Poly Focus 620/625 and 620/625 Fold Bluetooth Headset User Guide

SUMMARY

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

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1 Poly Focus headset overview

Your new headset system includes:

- Bluetooth headset
- USB Bluetooth adapter

Headset

Your headset has buttons on the right ear cup. Use the buttons for call and media control.

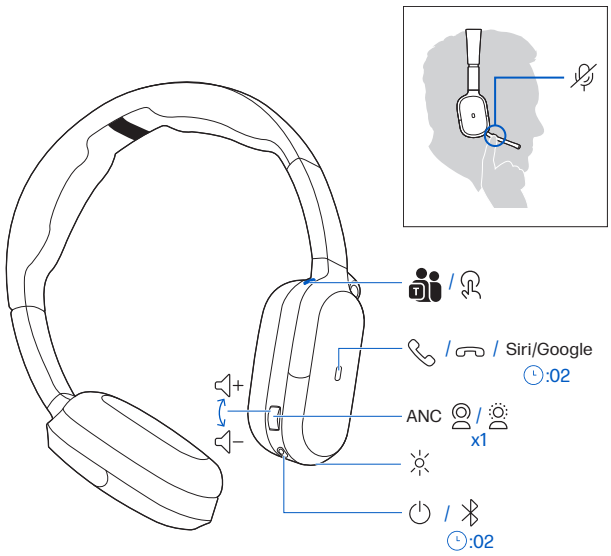


Table 1-1 Headset icon descriptions

Icon	Headset control
	Mute/unmute on microphone boom
	Microsoft Teams
	Custom button
	Answer call
	End call
Siri/Google Assistant	Voice assistant
	Volume up
	Volume down
ANC	ANC mode

Table 1-1 Headset icon descriptions (continued)

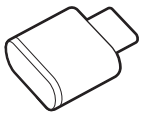
Icon	Headset control
	Transparency mode
	Power
	Bluetooth® pairing
	LEDs/Online indicator

Be safe

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

USB Bluetooth adapter LEDs

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.



NOTE: Your adapter's USB connection type and design may vary, but the function is the same.

Table 1-2 Standard LEDs

LED behavior	Description
Flashing red and blue	Pairing
Solid blue	Device connected
Flashing blue	On a call
Solid red	Mute active
Flashing purple	Streaming media from computer

Table 1-3 LEDs with Microsoft Teams*

LED behavior	Description
Flashing red and blue	Pairing
Solid purple	Microsoft Teams connected
Flashing blue	On a call
Solid red	Mute active
Pulsing purple	Microsoft Teams notification

*Requires Microsoft Teams desktop application.

Locate the regulatory markings and serial number on your headset

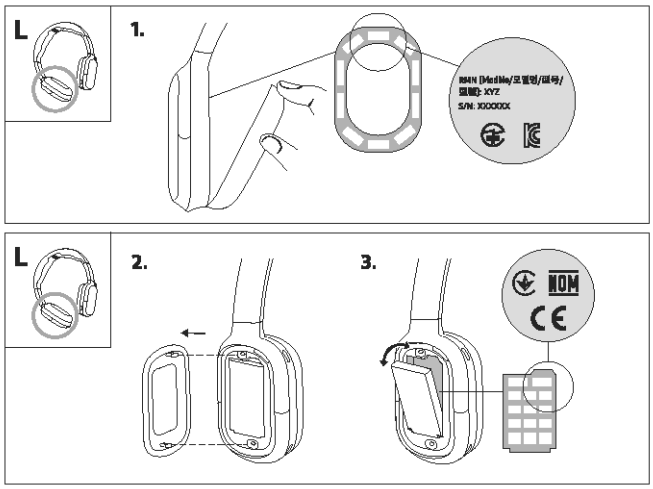
Find the serial number and regulatory markings on the left side of your headset.

1. Gently pull the left ear cushion away from the earcup to view the serial number and regulatory markings on the inside of the earcup. The serial number is formatted **SN: XXXXXX** (typically 6 digits).

