



USER GUIDE

1.0.0 | December 2017 | 3725-49023-001A

Polycom[®] VoxBox[™] Bluetooth/USB Speakerphone



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Before You Begin

Topics:

- [Audience, Purpose, and Required Skills](#)
- [Getting Help](#)

This user guide contains overview information for performing tasks on the Polycom VoxBlox Bluetooth/USB speakerphone and navigating the Polycom VoxBlox companion application.

Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with Polycom VoxBlox.

Getting Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at [Polycom Support](#).

Polycom Partner and Solution Resources

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](#).

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Microsoft Office Communications Server, Microsoft Lync Server 2013, Skype for Business Server 2015, or Office 365 integrations. For additional information and details, refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information, and the community enables you to participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Getting Started with Polycom VoxBox

Topics:

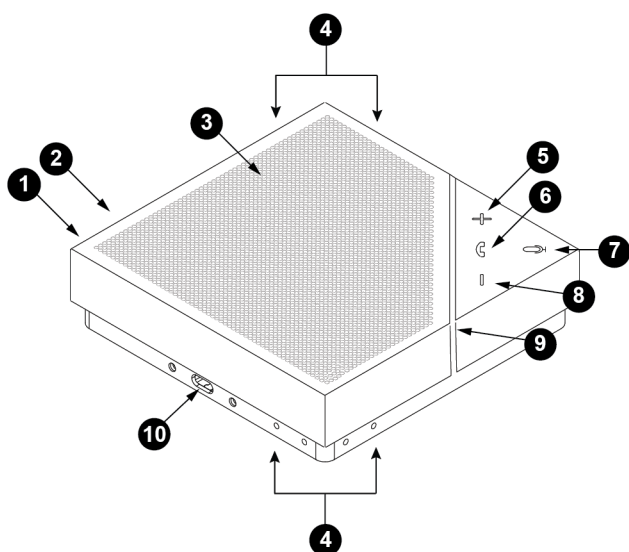
- [Overview of the VoxBox Speakerphone Hardware](#)
- [VoxBox Speakerphone Status Indicators](#)
- [Using the VoxBox Speakerphone in a Conference Room](#)
- [Turn On VoxBox](#)
- [Turn Off VoxBox](#)
- [Charge VoxBox](#)

The Polycom VoxBox Bluetooth and USB speakerphone enables you to send and receive audio during calls or play music using the speakerphone when connected to a computer using a USB cable or paired with a Bluetooth-enabled device.

Overview of the VoxBox Speakerphone Hardware

Use the following figure and tables to understand the hardware features available on the VoxBox speakerphone.

Polycom VoxBox Features



Polycom VoxBox Hardware Feature Descriptions

Reference	Feature	Feature Description
1	Power button	Turns the speakerphone on or off.

Reference	Feature	Feature Description
2	Bluetooth button	Turns Bluetooth on or places the speakerphone in Discovery mode.
3	Speakerphone	Plays audio from calls or music when connected to a Bluetooth or USB device.
4	Microphones	Transmits audio during a call.
5	Volume up	Increases the volume of audio played on the speakerphone.
6	Handset	Answers and ends calls when paired with a Bluetooth or USB device. This is limited to supported desktop communication clients only.
7	Mute	Mutes and unmutes the microphones.
8	Volume down	Decreases the volume of audio played on the speakerphone.
9	Status indicator	Shows the status of VoxBox during various states, such as Bluetooth Discovery mode, and indicates the volume level when you increase or decrease the volume.
10	Micro USB port	Enables you to charge VoxBox or connect to a computer.

VoxBox Speakerphone Status Indicators

The following table includes the status indicators that show on the speakerphone during various activities.

