# Voyager 5200 UC

Bluetooth headset

User Guide

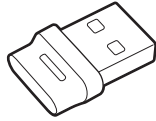# Contents

# Headset overview



| Icon | Headset control |
|------|-----------------|
| 🔊± | Volume |
| 🎤 | Mute |
| 📞 | Call |
| ⬛ | Microsoft Teams (requires Teams desktop app) |
| ∗ | Bluetooth pairing |
| Siri, Google Assistant | Default voice assistant |
| NFC | Near Field Communication (available on select models) |
| 🔋 | Charge port |
| ⏻ | Power |
| ☀ | Indicator light |

# 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
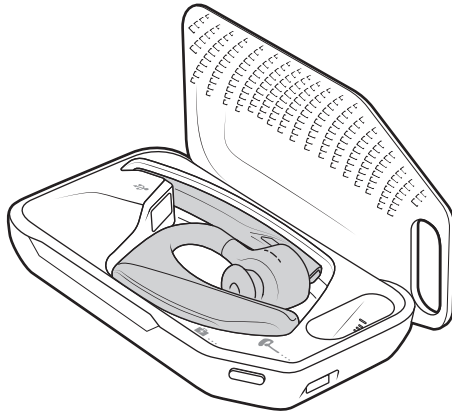
**Note:** The USB Bluetooth adapter is stored inside of the charge case.

**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 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.
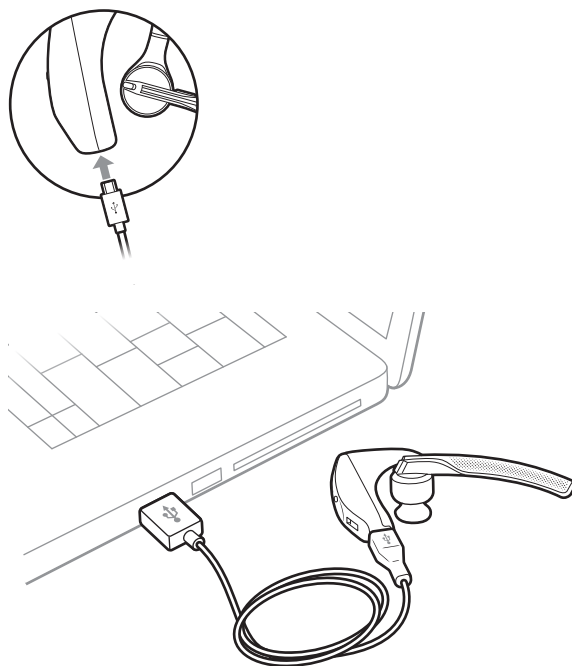
Or you can use the accessory charge case. Press the charge case button to begin charging.
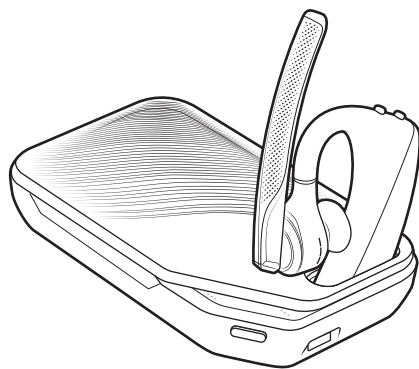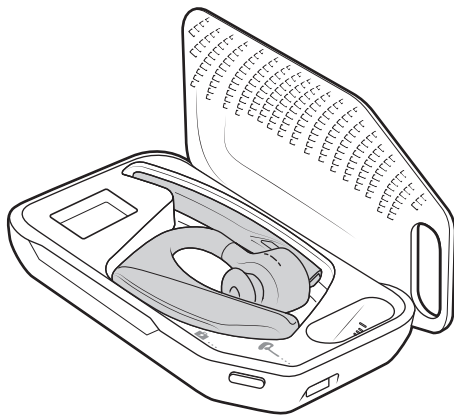
**Note:** Always charge at near room temperatures; never charge battery at temperatures below 0°C (32°F) or above 40°C (104°F).

## Check headset battery status

Check your headset battery status by doing one of the following:

- With your headset powered on and smart sensors active, put on your headset and listen to the voice alert.
- View headset LEDs while charging.
- Power on your headset and listen to the voice alert.
- View status in Poly Lens App.

| LED while charging | Headset battery status |
|:---:|:---|
| 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.

