



# Poly Voyager Free 20 True Wireless Earbuds with Charge Case User Guide

## **SUMMARY**

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

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# Your earbud system

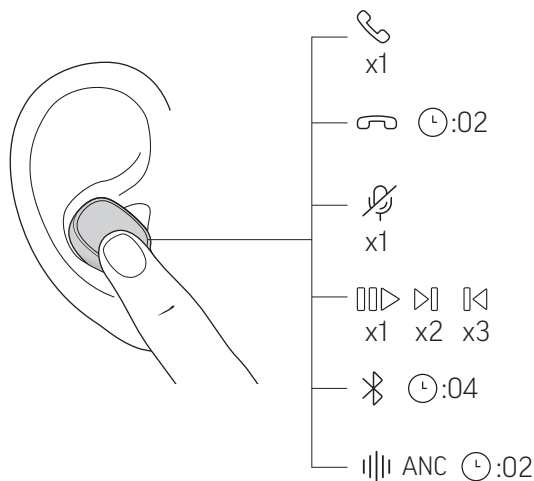
Your earbud system easily connects to your mobile phone. The system includes:

- Wireless earbuds with wearing sensors
- Charge case with battery-status LEDs



# Earbud button controls

Press an earbud button to control features on your earbud system. Control features using either earbud.



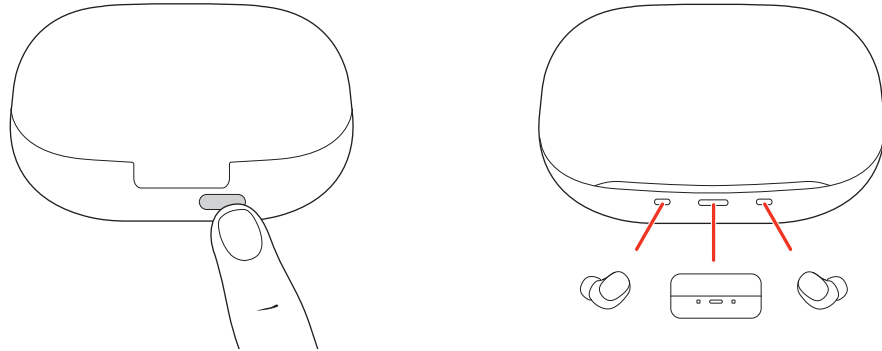
Icon	Control	Button action
	Answer call	Press once to answer
	End call	Press and hold for 2 seconds to end call
	Mute/unmute	Press once while on an active call
	Pause/play media *	Press once
	Track forward	Press 2 times
	Track backward	Press 3 times
	Bluetooth pairing	Press and hold for 4 seconds. For more, see <a href="#">Pair to mobile device on page 11</a> .
	ANC/Transparency mode	Press and hold for 2 seconds when earbuds are idle or streaming media. Modes cannot be switched during a call. For more, see <a href="#">ANC and Transparency Mode on page 14</a> .

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

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# Charge case controls

Your charge case has a button on the back and LEDs on the front. Use the charge case to pair your mobile device and check battery status.




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Control	Button action
Bluetooth pairing	Press and hold for 4 seconds with case open and earbuds inside. For more, see <a href="#">Pair to mobile device on page 11</a> .
Check battery status	Press once. The center LED indicates the charge case battery level. Left and right LEDs show earbud battery level when earbuds are in the case.

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# Load software

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

 **NOTE:** PC administrator rights may be required for desktop download.

- Download Poly Lens Desktop App at [poly.com/lens](https://poly.com/lens).
- Download Poly Lens Mobile App at [poly.com/lens](https://poly.com/lens), the App Store or Google Play.



	Poly Lens Mobile App	Poly Lens Desktop App
Configure call control for softphones	available for some softphones	✓
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 Poly device performance and add new features. Download the app at [poly.com/lens](https://poly.com/lens).

1. Go to Poly Lens Mobile App on your paired mobile device.
2. Select your earbuds from the device list in Poly Lens App to view available updates.
3. Click the update button to wirelessly update earbud firmware or software.



## Reset device in Poly Lens App

Reset your case and earbuds in Poly Lens App .

- Select your earbuds from the device list in Poly Lens App and go to **Settings > Reset Device > Restore Defaults**.



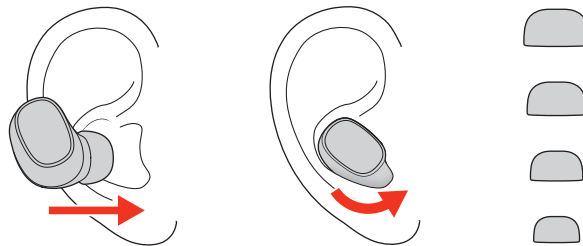
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**IMPORTANT:** If your device is not recognized in Poly Lens App , reset your device manually. See [Manual device reset on page 19](#).