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

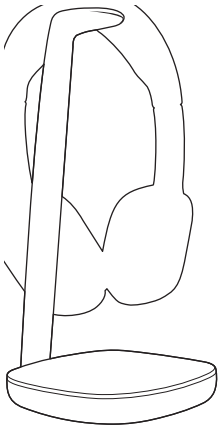
2. To view more regulatory markings, remove the outer cover of your left earcup to reveal the battery.

3. Remove the battery to view regulatory markings on the inside of the battery compartment.



2 Poly Focus wireless charge stand overview

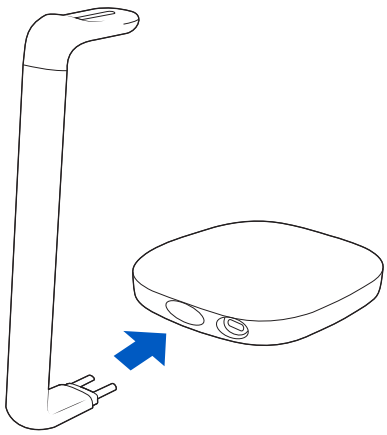
Use your charge stand to charge your headset.



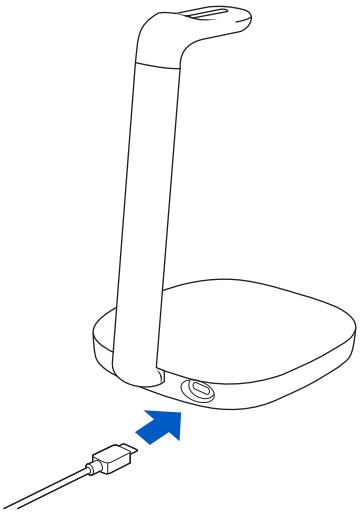
Assemble charge stand

Attach the charge arm to the base and connect the USB-C cable to begin charging.

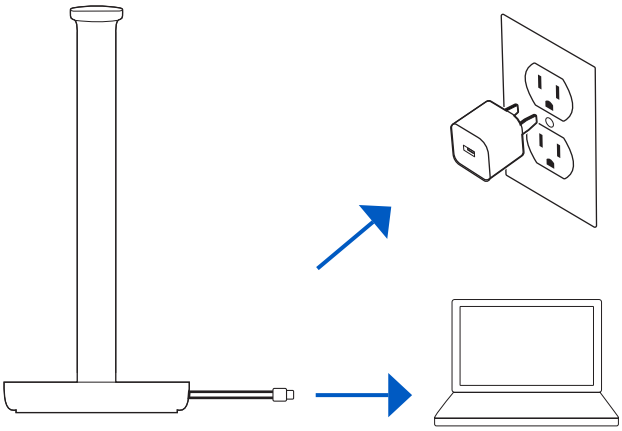
1. Firmly push the charge arm to the back of the base. You will hear a click when the arm is in place.



2. Connect the USB-C cable to the back of the base.



3. Connect the other end of the USB-C cable to a power source.



NOTE: The charge stand USB-C cable plugs into a computer or wall charger's USB-C port.

The charge stand LED on the charge arm displays solid white when the charge stand is assembled correctly and ready to charge.

Charge stand LEDs

Your charge stand has an LED at the top of the charge arm that displays power and charge status.

Table 2-1 Charge stand LED

LED color	Status
Solid	Power on
Flashing	Headset charging
Off	Charge complete

Locate the serial number on your HP Poly Focus charge stand

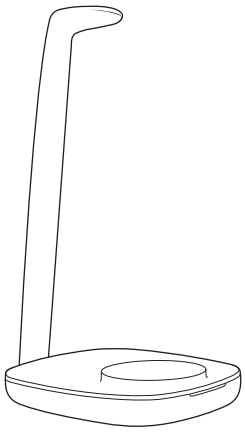
Find the serial number on the bottom of the charge stand.

