Poly Voyager Legend 50 Bluetooth Headset User Guide

SUMMARY

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

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Overview

Review your new headset system.

Headset overview

Use your headset for call and media control.

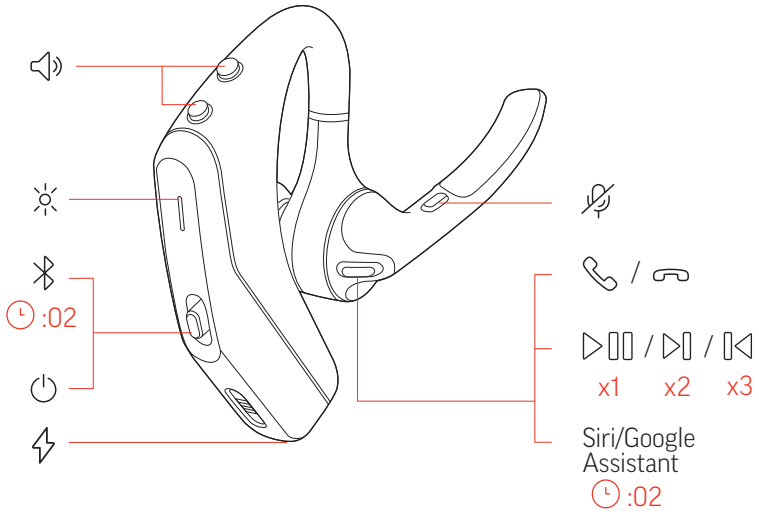


Table 1-1 Headset icon descriptions

Icon	Control
	Volume up and down buttons
	Indicator light
	Bluetooth pairing Slide up and hold for 2 seconds. For more, see Pair to mobile device on page 9.
	Power
	Charge port
	Mute
	Answer call
	End call
	Play/pause media *
	Track forward
	Track backward

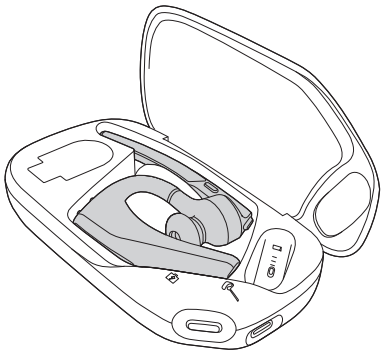
Table 1-1 Headset icon descriptions (continued)

Icon	Control
Siri, Google Assistant	Default voice assistant Press and hold for 2 seconds. For more, see Voice assistant (smartphone feature) on page 14.

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

Charge case overview

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

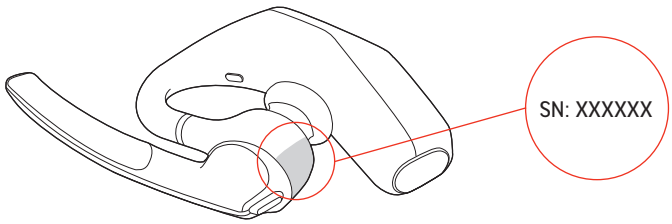


NOTE: The charge case is available as an accessory at hp.com/shop.

Locate the serial number on your headset

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

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



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

Load software

Download the Poly Lens app to get the most out of your device. Some softphones require the installation of Poly software to enable device call control (answer or end a call and mute) functionality.

NOTE: Administrative privileges may be required to download the desktop application. If you don't have administrator privileges on your system, contact your system administrator.

- Download the Poly Lens Desktop app at hp.com/lens-app.
- Download the Poly Lens Mobile app at hp.com/lens-app, the App Store, or Google Play.

Table 2-1 Supported Poly Lens features

Feature	Poly Lens Mobile	Poly Lens Desktop
Configure call control for softphones	Available for some softphones	√
Change headset language	√	√
Enable features	√	√
Choose preferred Equalizer setting	√	√
Battery meter	√	√
Update device firmware	√	√
Manage notifications and alerts	√	√
Schedule health and wellness reminders	√	√
View user guide	√	√
FindMyHeadset	√	

Update your Poly device

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

Update your device using Poly Lens. Download the app at hp.com/lens-app.

