Voyager 5200 UC

Bluetooth headset

User Guide

Contents

Headset overview

🔊±	Volume
🔇	Mute
Alexa*	Amazon Alexa (requires Plantronics Hub mobile app)
📞	Call
(Teams icon)	Microsoft Teams (requires Teams desktop app)
(Bluetooth icon)®	Bluetooth pairing
Siri, Google Assistant	Default voice assistant
NFC	Near Field Communication (available on select models)
(charge icon)	Charge port
⏻	Power
☼	Indicator light

Be safe   Please read the safety guide for important safety, charging, battery and regulatory information before using your new headset.

USB Bluetooth adapter
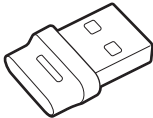
Your high-fidelity Bluetooth USB adapter comes pre-paired to your Poly device. Plug it into your computer to connect to high-fidelity computer audio.

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.*

Charge case overview

The USB Bluetooth adapter is stored inside of the charge case.
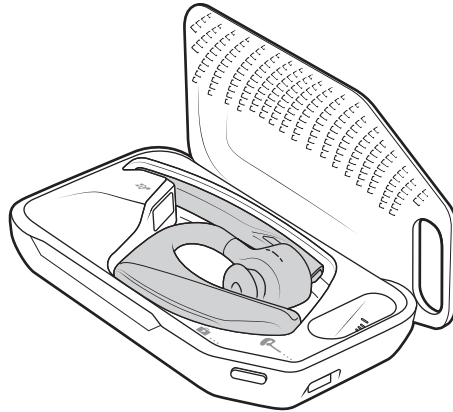
IMPORTANT *The charge case is placed in deep sleep mode after manufacturing to save power and protect the battery. To wake-up the charge case, plug it into a power source for a minimum of 1 minute. The LEDs flash when charging.*

Charge case to PC or USB wall charger

Charge the case for 90 minutes before docking your headset. Once the case is fully charged, it can recharge your headset twice while on the go before needing connection to a charge cable providing up to 14 hours of talk time.
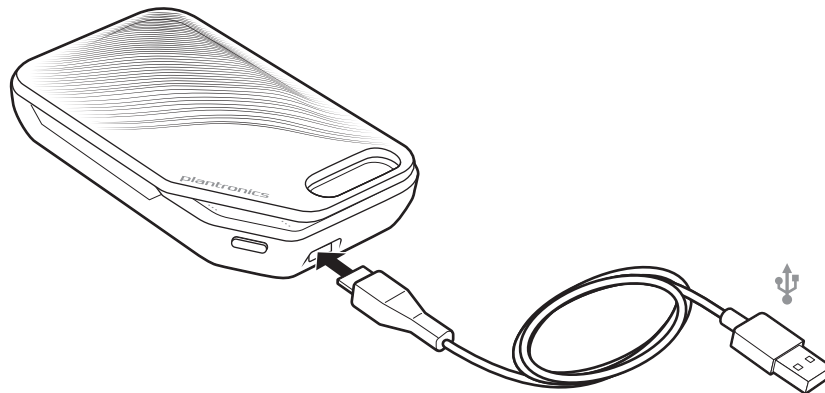
Charge your Headset

Your new headset has enough power to pair and make a few calls directly out of the box. It takes approximately 90 minutes to fully charge the headset; the indicator light turns off once charging is complete.

A micro USB cable is supplied to allow you to charge the headset with an AC wall charger (not included) or through a PC's USB port. The PC must be powered on to charge via USB 2.0 or higher.
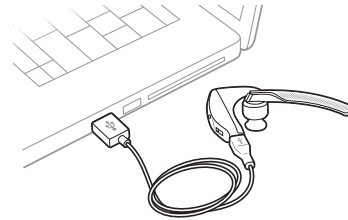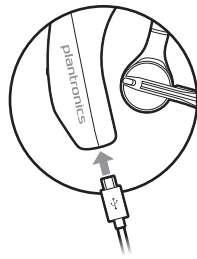
Or you can use the charge case.
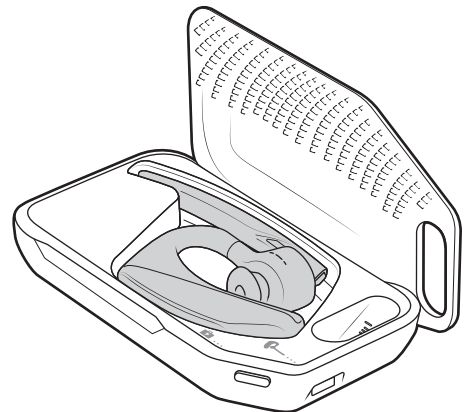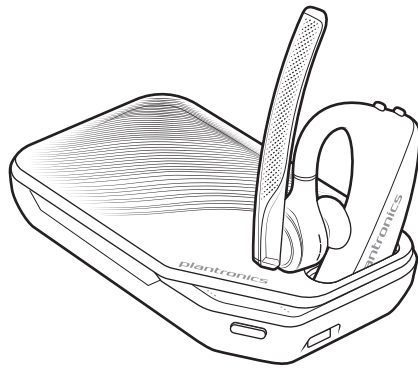
NOTE *Always charge at near room temperatures; never charge battery at temperatures below 0°C (32°F) or above 40°C (104°F).*

