



# **Voyager 6200 UC**

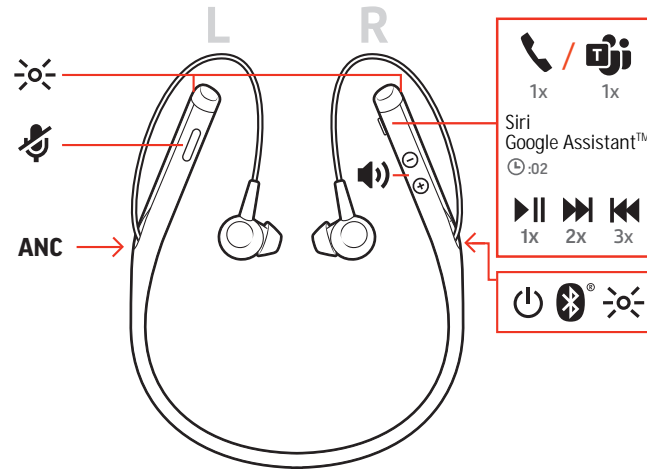
Bluetooth headset










User Guide

# Contents

Headset overview	3
Be safe	3
USB Bluetooth adapter	4
Connect and pair	5
Connect to PC	5
Configure USB adapter	5
Pair to mobile device	5
Pair USB adapter again	6
Load software	8
Update your Poly device	8
Charge	9
Check headset battery status	9
Fit	10
Replace eartips	10
The Basics	11
Power on/off	11
Adjust the volume	11
Play or pause audio	11
Track selection	11
Fast forward/rewind	11
ANC	11
Voice assistant	11
Make/Take/End Calls	11
More Features	13
Interact with Microsoft softphone	13
Online indicator	13
Recalibrate headset sound	13
Troubleshooting	14
Support	16

# Headset overview



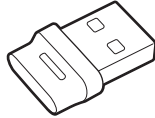
	LEDs
	Mute
ANC	Active Noise Canceling
	Power
	Play/pause*
	Next track*
	Previous track*
	Bluetooth® pairing
	Volume
	Call button/Press to interact with Microsoft Teams (app required)
Siri, Google Assistant	Default voice assistant (smartphone feature)

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

**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	Headset 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

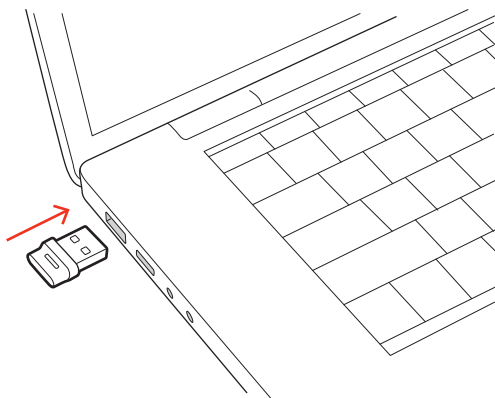
**NOTE** \*Requires Microsoft Teams desktop application.

# 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](http://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

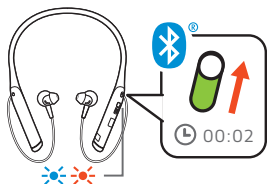
- 1 To configure your Bluetooth USB adapter to play music, go to Start menu > Control Panel > Sound > Playback tab. Select **Poly BT700** or **Plantronics BT600**, set it as the Default Device and click OK.
- 2 To pause music when you place or receive calls, go to Start menu > Control Panel > Sound > 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, slide and hold the Power  $\odot$  switch away from the off position until you hear "pairing" and the headset LEDs flash red and blue.



- 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 V6200 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** To enable caller name announcement, allow access to your contacts if your phone prompts you.

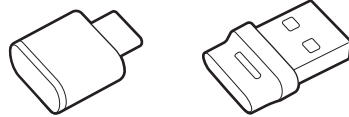
**NOTE** Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the Bluetooth USB adapter.

### 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](https://poly.com/lens).

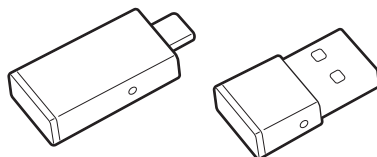


BT700 USB-C      BT700 USB-A

- 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.

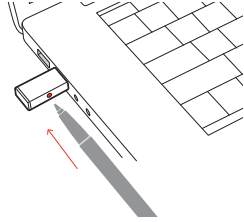
**NOTE** To pair again using Plantronics Hub Desktop App, navigate to the app's Poly BT700 general settings and select "Pair."

