plantronics®

Voyager 3200 UC

Bluetooth Headset System

User Guide

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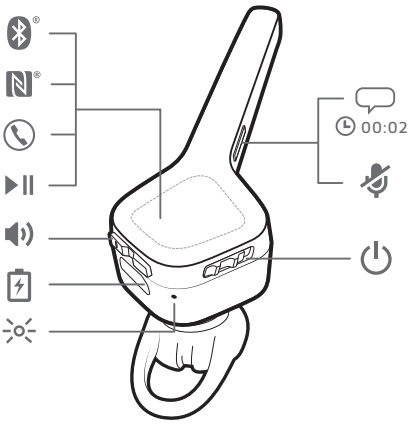
Headset overview

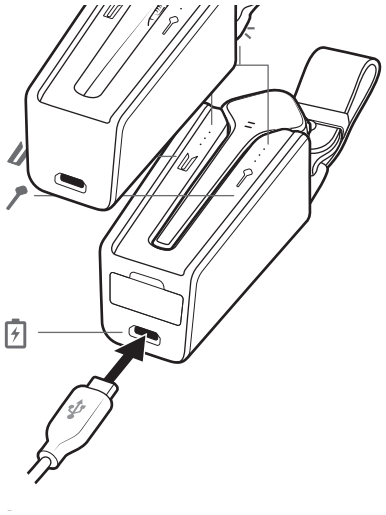


	Bluetooth pair
	Near Field Communication (NFC) pair
	Call
	Play/Pause
	Volume
	Micro-USB charge port
	Headset LED (indicator light)
	Voice control (Siri, Google Now, Cortana)
	Mute
	Power

Be safe

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

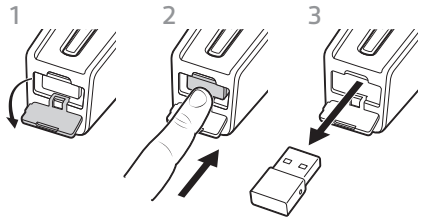
Charge case overview



	Charge case LEDs; indicates case/headset battery status
	Charge case: Touch the icon to display the charge case battery status
	Headset: Touch the icon to display the headset battery status
	Micro-USB charge port

It takes 90 minutes to fully charge the charge case. When fully charged, the charge case provides an extra 10 hours of battery life for the headset.

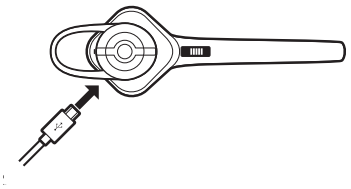
The optional Bluetooth USB adapter is stored in the charge case.



Charge

It takes 90 minutes to fully charge the headset. The indicator light turns off once charging is complete.

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



Headset LED behavior while charging with micro USB cable

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

Check headset battery status

There are several ways to check your headset battery status.

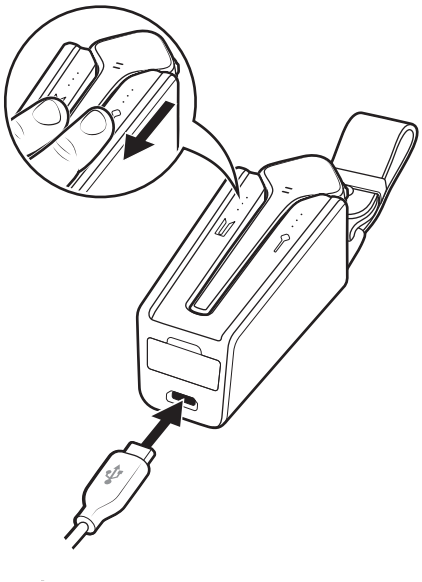
1. Wearing the headset, tap the Call button and listen to the voice alert.
2. When not wearing the headset, tap the Call button and observe the headset LEDs.
3. Check Plantronics Hub home screen.

Use the charge case

A fully charged case can supply an additional 10 hours of headset talk time. It takes 90 minutes to fully charge the charge case. It takes 2 hours to fully charge the headset and charge case together.