Check Battery Level

There are multiple ways to check the battery level of the headset:

- Listen to voice prompts on the headset by pressing the Call ☎ button.
- Check the LED indicators on the headset or charging case.
- Use the Plantronics Hub application for desktop or mobile. You can download the software by visiting poly.com/software.

Headset LED behavior

Off	Charging complete
● ● ●	Battery high
● ●	Battery medium
●	Battery low
● ● ●	Battery critical

Low battery warnings

| Battery Level	Voice Prompt
30 minutes of talk time remaining	"Battery Low" repeats every 15 minutes
10 minutes of talk time remaining	"Recharge Headset" every 5 minutes

Use charge case

A fully charged case can recharge your headset fully two times for an additional 14 hours of headset talk time.

IMPORTANT *The charge case is placed in deep sleep mode after manufacturing to save power and protect the battery. To wake-up the charge case, plug it into a power source for a minimum of 1 minute. The LEDs flash when charging.*

Check the charge case battery status by pressing the button on the side.
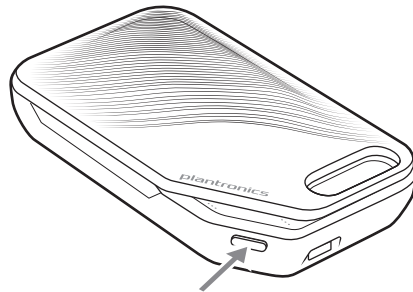
Battery status LEDs for charge case

●●●	Battery high
●●	Battery medium
●	Battery low
●●●	Battery critical; Recharge case/headset

Fit

1. Slide headset over and behind your ear, then press gently toward your ear.
   NOTE *Remove your eyeglasses before donning the headset for best fit.*
2. Rotate microphone boom until it is pointed toward your mouth.
3. Mic boom moves up and down for a better fit.
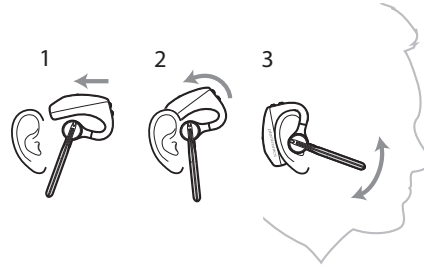
Change the eartip for a better fit.

1. Push in eartip and rotate to the left to unlock it.
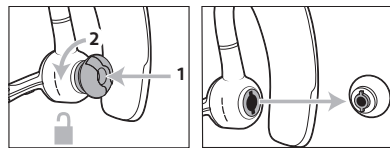
2. Align new eartip into slot; push, rotate to the right and lock into place.

To wear the headset on your other ear, rotate the boom upwards then twist it around so the eartip is on the other side before lowering the mic boom.

Connect and pair

Connect to PC
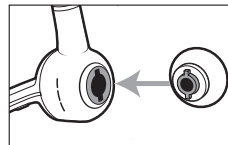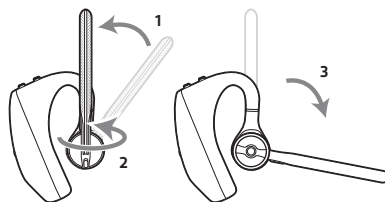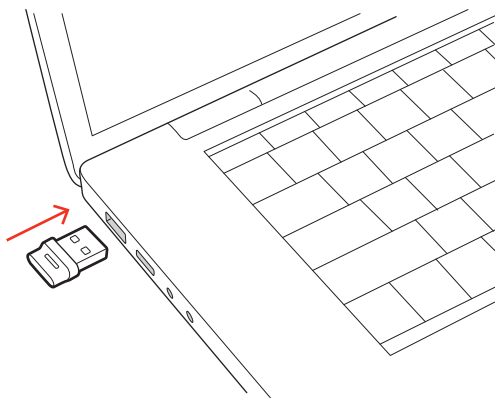
Your Bluetooth USB adapter comes pre-paired to your headset.

