

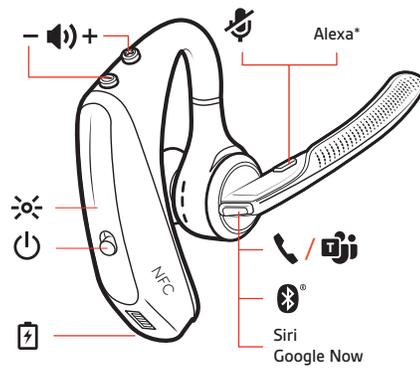
# Voyager 5200 Series Wireless Headset System

User Guide

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# Headset Overview

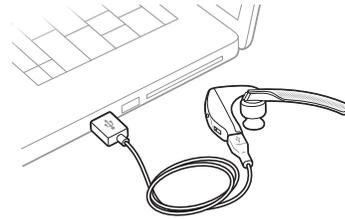
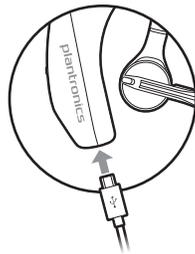


	Charge port
	Call button/Press to interact with Microsoft Teams (app required)
	Bluetooth button (use when pairing a device)
Siri, Google Now	Virtual Personal Assistant (VPA) button
Alexa*	*Alexa requires Plantronics Hub app
	Mute button
	Volume buttons
	Indicator light
	Power button
	Near Field Communication

# 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.



**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

- 1 Check your earbud battery level:
  - Listen to the voice prompt when you remove your earbuds from case and put them on.
  - View battery level in BackBeat app. Download at [poly.com/software](http://poly.com/software).

Voice prompt	Listen time
"Battery high"	3 hours or more
"Battery medium"	1 to 3 hours
"Battery low"	10 minutes to 1 hour
"Battery critical"	Less than 10 minutes

- 2 Check the charge case battery level by pressing the charge case button and viewing the LED inside the case.

Charge case LED	Battery level
○○○	Battery high
○○	Battery medium
●	Battery low
●●●	Battery critical

Low battery warnings

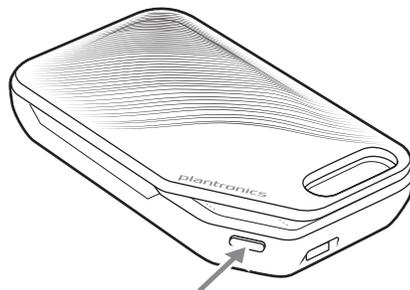
Battery Level	Voice Prompt
30 minutes of talk time remaining	"Battery Low" repeats every 15 minutes
10 minutes of talk time remaining	"Recharge Headset" every 5 minutes

# 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 LED's flash when charging.*

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



## Battery status LEDs for charge case

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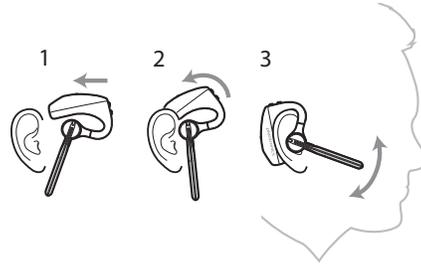
● ● ●	Battery high
● ●	Battery medium
●	Battery low
● ● ●	Battery critical; Recharge case/headset

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**NOTE** *Charge case is sold separately. Visit [poly.com/accessories](http://poly.com/accessories) for more information.*

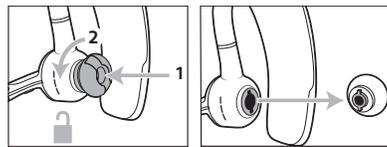
# Fit

- 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.

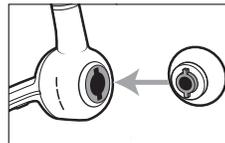


Change the eartip for a better fit.

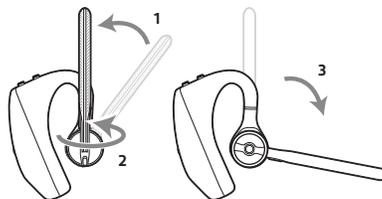
- 1 Push in eartip and rotate to the left to unlock it.



- 2 Align new eartip into slot; push, rotate to the right and lock into place.

