from the headband to remove.
2. To attach the replacement cushion, cover the headband with the cushion with the opening located at the top of the headband arch. Ensure the cushion is fully wrapped around the headband to secure it.

4 Connect to PC

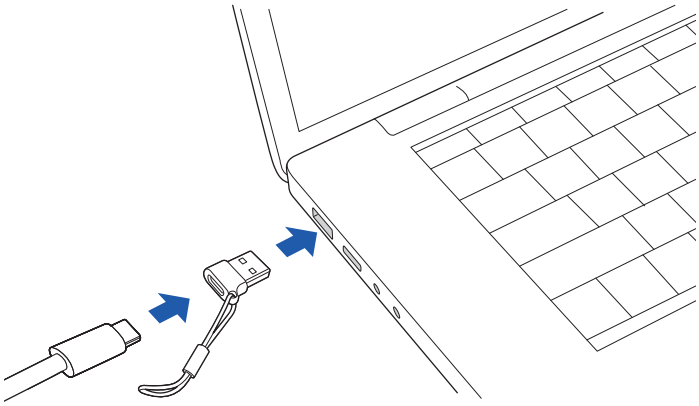
Power on your headset by connecting it to your computer.



Use USB-C to USB-A adapter

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

- Connect the USB-C charge cable to the adapter and connect to a USB-A port.



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

5 Manage calls

Manage calls with your headset.

Answer a call

Use your headset to answer an incoming call.

- Press the **Call** button.

End a call

End calls with your headset.

- Press the **Call** button.

Reject a call

Reject incoming calls with your headset.

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

Make a call

Use your softphone to make an outgoing call.

- Dial using your softphone app.

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 Call LED pulses orange.

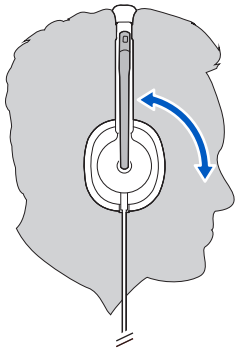
2. To resume call, hold the **Mute** button again for 2 seconds.

   The Call LED returns to solid green.

Mute

Mute your microphone during calls.

- During an active call:
  - Press the **Mute** button to mute or unmute your headset.
  - Rotate your microphone boom into the up position.



Listening volume

Adjust your headset volume using the inline controller.

- Press the Volume up (+) or Volume down (-) button.

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.

ANC

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

- Slide the switch to activate ANC.

Switch between calls (flash)

Use your headset to switch between two active softphone calls.

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

  Active call is put on hold and the second call is routed to the headset.

Answer a second call

Answer a second incoming call while on an active call.

1. Press and hold the **Mute** button for 2 seconds to hold the current call.
2. Press the **Call** button to answer new call.

6 Advanced call features

Use advanced call handling features with your headset.

Configure Teams/Custom button

Configure your Teams/Custom button actions in HP Poly Studio.

Microsoft Teams features are the default actions.

1. Open HP Poly Studio and go to **Settings** > **Custom Button**.
2. Select **Microsoft Teams** to assign Teams actions or **other Providers.**
   - If **other Providers** is selected, choose from **Hold/Resume call, Pause/ Resume media,** or **Do nothing.**

NOTE: **Other providers** is not available when Microsoft Teams is connected.

Microsoft Teams settings

Control all Microsoft Teams features in the table below when Microsoft Teams is selected as the Custom Button.

Table 6-1 Microsoft Teams features

Teams feature	Button press
Launch Teams	Press once to view Microsoft Teams app on your computer.
Raise hand in Teams	When in an active Teams call, press the button for 2 seconds to raise your hand.
View Teams message	Press once to view the Teams message.

Other Providers settings

Choose 1 of the following features to assign when Other Providers is selected as the Custom Button.

NOTE: **Other providers** is not available when Microsoft Teams is connected.

Table 6-2 Other Providers options

Feature	Button press
Hold/resume call	Press once to place a call on hold. Press once to resume held call.
Pause/resume media	Press once to pause or resume media. Press two times to play the next track. Press three times to play the previous track.

Table 6-2 Other Providers options (continued)

Feature	Button press
Do nothing	Button presses do nothing.

Mute reminder

Receive mute reminders during calls.

- If mute reminder is on, an alert plays when you speak to remind you that mute is activated. Customize your settings in HP Poly Studio Desktop.

Hold reminder

Receive hold alerts when you have a call on hold.

- If hold reminder is on, an alert repeats to remind you that you have a call on hold. Customize your settings in HP Poly Studio Desktop.

7 What's in the box

Contents may vary by product.

Figure 7-1 USB headset with inline call control and USB-C to USB-A adapter lanyard

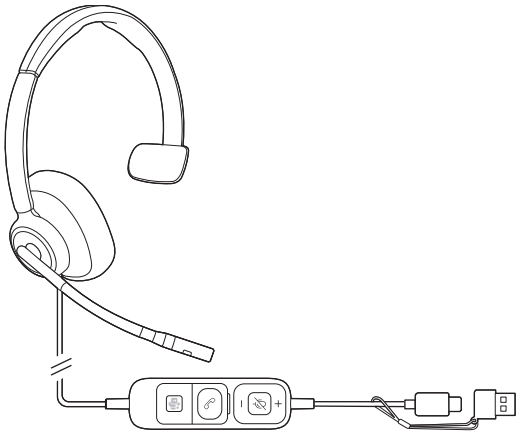


Figure 7-2 Pouch

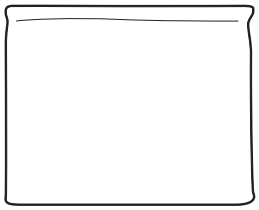


Figure 7-3 Quick start guide

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

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

- 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.

Embedded magnet warning

Please read the following embedded magnet warning.

⚠ **WARNING!** This device contains embedded magnets. Please be aware that magnetic fields may interfere with the proper functioning of medical devices such as pacemakers and implantable cardioverter-defibrillators (ICD's). As a precaution it is recommended to keep this device at least 15 cm or at least 30 cm (when using a wireless charger) away from any individuals wearing electronic medical devices. If interference is suspected, stop using the device immediately and consult your physician and the medical device manufacturer for further guidance.

9 Support

NEED MORE HELP?

support.hp.com/poly

HP Inc.

1501 Page Mill Road

Palo Alto, CA 94304, U.S.A.

650-857-1501

HP REG 23010, 08028

Barcelona, Spain

HP Inc UK Ltd

Regulatory Enquiries, Earley West

300 Thames Valley Park Drive

Reading, RG6 1PT

United Kingdom

台灣惠普資訊科技股份有限公司

臺北市南港區經貿二路 66 號 10 樓

電話 : 02-37899900

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