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# Fit

Place earbud in your ear. Rotate down and forward for an optimal fit and sound experience.

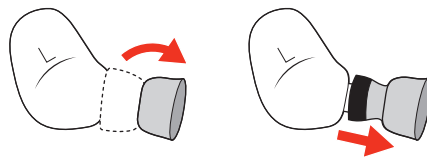


1. Try the 4 eartips to find which size fits you comfortably while blocking external noise.
2. Listen to music and select the eartip that gives you the most bass response.
3. You may prefer a different size eartip in each ear.

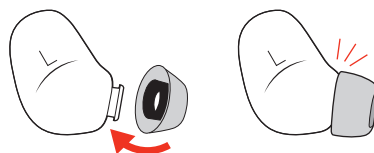
## Replace eartips

Change your eartips and lock them in place.

1. REMOVE:
  - a. Fold down the eartip's outer cone to reveal the eartip base connection to the earbud.
  - b. Pinch the eartip's outer cone and pull to remove.




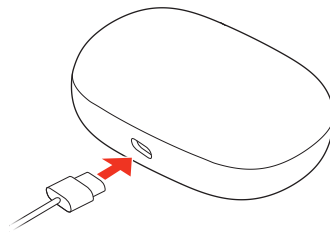
2. REPLACE:
  - a. Place the eartip base on the earbud microphone column and press into place for a secure fit.
  - b. The eartip base clicks when locked into place.



# Charge

1. To charge your earbuds, place them in the charge case. Your earbuds begin charging when placed in 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).


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



3. Your charge case LEDs blink every 10 seconds when charging and turn off when fully charged.

**Table 6-1 Charge time**

Device	Charge time
Charge case and earbuds	Approximately 3 hours
Earbuds only	Approximately 2 hours
Charge case only	Approximately 2 hours

 **NOTE:** The charge times listed above reflect charging with a USB cable and power outlet. Qi charging time may be longer.

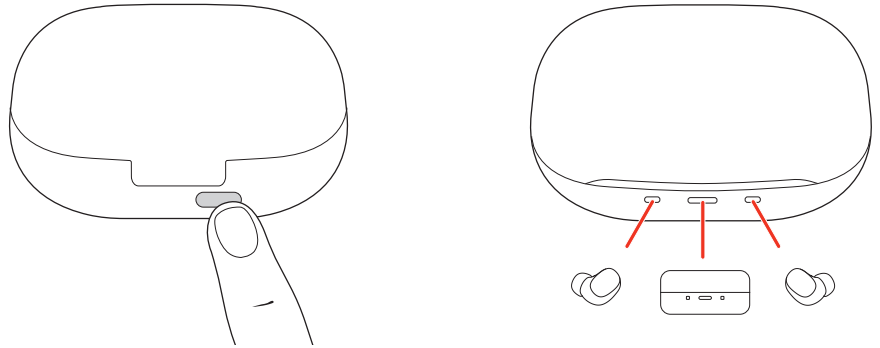
**Table 6-2 Listening time**


Device	Listening time
Earbuds with ANC off	Up to 12 hours
Earbuds with ANC on	Up to 8 hours
Charge case	Up to 30 hours

## Check battery level

Check your earbud system battery level.

- Check your earbud system battery level:
  - Listen to the battery level alert when you put on the earbuds.
  - View charge case LEDs. The center LED indicates the charge case battery level. Left and right LEDs show earbud battery level when earbuds are in the case.



 **NOTE:** To activate LEDs, open your case lid, press the case button, or connect/remove the charge case from a power source.

- View earbud and charge case battery level in Poly Lens App . Download at [poly.com/lens](https://poly.com/lens).

Voice alert	Charge case LEDs	Listening time
"Battery high"	Green	3 hours or more
"Battery medium"	Green	1 to 3 hours
"Battery low"	Yellow	10 minutes to 1 hour
"Battery critical"	Red	Less than 10 minutes


## Quick charge

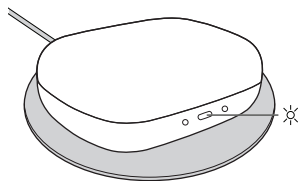
- Charge your earbuds for 5 minutes for up to a full hour of listening time.

## Wireless charging (Qi charging)

Your charge case is compatible with third-party Qi certified wireless chargers.

- To charge wirelessly, place the earbuds in the charge case and place your case on your compatible wireless charger. Refer to your wireless charger user guide.

 **NOTE:** Your earbuds charge only when placed in the charge case. They do not charge if placed directly on the wireless charger.