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

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

3 Poly Focus multi-device charge stand overview

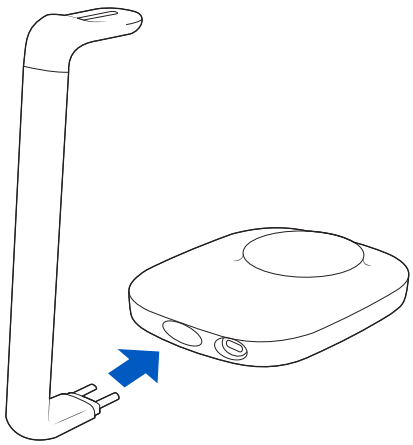
Use your charge stand to charge your headset and compatible Qi charging devices.



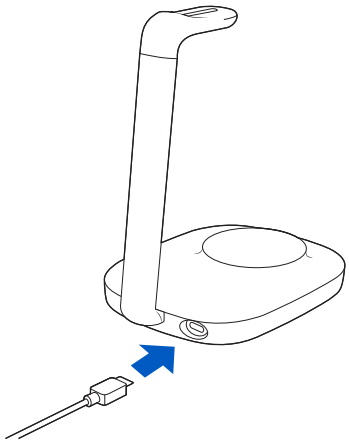
Assemble charge stand

Attach the charge arm to the base and connect the USB-C cable to begin charging.

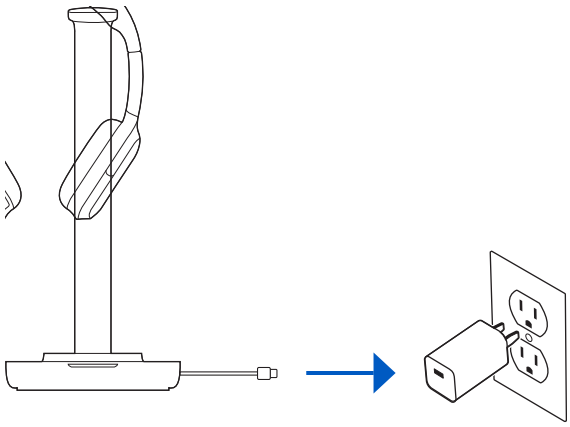
1. Firmly push the charge arm to the back of the base. You will hear a click when the arm is in place.



2. Connect the USB-C cable to the back of the base.



3. Connect the other end of the USB-C cable to a power source.



The charge stand LED on the charge arm displays solid white when the charge stand is assembled correctly and ready to charge.

Charge stand LEDs

Your charge stand has 2 status LEDs. The LED at the top of the charge arm displays power and headset charge status. The LED on the charge base displays the status of the Qi charge pad.

Table 3-1 Charge stand LED

LED color	Status
Solid	Power on
Flashing	Headset charging
Off	Charge complete

Table 3-2 Qi charge LED

LED color	Status
Solid white	Accessory charging
Flashing red	Insufficient power to charge accessory on Qi charge pad

Locate the serial number on your HP Poly Focus charge stand

Find the serial number on the bottom of the charge stand.

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

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

4 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.
- Download the HP Poly Studio Mobile app at hp.com/studio, the App Store, or Google Play.

Table 4-1 Supported features

Feature	HP Poly Studio Mobile app	HP Poly Studio Desktop app
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 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.

Update your Poly headset and charge stand

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

1. With your headset turned on, dock it on the charge stand.
2. Download the HP Poly Studio App from hp.com/studio.
3. Open the app, and then select your Poly headset from the device list to check for available updates.
4. Click the **Update** button to install the latest firmware for your headset.
5. If a firmware update is available, the charge stand updates automatically.

NOTE: Your headset sends firmware updates to your charge stand via Bluetooth.