VoxBox Speakerphone Status Indicators

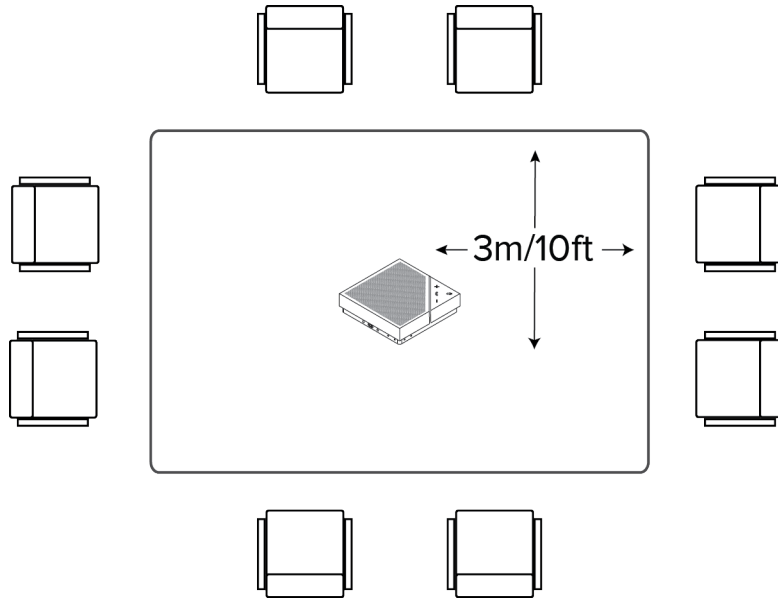
Indicator	Status
Status Indicator	
Blinking green	Incoming call
Pulsing amber	Software update

Indicator	Status
Blinking blue	Bluetooth discovery mode
White	Powering on Volume level increase or decrease
Power Button	
Blinking amber	Low battery
Amber	Charging
Bluetooth Button	
Blue	On Paired
Handset Key	
Red	In a call
Green	Incoming call
Mute Key	
Green	In a call
Red	Microphones muted

Using the VoxBox Speakerphone in a Conference Room

The VoxBox speakerphone's four-way microphone has an audio pickup range of up to 3m/10 ft, which makes the speakerphone ideal to use during meetings in small conference rooms. Position the speakerphone in the center of a conference table for meetings with four or more participants.

Polycom VoxBox in a Small Conference Room



Note: As there is no power cord for the VoxBox speakerphone, make sure you regularly charge it over USB to use it wirelessly.

Turn On VoxBox

When you turn on the speakerphone, the volume indicators show white and a tone plays when the speakerphone is ready for use.

Procedure

1. Press the **Power**  button.

Turn Off VoxBox

Make sure to turn off the speakerphone when not in use to conserve battery power.

Note: VoxBox automatically turns off after 10 minutes of inactivity when not charging. Disconnect USB cable to end charging mode.

Procedure

1. Press and hold the **Power**  button for two seconds.

The status indicator light flashes white and a tone plays as the speakerphone turns off.

Charge VoxBox

You can charge the VoxBox speakerphone via USB using your computer or a USB adapter. Allow three to six hours for the speakerphone to fully charge.

Note: While VoxBox supports charging with a USB AC adapter, Polycom does not provide one with the speakerphone.

Procedure

1. Do one of the following:
 - Connect VoxBox to your computer using the provided USB cable.
 - Connect the provided USB cable to VoxBox and to an AC adapter.

While VoxBox is charging, the Power button flashes white until it is fully charged.

Connecting VoxBox to USB and Bluetooth Devices

Topics:

- [Connecting VoxBox to a USB Device](#)
- [Connecting VoxBox with a Bluetooth Device](#)

You can connect VoxBox to a computer using a USB cable or pair it with a Bluetooth-enabled mobile device or computer, if supported.

When you connect devices to VoxBox, you can use the microphones on VoxBox to send audio during calls and use the speaker to receive audio from calls or play music. You can also use the keys on the speakerphone to control calls placed in supported call clients on your computer or mobile device. Using VoxBox, you answer or end calls, adjust call volume, and mute your microphones for any calls placed or received as well as adjust the volume of any media played on your connected device.

Connecting VoxBox to a USB Device

You can connect the VoxBox speakerphone to your computer using the supplied micro USB cable. When connected, you can use the speakerphone as the microphone and speaker for any calls placed on your computer as well as a speaker for music.

Minimum Hardware and Software Requirements for Polycom VoxBox

Before connecting the VoxBox speakerphone to your computer, check that your computer meets the recommended minimum hardware and software requirements for your operating system or desktop clients.