1 Turn on your headset and insert the Bluetooth USB adapter into your laptop or PC.

2 The USB adapter LED flashes and then turns solid to indicate the headset is connected to the USB adapter. If you are wearing your headset you hear "PC connected" to indicate the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is solid.

3 Load Poly Lens Desktop App by visiting poly.com/lens. This allows you to customize your headset behavior through advanced settings and options.

Configure USB adapter

Your high-fidelity Bluetooth USB adapter comes ready to take calls. If you want to listen to music, you will need to configure your Bluetooth USB adapter.

Windows

1 To configure your Bluetooth USB adapter to play music, go to Start menu > Control Panel > Sound > Playback tab. Select **Poly BT700** or **Plantronics BT600,** set it as the Default Device and click OK.

2 To pause music when you place or receive calls, go to Start menu > Control Panel > Sound > Communications tab and select the desired parameter.

Mac

1 To configure the Bluetooth USB adapter, go to Apple menu > System Preferences > Sound. On both the Input and Output tabs, select **Poly BT700** or **Plantronics BT600**.

Pair to mobile device

1 To put your headset in pair mode, press the Call button until you hear "pairing" and the headset LEDs flash blue and red.

2 Activate Bluetooth on your phone and set it to search for new devices.
   - **iPhone** Settings > Bluetooth > On*
   - **Android** Settings > Bluetooth On > Scan for devices*

   NOTE *Menus may vary by device.*

3 Select "Poly V5200 Series."
   Once successfully paired, you hear "pairing successful" and the headset LEDs stop flashing.
   NOTE *Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the Bluetooth adapter.*

NFC pairing

NOTE *This feature is available on select models*

NFC pairing is an option if you have no more than one other device already connected. NFC pairing will not work if there are two devices connected already.

1. On your mobile phone ensure NFC is enabled and your phone's display is unlocked. (Phones may vary and some phones may not have NFC support.)

2. With the headset powered on, lay the headset on the back of phone near the NFC tag on phone as shown until NFC pairing completes. If necessary, accept the connection.
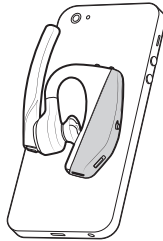

Pair USB adapter again

Typically, your USB adapter is pre-paired to your Poly audio device. In the event that your adapter is disconnected or bought separately, you will need to pair the adapter to your Poly device. The adapter pairing method depends on which USB adapter you use.

Pair BT700 USB adapter again

Your USB adapter requires Poly Lens Desktop App to pair to a Poly audio device. Download: poly.com/lens.
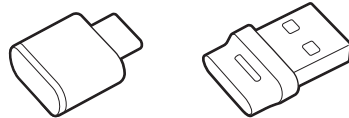
BT700 USB-C   BT700 USB-A

1. Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.

2. Put your Poly audio device in pair mode.

3. Launch Poly Lens Desktop App and navigate to Poly BT700.

4. Put your Bluetooth USB adapter into pair mode by selecting "Pair new device" on the adapter's main page or overflow menu. Your adapter flashes red and blue.
Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.
NOTE *To pair again using Plantronics Hub Desktop App, navigate to the app's Poly BT700 general settings and select "Pair."*
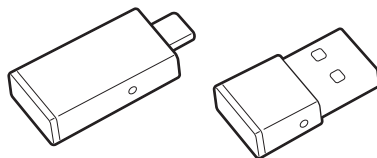
### Pair BT600 USB adapter again

BT600 USB-C   BT600 USB-A

1   Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.

2   Put your Poly audio device in pair mode.

3   Put your Bluetooth USB adapter into pair mode by pressing and holding the recessed pair button with a pen or paperclip until the Bluetooth USB adapter flashes red and blue.
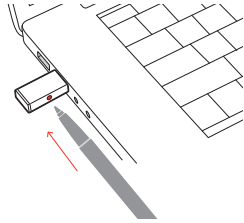
NOTE *Adapter design varies by USB connection.*

Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

The Basics
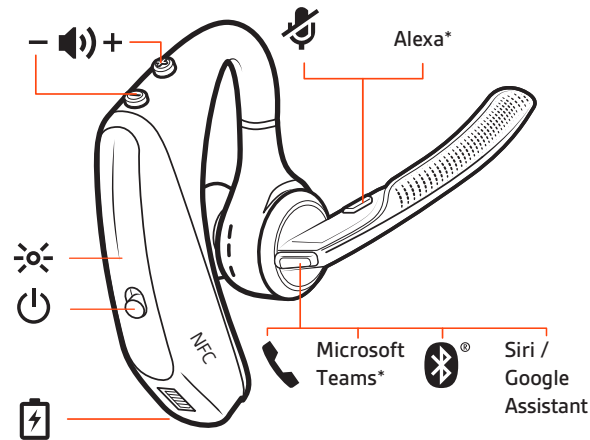
Make/Take/End Calls

Answer a call

- Put the headset on to answer a call, or
- Say "answer" after call is announced, or
- Tap the Call 📞 button.

Answer a second call on VOIP

- First, double key press the Call 📞 button to put the first call on hold and answer the second call. To switch between calls, double press key the Call 📞 button. To end the second call and retrieve the first call, tap the Call 📞 button.

End a call

- Tap the Call 📞 button.

Mute

During an active call, tap the Mute 🔇 button to mute or unmute your headset.

Reject incoming call

- Press the Call 📞 button for 2 seconds.

Redial last outgoing call

- Double-tap the Call 📞 button.

### Caller Announcement (mobile phone only)

When wearing your headset, you will hear the name of a contact calling so you can decide whether to answer or ignore the call without having to check the phone screen.

An incoming caller name is announced:

- if your phone supports Phone Book Access Profile (PBAP)

- if you granted access to your contacts during pairing process (for many mobile phones, this is preset out-of-the box and may not be necessary)

- if the caller is stored in the phone's contacts list

An incoming caller name is not announced: if the caller is unknown, unlisted, blocked, or the language is not supported.

Adjust the volume	Press the Volume buttons ◄ᴥ up (+) or down (–) during a call or while streaming audio. While not on a call or streaming audio you can press the Volume buttons ◄ᴥ to adjust the volume level for Caller Announce and other voice prompts.

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

Interact with Microsoft softphone	• For Microsoft Teams, tap the headset's Call ☎ button to interact (application required).
	• For Skype for Business, press and hold the headset's Call ☎ button for 2 seconds to interact (application required).
	• Set your target phone by going to Poly Lens Desktop App > Softphones > Software Settings > Target Softphone
Voice assistant	**Siri, Google Assistant™, Cortana** Press and hold the Call button for 2 seconds to activate your phone's default voice assistant. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.
Enable and use Amazon Alexa (smartphone feature)	With Alexa enabled on your headset, you can ask for directions, call friends, access Alexa Skills and more.

NOTE *Amazon Alexa isn't available in all languages and countries.*

1 Enable Alexa

   A Pair the headset to your mobile device

   B Download or update your Plantronics Hub mobile app (software) if necessary. Download: poly.com/software

   C Launch Plantronics Hub app and ensure that your headset (firmware) is up-to-date

   D From Plantronics Hub main menu, choose Apps > Amazon Alexa > Enable

   E Launch the Amazon Alexa app and follow the instructions to set up your headset

2 Use Alexa

   A To use Alexa, tap the Mute button (when not on a call) and ask a question. You hear a tone when Alexa is activated.

|	
Play or pause audio	Tap the Call ☎ button to pause or resume streaming audio.
	NOTE *Functionality varies by application. May not function with web-based apps.*
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 the headset will:	taking off the headset will:
Mobile/softphone call	answer the call	keep call in headset
Music/media	resume music/media (if playing previous to taking off)*	pause music/media (if playing)*
Lock headset	unlock the Call button	lock the Call button to avoid accidental calls

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

Reset sensors

You may need to reset the sensors if they are not working as expected.

- Wearing the headset, tap the Call ☏ button to test sensors. A talk time voice alert means sensors are working. A tone or lack of voice prompts means sensors need to be reset.
- To reset the sensors, power on the headset, connect the headset to a USB cable and plug the cable into your computer's USB port or an AC wall adapter (not included). Then place the headset on a flat, non-metallic surface for more than 10 seconds.
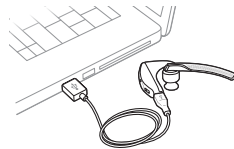
- If you don't have your charging cable available you can also reset your sensors by first turning off the headset, then pressing and holding the Call ☏ and Mute 🔇 buttons simultaneously until the LED turns off. Then put on your headset and turn it on.