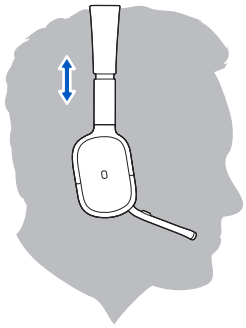
5 Fit

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

Adjust the headband

Adjust your headband for comfort.

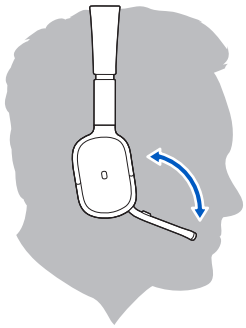
- Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



Position the boom

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

- Pull down the microphone boom from the right ear cup and align with your mouth.

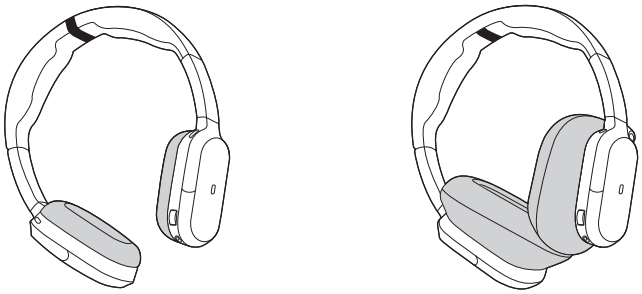


Move the microphone boom back to the ear cup when not on a call.

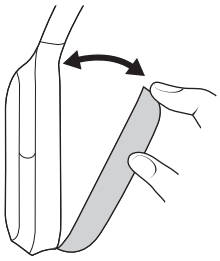
Change ear cushion size

Your headset is compatible with 2 sets of ear cushions that easily attach to the headset with magnets.

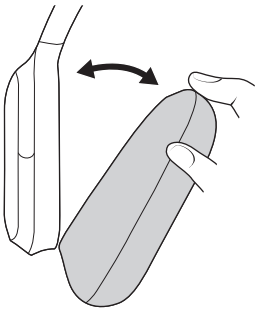
NOTE: Your headset includes one set of ear cushions. On-ear and over-the-ear cushion sets are available as accessories at hp.com/shop.



1. Pull off each ear cushion from the opening at the top of the ear cup.



2. Attach each new ear cushion by aligning with the correct side. The left ear cushion aligns with the left ear cup and the right ear cushion aligns with the right ear cup.



NOTE: The headset magnets ensure that the ear cushions connect to the correct sides and in the correct orientation.

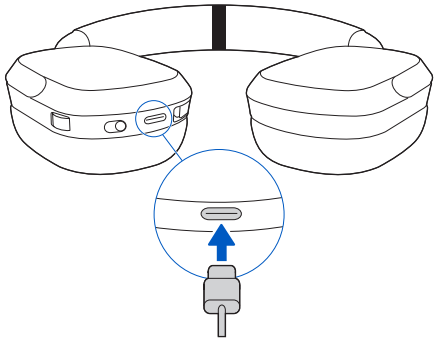
6 Charge

Your headset has up to 30 hours of talk time with ANC and online indicator on. It has up to 50 hours of listening time with ANC and online indicator off.

Charge headset

Charge your headset using the USB-C cable.

- Insert the USB-C cable into the headset charge port and connect the other end to power.



It takes approximately 1 hour to fully charge your headset. The headset LEDs flash when charging and turn off once charging is complete.

NOTE: The USB-C cable plugs into a computer or wall charger's USB port.

Check headset battery status

Check your headset battery status.

- Do one of the following:
  - 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 HP Poly Studio.

Table 6-1 Battery status

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

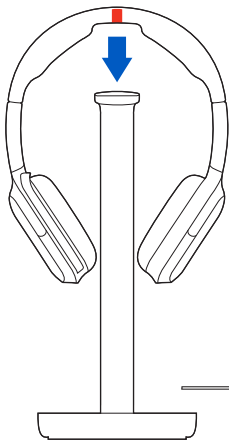
Table 6-1 Battery status (continued)

Voice alert	Headset LEDs	Talk time
"Battery critical"		Less than 30 minutes

Charge your headset with the wireless charge stand

Charge your headset using the accessory charge stand (sold separately).