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 or headset battery status by touching/swiping either the case or headset icons. The LEDs indicate the battery status.



Battery status LEDs for charge case and headset

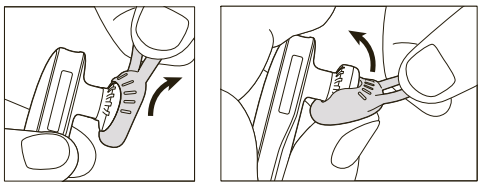
●●●	Battery high
●●	Battery medium
●	Battery low
☀	Battery critical; Recharge case/headset

Fit

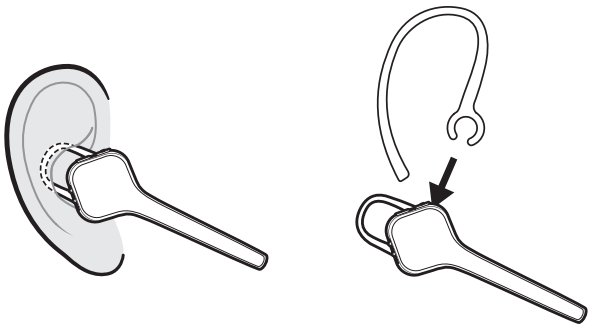
Adjust the fit

The loop of the gel eartip tucks into the back curve of your ear for a stable fit.

1 With the headset powered off, replace the eartip with an alternate size if it feels loose or tight in you ear.



2 To adjust the fit, rotate the eartip on the headset or add the optional clip-on earloop.*



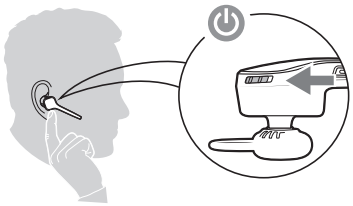
NOTE **Using clip-on earloop may decrease sensor sensitivity. Turn off sensors for better performance.*

Pair

NOTE *If your phone supports Near Field Communication (NFC), go to **NFC pairing.***

Bluetooth pairing

1 Wearing your headset, power it on. You hear "pairing" in the default language. The headset LED flashes red and blue.



2 Activate Bluetooth® on your phone to search for new devices.

- **iPhone** > **Settings** > **Bluetooth** > **On***
- **Android** > **Settings** > **Bluetooth** > **On** > **Scan***

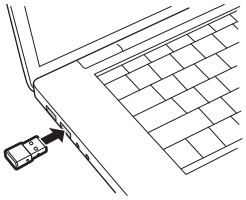
NOTE **Menus may vary by device.*

3 Select " PLT V3200 Series." If necessary, enter four zeros (0000) for the passcode or accept the connection. Once successfully paired, you hear "pairing successful."

Use with computer

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

3 **OPTIONAL** Load Plantronics Hub for Windows and Mac by visiting plantronics.com/software. This will allow you to customize your headset behavior through advanced settings and options.

Configure for media

Your USB Bluetooth adapter comes ready to take calls, but listening to music takes some additional configuration.

Windows

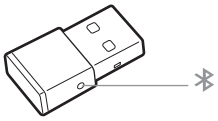
1 To configure your Bluetooth USB adapter to play music, go to **Start menu** > **Control Panel** > **Sound** > **Playback tab**. Select **Plantronics BT600**, set it as the Default Device and click OK.

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 **Plantronics BT600**.

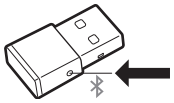
USB Bluetooth adapter



USB LEDs	What they mean
Red and blue flashes	Pairing
Solid Blue	Pairing successful; Connected
Blue flashes	On a call
Solid red	Mute active
Purple flashes	Streaming music/media from computer

Pair USB adapter again

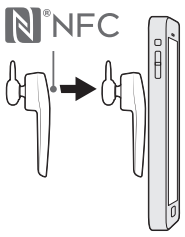
1. Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.
2. Put your headphones in pair mode.
3. Put your Bluetooth USB adapter into pair mode by gently pressing and holding the pair button with a pen or paperclip until the Bluetooth USB adapter flashes red and blue.



