Voyager Office Base (accessory) Bluetooth headset system for computer and desk phone User Guide

SUMMARY

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

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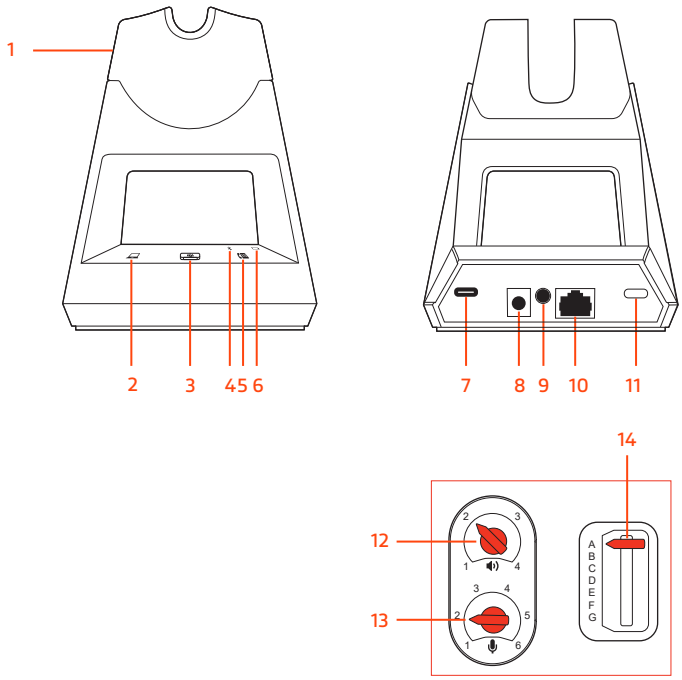
Base overview

Review the buttons, LEDs, and ports on your base.

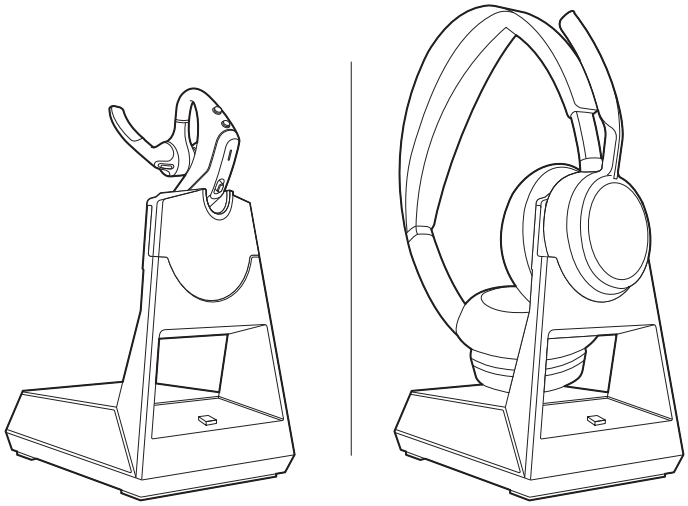


1. Cradle attachment
2. Computer button
3. Microsoft Teams button (Teams model only)
4. Bluetooth LED
5. Desk phone button
6. Charging LED
7. USB port *USB type may vary*
8. Power jack
9. Handset lifter jack
10. Telephone interface cable jack
11. Bluetooth pairing button
12. Desk phone listening volume
13. Desk phone speaking volume
14. Desk phone configuration switch

Compatible headsets

Your Voyager Office base is compatible with the following headsets.

- Poly Voyager Focus 2
- Poly Voyager 4300
- Poly Voyager Legend 50



NOTE: Use the included cradle attachment when using the base with your Poly Voyager Legend 50 headset.

Compatibility of AC power plug adapters

Your base includes 9 AC power plug adapters to support various regions. Use the following table to identify the plug adapter needed for your country.

The 2 digit adapter code **-XX** is located by the plug prongs.