Adjust the fit

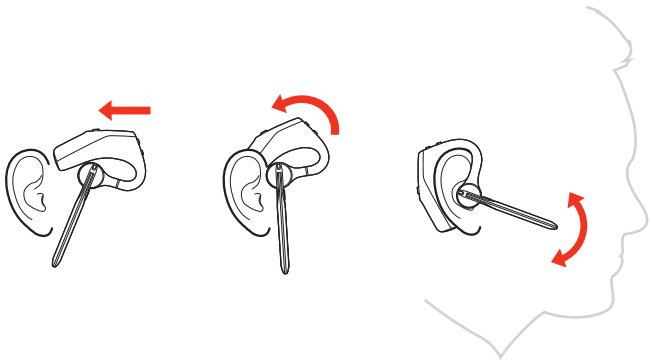
Wear your headset correctly for the best call and sound quality.

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

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

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

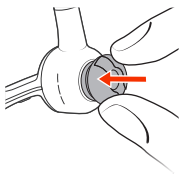
NOTE: Point the microphone boom toward your mouth for the best call quality. If the microphone boom is too high or too low, callers may not be able to hear you.



Change eartip size

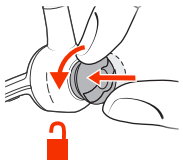
Change the eartip for a better fit.

1. Push in the eartip with thumb and forefinger.

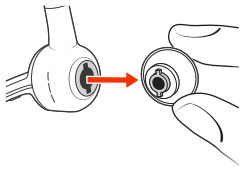


CAUTION: Push in the eartip before rotating it or you might tear the ear tip and need to buy a replacement.

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



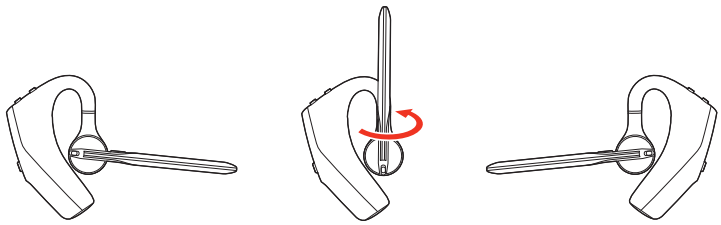
3. Remove the eartip from the slot.



Switch ears

Wear your headset on either ear.

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



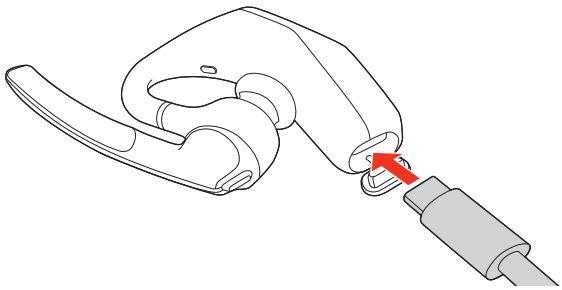
Charge

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

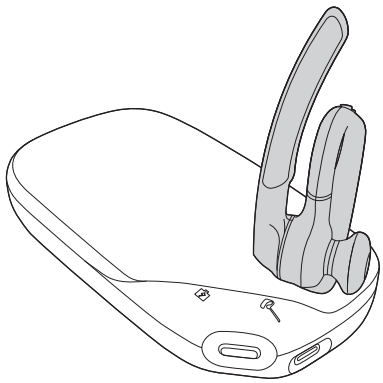
NOTE: The charge case is available as an accessory at hp.com/shop.

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

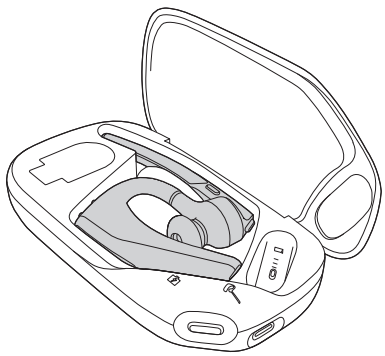
   - Insert the supplied USB cable into the headset charge port and plug into a computer or USB charging device.