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

NFC pairing

1. Ensure NFC is on and your phone's display is unlocked.
2. Tap and hold the headset to the phone's NFC tag location until NFC pairing completes. If necessary, accept the connection.
   NOTE *The headset's NFC tag is located on the top of the headset. Phone NFC tag locations vary.*



Pair mode

With your headset powered on, press and hold the Call button until you hear "pairing."

Load software

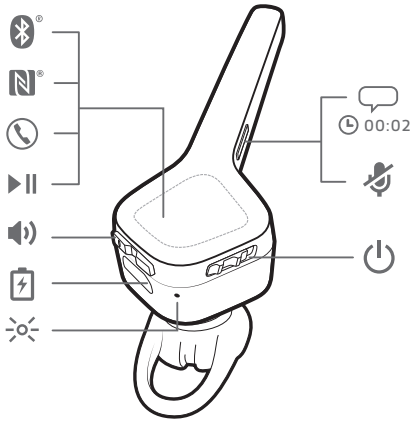
NOTE *Some softphones require the installation of Plantronics Hub for Windows and Mac to enable headset control (answer/end and mute) functionality.*

- Download Plantronics Hub for Windows/Mac by visiting plantronics.com/software.
- Download Plantronics Hub for iOS/Android by visiting plantronics.com/software, the App Store or Google Play.

Manage your headset settings with your computer or mobile device with Plantronics Hub for Windows and Mac or Plantronics Hub for iOS and Android, respectively.

Plantronics Hub	iOS and Android	Windows and Mac
Call control for softphones	available for some softphones	X
Change headset language	X	X
Update firmware	X	X
Turn features on/off	X	X
View user guide	X	X
Battery meter	X	X
Find MyHeadset	X	

The Basics



Make/Take/End Calls

Answer a call

Choose:

- Put on the headset to answer call, or
- Say “answer” after call is announced, or
- 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.

End a call

Tap the Call button to end current call.

Reject a call

Choose:

- Say “ignore” after call is announced, or
- Press Call button for 2 seconds

Redial last outgoing call

Double-tap the Call button.

Mute

During a conversation, press the Mute button. You hear “mute on” or “mute off."

Mute reminder

If mute reminder is on, an alert repeats when you speak to remind you that mute is activated. Customize your settings in Plantronics Hub.

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.

Voice control

Siri, Google Now™, Cortana When not on a call, press and hold the Voice button for 2 seconds until you hear the tone. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.

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.

Adjust headset microphone volume (softphone)

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

Play or pause streaming audio

When not on a call, press the Play/Pause ▶II button for 2 seconds to either pause or resume playback of streaming audio.
NOTE *You must pause your streaming audio before you use your headset's voice commands to initiate an outbound call with your headset (call back or voice dial).*

NOTE *If you power off the headset or go out of phone range while streaming audio, your headset will not play/pause the stream upon reconnecting until you manually resume streaming with your phone.*

Use sensors

Smart sensors respond when you put on or take off your headset. Customize with Plantronics Hub. Below describes default settings.

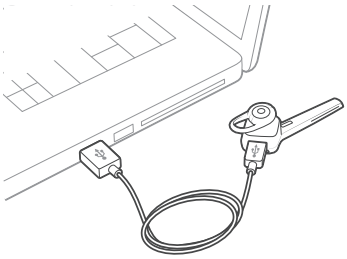
With active sensors	putting on the headset will:	taking off the headset will:
Mobile/softphone call	answer the call	keep call in headset
Music/media	resume music/media (if playing previous to taking off)*	pause music/media (if playing)*
Lock headset	unlock the Call button	lock the Call button to avoid 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.

To reset your sensors, connect the headset directly to your computer's USB port, and place it, with the eartip up, on a flat non-metallic surface for more than 10 seconds.