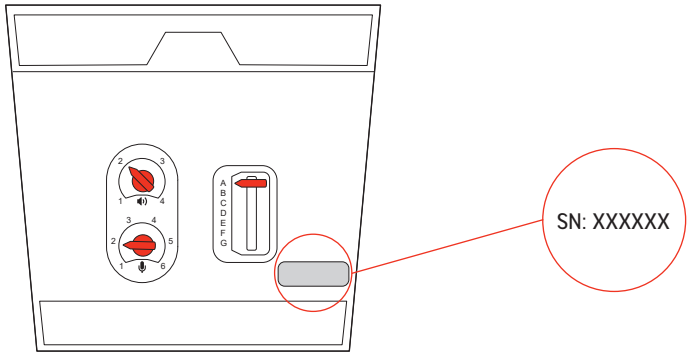
Table 1-1 Plug adapters

Plug adapter code	Countries supported
-01	Australia, New Zealand
-02	China
-03	UK, Hong Kong, Singapore
-04	Korea
-05	North America, Japan, Taiwan, Mexico
-06	EU
-07	Argentina
-08	Brazil
-09	India

Locate the Serial Number on your Voyager Office base

You can find the serial number on the bottom of the base.

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

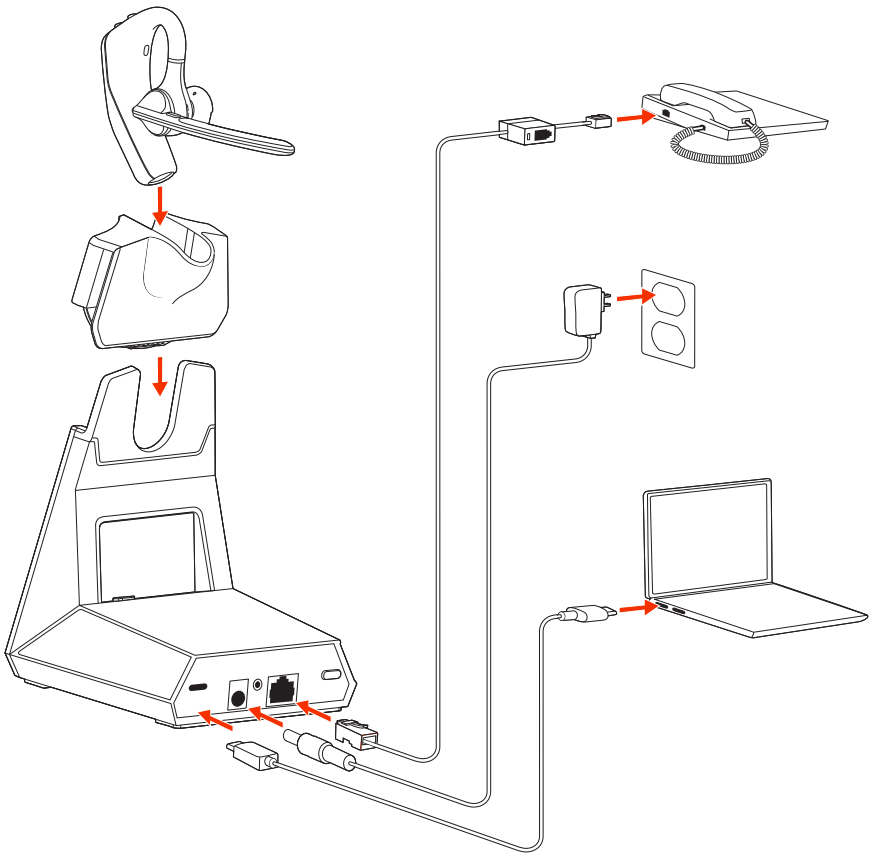


Hook up your system

Using the diagram, connect your headset system.

1. Use the included cables to connect your base to power, desk phone, and computer.
2. Dock your Poly headset to the base.

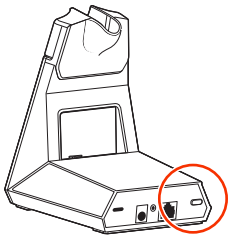
NOTE: If using a Poly Voyager Legend 50 headset, attach the included cradle attachment to the base before docking the headset.



