



Voyager Free 20 True Wireless Earbuds with Charge Case

DRAFT User Guide

SUMMARY

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

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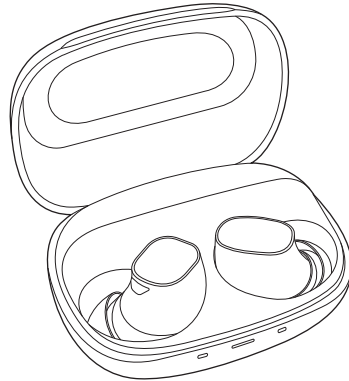
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Your earbud system

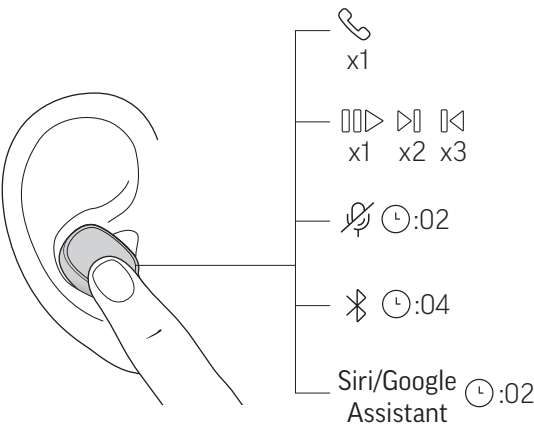
Your earbud system easily connects to your mobile phone. The system includes:

- 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's button.



Icon	Control	Button action
	Call answer/end	Click once
	Pause/play media *	Click once
	Track forward	Click 2 times
	Track backward	Click 3 times
	Mute/unmute	Click once
	Bluetooth pairing	Press and hold for 4 seconds. For more, see Pair to mobile device on page 8 .
	Default phone assistant	Press and hold for 2 seconds



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

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.

- Download Poly Lens Desktop App at poly.com/lens.
- Download Poly Lens Mobile App at 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	✓	✓
Battery meter	✓	✓
Update device firmware	✓	✓
Manage notifications and alerts	✓	✓
Schedule health and wellness reminders	✓	✓
View user guide	✓	✓
FindMyHeadset	✓	

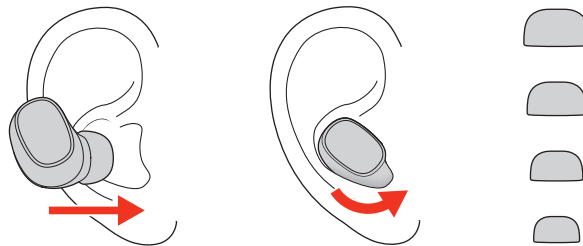
Update your Poly device

Keep your firmware and software up-to-date to improve Poly device performance and add new features. Download the app at poly.com/lens.

- 1. Update earbuds**
 1. Go to Poly Lens Mobile App on your paired mobile device or to Poly Lens Desktop App on your connected computer.
 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.

Fit

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

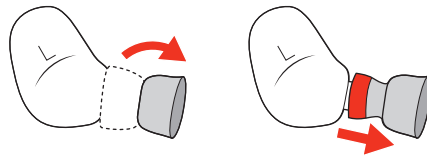


1. Try the 4 eartips to find which size fits you comfortably while blocking external noise.
2. Listen to music and select the eartip that gives you the most bass response.
3. You may prefer a different size eartip in each ear.

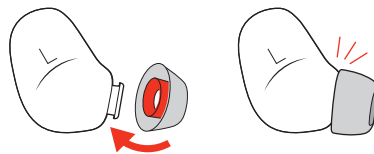
Replace eartips

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.

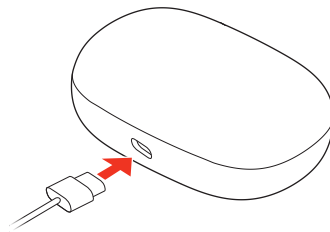


Charge

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 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 5-1 Charge time

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

Table 5-2 Talk time

Device	Talk time
Earbuds with ANC off	Up to 5.5 hours
Earbuds with ANC on	Up to 5 hours
Charge case	Up to 11 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.

Voice alert	Charge case LEDs	Talk 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 15 minutes for up to a full hour of listening time.

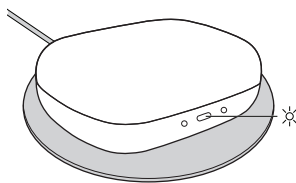
Wireless charging (Qi charging)

Your charge case is compatible with third-party Qi 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.

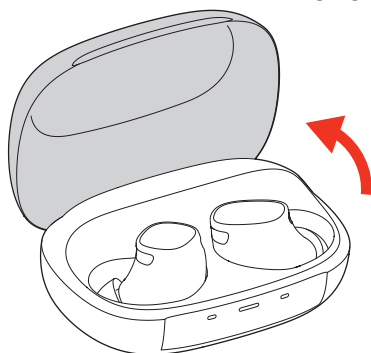


Power

Power on/off your earbud system

Your earbuds and case power on and off automatically.

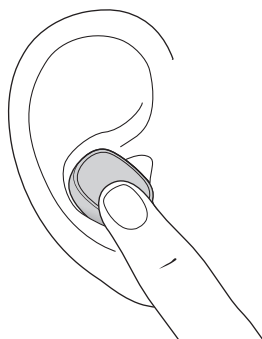
- Open your charge case to automatically power on the earbuds. Conversely, place your earbuds in the case and close the lid to automatically power your earbuds off and start charging them.



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.