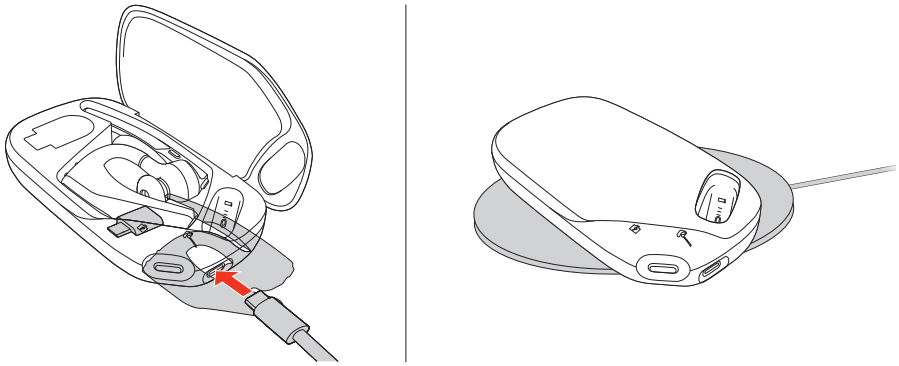
   - Place the headset on the charge port on the top of the case.



   - Place the headset inside the case.



2. To recharge the case, plug it into a computer or USB charging device using the supplied USB cable. Alternatively, recharge using a third-party Qi certified wireless charger (not included).



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

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

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

Check headset battery status

Check your headset battery status.

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

Table 4-1 Headset LED status descriptions

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

Low battery warnings

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

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

Table 4-2 Headset battery status voice prompts

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

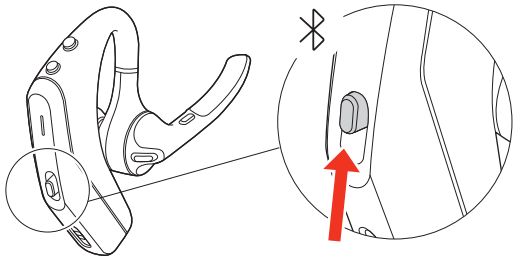
Connect and pair

Connect and pair your headset to your mobile devices.

Pair to mobile device

Pair your headset to your mobile device.

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



2. Activate Bluetooth on your phone and set it to search for new devices.
   - *iPhone* **Settings** > **Bluetooth** > **On***
   - *Android* **Settings** > **Bluetooth On** > **Scan for devices***

NOTE: *Menus may vary by device.

3. Select Poly VLegend 50.

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

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

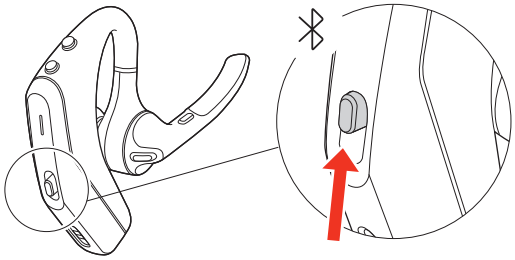
Pair to PC with Bluetooth direct

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

This feature requires Poly Lens Desktop 2.0. Download the app at hp.com/lens-app.

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

1. To put your headset in pair mode, slide and hold the **Power** ⏻ switch away from the off position until you hear “Pairing” and the headset LEDs flashred and green.

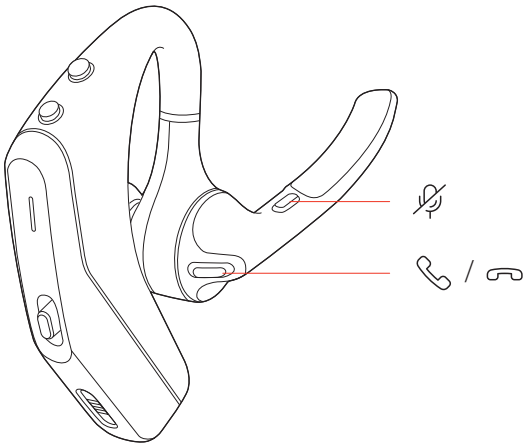


2. Select **Connect** on the PC notification.

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

Manage calls

Manage calls with your headset.