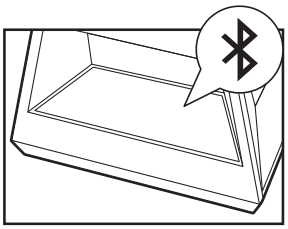
Pair headset to base

Pair your headset to the accessory base before first use.

1. Power on your headset and put it in pairing mode.
2. Put your base into pair mode by pressing and holding the Bluetooth pairing button on the back of your base for 2 seconds until the display panel's Bluetooth icon flashes blue and red.



Pairing is successful when you hear "pairing successful" and "base connected" and the display panel's Bluetooth ᛒ icon turns solid blue.

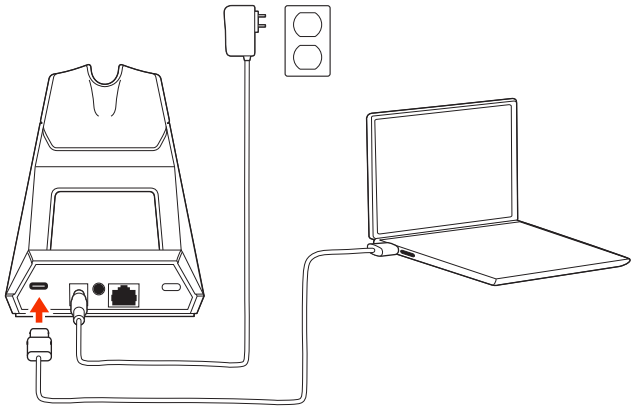


NOTE: Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the base.

Connect PC to base

Use the provided USB cable to connect your system to your PC for softphone calls.

- Insert USB cable into the port on the back of the base. Insert the other end into your PC.

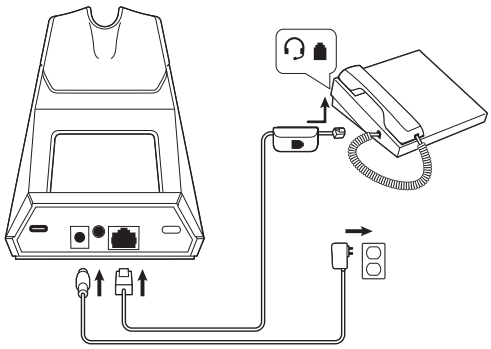


Desk phone setup details

Connect your desk phone to your base.

- Choose a desk phone setup **A, B, C or D** and connect cables.

a. Desk phone with dedicated headset ∩ port



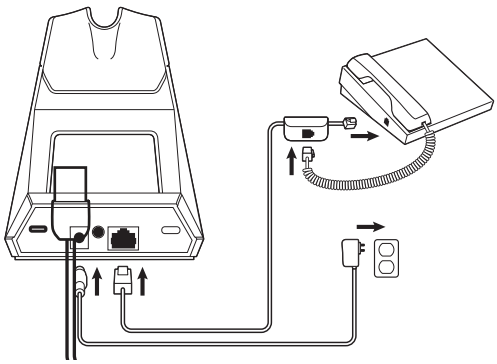
USE

- Connect one end of the telephone interface cable to the back of the base
- Connect the other end of the telephone interface cable into the dedicated headset ∩ port on the desk phone

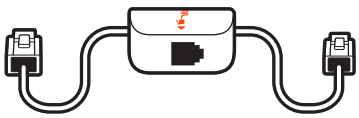
IMPORTANT: **Cisco** phones use configuration **D** on the bottom of the base. Most other phones use default configuration **A**.