## 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.

1 Place your headset inside the charge case or connect it to the charge port on the top of the case.
2 Press the case button to begin charging your headset.
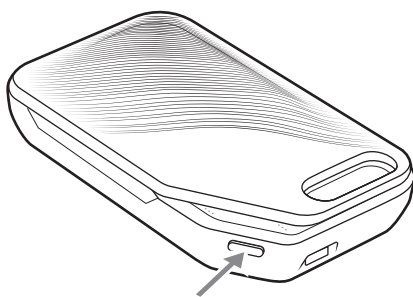


| Charge case LEDs | Status |
|---|---|
| ● ● ● | Fully charged |
| ● ● | Charging |
| ● | Battery depleted; Recharge case/headset |

# 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.
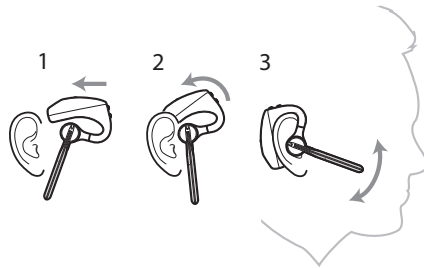


## Change eartip size

Change the eartip for a better fit.

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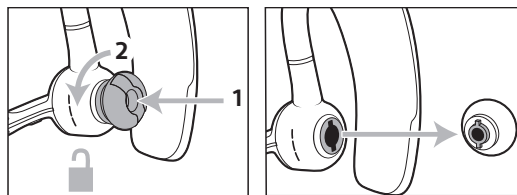


2   Align new eartip into slot; push, rotate to the right and lock into place.



## Switch ears

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

## 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."
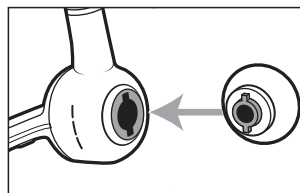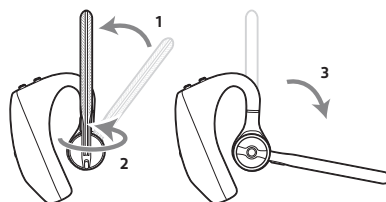   Once successfully paired, you hear "pairing successful" and the headset LEDs stop flashing.

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

## 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.
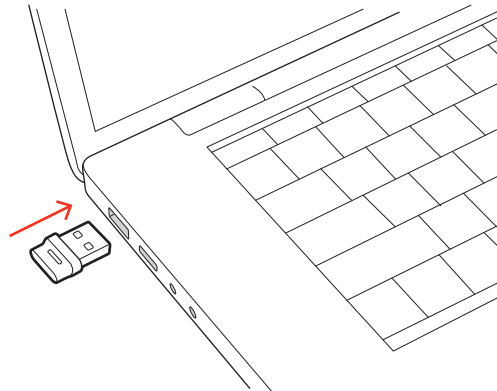


2. The USB adapter LED flashes and then turns solid to indicate the headset is connected to the USB adapter. If you are wearing your headset you hear "PC connected" to indicate the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is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

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

## Configure USB adapter for streaming media

Your high-fidelity Bluetooth USB adapter comes ready to take calls. To streaming media, configure your Bluetooth USB adapter.

**Windows**

1. To configure your Bluetooth USB adapter for streaming media in your PC, go to **Start menu > Control Panel > Sound > Playback tab**. Select Poly BT700 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 your Bluetooth USB adapter for streaming media on your Mac, go to
**System Preferences > Sound**. On both the Input and Output tabs, select **Poly BT700**.

## 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.
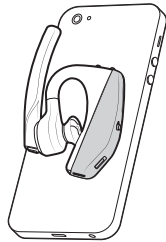
# The Basics
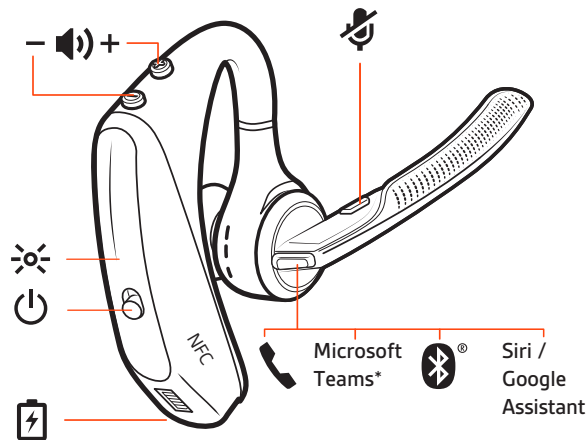


## Power on/off

To turn on the headset, slide the Power⏻ button to reveal green.

## Adjust the volume

Press the Volume buttons ◀) up (+) or down (−) during a call or while streaming audio. While not on a call or streaming audio you can press the Volume buttons ◀) 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.

## 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.

### Mute

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

### Reject a call

Press Call button ↘ for 2 seconds until a tone is heard.

