



Voyager 5200 UC Bluetooth headset User Guide

SUMMARY

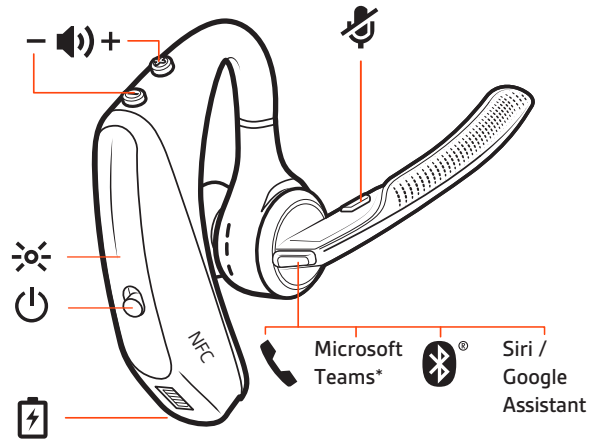
This guide provides the end-user with task-based user information for the featured product.

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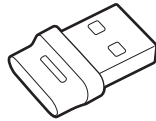
1 Headset overview



Icon	Headset control
	Volume
	Mute
	Call
	Microsoft Teams (requires Teams desktop app)
	Bluetooth pairing
	Default voice assistant
	Near Field Communication (Not offered on new product)
	Charge port
	Power
	Indicator light

2 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

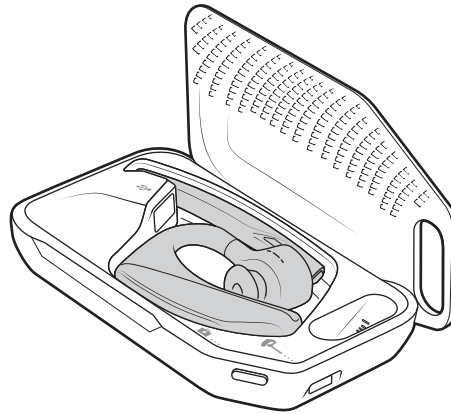
LEDs when Microsoft Teams* is detected

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.

3 Charge case overview



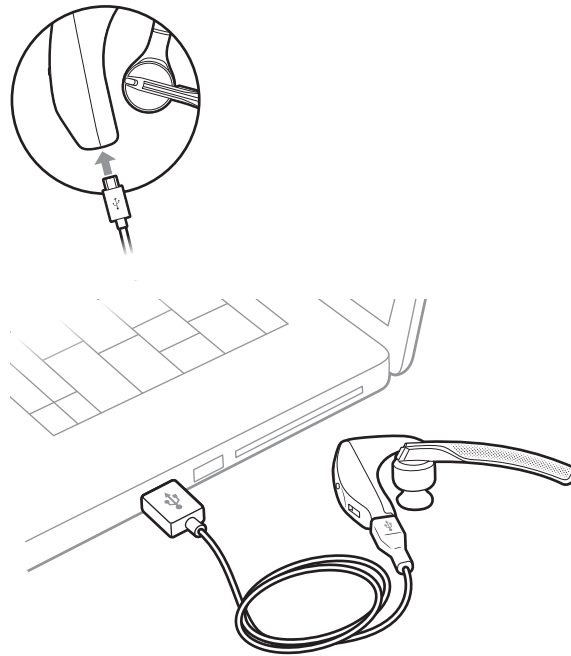
 **NOTE:** The USB Bluetooth adapter is stored inside of the charge case.

 **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.

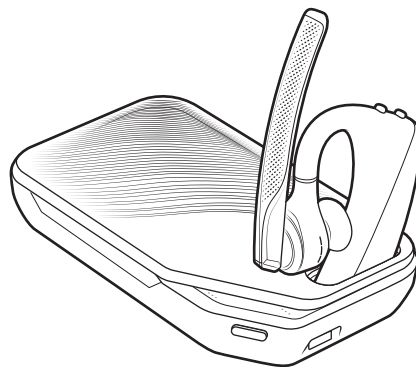
4 Charge your headset

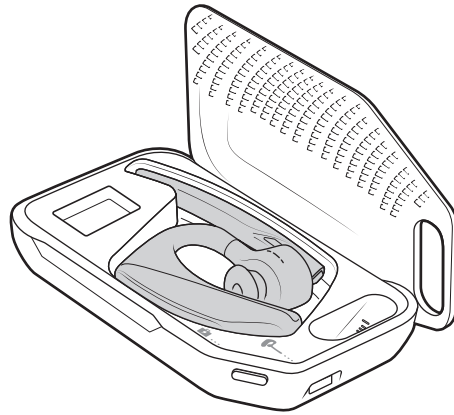
Your new headset has enough power to pair and make a few calls directly out of the box. It takes approximately 90 minutes to fully charge the headset; the indicator light turns off once charging is complete.


