Voyager 5200 UC

Wireless Headset System

User Guide

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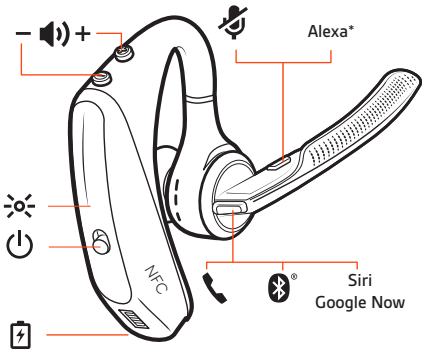
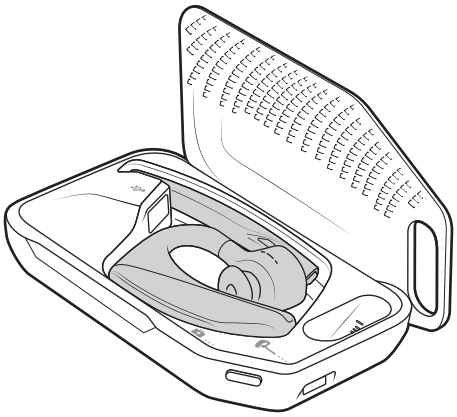
Headset Overview



	Charge port
	Call button
	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 case overview

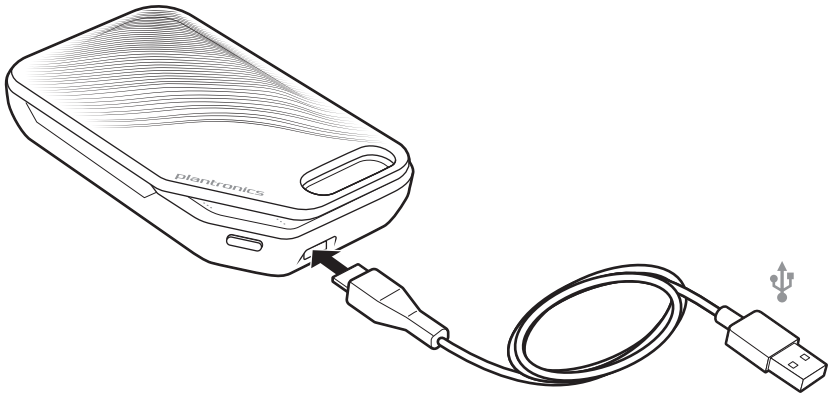
The USB Bluetooth adapter is stored inside of the charge case.



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.*

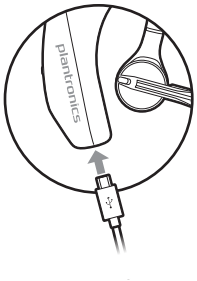
Charge case to PC or USB wall charger

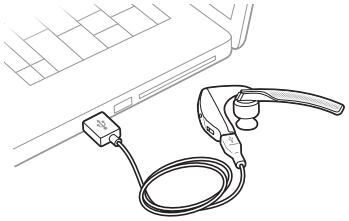
Charge the case for 90 minutes before docking your headset. Once the case is fully charged, it can recharge your headset twice while on the go before needing connection to a charge cable providing up to 14 hours of talk time.



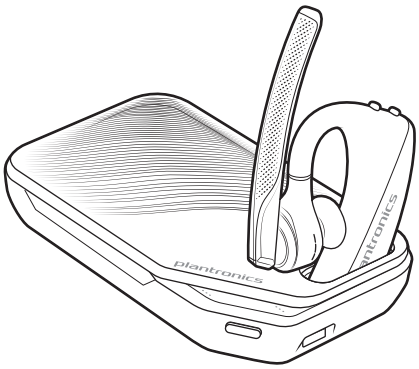
Charge your Headset

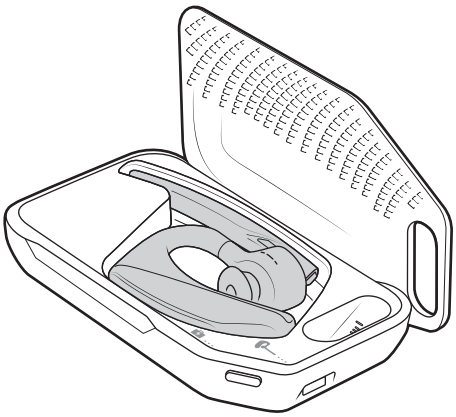
Your new headset has enough power to pair and make a few calls directly out of the box. It takes approximately 90 minutes to fully charge the headset; the indicator light turns off once charging is complete.
A micro USB cable is supplied to allow you to charge the headset with an AC wall charger (not 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 plantronics.com/software.