Answer a call

Choose a method to answer a call.

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

End a call

End calls with your headset.

- Press the **Call** button.

Mute

Mute your microphone during calls.

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

Reject a call

Reject incoming calls with your headset.

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

Hold a call

Use your headset to place an active call on hold.

1. Press and hold the **Mute** button for 2 seconds to hold the call.

   The LEDs flash red.

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

   The LEDs return to pulsing red.

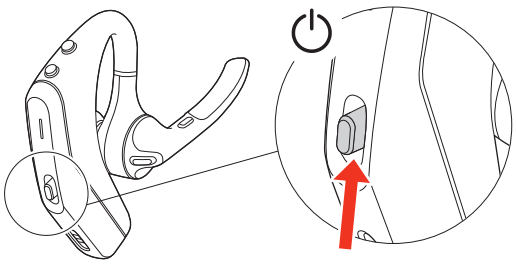
Basics

Control features using the headset buttons.

Power on

Power on your headset.

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



Adjust the volume

Increase or decrease the volume of your headset audio.

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

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

Adjust headset microphone volume (softphone)

Adjust your headset volume for softphone calls.

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

Play or pause audio

Play or pause audio with your headset.

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

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

Track backward

Play the previous track while streaming audio.

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

Track forward

Play the next track while streaming audio.

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

Voice assistant (smartphone feature)

Use your headset to communicate with your smartphone voice assistant.

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

1. Press and hold the **Call** button for 2 seconds to activate your phone's default voice assistant.
2. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.

Use sensors

Smart sensors respond when you put on or take off your headset. Customize the sensors in Poly Lens.

The following table describes the default sensor settings.

Table 7-1 Headset active sensor behavior

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

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

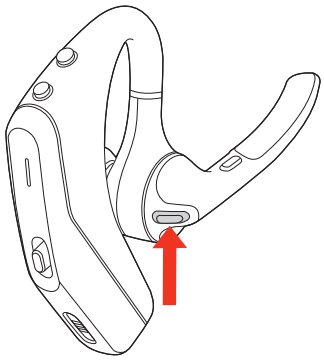
Action	Putting on the headset	Taking off the headset
Lock headset	Unlocks the **Call** button	Locks the **Call** button to avoid accidental calls

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

Reset the sensors

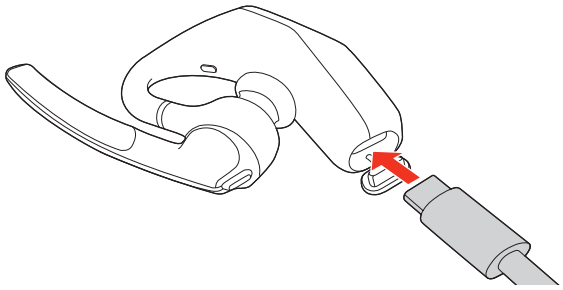
Reset the sensors if they are not working as expected.

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



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

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



Disable sensors

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

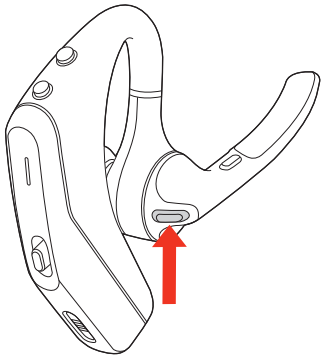
- Simultaneously press and hold the **Call** and **Mute** buttons for 5 seconds.

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

Exit DeepSleep mode

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

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



Advanced features

Configure and use additional headset features.