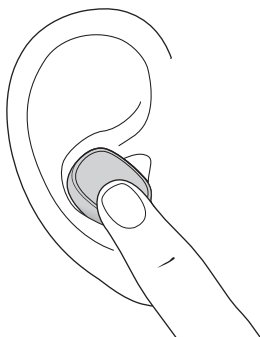


Connect and pair

Connect and pair your headset to your mobile phone and computer.

Pair to mobile device

1. Choose from 2 ways to put your earbuds in pair mode.
 - Press and hold your earbud button for 4 seconds until you hear "pairing."



- With your earbuds in the charge case, open the lid and press the charge case button for 6 seconds. The charge case LEDs flash white and blue.
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."

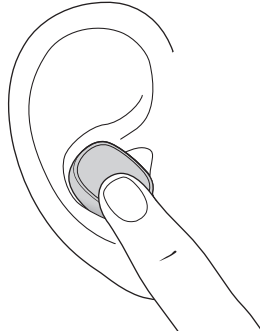
When your earbuds are successfully paired, you hear "pairing successful" and "phone connected."

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 your earbud button for 4 seconds until you hear "pairing."



- Press and hold the charge case button for 6 seconds until the case LEDs flash white and blue.

The basics

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

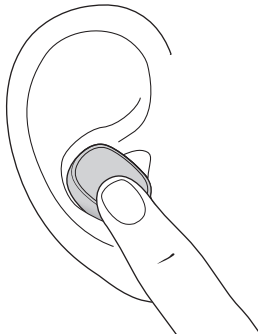
Choose a method to pause or resume streaming audio

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



NOTE: *Functionality varies by application.

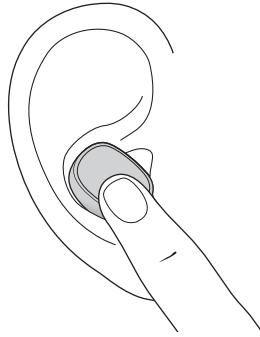
- Click your earbud button. Control with either earbud.



Track forward

Play the next track while streaming audio.

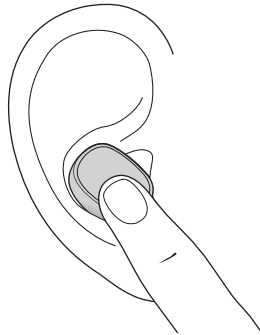
- Press the earbud 2 times to play the next track.



Track backward

Play the previous track while streaming audio.

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



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.

Use sensors

Smart sensors respond when you put on or take off your headset. 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*



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

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 15](#).

Make/Take/End Calls

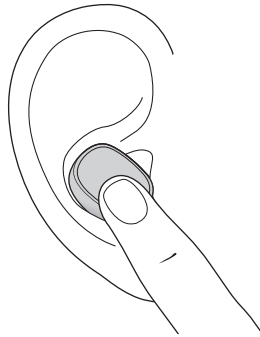
Manage calls with your headset.

Make a call

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

Answer or end a call

- To answer or end a call, do one of the following:
 - Press once on the earbud button.
 - Put on one or both earbuds to answer a call (with smart sensors active).

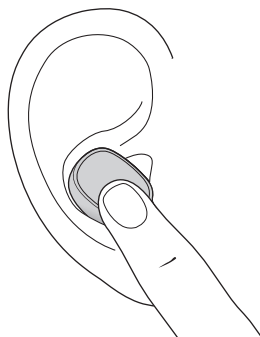


- Use your connected mobile device.

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.

Answer a second call

- First, click the earbud button to end current call, then click the earbud button again to answer new call.

Redial last outgoing call (smartphone feature)

- Double-click your earbud button to redial the last outgoing mobile call.



NOTE: Control with either earbud.

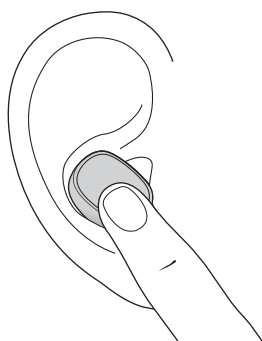
More Features

Configure and use additional headset features.

Customize your earbud

Customize your earbud Custom button feature in Poly Lens App .

Download the app: 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.

Choose from:

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

ANC and Transparency Mode settings

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

Choose settings in Poly Lens App .

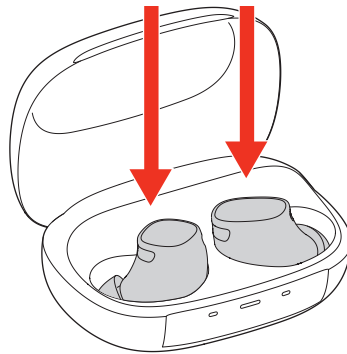
Category	Setting	Description
ANC	Adaptive (default)	• Detects differences in user fit or movement while wearing and automatically adjusts to provide the best ANC experience
ANC	Standard	• Optimized to reduce external noise for office • Provide a more natural audio experience and enhanced sidetone comfort
ANC	Off	• ANC powered off

Category	Setting	Description
Transparency Mode	Speech (default)	Optimized for face-to-face communication while wearing your earbuds
Transparency Mode	Environment	- Best for busy streets - Optimized to hear your surroundings while wearing your earbuds
Transparency Mode	Off	Transparency Mode powered off

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.

What's in the box

Contents may vary by product.

Figure 11-1 True wireless earbuds



Figure 11-2 Charge case



Figure 11-3 USB-C cable



Figure 11-4 Quick start guide



Support

NEED MORE HELP?

poly.com/support

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

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