



Poly Focus Multi-Device Premium Charge Stand User Guide

SUMMARY

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

Legal information

Copyright and license

© 2026, HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Trademark credits

All third-party trademarks are the property of their respective owners.

Privacy policy

HP complies with applicable data privacy and protection laws and regulations. HP products and services process customer data in a manner consistent with the HP Privacy Policy. Please refer to [HP Privacy Statement](#).

Open source software used in this product

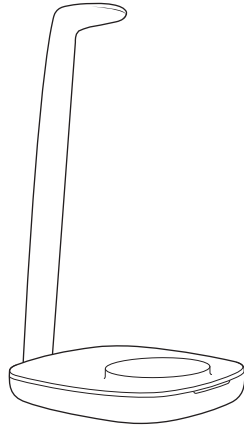
This product contains open source software. You may receive the open source software from HP up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to HP of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact HP by email at ipgoopensourceinfo@hp.com.

Table of contents

Charge stand overview	1
Assemble charge stand	1
Charge stand LEDs	2
Locate the serial number on your HP Poly Focus charge stand	3
Load software	4
Update your Poly headset and charge stand	4
Charge your devices	6
Charge your headset	6
Charge your compatible accessories	6
What's in the box	8
Safety warnings	9
Safety Instructions	9
Embedded magnet warning	11
Support	12

Charge stand overview

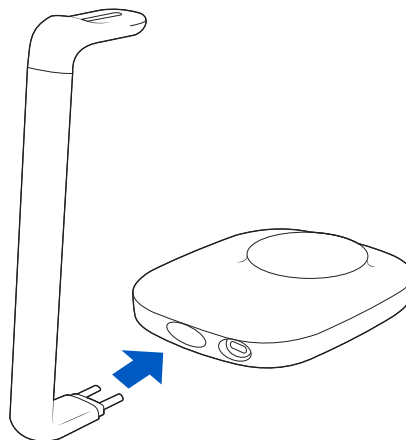
Use your charge stand to charge your headset and compatible Qi charging devices.



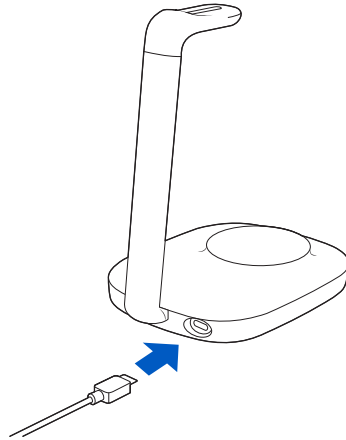
Assemble charge stand

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

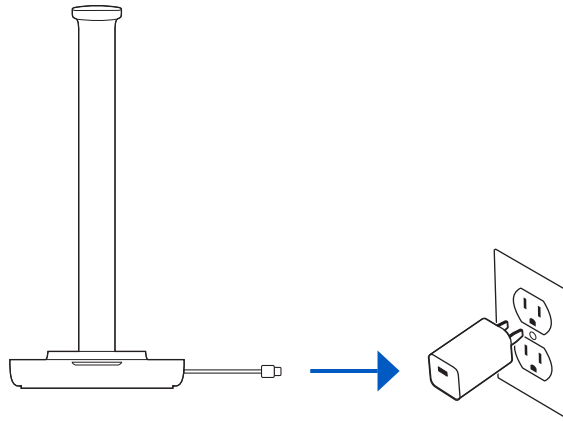
1. Firmly push the charge arm to the back of the base. You will hear a click when the arm is in place.



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 1-1 Charge stand LED

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

Table 1-2 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.

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 2-1 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 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.

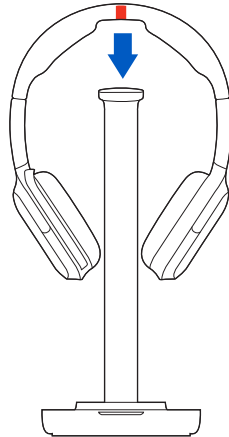
Charge your devices

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

Charge your headset

Charge your headset using the charge stand.

1. Place the headset on the charge stand.

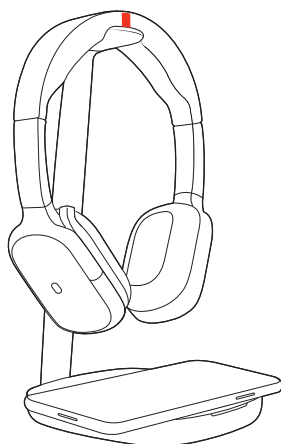


2. Charge stand LED pulses when charging and turns off when the headset is fully charged. Headset LEDs flash when charging and turn off once charging is complete. It takes approximately 3 hours to fully charge your headset.

Charge your compatible accessories

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.

What's in the box

Contents may vary by product.

Figure 4-1 Charge stand

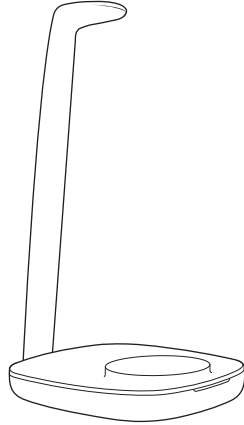


Figure 4-2 USB wall adapter

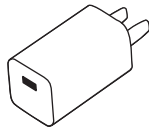


Figure 4-3 USB-C cable



Figure 4-4 Quick start guide



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 immerse the battery in liquid such as water, beverages, or other fluids.
- Do not attach or insert battery with polarity reversed.
- Do not use batteries in series or in parallel.
- Do not connect the battery to an AC outlet or DC automotive plug.
- Do not use the battery in equipment for which it was not intended.
- 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 short-circuit the battery by directly connecting the positive and negative terminal with metal object such as wire.
- 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.
- Do not connect the pack to an electrical outlet.
- When recharging, use the battery charger specifically for that purpose.
- Do not charge the battery at high temperature or discharge it at high temperature, which cannot exceed the operating temperature range of 0 ~ 60°C.
- Stop charging if the charge process cannot be finished within the specified time.
- 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. If the battery or any of its component parts is swallowed, seek medical attention immediately.
- Always store batteries where children cannot reach them.
- Do not place the battery in or near a microwave or other cooking appliances. If subjected to heat or strong electromagnetic radiation, the battery may leak, generate heat, smoke, catch fire, or explode.
- Do not mix with other batteries. The battery should not be used with other batteries having a different capacity, chemistry, or manufacturer. Doing so could cause the battery to generate heat, smoke, catch fire, or explode.
- Immediately remove it from the device or charger, and stop using it, if there are noticeable abnormalities, such as smell, heat, discoloration, or deformity. The battery may be defective and could generate heat, smoke, catch fire, or explode with continued use.
- Do not use a leaking battery near open flame.
- Do not touch a leaking battery. If liquid leaking from the battery gets into your eyes, immediately flush your eyes with clean water and seek medical attention. If left untreated, it will cause significant eye damage.
- To prevent short-circuit or damage during transport or store, securely pack the battery in a case or carton. Do not transport and store the battery together with metal objects such as necklaces, hairpins, etc.
- 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.

Support

NEED MORE HELP?

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): PWPTF620P

Document part number: Q12334-001

Publication date: June 2026

Email us at documentation.feedback@hp.com with queries or suggestions related to this document.