Headset LED behavior

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

Low battery warnings

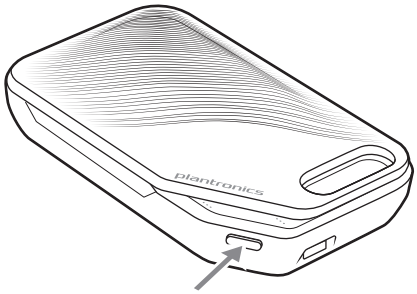
Battery Level	Voice Prompt
30 minutes of talk time remaining	"Battery Low" repeats every 15 minutes
10 minutes of talk time remaining	"Recharge Headset" every 5 minutes

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

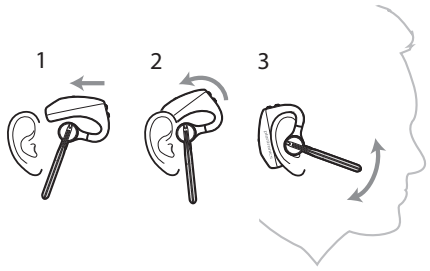
●●●	Battery high
●●	Battery medium
●	Battery low
●●●	Battery critical; Recharge case/headset

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.*

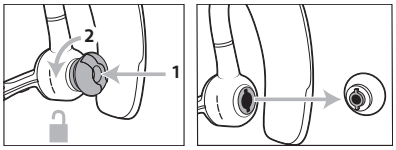
2 Rotate microphone boom until it is pointed toward your mouth.

3 Mic boom moves up and down for a better fit.

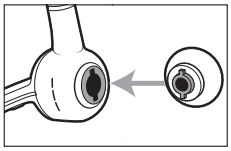


Change the eartip for a better fit.

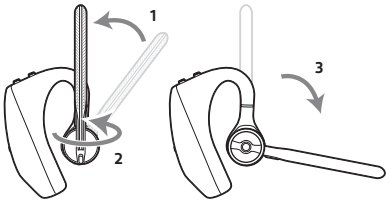
1 Push in eartip and rotate to the left to unlock it.



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.

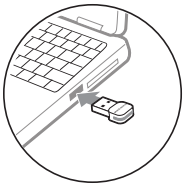


Connect and pair

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 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.

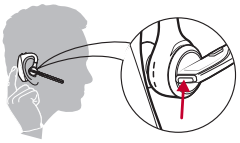
2 To pause music when you place or receive calls, go to **Start menu** > **Control Panel** > **Sound** > **Communications tab** and select the desired parameter.

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**.

Pair to mobile device

1 To put your headset in pair mode, press and hold the Call button 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.*

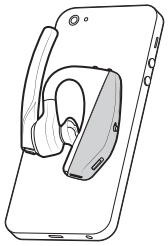
3 Select "PLT V5200 Series."
If necessary, enter four zeros (0000) for the passcode or accept the connection.

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 Plantronics Bluetooth USB adapter as one of the 2 simultaneously connected devices.*

NFC pairing

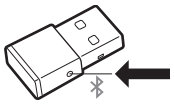
NFC pairing is an option if you have no more than one other device already connected. NFC pairing will not work if there are two devices connected already.

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.



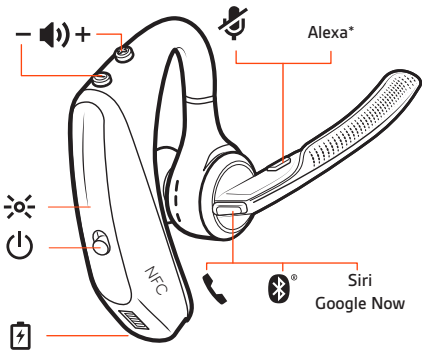
Re-Pair the USB adapter

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



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

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.