Minimum Hardware and Software Requirements

Hardware and Software	Minimum Requirements
Operating Systems	
Microsoft Windows	<ul style="list-style-type: none">▪ Windows 7▪ Windows 8.1▪ Windows 10
Apple OS	<ul style="list-style-type: none">▪ OS X 10.10 (Yosemite)▪ OS X 10.11 (El Capitan)▪ OS X 10.12 (Sierra)
Communication Clients	

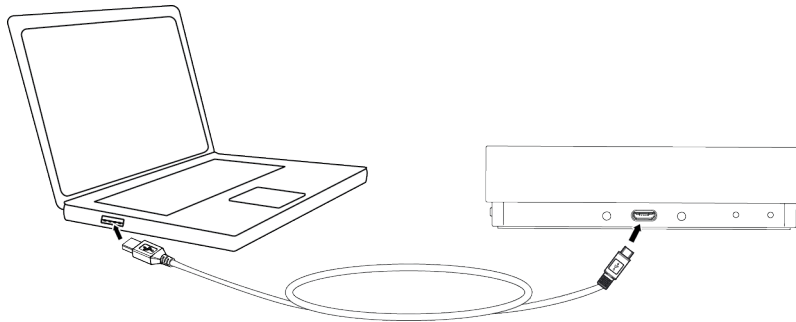
Hardware and Software	Minimum Requirements
Skype for Business	<ul style="list-style-type: none"> ▪ Skype for Business 2016 ▪ Skype for Business 2015 ▪ Lync 2013 (required for 1080p video) ▪ Lync 2010 ▪ Lync for Mac 14.2.1
Polycom® RealPresence® Desktop	3.8.0 or later
Polycom® RealPresence® Mobile	3.8.0 or later
BroadSoft UC-One Communicator	21.5.x
Cisco Jabber	11.6.0
Avaya one-X® Communicator	6.2.10
Skype™	7.28.80

Connect VoxBox to Your Computer

Connect the VoxBox speakerphone to your computer and use it as the microphone and speaker for calls and music.

Procedure

1. Connect the USB cable to the Micro USB port on the speakerphone and to the USB port on your computer, as shown next.



Connecting VoxBox with a Bluetooth Device

When you pair the VoxBox speakerphone with a supported Bluetooth-enabled device, you can use the microphones and speaker to send and receive audio from calls or play music on the speakerphone.

Pair VoxBox with a Bluetooth Device

When you pair VoxBox with a Bluetooth device, such as a phone, tablet, or laptop, you can control the volume of audio played on the speakerphone. You can also answer and end calls using the controls on the speakerphone.

Note: If you are not sure if your device can connect to VoxBox over Bluetooth, refer to your device settings or your device manufacturer's website to check if your device has Bluetooth capabilities.

Procedure

1. Press and hold the **Bluetooth** button for two seconds.
The status indicator flashes blue and nearby Bluetooth devices can discover the speakerphone.
2. On your device, enable Bluetooth and select **Polycom VoxBox** from the list of available devices.

After you pair VoxBox with a Bluetooth device for the first time, Bluetooth remains on and is automatically on after restarting VoxBox.

Switch Between Paired Bluetooth Devices

The VoxBox speakerphone can pair with up to 10 devices and connect with up to two devices. However, the speakerphone can only transmit audio for one device at a time.

Procedure

1. Do one of the following:
 - Select **Polycom VoxBox** as the audio source in a list of available Bluetooth devices.
 - Stop playing audio on one device and start playing audio on another connected device.
 - Turn off Bluetooth on one of the connected devices.

Unpair VoxBox from a Bluetooth Device

After you are finished using the VoxBox speakerphone with a Bluetooth device, unpair the speakerphone from your device.