1. With your headset turned on, place it on the charge stand.



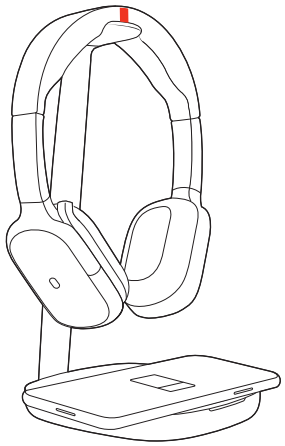
NOTE: The charge stand plugs into a computer or wall charger's USB-C port.

2. Charge stand LED pulses when charging and turns off when the headset is fully charged. Headset LEDs flash when charging and turn off once charging is complete. It takes approximately 3 hours to fully charge your headset.

Charge your compatible accessories with the multi-device charge stand

The base of your charge stand has Qi charging technology to charge your mobile phone or other compatible products.

- Place your mobile phone on the charging pad of the charge stand base. Your mobile phone can be charged at the same time as your headset or alone.



⚠ **WARNING!** Place only Qi-certified devices on the Qi2 charge pad to ensure the proper function of your charge stand. The charge stand is intended only for use with Qi-certified devices and the Qi2 Foreign Object Detection (FOD) might not work properly with power receivers that are non-certified. Use of the charge stand with non-certified products can lead to overheating, device damage, or fire hazards.

The base LED turns on solid when charging.

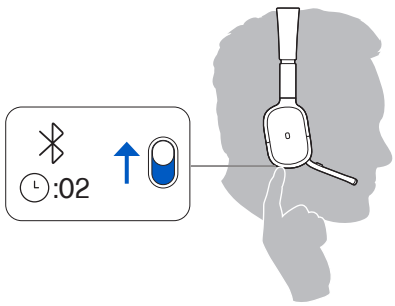
7 Connect and pair

Connect and pair your headset to your PC and 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 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***

NOTE: *Menus may vary by device.

3. Select “HP Poly Focus 620/625, HP Poly Focus 620/625F.”

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

NOTE: Your headset can pair with up to 10 devices but only maintain 2 connections simultaneously; this includes the Bluetooth adapter.

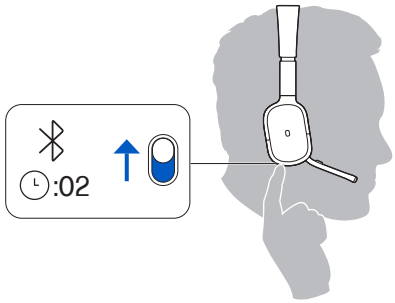
Pair to PC with Bluetooth direct

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

This feature requires HP Poly Studio Desktop 2.0. Download the app at hp.com/studio.

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 flash blue and white.



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.

Use BT700 USB adapter

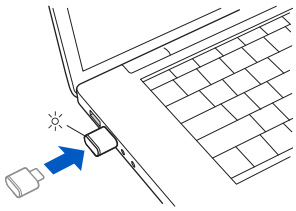
Typically, your USB Bluetooth adapter is pre-paired to your Poly audio device.

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.

1. Turn on your headset and insert the Bluetooth USB adapter into your laptop or PC.

   NOTE: To connect to a USB Type-A port on your PC, attach the provided USB Type-C-to-USB Type-A adapter to your Bluetooth adapter before plugging it into the port.



   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 is established.

   When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is solid.

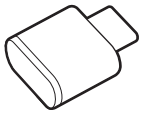
2. Load HP Poly Studio Desktop by visiting hp.com/studio.

   This app enables you to customize your headset behavior through advanced settings and options.