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.

Mute

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

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.

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 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

Tap the Call button.

Use sensors

Smart sensors in this headset recognize if the headset is being worn and can automatically perform time-saving functions.

Putting on your headset will:

- Answer an incoming call
- Transfer an active call from your phone
- Resume streaming audio

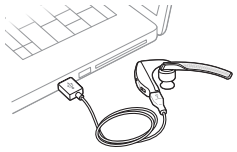
Taking off your headset will:

- Transfer an active call to your phone
- Pause streaming audio

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 plantronics.com/software

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

Load software

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

Install Plantronics Hub for Windows and Mac onto your computer by visiting plantronics.com/software

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.com/software).

Plantronics Hub	iOS and Android	Windows and Mac
Call control for 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

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 plantronics.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

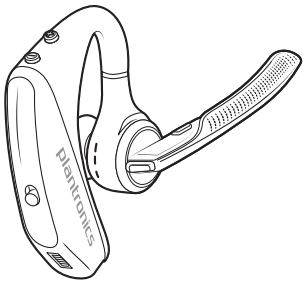
If you receive an over-the-air update failure message, or experience an update failure, take the following steps:

- 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.

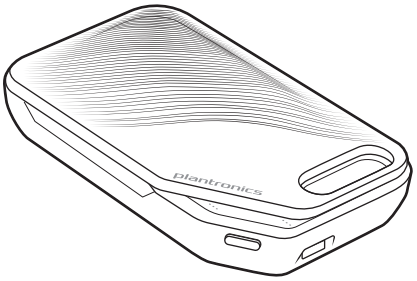
Troubleshooting

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.

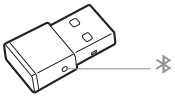
What's in the box



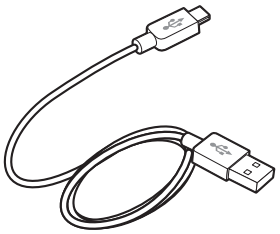
Headset



Charge case



USB Bluetooth adapter



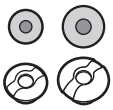
Micro USB cable

Eartips (S, M, L)

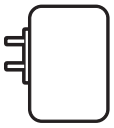
Accessories

Sold separately at plantronics.com/accessories.

Vehicle power charger



Eartips with foam covers



Wall charger

Specifications

Talk time	Up to 7 hours talk time without using case; Up to 14 hours additional talk time using fully-charged case.
Bluetooth	Version 4.1
Standby time	9 days if connected to a mobile device, 7 days if connected to the Plantronics USB Bluetooth adapter.
Weight	20 grams
Smart sensor technology	Dual capacitive sensors wearing status for improved reliability.
Noise cancelling	• Four-mic active Digital Signal Processing (DSP) • Acoustic echo cancellation • Sidetone detection
Water resistance	P2i nano-coating on headset to repel moisture
NFC pairing`	Touch headset to NFC-enabled phones to complete pairing process
Operating distance (range)	98 feet, 30 meters
Bluetooth profiles	Advanced Audio Distribution Profile (A2DP), Phone Book Access Profile (PBAP), Audio/Video Remote Control Profile (AVRCP), Wideband Hands-free (HFP) Profile 1.6 and Headset (HSP) Profile 1.2
Mulltipoint technology	Connect two Bluetooth devices and answer calls or stream media from either device
Battery type	Rechargeable, non-replaceable lithium-ion polymer
Charge connector	Micro USB charging on headset
Headset battery meter	Automatically shows on-screen for iPhone and iPad. With Plantronics Hub for iOS/Android this shows on your smartphone screen
Charge time (maximum)	90 minutes for full charge
Operating and storage temperature	32°F – 104°F (0 – 40°C)

NOTE ** Performance is dependent upon battery and may vary by device.*

Support

NEED MORE HELP?

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206544-06 (10.19)

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