Disable sensors

- You can disable your headset smart sensors in Poly Lens App or by using a button press while your headset is idle. Simultaneously press and hold the Call ☏ and Mute 🔇 buttons for 5 seconds. You hear "smart sensors off."

Advanced features

Enable Tile

With the Tile app enabled on your mobile device, you can ring your lost headset or locate it on a map and ask the Tile community for help.

1 Pair the headset to your mobile device

2 Download or update your Plantronics Hub mobile app (software) if necessary. Download: poly.com/software

3 Launch Plantronics Hub app and ensure that your headset (firmware) is up-to-date

4 From Plantronics Hub main menu, choose Apps > Tile > Enable

5 Launch the Tile app and follow the instructions to connect your headset

Adjust voice alert volume

Toggle the volume button when the headset is powered on and idle (not on a call or streaming music) to adjust the volume of the headset's voice alerts.

Load software

Customize your device behavior through advanced settings and options with Poly Lens App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: poly.com/lens.

NOTE *Device settings and updates are also available in Plantronics Hub App.*

Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.

Update your device using Poly Lens App. Download at poly.com/lens.

Troubleshooting

|	
Callers can't hear me.	• Ensure headset is paired and connected to your phone. • On iOS, check your audio output on your smartphone to make sure that the audio is directed to the headset and not another audio output. • Reposition headset on your ear as the sensors may not be detecting it is on. • Reset your sensors (following above instructions) as they may need recalibrating. • Disable your sensors as they may be incompatible with your specific ear shape. • Disable HD Voice (Wideband Audio) via Plantronics Hub application as this setting may be incompatible with your phone.
I can't hear callers or music.	• Ensure headset is paired and connected to your phone. • On iOS, check your audio output on your smartphone to make sure that the audio is directed to the headset and not another audio output. • Reposition headset on your ear as the sensors may not be detecting it is on. • Reset your sensors (following above instructions) as they may need recalibrating. • Disable your sensors as they may be incompatible with your specific ear shape.
My headset will not report 7 hours of talk time after it is fully charged.	• Ensure headset is paired and connected to your phone. • Disable HD Voice (Wideband Audio) which uses more power. • Completely discharge your headset's battery then give it a full charge. • Some phones have less efficient Bluetooth connections and thus will not allow for an optimal talk time of 7 hours. The talk time remaining estimate is partly calculated by your historical use so inconstancies in an estimate may occur based on your particular use patterns.
How do I interact with Microsoft Teams or Skype for Business?	• For Microsoft Teams, tap the Call 📞 button to interact. • For Skype for Business, press and hold the Call 📞 button for 2 seconds to interact. • Set your target phone by going to Poly Lens Desktop App > Softphones > Software Settings > Target Softphone
Does my Microsoft Teams-enabled headset work with other softphones?	Yes, while your headset is optimized for Microsoft Teams, it can be configured to use with other supported softphones. Set your target phone by going to Poly Lens Desktop App > Softphones > Software Settings > Target Softphone When you configure another softphone, the Call button: • doesn't interact with Teams

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- doesn't go to Teams notifications

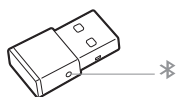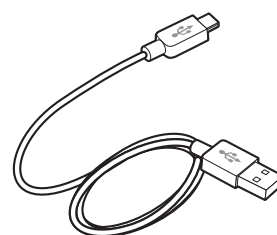- will not launch Cortana

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What's in the box
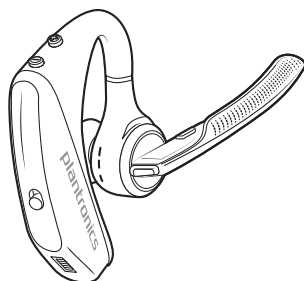
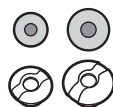Headset
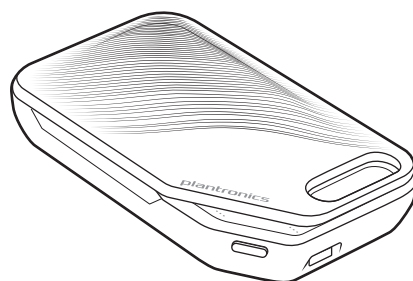
Charge case
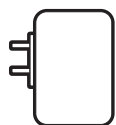
USB Bluetooth adapter

Micro USB cable

Eartips (S, M, L)

Accessories   Sold separately at poly.com/accessories.

Vehicle power
charger

Eartips with foam covers

Wall charger

Support

Model ID: POTE16

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