### 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.

# 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](https://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 your computer with Poly Lens Desktop App. Download at [poly.com/lens](https://poly.com/lens).

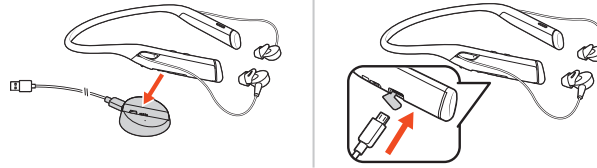
While updating:

- Do not use your Poly device until the update is complete.
- Disconnect your Poly device from paired devices such as phones, tablets and computers.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.



# Charge


It takes 90 minutes to fully charge your headset with the desk charger or micro USB cable. The LEDs turn off once charging is complete. Your headset has up to 10 hours of talk time.



**NOTE** Your headset will vibrate once to confirm that charging is in progress.

## Check headset battery status

Check your headset battery status:

- View status in Poly Lens Desktop App
- With headset inactive, slide and release the Power  switch away from the off position. Listen to the voice alert or observe the headset LEDs.

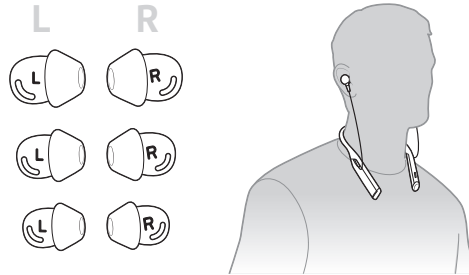
## Headset LED behavior while charging

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

**TIP** To reset the accuracy of the talk time alert, deplete the headset battery then charge fully.

# Fit

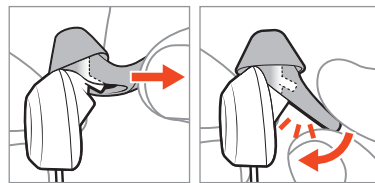
- 1 Try the 3 eartips to find which size fits you comfortably while blocking external noise.
- 2 Listen to music and select the eartip that gives you the most bass response.
- 3 You may prefer a different size eartip in each ear.



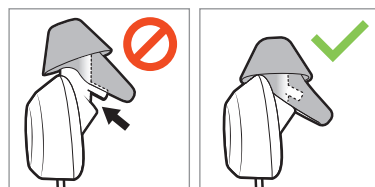
## Replace eartips

Changing the eartips and locking them in place is easy. Left and right are indicated on the eartip and on the earbud.

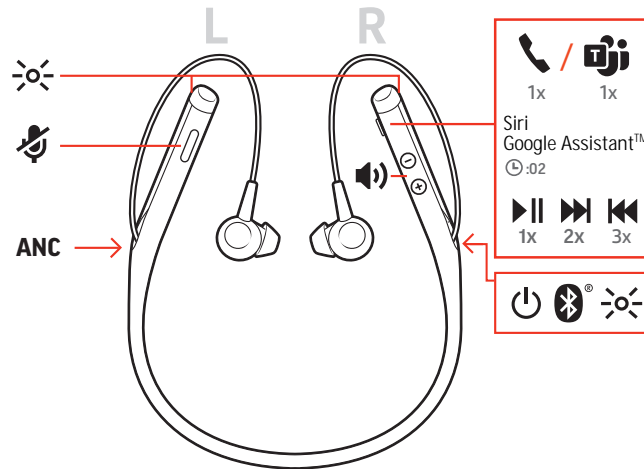
- 1 To put the eartip on the earbud, hold the eartip loop, place it over the earbud and pull the eartip up and over the small tab on back of earbud to click it in place.



- 2 Ensure that you can't see the tab and the eartip is locked in place.



# The Basics



## Power on/off

Slide the switch to power on or off.

## Adjust the volume

Tap the Volume up or Volume down button.

## Adjust headset microphone volume (softphone)

Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

## Play or pause audio

Tap the Call button.

## Track selection

Double-tap the Call button to skip to the next track or triple-tap the Call button to play the previous track.

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

## Fast forward/rewind

Double-tap and hold the Call button to fast-forward. Triple-tap and hold the Call button to rewind.

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

## ANC

Active Noise Canceling (ANC) reduces external noise and enhances your music and sound quality.

Slide the switch to activate ANC.

## 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.

## Make/Take/End Calls

### Answer or end a call

Tap the Call button.



### Answer a second call

First, tap the Call button to end current call, then tap the Call button again to answer new call.

