How to set-up the Poly Voyager 4245

Installing the Equipment to Your Computer

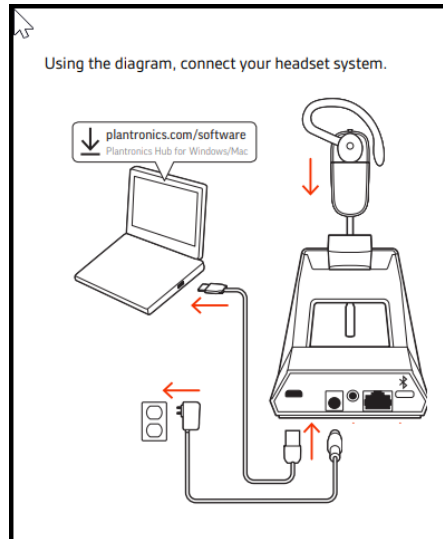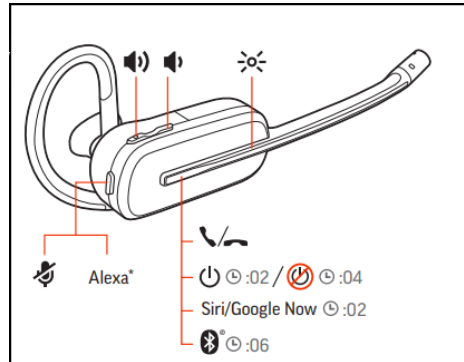|	
Step 1: Open the box and remove equipment. **Step 2:** Plug the power adapter into the base. 	**Step 3:** Connect your base to your computer. **After connecting to the computer, make sure to download the poly lens app at poly.com/lens.**
Step 4: Attach the earpiece to the headset or use the over the earpieces to customize to your specifications. Placing the earpiece in the base will charge the battery. Your headset comes pre-paired to the base. To pair again turn on the headset and press the call button until you hear pairing. Put your base into pairing mode by clicking on the Bluetooth icon until it flashes blue and red.	**Using the headset** • To turn the power on and off press the call button. You can also use this button to answer calls. • To mute the headset touch the button on the back of the earpiece. **Customize the earpiece**
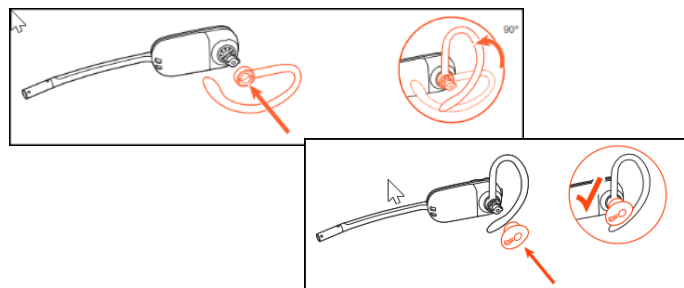
Installing the Software

Step 1: Go to poly.com/lens after plugging in your headset device.

Step 2: Download the desktop app for your computer

Step 3: Login as a guest after downloading the application.

Step 4: If software is not up to date, you will see messages in the control panel. Expand the blue notice to download software updates.
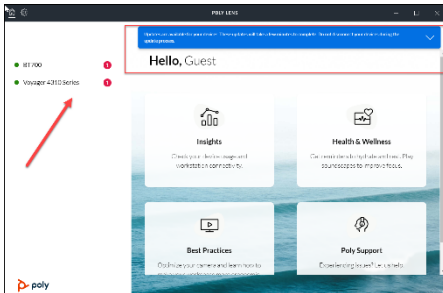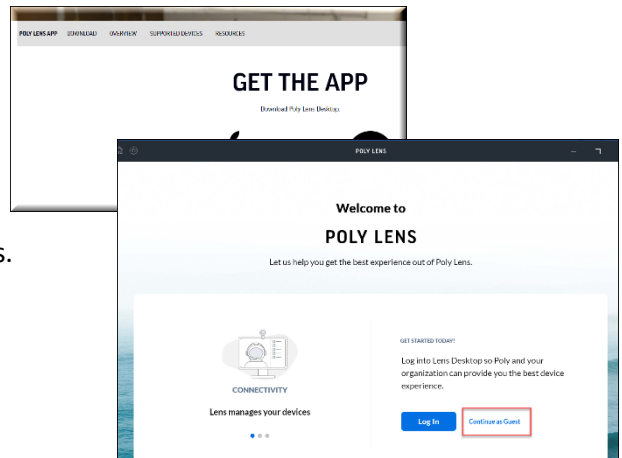
Best Practices and Troubleshooting Tips

What should I do if I am having issues with no audio connection to the PC?

If you are having issues with your audio connection to your PC, unplug the USB and power cables from the base. Reconnect power cable first. Wait for the power LED to illuminate and then reconnect the USB cable. Quit and then re-start the PC audio or softphone application.

How do I adjust the volume on this headset?

Headset volume Fine-tune your headset volume by adjusting the headset's volume up (+) and down (-) controls.

Base ringtone volume Adjust the base ringtone volume setting in Plantronics Hub. This ringtone alerts you if you are not wearing your headset and a call comes in.

Adjust headset microphone volume (softphone) Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

What should I do if the sound is distorted?

- If the distortion is still present, adjust the headset volume control to lower the headset speaker volume.
- Make sure there is 12 inches between your base and your computer.

What should I do if I hear static?

Make sure there is at least 12 inches between your base and your computer. If adjusting the distance doesn't help, your headset is going out of range, move closer to the base.

For more information on how to get started with setting up your Poly Voyager 4245 visit https://youtu.be/q4MXlS4GKa4.

Guides - https://www.poly.com/content/dam/www/products/headsets/voyager/voyager-4245/doc/voyager-4245-office-computer-desk-phone-ug-en.pdf