### Redial last outgoing call

- Double-tap the Call ↘ button.

## 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**

## 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.

## 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.

## 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.
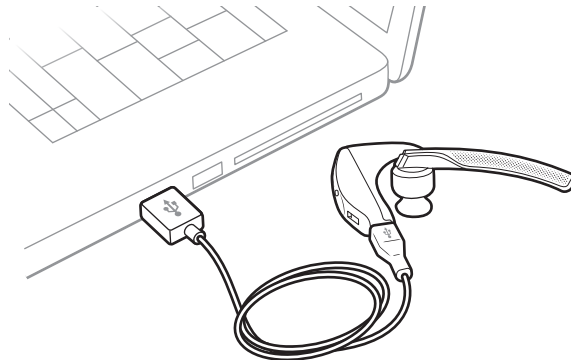
**Disable sensors**

- 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

## 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.

## Reconnect to wireless device

If your headset has become disconnected, reconnect to your Bluetooth device.

Press the Call button ⬋ once or manually connect through your device's Bluetooth device menu. You hear "phone connected."

## 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.

## 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/software.
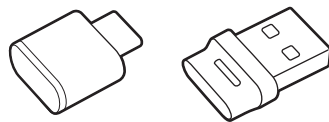
**Note:** Adapter design varies by USB connection.

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.

**Pair BT600 USB adapter again**

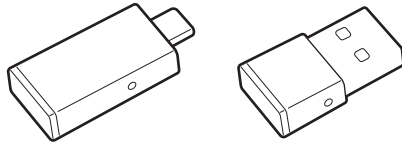**Note:** Adapter design varies by USB connection.

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.
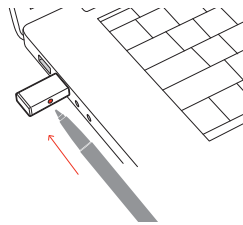


   Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

# Load software

Download Poly Lens App to get the most out of your device. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: [poly.com/software](poly.com/software).

- Enable features
- Change settings
- Configure call control for softphones
- Update device firmware
- Manage notifications and alerts
- Schedule health and wellness reminders

## 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/software](poly.com/software).

# Troubleshooting

| Issue | Resolution |
|---|---|
| How do I pair my headset to a mobile device? | See Pair to mobile device. |
| How do I pair my headset to a computer or laptop? | Plug in the USB Bluetooth adapter to your computer or laptop. The adapter is paired to your headset and connects to computer audio. See Connect to PC. |
| Why should I use the USB Bluetooth adapter instead of my computer's Bluetooth? | Your USB Bluetooth adapter provides the best connection, softphone functionality and acoustic sound quality through your headset. See Connect to PC, Configure USB adapter for streaming media. |
| How do I pair my USB Bluetooth adapter to another supported Poly audio device? | Poly Lens Desktop App is required to pair your BT700 USB Bluetooth adapter to another device. Your Bluetooth adapter remembers up to 2 supported Poly audio devices, but connects to only one at a time. See Configure USB adapter for streaming media. |
| Can I connect my headset to a mobile phone and computer at the same time? | Yes, your headset can connect to mobile and PC. Your headset remembers up to 8 devices, but connect to up to 2 devices at a time. That includes the USB Bluetooth adapter. |
| The headset audio is not working as expected when connected to my computer.<br>• During a call, nobody can hear me<br>• During a call, I can't hear anybody<br>• Music is not coming through my headset<br>• When I play music and a call comes in, the music is too loud or doesn't pause | Check the following:<br>• To configure the headset sound on your computer, see Configure USB adapter.<br>• Ensure that only one softphone application is opened at a time.<br>• For best performance, ensure your headset firmware is up-to-date. See Update your Poly device. |
| My headset call control is not working as expected when on a softphone call. | Check the following:<br>• For best performance, ensure your headset firmware is up-to-date. See Update your Poly device.<br>• Ensure that only one softphone application is opened at a time.<br>• If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop App installed. See Load software.<br>• Select your softphone application in Poly Lens Desktop App. |
| My audio unexpectedly switches between my headset and mobile phone. | • If you do not wear glasses, reset your headset sensors. See Reset sensors.<br>• If you wear glasses, try disabling the sensors. Your headset wearing sensors may not function correctly when wearing glasses with certain frame characteristics. See Disable sensors. |