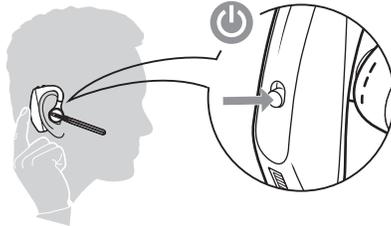


To wear the headset on your other ear, rotate the boom upwards then twist it around so the eartip is on the other side before lowering the mic boom.



# Pair your phone

- Pair to mobile device**
- 1 The first time you power on the headset it begins the pairing process. Put on your headset and you will hear "pairing" and the headset LEDs flash red and blue.



- 2 Select "PLT V5200 Series."  
If necessary, enter four zeros (0000) for the passcode or accept the connection.

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 USB adapter.

## NFC pairing

NFC pairing is an option to pair your phone if there are one or less devices already connected. NFC pairing will not work if there are two devices connected already.

- 1 Ensure NFC is on and your phone's display is unlocked. (Phones may vary.)
- 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.



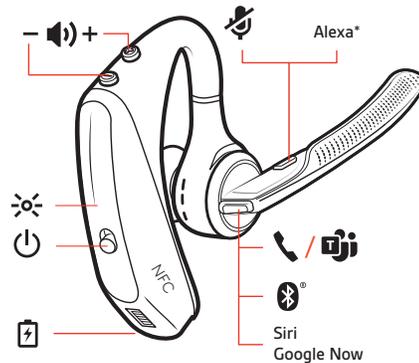
## Pair Another Phone

After pairing your headset to your phone, you may want to pair another phone.

- 1 Power on your headset.
- 2 Choose:
  - Press and hold the Call button  until you hear "pairing"
- 3 Activate Bluetooth on your phone and set it to search for new devices.
- 4 Select "PLT V5200 Series."  
If necessary, enter four zeros (0000) for the passcode or accept the connection.

Once successfully paired, you hear "pairing successful" and the headset indicator lights stop flashing.

# 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.

### End a call

- Tap the Call button.

### 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

Toggle the Volume button up (+) or down (-) during a call or while streaming audio. While not on a call or streaming audio you can toggle the Volume button to adjust the volume level for Caller Announce and other voice prompts.

## Mute

Press the Mute button to mute or unmute your headset during an active call. Customize mute settings in Plantronics Hub app.

### Mute on reminder\*

\* Plantronics Hub for Mac/Win or Plantronics Hub for iOS/Android required to enable.(poly.com/software)

You can add a mute alert notification by managing your mute feature with Plantronics Hub. If this setting is enabled and you have muted an active call and you start to speak, an alert will remind you that you are still on mute.

### Voice assistant

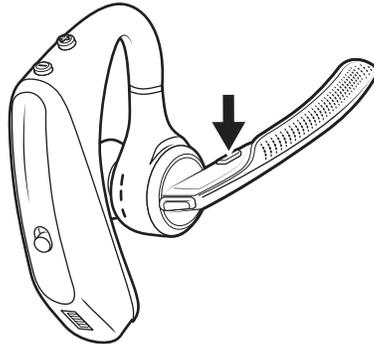
**Siri, Google Assistant™, Cortana** Press and hold the Call button for 2 seconds to activate your phone's default voice assistant. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.

### Enable and use Amazon Alexa

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 **Connect the headset to your mobile device**
  - B **Update your Plantronics Hub mobile app (software) if necessary**
  - 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 and ask a question. You hear a tone when Alexa is activated.**



### Play or pause audio

Choose:

- Click the right earbud to pause or resume streaming audio.
- With active sensors, remove one or both earbuds to pause streaming audio. Put on one or both earbuds to resume audio.

**NOTE** Functionality varies by application.

### Use sensors

Smart sensors respond when you put on or take off your earbuds. Customize in BackBeat app. Below describes default settings.

With active sensors	putting on earbuds will:	taking off earbuds will:
Mobile call	answer the incoming call (both earbuds)	mute the active call (both earbuds)
Music/media	resume music/media (one or both earbuds)*	pause music/media (one or both earbuds)*

**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 through Plantronics Hub software under the *Settings* menu or in an idle state (not on a call or streaming music). Simultaneously press and hold the Call  and Mute  buttons for 5 seconds and a voice prompt will inform you of smart sensors status.