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

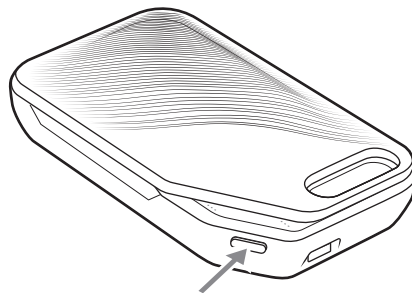
Battery Level	Voice Prompt
30 minutes of talk time remaining	"Battery Low" repeats every 15 minutes
10 minutes of talk time remaining	"Recharge Headset" every 5 minutes

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

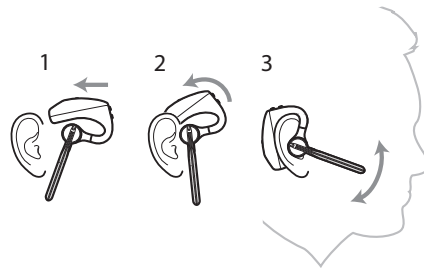
5 Fit

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.

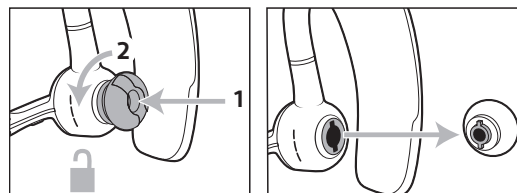
2. Rotate microphone boom until it is pointed toward your mouth.
3. Mic boom moves up and down for a better fit.



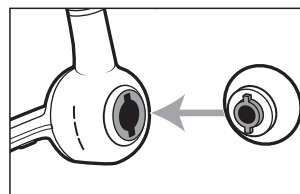
Change eartip size

Change the eartip for a better fit.

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

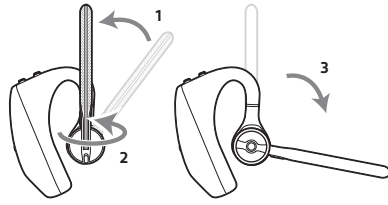


2. Align new eartip into slot; push, rotate to the right and lock into place.



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.



6 Connect and pair

Connect and pair your earbuds to your mobile devices.

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.

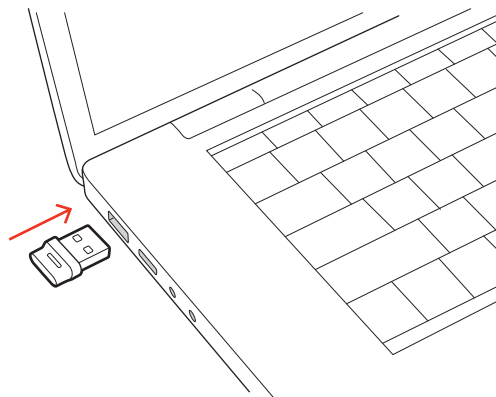


NOTE: Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the base.

Connect to PC

Your Bluetooth USB adapter provides the best connection, softphone functionality and acoustic sound quality through your headset. The 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. 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 stream 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

- 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

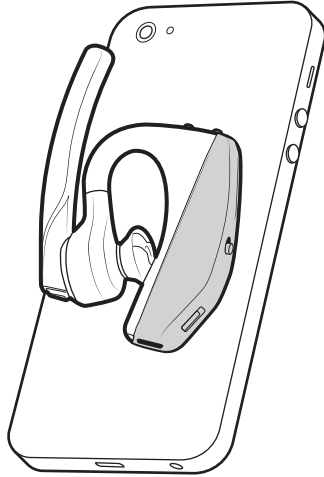


NOTE: Not offered on new product.

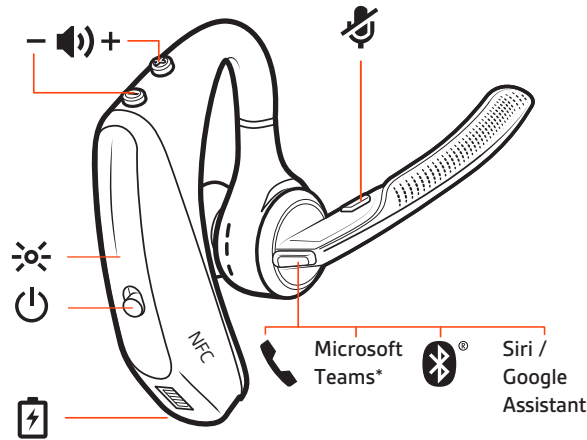
NFC pairing is an option if you have no more than one other device already connected. NFC pairing will not work if there are two devices connected already.