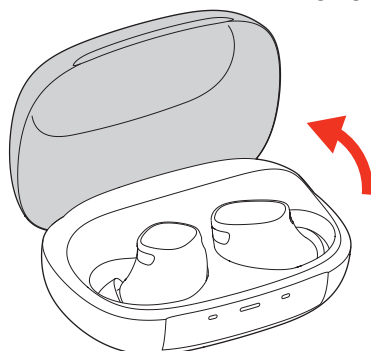
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# Power

## Power on/off your earbud system

Your earbuds and case power on and off automatically.

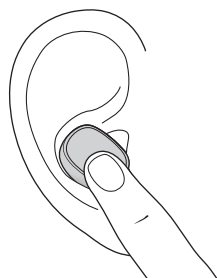
- Open your charge case to automatically power on the earbuds. Conversely, place your earbuds in the case and close the lid to automatically power your earbuds off and start charging them.



## DeepSleep mode

If you leave your earbuds powered on but out of range of your paired device, they conserve power by entering DeepSleep mode after 90 minutes.

- To exit DeepSleep mode, power on by clicking each earbud button.



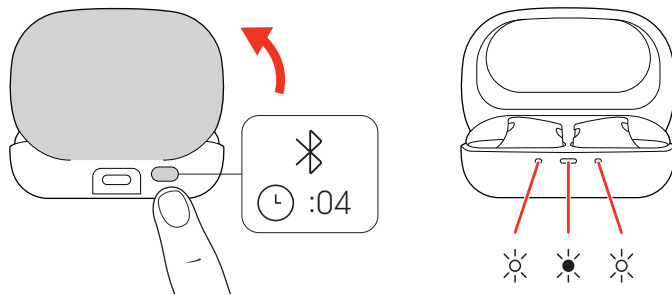
# Connect and pair

Connect and pair your earbuds to your mobile devices.

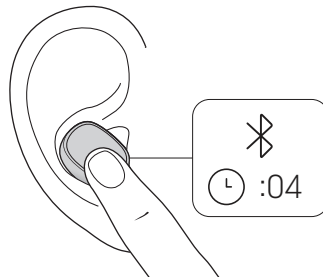
## Pair to mobile device

1. Choose from 2 ways to put your earbuds in pair mode.

- With your earbuds in the charge case, open the lid and press the charge case button for 4 seconds. The charge case LEDs flash white and blue.



- Press and hold your earbud button for 4 seconds until you hear "pairing." Control with either earbud.



2. Activate Bluetooth® on your phone and set it to search for new devices.

- *iPhone* **Settings** > **Bluetooth** > **On**\*
- *Android* **Bluetooth: On** > **Scan for devices**\*



**NOTE:** \* Menus may vary by device.

3. Select "Poly VFree 20."

When your earbuds are successfully paired, you hear "pairing successful" and "phone connected."

## Pair mode

Put your earbuds in pair mode to connect to a new device or to pair again.

- Choose from 2 ways to put your earbuds in pair mode.
  - Press and hold the charge case button for 4 seconds until the case LEDs flash white and blue.
  - Press and hold your earbud button for 4 seconds until you hear "pairing." Control with either earbud.



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# The basics

Control features using either earbud.

## Adjust the volume

- Adjust the volume on your connected mobile device.

## Adjust earbud microphone volume (softphone)

- Place a test call and adjust earbud volume and softphone volume accordingly.

## Play or pause audio

Choose a method to pause or resume streaming audio

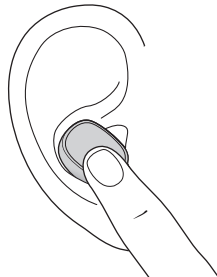
- Choose a method to pause or resume streaming audio:
  - With active sensors, remove one earbuds to pause streaming audio. Put on one or both earbuds to resume audio.\*



**NOTE:** \*Functionality varies by application.

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- Press the earbud button. Control with either earbud.



## Track forward

Play the next track while streaming audio.

- Press the earbud 2 times to play the next track.

## Track backward

Play the previous track while streaming audio.


- Press the earbud 3 times to play the previous track.

## ANC and Transparency Mode

Active Noise Canceling (ANC) reduces external noise and enhances your music and sound quality. Transparency Mode allows you to hear your surroundings while wearing your earbuds.

- To switch between ANC and Transparency mode, choose from one of the following:
  - Earbuds: With your earbuds idle, press your earbud's button for 2 seconds to switch between your selected ANC Mode and your selected Transparency Mode.
  - Poly Lens App : Go to **Settings** > **ANC**: Tap to view and select your ANC Mode or Transparency Mode. For more about these settings, see [ANC and Transparency Mode settings on page 17](#).

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 **NOTE:** Your earbuds must be idle or streaming media to switch between modes. Modes cannot be switched during a call.

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## Use sensors

Smart sensors respond when you put on or take off your earbuds. Customize in Poly Lens App . Below describes default settings.