NOTE: Use this setup if you are not using the HL10 lifter or EHS cable. In this configuration, press both the headset ∩ button on your desk phone and the call control button on the headset to answer or end calls.

b. Desk phone (standard)



USE



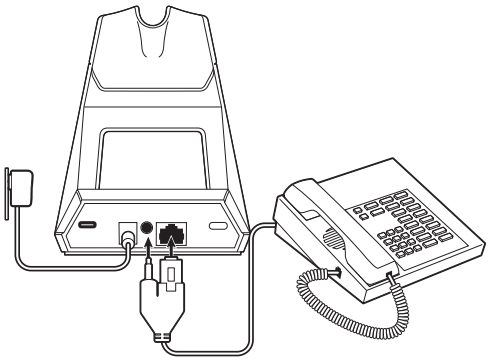
- Connect one end of the telephone interface cable to the back of the base

- Disconnect the handset coil cord from the base of the desk phone and re-connect it to the telephone interface cable junction box
- Finally connect the remaining end of the telephone interface cable into the open handset port on the desk phone

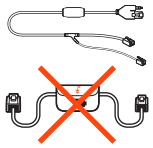
IMPORTANT: **Cisco** phones use configuration **D** on the bottom of the base. Most other phones use default configuration **A**.

NOTE: Use this setup if you are not using the HL10 lifter or EHS cable and your desk phone does not have a dedicated headset port. In this configuration, manually remove the handset on your desk phone and press the call control button on the headset to answer or end calls.

c. Desk phone + EHS cable (sold separately)

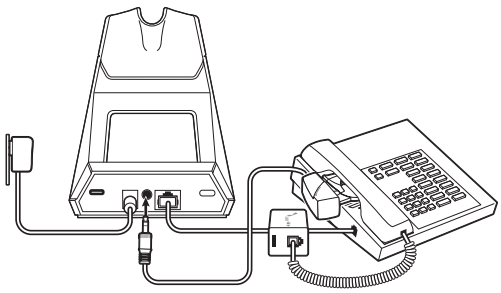


USE



IMPORTANT: Use configuration **A** on the bottom of the base, which works for most phones including Cisco phones.

d. Desk phone + HL10 lifter (sold separately)



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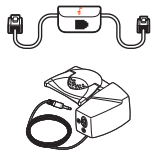


IMPORTANT: **Cisco** phones use configuration **D** on the bottom of the base. Most other phones use default configuration **A**.

Configure base settings for desk phone

On the bottom of the base there is a configuration switch for your desk phone and switches to adjust the listening and speaking volume.

1. Adjust the configuration switch for your desk phone. Cisco phones use configuration D on the bottom of the base. Most other phones use the default configuration A.