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| Issue | Resolution |
|---|---|
| My audio is crackling. | <ul><li>Your headset may be too far away from your connected device and out of Bluetooth range. Move closer to your connected device.</li><li>Bluetooth density issues: If you are in a location with many Bluetooth devices operating at the same time (such as on a train or in a gym), they may be interfering with your Bluetooth connection and causing instability. Try using your headset in a less crowded location to see if the issue presists.</li><li>Ensure that your headset microphone is pointed toward the corner of your mouth. See Fit.</li></ul> |
| <ul><li>Callers can't hear me.</li><li>I can't hear callers or music.</li></ul> | <ul><li>Ensure headset is paired and connected to your phone. See Pair to mobile device.</li><li>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.</li><li>If your headset is connected to computer with USB Bluetooth adapter, configure for streaming audio. See Configure USB adapter for streaming media.</li><li>Your headset sensor may not be detecting your ear shape correctly. Reposition headset on your ear.</li><li>Disable your sensors as they may be incompatible with your specific ear shape or glasses frames. See Disable sensorsYou may need to reset your sensors. See Reset sensors.</li><li>Disable HD Voice (Wideband Audio) via Poly Lens App as this setting may be incompatible with your phone.</li></ul> |
| My headset will not report 7 hours of talk time after it is fully charged. | <ul><li>Ensure headset is paired and connected to your phone. See Pair to mobile device.</li><li>Disable HD Voice (Wideband Audio) which uses more power.</li><li>Completely discharge your headset's battery then give it a full charge.</li><li>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.</li></ul> |
| How do I lower the volume of voice prompts? | See Adjust voice prompt volume. |
| I want to customize my headset features. | Customize your device settings with Poly Lens App. Download: poly.com/software |
| How do I interact with Microsoft Teams or Skype for Business? | <ul><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 > **Softphones > Software Settings > Target Softphone**</li></ul> |

| Issue | Resolution |
|---|---|
| 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**<br><br>When you configure another softphone, the Call button:<br><br>• doesn't interact with Teams<br>• doesn't go to Teams notifications<br>• will not launch Cortana |

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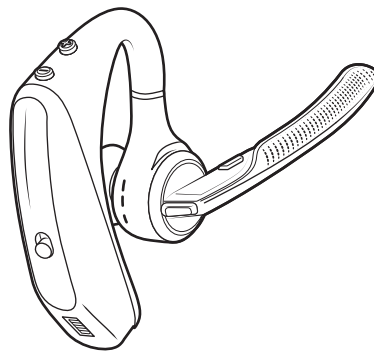
Headset
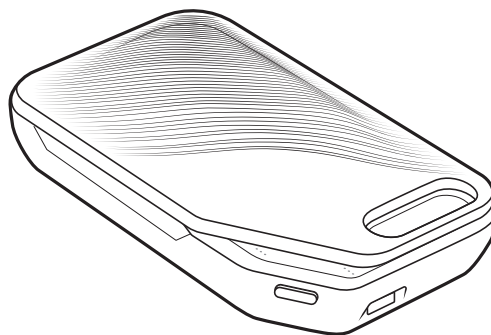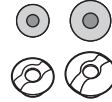
Charge case
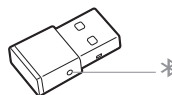
USB Bluetooth adapter
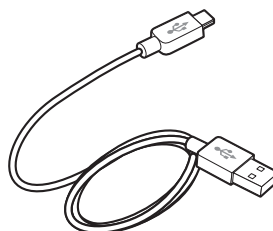
Micro USB cable

Eartips (S, M, L)

## Accessories

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

Vehicle power charger

Eartips with foam covers

Wall charger

# Safety warnings

## Frequency and transmitter power

Bluetooth: operating between 2,402 and 2,480 MHz below 2.4mW average.

## 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 Poly product. Operating, storage and charging temperature is 10°C to 40°C (50°F to 104°F).

- Only use those Poly products and accessories designed for use with this product.
- If you experience a skin irritation after using this product, discontinue use and contact Poly.
- 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 Poly 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.

See poly.com/healthandsafety for more information on headsets/headphones and hearing.

- 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 Poly. Remove a spent battery promptly.
- Replace rechargeable batteries after three years or 300 charge cycles, whichever occurs first.
- 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 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.
- 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.
- Always store batteries where children cannot reach them.
- 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 Poly 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.

# Support

**NEED MORE HELP?**

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

**Manufacturer:**

**Plantronics, Inc.**

345 Encinal Street

Santa Cruz, CA 95060

United States

**Plantronics B.V.**

Scorpius 171

2132 LR Hoofddorp

Netherlands

**Plantronics Ltd.**

Building 4, Foundation Park

Cannon Lane, Part 1st Floor

Maidenhead, SL6 3UD

United Kingdom

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Model ID: headset POTE16, adapter BT700/BT700C and charge case CC5200.

206544-06 02.23

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