



Voyager 5200 Series

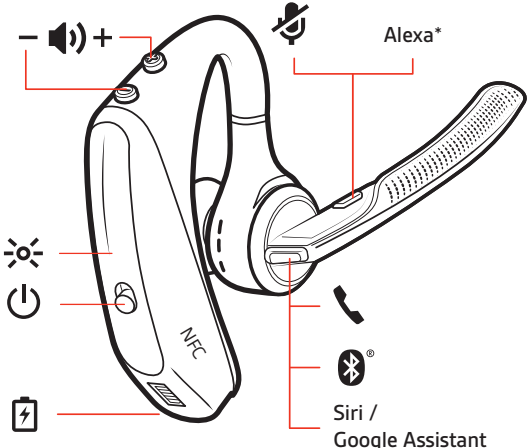
Wireless Headset System

User Guide

Contents

Headset overview	3
Be safe	3
Charge your headset	4
Check battery level	4
Low battery warnings	5
Use charge case	6
Fit	7
7	
7	
Pair your phone	8
Pair to mobile device	8
NFC pairing	8
Pair Another Phone	8
The Basics	9
Make/Take/End Calls	9
Adjust the volume	9
Mute	9
Voice assistant	10
Enable and use Amazon Alexa (smartphone feature)	10
Play or pause audio	10
Use sensors	10
Advanced features	12
Enable Tile	12
Adjust voice alert volume	12
Load software	13
Update your Poly device	13
Troubleshooting	14
What's in the box	15
Accessories	16
Support	17

Headset overview



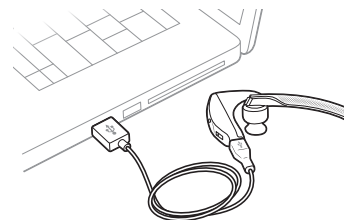
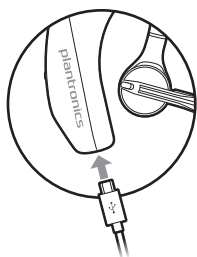
	Volume
	Mute
Alexa*	Amazon Alexa (requires Plantronics Hub mobile app)
	Call
	Bluetooth pairing
Siri, Google Assistant	Default voice assistant
NFC	Near Field Communication (available on select models)
	Charge port
	Power
	Indicator light

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

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.

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

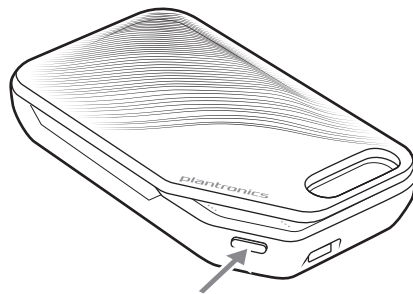
Battery Level	Voice Prompt
30 minutes of talk time remaining	"Battery Low" repeats every 15 minutes
10 minutes of talk time remaining	"Recharge Headset" every 5 minutes

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.



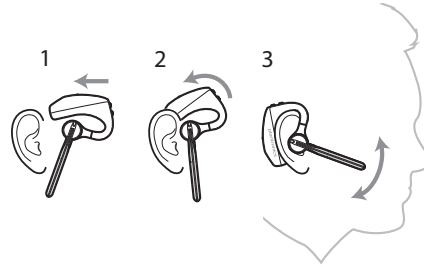
Battery status LEDs for charge case

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

NOTE *Charge case is sold separately. Visit poly.com/accessories for more information.*

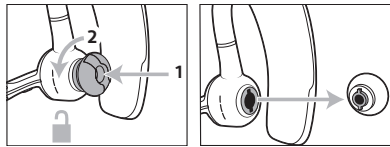
Fit

- 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.

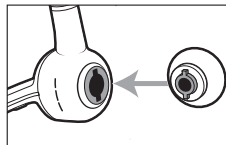


Change the eartip for a better fit.

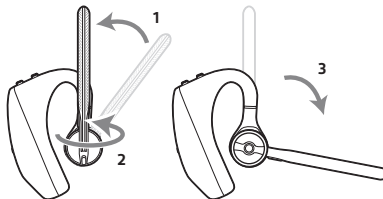
- 1 Push in eartip and rotate to the left to unlock it.



- 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 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.


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.