Disable sensors

You can disable your headset smart sensors several ways:

- Manage sensors through Plantronics Hub software
- Hold both the Mute and Call buttons for more than 4 seconds until the LED flashes purple then red. Repeat to reactivate; the LED flashes purple then blue

NOTE *Sensors cannot be disabled while streaming audio.*

More Features

Select language

You can wirelessly change your headset language using Plantronics Hub software. Download: plantronics.com/software. Choose:

- With your headset paired to your smartphone, select headset language in Plantronics Hub for iOS/Android
- With your headset connected to your computer via USB adapter or cable, select headset language in Plantronics Hub for Windows/Mac*

**USB adapter not included in all models.*

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 plantronics.com/software

- "Answering call"
- "Battery low"
- "Redialing last outgoing call"
- "Incoming call"
- "Mute on/mute off"
- "No phone is connected"
- "Pairing"
- "Pairing incomplete, restart headset"
- "Pairing successful"
- "Power on/off"
- "Phone X connected/disconnected"
- "Recharge headset"
- "Smart sensors on/off"
- "Battery high"
- "Volume maximum/minimum"

Modify the answer/ignore voice commands

Enable or disable the answer/ignore voice commands using Plantronics Hub. Visit plantronics.com/software.

Use two phones

Multipoint technology lets you pair a second phone and answer calls from either phone.

Once you have paired your two phones, it's easy to answer calls from either phone.

When on a call, you will hear a ringtone notification of the incoming call from the second paired phone. To answer a second call from the other phone, you must end the current call (tap Call button) so the new call automatically answers.
If you choose to not answer the second call, it will go to voicemail.

Change headset settings

You can manage your headset settings by using Plantronics Hub for Windows/Mac on your computer or Plantronics Hub for iOS/Android on your mobile device. Visit plantronics.com/software.

Settings that can be changed include:

- Headset language

- Answering call alert
- Mute
- Mute reminder
- Smart sensors
- Firmware update
- Streaming audio (A2DP)
- HD Voice (wideband audio)
- Caller ID on/off
- Call answer/ignore
- Audio channel tone
- Restore default settings
- Find MyHeadset: clear event history

Update firmware

Keep your firmware up-to-date to improve performance and add new features to your headset.

Update your firmware using your computer or mobile device with Plantronics Hub for Windows/Mac or Plantronics Hub for iOS/Android, respectively. Download Plantronics Hub at plantronics.com/software. Choose:

- Plantronics Hub for Windows/Mac: With your headset connected your computer, check Updates for available firmware update
- Plantronics Hub for iOS/Android: With your headset paired to your smartphone, check Settings for available firmware update

While updating firmware:

- Remove your headset from your ear. Do not use your headset or device 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 device
- Do not stream media on your smartphone
- Do not answer or place a call

NOTE ***Smartphone:*** *If you receive a lot of calls, emails or texts, try turning on the Do Not Disturb feature in your smartphone's settings while you update.*

Headset recovery

If you have several failed attempts at an over-the-air firmware update, or if your headset becomes unresponsive, take the following steps:

1. Download and install Plantronics Hub for Windows/Mac at plantronics.com/software
2. Connect your headset to your computer using a USB cable
3. Open Plantronics Hub, go to Help > Support > Firmware Updates & Recovery and enter your Product ID (PID) to complete the recovery

Find your Product ID (PID). Choose:

- Plantronics Hub's headset recovery instructions
- Plantronics Hub's home screen

Troubleshooting

Callers can't hear me.	• Ensure headset is paired and connected to your phone. • On your smartphone, check audio source 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 to recalibrate them. See Reset sensors. • Disable your sensors as they may be incompatible with your specific ear shape. • Using your clip-on earloop may decrease sensor sensitivity. Turn off sensors for better performance. • Disable HD Voice (Wideband Audio) with 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 your smartphone, check audio source 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 to recalibrate them. See Reset sensors. • Disable your sensors as they may be incompatible with your specific ear shape. • Using your clip-on earloop may decrease sensor sensitivity. Turn off sensors for better performance.
My headset will not achieve 6 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 will not allow for an optimal talk time of 6 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.

Support

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**Support in English*

For warranty details, go to plantronics.com/warranty.

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Patents: US 9,264,792; D717,771; D730,877; D766,209; patents pending.

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