Choose Noise Block setting

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

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

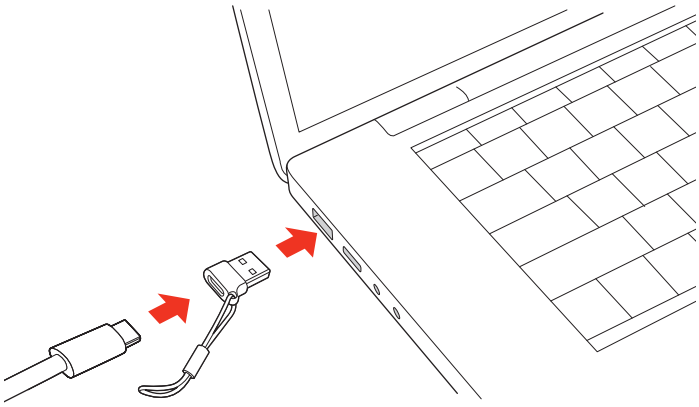
Option	Description
No Noise Block	Optimized for voice isolation
AI Noise Block	Enhanced for hybrid work environments
UC Noise Block	Best for open office environments

NOTE: Changes take effect on the next call.

Use USB-C to USB-A adapter

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

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



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

What's in the box

Contents may vary by product.

Figure 9-1 Headset

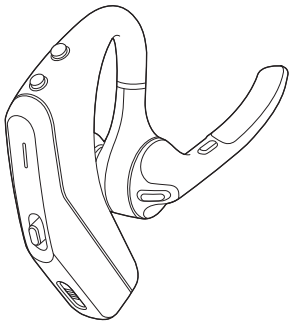


Figure 9-2 USB-C cable

Figure 9-3 USB C to A adapter

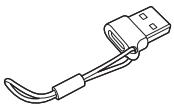


Figure 9-4 Eartips (S, L)

Figure 9-5 Quick start guide

Troubleshooting

Find solutions to improve your headset experience.

Table 10-1 Troubleshooting issues and resolutions

Issue	Resolution
How do I pair my headset to a mobile device?	Review Pair to mobile device on page 9.
Incoming call audio sounds harsh when the headset volume is at highest level.	Lower your headset volume until the distortion clears. The intended volume level for calls is mid-range.
My audio unexpectedly switches between my headset and mobile phone.	• If you don't wear glasses, reset your headset sensors. Review Reset sensors on page 15. • If you wear glasses, try disabling the sensors. Your headset wearing sensors may not function correctly when wearing glasses with certain frame characteristics. Review Disable sensors on page 15.
My audio is crackling.	• Your headset may be too far away from your connected device and out of Bluetooth range. Move closer to your connected device. • Bluetooth density issues: If you are in a location with many Bluetooth devices operating at the same time (such as on a train or in a gym), they may be interfering with your Bluetooth connection and causing instability. Try using your headset in a less crowded location to see if the issue persists. • Ensure that your headset microphone is pointed toward the corner of your mouth. Review Fit on page 4.
• Callers can't hear me. • I can't hear callers or music.	• Ensure microphone boom is pointed towards your mouth. • Ensure headset is paired and connected to your phone. Review Pair to mobile device on page 9. • On iOS, check your audio output on your smartphone to make sure that the audio is directed to the headset and not another audio output. • Your headset sensor may not be detecting your ear shape correctly. Reposition the headset on your ear. • Disable your sensors, as they may be incompatible with your specific ear shape or glasses frames. Review Disable sensors on page 15. • You may need to reset your sensors. Review Reset sensors on page 15. • Disable HD Voice (Wideband Audio) via Poly Lens, as this setting may be incompatible with your phone.
I want to customize my headset features.	Customize your device settings with Poly Lens. Download: hp.com/lens-app

Table 10-1 Troubleshooting issues and resolutions (continued)

Issue	Resolution
I don't see my headset in the Poly Lens Mobile on my mobile phone.	Ensure your headset is paired to your mobile device before using the Poly Lens app. Review Pair to mobile device on page 9.

Support

NEED MORE HELP?

support.hp.com/poly

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