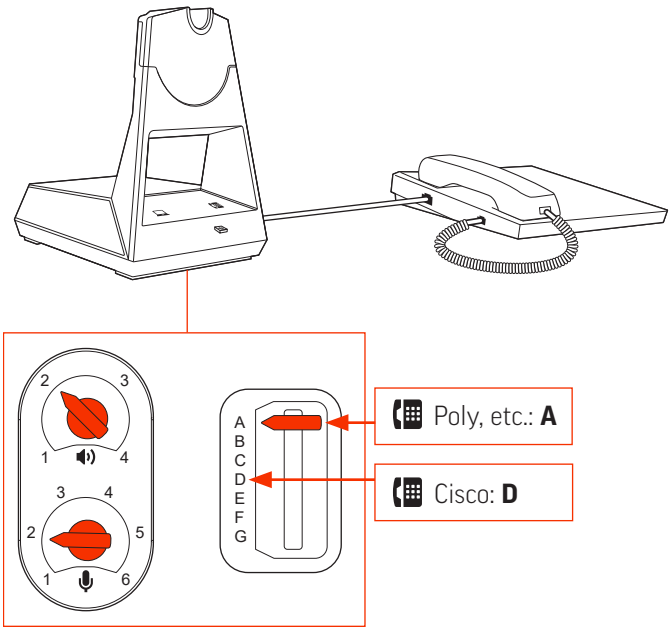


Table 2-1 Base configuration settings

Desk phone	Setting
Most phones	A
Cisco phones	D
Cisco phones with EHS cable	A

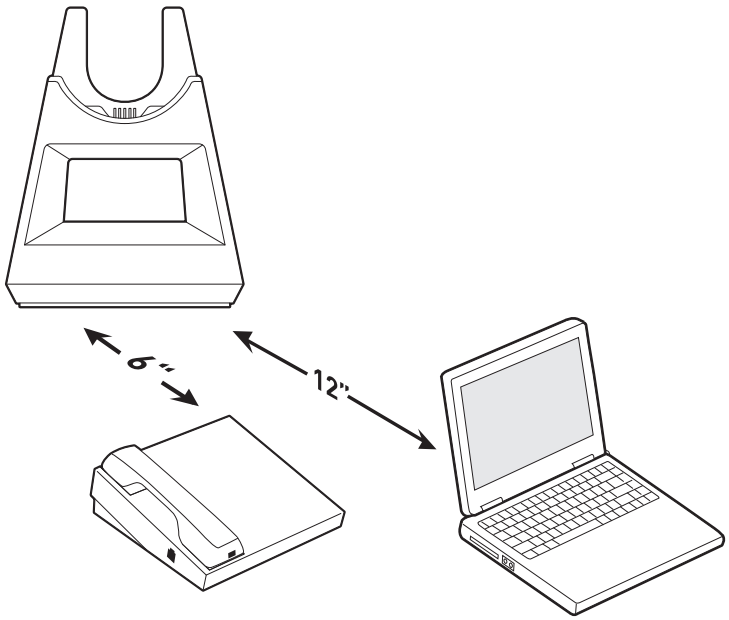
2. Adjust the speaking volume switch if your voice is too quiet or loud. Adjust the listening volume if your caller's voice is too quiet or loud.

Position Your Base

The minimum recommended separation between your desk phone and the base is 6 inches.

The minimum recommended separation between the base and computer is 12 inches. Incorrect position can cause noise and interference problems.

NOTE: Headset cradle may vary, but function is the same.



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.

Table 3-1 Supported Poly Lens features

Feature	Poly Lens Desktop
Configure call control for 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

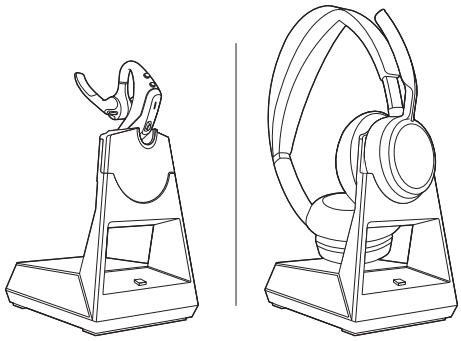
Keep your firmware and software up to date to improve performance and add new features to your Poly device.

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

Charge

Use the base to charge your headset.

- Before first use, charge your headset for a minimum of 20 minutes by placing it in the cradle. The base battery LED turns solid blue when charging and turns off when charge is complete. A full charge takes approximately 90 minutes.



NOTE: If using a Poly Voyager Legend 50 headset, attach the included cradle attachment to the base before docking the headset. Ensure cradle is pushed into place. The base battery LED turns solid blue when headset is docked.

Daily use

Control features using your base.

Adjust volume

Adjust the volume of your base system.

- **Desk phone volume** When you are on a desk phone call and your voice is too quiet/loud, adjust the speaking volume on the bottom of the base. If your caller's voice is too loud/quiet on a desk phone call, adjust the listening volume.
- **Base ringtone volume** Adjust the base ringtone volume setting in Poly Lens Desktop. This ringtone alerts you if you are not wearing your headset and a call comes in.

Make, answer, end calls

On the base there are 2 Audio buttons: computer and desk phone. These buttons allow you to switch to a different audio source.

Make a call (computer or desk phone)

Make a call with your base.

1. Tap an Audio button on your base display. You hear a dial tone.

NOTE: **Desk phone only:** Press the phone's Headset button or manually remove the handset if you don't have an HL10 lifter or EHS cable.

TIP: If you do not hear a dial tone, turn over the base and adjust the switch (A--G). “A” works for the majority of desk phones. "D" works for Cisco phones.

2. Dial from your softphone or desk phone.

Answer or end a call

Answer or end calls with your base.

To answer or end a call, choose:

- Tap the headset Call button.
- **Computer or desk phone:** Tap the corresponding Audio button

NOTE: **Desk phone only:** If you don't have an HL10 lifter or EHS cable, Press the phone's Headset button or manually remove the handset when answering a call or hang up the handset when ending a call.