Pair BT700 USB adapter again

Typically, your USB Bluetooth adapter is pre-paired to your Poly audio device. If your adapter is disconnected or bought separately, pair the adapter again to your Poly device.

Your USB adapter requires HP Poly Studio Desktop to pair to a Poly audio device. Download: hp.com/studio.



NOTE: Adapter design varies by USB connection.

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 HP Poly Studio Desktop and select **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.

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

- 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**.

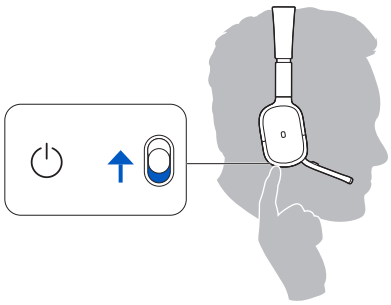
8 Basics

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** wheel up to increase volume or down to decrease volume during a call or while streaming audio.

  While not on a call or streaming audio, you can toggle the **Volume** wheel 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.

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.

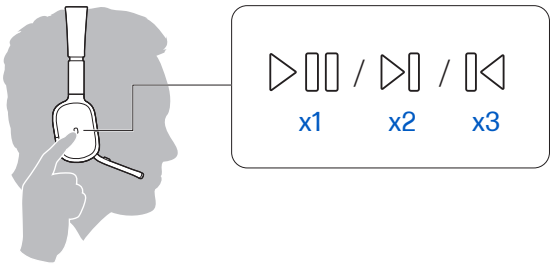
- With your headset idle, press your headset's **Volume** wheel to switch between ANC Mode and Transparency Mode.

  Configure settings in HP Poly Studio: Go to **Settings** > **ANC**.

NOTE: Your headset must be idle or streaming media to switch between modes. Modes can't be switched during a call.

Control streaming audio

Control streaming audio with your headset **Call** button.



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

Play or pause audio

Play or pause audio with your headset.

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

Track forward

Play the next track while streaming audio.

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

Track backward

Play the previous track while streaming audio.

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

Voice assistant (smartphone feature)

Use your headset to communicate with your smartphone voice assistant.

This feature works with Siri and Google Assistant.

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.

Using sensors

Smart sensors respond when you put on or take off your headset. Depending on your model, you can customize the sensors in HP Poly Studio.

Sensor behavior

The following table describes the default sensor settings.

Table 8-1 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)*
Mute (activate in HP Poly Studio)	Unmutes (if on an active call)	Do nothing

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

Disable sensors

Disable your headset smart sensors in HP Poly Studio 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.

9 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.
  - Lower microphone boom.

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.

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.

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.

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.

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.

10 More Features

Configure and use additional features.

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, Play/Pause, ANC/Transparency Mode, Voice Assistant,** 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 10-1 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 provider 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 10-2 Other provider options

Feature	Button press
Hold/resume Call	Press once to place a call on hold. Press once to resume held call.
Play/pause	Press once to pause or resume media.
ANC/Transparency Mode	Press once to alternate between ANC or Transparency mode.

Table 10-2 Other provider options (continued)

Feature	Button press
Voice assistant	Press once to activate Voice assistant.
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.

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 24 hours.

Choose a method to exit DeepSleep mode and wake the headset.

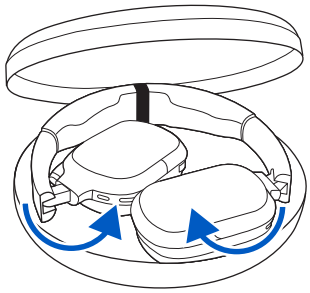
- Choose one of the following:
  - Press the **Call** button
  - Press the **Mute** button
  - Press the **Teams/Custom** button
  - Power off and on
  - Put the headset on

Fold and store your headset (620 Fold model only)

Your headset folds to store and transport in the provided case.