Procedure

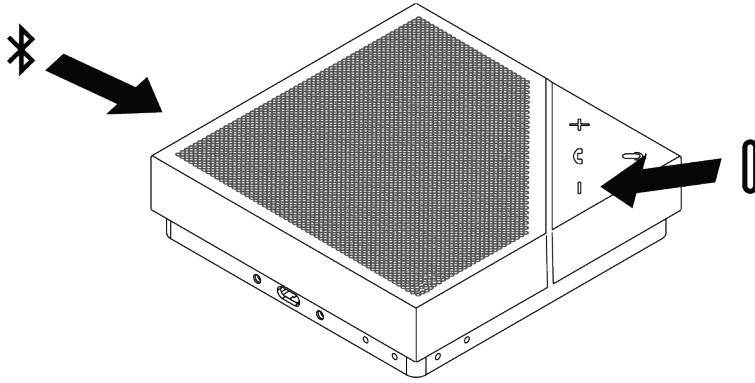
1. Do one of the following:
 - Turn off the Bluetooth by pressing **Bluetooth** on the speakerphone.
 - Disconnect from the speakerphone on your device.

Clear Bluetooth Devices Stored on VoxBox

The speakerphone can store up to 10 paired devices. Clear the Bluetooth cache to remove any data for your device stored on the speakerphone.

Procedure

1. Press and hold **Bluetooth** and **Volume Down** for five seconds.



An audio tone plays and the status indicator flashes blue.

Turn Off Bluetooth on VoxBox

Turn off Bluetooth when you want to connect the VoxBox speakerphone to your device using a USB cable.

Procedure

1. Press the Bluetooth button on the speakerphone.

Polycom VoxBox Companion Application

Topics:

- [Download the VoxBox Companion Application](#)
- [Update the Speakerphone Firmware](#)
- [Update the VoxBox Companion Application](#)
- [Check VoxBox's Battery Level](#)
- [Check the Current Version of the VoxBox Companion Application](#)
- [Check the Current Firmware Version of the VoxBox Speakerphone](#)

The Polycom VoxBox companion application enables you to update the VoxBox speakerphone's software, check the battery level, and get help.


The application also helps improve audio and call control quality when using the speakerphone with any communication clients on your computer such as Polycom® RealPresence® Desktop or Skype for Business.

Download the VoxBox Companion Application

Download the VoxBox Companion application on your Microsoft® Windows® or Apple® computer to update the speakerphone software and improve call control functionality.

Procedure

1. Download the application from the VoxBox Support page on [Polycom Support](#).
2. Agree to Polycom's user terms and conditions, and click **Submit**.
3. Follow the installation prompts to install the application on your computer.

The VoxBox application icon  displays in the system tray on Windows computers or menu bar on Mac computers.



Update the Speakerphone Firmware

You can connect VoxBox to your computer to update the speakerphone's firmware.

When you connect the speakerphone to your computer, and a software update is available, a red notification icon displays on the application icon in the system tray or menu bar.

Procedure



1. Connect the speakerphone to your computer using the supplied micro USB cable.
2. Do one of the following:

- On your Windows computer, right-click the application icon  in the system tray.
 - On your Mac computer, right-click the application icon  on the menu bar.
3. Click **Updates**.
The Updates page displays with any available software updates for the application or speakerphone.
 4. Under **Firmware Update**, click **Update**, if one available.

Update the VoxBox Companion Application

You must update the VoxBox Companion application to gain access to the latest firmware updates for the speakerphone.



Procedure

1. Do one of the following:
 - On your Windows computer, right-click the application icon  in the system tray.
 - On your Mac computer, right-click the application icon  on the menu bar.
2. Click **Updates**.
The Updates page displays with any available software updates for the application or speakerphone.
3. Under **Software Update**, click **Update** if one is available.

Check VoxBox's Battery Level

You can connect the speakerphone to your computer to check the battery level using the VoxBox Companion application.

Procedure



1. Connect the speakerphone to your computer using the supplied micro USB cable.
2. Do one of the following:
 - On your Windows computer, right-click the application icon  in the system tray.
 - On your Mac computer, right-click the application icon  on the menu bar.

The battery percentage displays below the product name and serial number next to **Battery Level**.

Check the Current Version of the VoxBox Companion Application

You can check the current version of the companion application to make sure you have the most up-to-date version.

Procedure



1. Do one of the following:
 - On your Windows computer, right-click the application icon  in the system tray.
 - On your Mac computer, right-click the application icon  on the menu bar.
2. Click **About**.

A dialog box displays with the current software version of the companion application.

Check the Current Firmware Version of the VoxBox Speakerphone

You can check the current firmware version of VoxBox to make sure your device has the most up-to-date firmware.