Mute

Mute your microphone during calls.

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

Hold a call

Use your base to place an active call on hold.

- To hold an active call or resume a held call:
  - Base: Tap the corresponding Computer or Desk phone Audio button. The button flashes red when a call is on hold.

NOTE: Two desk phone calls can be put on hold only from your desk phone. Check your desk phone user guide.

Switch between calls (flash)

Switch between two calls on your headset. This feature is not available for mobile phone calls.

- To switch between calls:
  - Base: Tap the corresponding Computer or Desk phone Audio button. The button flashes red when a call is on hold.

NOTE: Switching 2 desk phone calls can be done only from your desk phone. Check your desk phone user guide.

Launch Microsoft Teams (Teams model only)

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

Your base and headset each have a Teams button to quickly open and use the Microsoft Teams desktop app. The base Teams button illuminates when you have a meeting or notification.

TIP: Your headset's Call button is also a Teams button.

- When not on a call, tap the Teams button to view Microsoft Teams app on your computer.
- When the base's Teams button LED pulses purple, tap to join your meeting.
- When the base's Teams button LED is solid purple, tap to view your Teams notifications.

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

More Features

Configure and use additional features.

Voice assistant (smartphone feature)

Communicate with your smartphone's voice assistant.

- **Siri, Google Assistant™, Cortana** Press and hold the Call 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.

  Voice assistant is only active when your headset is out of base range and paired to a smartphone.

Change your default line

Change the default outbound phone line/audio channel.

- With the system idle, do one of the following:
  - On your base, press the desired audio button for 4 seconds until it flashes 4 times.
  - Download and open Poly Lens Desktop on your computer, go to **Device Name** > **Settings** > **General** > **Default Phone Line** and choose the desired audio line.

Troubleshooting

Find solutions to improve your experience.

Headset

Solutions for headset.

Table 7-1 Headset troubleshooting

Issue	Resolutions
I can't hear a dial tone in the headset.	• Make sure your headset is charged. • Make sure your headset is paired to base. See Pair headset to base on page 4. • Adjust the configuration switch (A--F) on the bottom of the base until a dial tone is heard. The default **A** works for most phones. Use configuration **D** for Cisco phones. Cisco phones connected with EHS cable use configuration **A**. • Make sure your desk phone is connected correctly to your base. See Desk phone setup details on page 5. • If your base is connected to your desk phone's dedicated headset port, press the desk phone's headset button to hear a dial tone. • If your base is connected to your desk phone's dedicated headset port, press the desk phone's headset button and base's desk phone button to hear a dial tone. • If your base is connected to your handset port, manually remove the handset to hear a dial tone (if you do not have an EHS cable or HL10 lifter). • Make sure your HL10 lifter is lifting the handset high enough to operate the hookswitch; set to a higher setting if necessary. • Adjust the headset's listening volume. See Adjust volume on page 12. • If the volume is still too low, adjust the desk phone listening volume on the base. See Adjust volume on page 12.
Can I connect my headset to a mobile phone and the base at the same time?	Yes, your headset remembers up to 8 devices, but connect to up to 2 devices at a time. That includes your base.
I hear static.	• Make sure there is at least 12 inches between your base and your computer, and 6 inches between your base and your telephone. If adjusting the distance doesn't help, your headset is going out of range, move closer to the base. See Position Your Base on page 8

Table 7-1 Headset troubleshooting (continued)

Issue	Resolutions
The sound is distorted.	• Lower the desk phone speaking volume and/or desk phone listening volume on the base. For most telephones the correct setting is position 2. See Adjust volume on page 12. • If your desk phone has a volume control, lower until the distortion disappears. • If the distortion is still present, adjust the headset volume control to lower the headset speaker volume. See Adjust volume on page 12. • Make sure there is 12 inches between your base and your computer, and 6 inches between your base and your telephone. See Position Your Base on page 8.
I hear echo in the headset.	• Lower the desk phone speaking volume and/or desk phone listening volume on the base. For most telephones the correct setting is position 2. See Adjust volume on page 12. • If the audio level is too low in this position, increase the headset volume. See Adjust volume on page 12. • If your speaking volume is too low for your listener in this position, adjust the position of the headset to make sure the microphone is as close as possible to your mouth.
People I talk to can hear a buzz in the background.	• Move the base further away from your phone. See Position Your Base on page 8. • If the base power supply is plugged into a power strip, plug it into the wall directly.
I can't activate Siri or Google Now on my headset.	Your smartphone's default voice assistant is a mobile-only feature and is not active when your headset is in range of your base. • Ensure that your headset is out of base range • Ensure that the headset is paired to your smartphone • See Voice assistant on page 14