# Advanced features

**Enable Tile** Use the Tile app to ring your lost headset or locate it on a map and ask the Tile community for help.

- 1 Connect the headset to your mobile device
- 2 Launch Plantronics Hub app and ensure that your firmware is up-to-date
- 3 From Plantronics Hub main menu, choose **Apps > Tile > Enable**
- 4 Launch the Tile app and follow the instructions to connect your headset

**Voice alerts list** Following is a list of common voice alerts. You can use Plantronics Hub to customize some of these alerts. Download Plantronics Hub at [poly.com/software](https://poly.com/software)

- "Answering call"
- "Battery low"
- "Battery high"
- "Redialing last outgoing call"
- "Incoming call"
- "Mute on"
- "No phone is connected"
- "Pairing"
- "Pairing incomplete"
- "Pairing successful"
- "Power on"
- "Phone 1 connected"
- "Recharge headset"
- "Volume minimum"

**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.

# Firmware Update

Firmware updates are designed to keep your headset current with the latest technology. Update your firmware to:

- Change voice alert/command languages
- Improve performance
- Add new features to your device

You can update your headset wirelessly using either your smartphone or your desktop PC with Plantronics Hub. Download at [poly.com/software](https://poly.com/software)

With Plantronics Hub for Android/iOS installed on your smartphone, check *Settings* to see if an update is available.

With Plantronics Hub for Windows/Mac installed on your computer, check *Updates* to see if a new version of firmware is available for your device.

## Tips

If you are performing an update using Plantronics Hub from your **phone**:

- Remove your headset from your ear. Do not use your headset or smartphone until the update is complete.
- Disconnect your headset from other devices such as phones, tablets and computers.
- Do not start a second update from a second phone.
- Do not play music on your phone during the update.
- Do not answer or place a call during the update.

**NOTE** *If you receive a lot of calls, emails or texts that interrupt your update, try turning on the Do Not Disturb feature in your phone's setting while you update.*

If you are performing an update using Plantronics Hub for Windows from your **computer** using your wireless USB Bluetooth adapter:

- Remove your headset from your ear. Do not use your headset or computer until the update is complete.
- Disconnect your headset from other devices such as phones, tablets and computers.
- Do not start a second update from another device such as a phone or another computer.
- Disconnect other Bluetooth headsets from your computer.
- Do not answer or place a call during the update.

## Headset recovery

If you receive an over-the-air update failure message, or experience an update failure, take the following steps:

- Download and install Plantronics Hub for Windows/Mac at <https://www.plantronics.com/product/plantronics-hub-desktop>
- Connect your headset to your computer using a USB cable.
- Open Plantronics Hub, go to Help > Support > Firmware Updates & Recovery and enter your Product ID (PID) to complete the recovery.

# Troubleshooting

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Callers can't hear me.

Solutions:

- Ensure headset is paired and connected to your phone.
- Reposition headset on your ear as the sensors may not 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.

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I can't hear callers or music.

Solutions:

- Ensure headset is paired and connected to your phone.
- Reposition headset on your ear as the sensors may not 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.

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My headset will not report 7 hours of talk time after it is fully charged.

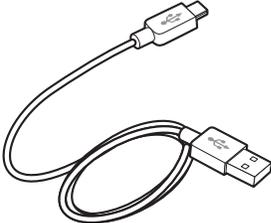
Solutions:

- 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 inconsistencies in an estimate may occur based on your particular use patterns.
-

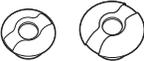
# What's in the box



Headset



Micro USB cable



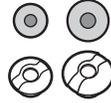
Eartips (S, M, L)

Accessories

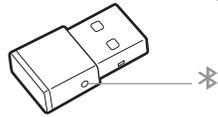
Sold separately at [poly.com/accessories](http://poly.com/accessories).



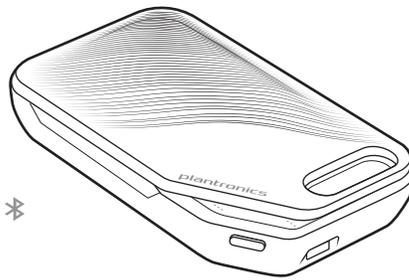
Vehicle power  
charger



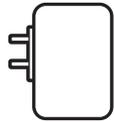
Eartips with foam covers



USB Bluetooth  
adapter



Charge case



Wall charger

# Support

## NEED MORE HELP?

[poly.com/support](https://poly.com/support)

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