### Mute

While on an active call, tap the red Mute button.

**Hold a call**

Double-tap the Call  button to put a call on hold. Tap the Call  button again to answer an incoming call.


**NOTE** *Up to 2 calls can be put on hold.*

**Switch between calls (flash)**

Double-tap the Call  button to switch between calls.

**NOTE** *Flash functionality works only between calls of the same type. Flash does not work between mobile and softphone calls.*


**Call back last call**

Double-tap the Call button .

**Answer calls from a second device**

It's easy to answer calls from two devices (including softphone).

When on a call, you hear a ringtone notification of the incoming call from the second paired device.

To answer a second call from the other device, first tap the Call  button to end the current call and tap the Call button again to answer the new call. If you choose to not answer the second call, it will go to voicemail.

# More Features

## Interact with Microsoft softphone

- For Microsoft Teams, tap the headset's Call \ button to interact (Teams desktop application required).
- For Skype for Business, press and hold the headset's Call \ button for 2 seconds to interact (Skype for Business desktop application required).

## Online indicator

Your headset LED illuminates red to inform others that you are on a call. Manage settings in Poly Lens App.

## Recalibrate headset sound

Recalibrate your headset sound if your voice sounds muffled on a call or if callers hear your background noise.

- 1 Power off your headset for 10 seconds
- 2 Power on headset in a quiet environment

# Troubleshooting

---

My eartips are not staying on the earbuds.	Ensure that your eartips are securely attached to the earbuds. See <a href="#">Replace eartips</a> .
--	--

---

When I use my headset with a softphone, the headset call control and mute buttons don't work.	Check the following: <ul style="list-style-type: none"><li>• If required to enable headset control (answer/end and mute) functionality, ensure you have Poly software installed. See <a href="#">Load software</a>.</li><li>• Ensure that you connect to computer audio with your high-fidelity Bluetooth USB adapter for optimal sound and functionality.</li><li>• Pairing your headset directly to your computer is not recommended.</li></ul>
---	---

---

The headset sound is not working as expected when connected to your computer. <ul style="list-style-type: none"><li>• During a call, nobody can hear me</li><li>• During a call, I can't hear anybody</li><li>• Music is not coming through my headset</li><li>• When I play music and a call comes in, the music is too loud or doesn't pause</li></ul>	<ul style="list-style-type: none"><li>• To configure the headset sound on your computer, see <a href="#">Configure for media</a>.</li><li>• Ensure that only one softphone application is opened at a time.</li><li>• For best performance, ensure your headset is up-to-date. See <a href="#">Update your Poly device</a>.</li></ul>
--	---

---

While on a call or playing media, I get interference and drops in sound.	<ul style="list-style-type: none"><li>• Ensure that you connect to computer audio with your high-fidelity Bluetooth USB adapter for optimal sound and functionality.</li><li>• For best audio reception, keep your paired mobile phone on the right side of your body.</li></ul>
--	--



---

While on a call, others have trouble hearing me. <ul style="list-style-type: none"><li>• My voice sounds muffled or far away</li><li>• Others hear my background noise</li></ul>	See <a href="#">Recalibrate headset sound</a> .
--	---

---

The headset talk time is not accurate.	Charge the headset fully to reset the accuracy of the talk time prompts.
--	--

---

How do I interact with Microsoft Teams or Skype for Business?	<ul style="list-style-type: none"><li>• For Microsoft Teams, tap the Call  button to interact.</li><li>• For Skype for Business, press and hold the Call  button for 2 seconds to interact.</li><li>• Set your target phone by going to Poly Lens Desktop App &gt; Software Settings &gt; Softphone &gt; Target Softphone</li></ul>
---	---

---

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 > Software Settings > Softphone > Target Softphone
---	---

---

When you configure another softphone, the Call button:

- doesn't interact with Teams
  - doesn't go to Teams notifications
  - will not launch Cortana
-

# Support

## NEED MORE HELP?

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

**Manufacturer:**

<b>Plantronics, Inc.</b>	<b>Plantronics B.V.</b>
345 Encinal Street	Scorpius 171
Santa Cruz, CA 95060	2132 LR Hoofddorp
United States	Netherlands

© 2021 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. Bluetooth is a registered trademark of Bluetooth SIG, Inc. and any use by Plantronics, Inc. is under license. All other trademarks are the property of their respective owners. Manufactured by Plantronics, Inc.

Model ID: Headset: B6200, adapter BT600 / BT600C / BT700 / BT700C

210803-06 07.21