Desk phone

Solutions for desk phone.

Table 7-2 Desk phone troubleshooting

Issue	Resolutions
The handset lifter is installed but does not lift the handset.	• Be sure the handset lifter power cord is firmly pushed into the handset lifter jack on the base.

Softphone

Solutions for softphone.

Table 7-3 Softphone troubleshooting

Issue	Resolutions
When I dial from my softphone application, nothing happens.	• Ensure your headset is charged. • Ensure your headset is paired to the base. See Pair headset to base on page 4. • Ensure that Poly Lens Desktop is installed. Download: hp.com/lens-app. • If Poly Lens Desktop is not installed and you do not have a compatible softphone, you must first press the base's Audio button and then use the softphone interface to place/answer/end calls. • Ensure that the headset is the default sound device by going to your Sound Control Panel (Windows) or your Sound System Preferences (Mac). • Restart your computer.
Speaking and/or listening volume is too low or too high.	• Adjust headset listening volume with volume button. • Adjust listening/speaking volumes in the computer's sound control panel/system preferences. • Adjust listening/speaking volumes in the softphone application.
The sound is distorted or I hear an echo in the headset.	• Reduce speaking and/or listening volume on the computer using your softphone application. • Point microphone towards your chin. • If the distortion is still present, lower the volume on the headset.
I can no longer hear any audio through my PC Speakers.	**For Windows 10 and Windows 8 systems** • Go to **Start** > **Control Panel** > **Sounds and Audio Devices** > **Audio** > **Sound Playback** and change the default setting from your headset to your PC speakers. Click "OK" to confirm your change. **For Windows Vista and Windows 7 systems** • Go to **Start** > **Control Panel** > **Sounds** > **Playback** and change the default setting from your headset to your PC speakers. Click "OK" to confirm your change. **For Mac OS X** • Choose Apple menu > System Preferences and click Sound. • Click Output, and then select "Internal Speakers" or your speaker choice.
(Teams model only) How do I interact with Microsoft Teams?	• Tap the headset Call button or your base's Teams button to quickly open and use Microsoft Teams. See Launch Microsoft Teams (Teams model only) on page 13. • Set your target softphone in Poly Lens Desktop

Table 7-3 **Softphone troubleshooting (continued)**

Issue	Resolutions
(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. When you configure another softphone, the Call button: • doesn't interact with Teams • doesn't go to Teams notifications • will not launch Cortana

What's in the box

Contents may vary by product.

Figure 8-1 Base

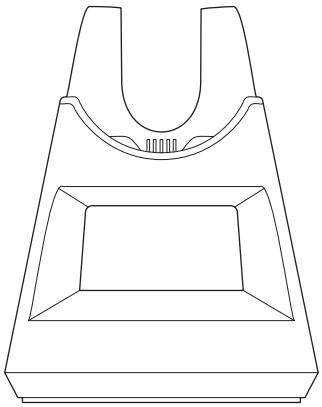


Figure 8-2 USB cable *USB type may vary*

Figure 8-3 Telephone interface cable

Figure 8-4 Power supply and plug adapters

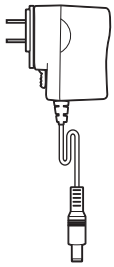


Figure 8-5 Cradle attachment

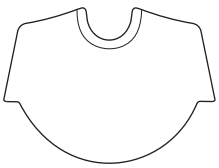


Figure 8-6 Quick start guide

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 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?

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