1. Fold in the ear cups toward the headband and rotate the ear cups so they lay flat.

2. Place in case.

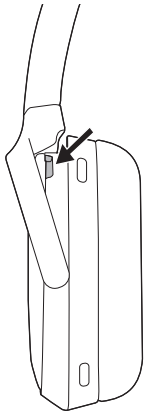


Replace headset battery

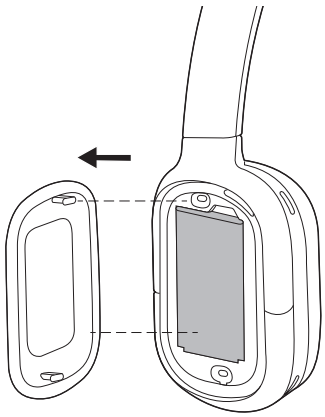
Replace your headset battery when necessary.

The headset battery is located in the left ear cup.

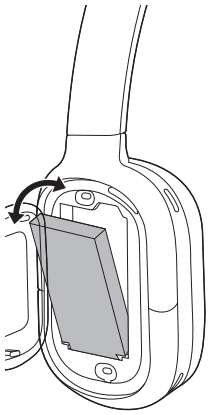
1. Pull the headband away from the left ear cup and locate the recessed area at the top of the ear cup.



2. Place your fingernail in the recessed area and pull the cover from the ear cup.



3. Remove existing battery and replace with new battery.



11 What's in the box

Contents may vary by product.

Figure 11-1 Bluetooth headset

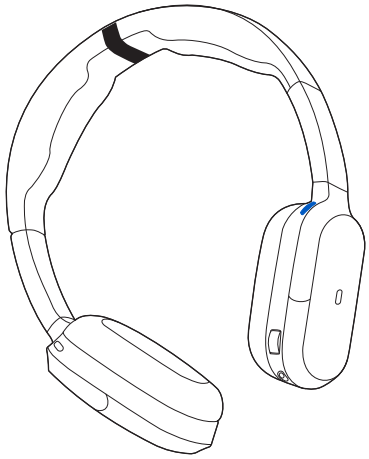


Figure 11-2 Bluetooth USB-C Adapter

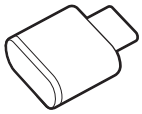


Figure 11-3 USB-C to USB-A adapter

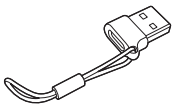
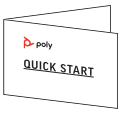


Figure 11-4 USB-C cable

Figure 11-5 USB-C to 3.5 mm cable (Fold model only)

Figure 11-6 Carrying case (design varies by model)

Figure 11-7 Quick start guide



What's in the box for the wireless charge stand

Contents may vary by product. Bundled or sold separately.

Figure 11-8 Charge stand

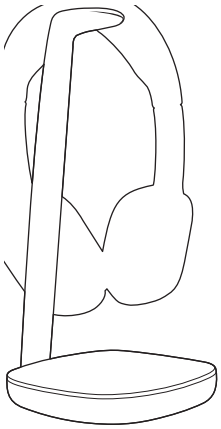
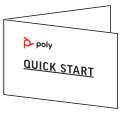


Figure 11-9 USB-C cable

Figure 11-10 Quick start guide



What's in the box for the multi-device charge stand

Contents may vary by product. Sold separately.

Figure 11-11 Charge stand

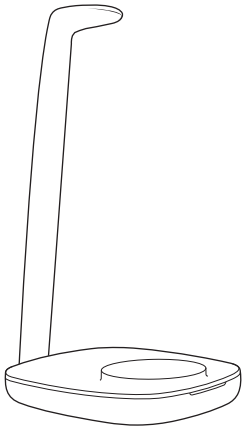


Figure 11-12 USB wall adapter

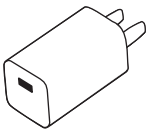


Figure 11-13 USB-C cable

Figure 11-14 Quick start guide

12 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.

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 HP. 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 HP 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.

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.

13 Support

NEED MORE HELP?

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