With active sensors	Putting on earbuds will:	Taking off earbuds will:
Incoming call	Answer the incoming call	--
Music/streaming media	Resume music/media*	Pause music/media*

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

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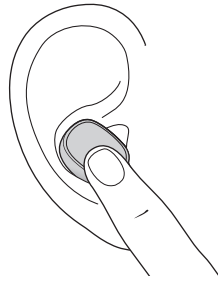
## Voice assistant (smartphone feature)

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

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 **NOTE:** Ensure VPA is the selected Custom button setting. For more, see [Customize your earbud on page 17](#).

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# Make/Take/End Calls

Manage calls with your earbuds. Control features using either earbud.

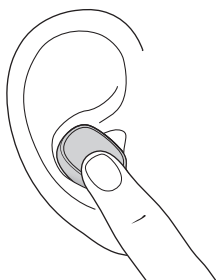
## Make a call

- To make a call, dial using your connected mobile device.

## Answer or end a call

1. To answer a call, do one of the following:

- Press once on the earbud.



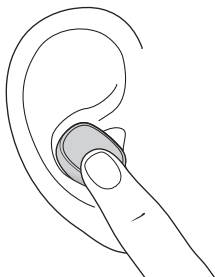
- Put on one or both earbuds to answer a call (with smart sensors active).
- Use your connected mobile device.

2. To end a call, press and hold the earbud button for 2 seconds.

## Mute

To mute your microphone during a call, do one of the following:

- Press once on the earbud button.



- Mute from your paired mobile device.

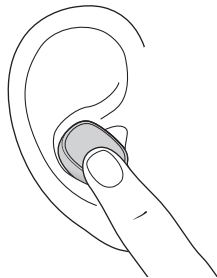
# More Features

Configure and use additional earbud features.

## Customize your earbud

Customize your earbud Custom button feature in Poly Lens App .

Download the app: [poly.com/lens](https://poly.com/lens). To configure in Poly Lens App , go to **Settings > Custom button**.



- Press the earbud for 2 seconds to use your configured Custom button setting. Control feature with either earbud.

**Choose from:**

- ANC/Transparency mode **default**
- Launch default voice assistant (Siri, Google Assistant)

## ANC and Transparency Mode settings

Choose your preferred settings for ANC (Active Noise Canceling) and Transparency Mode.

Choose settings in Poly Lens App .

Category	Setting	Description
ANC	Adaptive (default)	<ul style="list-style-type: none"><li>● Detects differences in user fit or movement while wearing and automatically adjusts to provide the best ANC experience</li></ul>
ANC	Standard	<ul style="list-style-type: none"><li>● Optimized to reduce external noise for office</li><li>● Provide a more natural audio experience and enhanced sidetone comfort</li></ul>
ANC	Off	<ul style="list-style-type: none"><li>● ANC powered off</li></ul>

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

## Choose EQ setting

Configure your audio for music and media streaming with equalizer (EQ) settings. Select your preferred EQ setting in Poly Lens App .



**NOTE:** EQ settings are inactive when in a call and don't affect call quality.

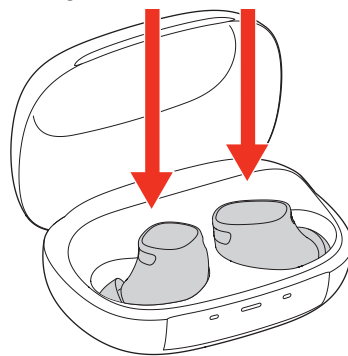
1. Open Poly Lens App and go to **Settings > General > Equalizer**.
2. Try each EQ option while listening to music to find your preferred setting.

Option	Description
Bass	Amplifies low frequencies, enriching the audio with clear and powerful deep tones
Flat	A neutral balance across all frequencies without emphasizing any particular range
Bright	Elevates high-frequency components, best for enhancing clarity for crisp audio

## Connect new earbud

Connecting a replacement new earbud to your existing system is easy.

1. To connect your new earbud to the existing one, place them both in the charge case.



2. Close the case lid and wait for 10 or more seconds to complete the connection.

## Manual device reset

Reset your case and earbuds manually.

### Reset earbuds

1. Remove earbuds from charge case.
2. While wearing the earbuds, press and hold each earbud button for 10 seconds to reset the earbuds. Earbuds power off.

Earbuds are reset when you hear "power on" and device status.

### Reset charge case

1. Insert the USB cable into the case.
2. Press and hold the case button while connecting the USB cable to a power source.

The case is successfully reset when the case powers on and the LEDs display the battery status.

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# What's in the box

Contents may vary by product.

**Figure 12-1 True wireless earbuds**



**Figure 12-2 Charge case**



**Figure 12-3 USB-C cable**



**Figure 12-4 Quick start guide**





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# Support

## NEED MORE HELP?

[support.hp.com/poly](https://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

RMN (Regulatory Model Number): Earbuds PBVF20 (PBVF2R, PBVF2L), charge case PCCVF20.