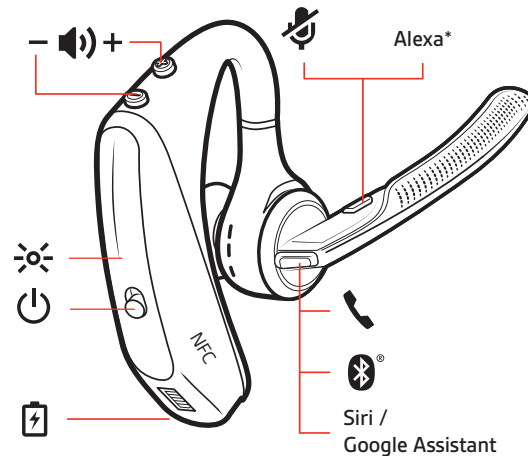


Pair Another Phone After pairing your headset to your phone, you may want to pair another phone.

- 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 "Poly 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

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

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 Download or update your Plantronics Hub mobile app (software) if necessary.
Download: poly.com/software
 - 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 (when not on a call) and ask a question. You hear a tone when Alexa is activated.

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.

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.



- 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 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

Enable Tile

With the Tile app enabled on your mobile device, you can ring your lost headset or locate it on a map and ask the Tile community for help.

- 1 Pair the headset to your mobile device
- 2 Download or update your Plantronics Hub mobile app (software) if necessary. Download: poly.com/software
- 3 Launch Plantronics Hub app and ensure that your headset (firmware) is up-to-date
- 4 From Plantronics Hub main menu, choose Apps > Tile > Enable
- 5 Launch the Tile app and follow the instructions to connect your headset

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

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.

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 Poly Lens App. Download at poly.com/lens.

Troubleshooting

Callers can't hear me.

Solutions:

- Ensure headset is paired and connected to your phone. See [Pair to mobile device](#).
- Reposition headset on your ear as the sensors may not detect it.
- Reset your sensors. They may need recalibrating. See [Reset sensors](#).
- Disable your sensors. They may be incompatible with your specific ear shape.
- In Poly Lens App, disable HD Voice (Wideband Audio). This setting may be incompatible with your phone.
- Ensure your headset firmware is up-to-date. See [Update your Poly device](#).

I can't hear callers or music.

Solutions:

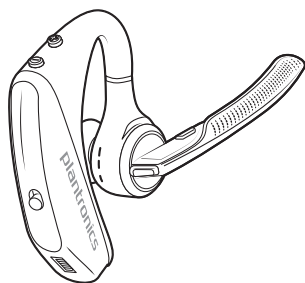
- Ensure headset is paired and connected to your phone. See [Pair to mobile device](#).
- Reposition headset on your ear as the sensors may not detect it.
- Reset your sensors. They may need recalibrating. See [Reset sensors](#).
- Disable your sensors. They may be incompatible with your specific ear shape.
- Ensure your headset firmware is up-to-date. See [Update your Poly device](#).

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

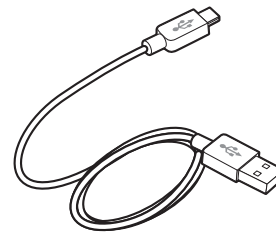
Solutions:

- Ensure headset is paired and connected to your phone. See [Pair to mobile device](#).
 - In Poly Lens App, disable HD Voice (Wideband Audio) which uses more power.
 - Completely deplete your headset's battery and then give it a full charge.
 - Some phones have less efficient Bluetooth connections and this will not allow for an optimal talk time of 7 hours.
-

What's in the box



Headset



Micro USB cable



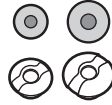
Eartips (S, M, L)

Accessories

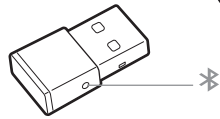
Sold separately at poly.com/accessories.



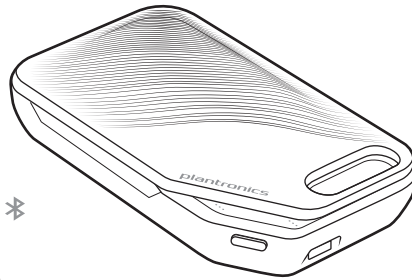
Vehicle power
charger



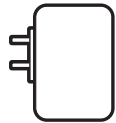
Eartips with foam covers



USB Bluetooth
adapter



Charge case



Wall charger

Support

NEED MORE HELP?

poly.com/support

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Model ID: POTE16

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