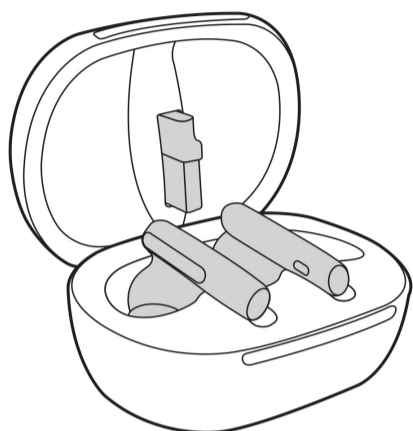# Your earbud system

| Last Updated   **Feb 02, 2023**

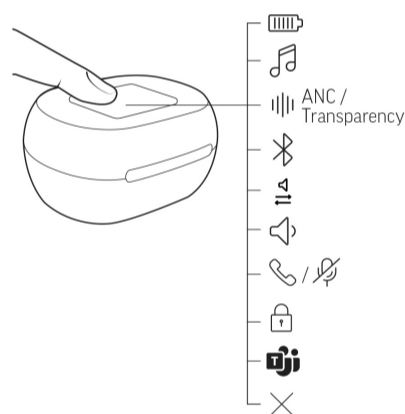Your earbud system easily connects to your mobile phone and computer. The system includes:

- Wireless earbuds with wearing sensors
- USB Bluetooth adapter for connection to high-fidelity computer audio (design varies by model)
- Charge case with touchscreen controls

Charge case controls

Last Updated   **Feb 23, 2023**

Control features and settings using your charge case touchscreen. Swipe left and right to view navigation menus and tap icons to select menus and control features. Tap X to close a menu.

Touch screen controls	
▭	Battery level
♬	Music and streaming audio*
ı|lı	ANC (Active Noise Canceling) and Transparency Mode
✱	Bluetooth pairing and Bluetooth Transmitter
⊴	Audio source
◁))	Volume
✆	Call answer/end
⟋	Mute a call
🔒 / 🔓	Lock/unlock screen
▥	Microsoft Teams (requires Teams model and Teams desktop app)
X	Close menu

> **Note:** *Functionality varies by application. May not function with web-based apps.
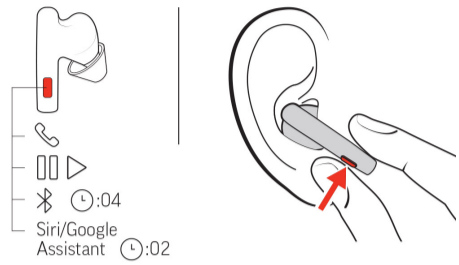
Earbud button controls

| Last Updated **Feb 23, 2023**

Press an earbud button to control features on your earbud system.

To press the raised button on the back of your earbud, pinch the earbud with your thumb and forefinger. Control features using either earbud's button.

> **Note:** Do not press the buttons on both earbuds at the same time. Your earbud features may not function properly.

	Control	Button action
☎	Call answer/end	Click once
✳	Bluetooth pairing	Press and hold for 4 seconds. For more, see <u>Pair to mobile device</u>.
▶ ❚❚	Pause/play media *	Click once
⬚	Microsoft Teams	With earbuds idle, click to interact with Microsoft Teams (requires Teams model and Teams desktop app).
Siri/Google Assistant	Default phone assistant	Press and hold for 2 seconds

> **Note:** *Functionality varies by application. May not function with web-based apps.
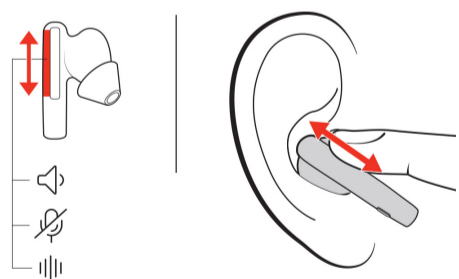
Earbud swipe sensor controls

| Last Updated **Feb 23, 2023**

Swipe forward or backward on the earbud swipe sensor to control features on your earbud system.

The swipe sensor is next to metallic windscreen on the top of each earbud stem. Swipe forward or backward to adjust levels or make changes. Control by swiping either earbud.

> **Note:** Do not press the buttons on both earbuds at the same time. Your earbud features may not function properly.
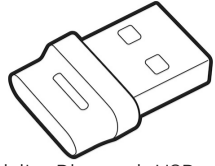

By default, your earbud swipe controls vary by activity. To customize these settings, see <u>Customize your earbud swipe settings</u>.

	Control	Activity	Swipe sensor gesture
◁+	**Volume up**	Streaming media	While streaming media, swipe backward. For more, see <u>Adjust the volume.</u>
◁–	**Volume down**	Streaming media	While streaming media, swipe forward.
🔇	**Mute**	On a call	During an active call, swipe to mute or unmute. For details, see <u>Mute</u>.
ıl|lı	**ANC (Active Noise Canceling) / Transparency Mode**	Earbuds idle	With earbuds idle, swipe to switch between ANC and Transparency Mode. For details, see <u>ANC and Transparency Mode</u>.

USB Bluetooth adapter

| Last Updated **Jun 03, 2022**

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:** Adapter's USB connection and design may vary, but function is the same.

Standard LEDs

USB LEDs	What they mean
Flashing red and blue	Pairing
Solid blue	Device connected
Flashing blue	On a call
Solid red	Mute active
Flashing purple	Streaming media from computer

LEDs when Microsoft Teams* is detected

USB LEDs	What they mean
Flashing red and blue	Pairing
Solid purple	Microsoft Teams connected
Flashing blue	On a call
Solid red	Mute active
Pulsing purple	Microsoft Teams notification

> **Note:** *Requires Microsoft Teams desktop application.

Load software

| Last Updated **May 22, 2023**

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.

	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	✓	✓

	Poly Lens Mobile App	Poly Lens Desktop App
Manage notifications and alerts	✓	✓
Schedule health and wellness reminders	✓	✓
View user guide	✓	✓
Find MyHeadset	✓	

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.

Task

Update earbuds

1. To update your earbuds, first remove them from the case to automatically power them on.
2. Go to Poly Lens Mobile App on your paired mobile device or to Poly Lens Desktop App on your connected computer.
3. Select your earbuds from the device list in Poly Lens App to view available updates.
4. Click the update button to wirelessly update earbud firmware or software.

Update charge case

> **Note:** This device update requires Poly Lens Desktop App downloaded to your computer

5. With Poly Lens Desktop App downloaded, plug the charge case into your computer using the provided USB cable.
6. Select your charge case from the device list in Poly Lens Desktop App to view available updates.
7. Click the update button to update charge case firmware or software.

Update Bluetooth USB adapter

> **Note:** This device update requires Poly Lens Desktop App downloaded to your computer

8. With Poly Lens Desktop App downloaded, plug your Bluetooth USB adapter into your computer.
9. Select your Bluetooth USB adapter from the device list in Poly Lens Desktop App to view available updates.
10. Click the update button to update Bluetooth USB adapter firmware or software.

Load software

| Last Updated **May 22, 2023**

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

[Download on the App Store] [ANDROID APP ON 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	✓	✓

	Poly Lens Mobile App	Poly Lens Desktop App
Find MyHeadset	✓	

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