Procedure

1. Connect the speakerphone to your computer using the supplied micro USB cable.
2. Do one of the following:
 - On your Windows computer, right-click the application icon  in the system tray.
 - On your Mac computer, right-click the application icon  on the menu bar.
3. Click **Updates**.

The Updates page displays with the current version under **Firmware Update**.

Troubleshooting Polycom VoxBox

Topics:



- [Restart VoxBox](#)
- [Reset VoxBox to Factory Settings](#)
- [Collect Log Files for Polycom VoxBox](#)
- [Get Help with Using VoxBox](#)

If you experience issues with the VoxBox speakerphone, try the following procedures.

Restart VoxBox

If the VoxBox speakerphone stops performing as expected, you can restart the speakerphone to try to resolve the issue.

Procedure

1. Press and hold the **Power**  button for two seconds.
The status indicator light flashes white and a tone plays as the speakerphone turns off.
2. Press the **Power**  button.

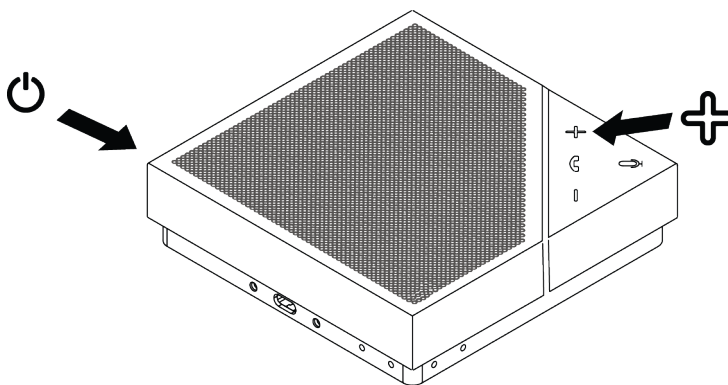
Reset VoxBox to Factory Settings

If the VoxBox speakerphone stops functioning properly, you can reset it to factory settings.

You must power on the speakerphone to reset it to factory settings.

Procedure

1. Press and hold **Power** and **Volume Up** buttons for 5 seconds.





The speakerphone restarts automatically.

Collect Log Files for Polycom VoxBox

You can collect log files for the Polycom VoxBox Companion application and the Polycom VoxBox speakerphone when it's connected to your computer using a USB cable.

If the device isn't functioning properly, collect the log files and contact [Polycom Technical Support](#). The technical support representative will need the log files to help you resolve the issue.



Procedure

1. Connect the speakerphone to your computer using the supplied micro USB cable.
2. Do one of the following:
 - On your Windows computer, right-click the application icon  in the system tray.
 - On your Mac computer, right-click the application icon  on the menu bar.
3. Click **Help > Get Logs**.
A progress bar displays while the application collects the log files into a zip file then an email dialog box displays with the zip file attached.
4. Enter an email address to send the logs to a technical support representative.

Get Help with Using VoxBox

If you're having trouble using VoxBox, you can refer to online resources to help you learn more about using features or performing tasks on VoxBox.

Procedure

1. Do one of the following:
 - On your Windows computer, right-click the application icon  in the system tray.
 - On your Mac computer, right-click the application icon  on the menu bar.
2. Click **Help > Help Center**.
A web browser opens with the Polycom VoxBox page.

Polycom VoxBox Accessibility Features

Polycom VoxBox includes accessibility features that enable users with visual and hearing impairments to perform functions using the speakerphone.

The following table includes the accessibility features available on the VoxBox speakerphone.

Polycom VoxBox Accessibility Features

Accessibility Feature	Description
Built-in speakerphone	A built-in speakerphone enables you to clearly hear audio on the device.
Tactile Power button	The Power button has a bump to help users discern the Power button from the Bluetooth button.
Adjustable Call Volume	While in a call, you can raise or lower the volume of the audio from the far end and of any other sounds on the device.
Visual notifications	Status and icon indicators let you know when calls are incoming, outgoing, active, or held. Indicators can also indicate the device's status and if features are enabled.
Illuminated feature keys	Many feature keys are illuminated when activated so you're alerted when a feature is enabled.