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.




7 Basics




Power on/off

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

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)


Adjust your headset volume for softphone calls.

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

Make/Take/End Calls

Manage calls with your earbuds.

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

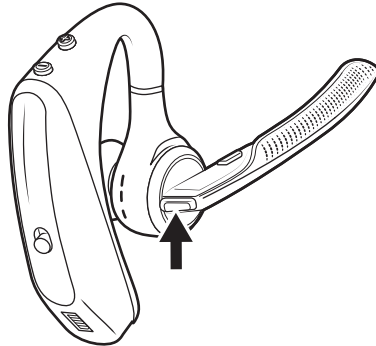
- Tap the Call  button.

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.




Call back last call (smartphone)

- To dial your last number you dialed, double-tap the Call button.

Interact with Microsoft softphone


Use your headset to quickly open and use Microsoft Teams desktop app.

- Tap the headset's Call  button to interact (Teams desktop application required).



NOTE: Set your target softphone in Poly Lens Desktop App .

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 (smartphone feature)

- **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

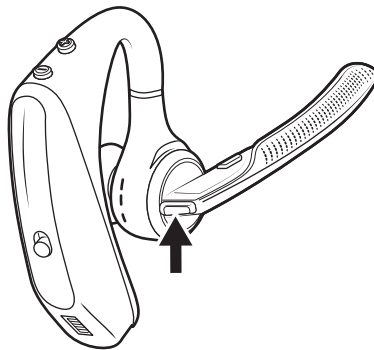


NOTE: *Functionality varies by application. May not function with web-based apps.

Reset sensors

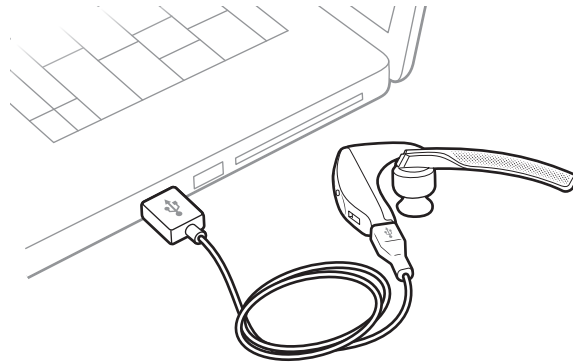
You may need to reset the sensors if they are not working as expected.

- 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."

8 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

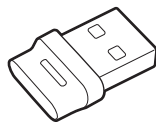
An incoming caller name is not announced: if the caller is unknown, unlisted, blocked, or the language is not supported.

Pair USB adapter again

Pair BT700 USB adapter again

Typically, your USB Bluetooth 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.

Your USB adapter requires Poly Lens Desktop App to pair to a Poly audio device. Download: poly.com/lens.

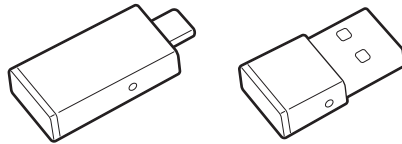


NOTE: Adapter design varies by USB connection.

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.

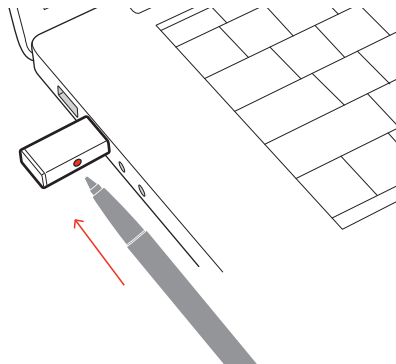
Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid.

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.

9 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 Lens Desktop App at poly.com/lens.
- Download Poly Lens Mobile App at poly.com/lens, the App Store or Google Play.



	Poly Lens Mobile App	Poly Lens Desktop App
Configure call control for softphones	available for some softphones	√
Change headset language	√	√
Enable features	√	√
Battery meter	√	√
Update device firmware	√	√
Manage notifications and alerts	√	√
Schedule health and wellness reminders	√	√
View user guide	√	√
FindMyHeadset	√	

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.

10 Troubleshooting

Issue	Resolution
How do I pair my headset to a mobile device?	See Pair to mobile device on page 9 .
Why don't I have NFC pairing on my headset?	NFC pairing is not offered on headsets built after 2021.
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 on page 9 .
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 on page 9 , Configure USB adapter for streaming media on page 10 .
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 on page 10 .
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. <ul style="list-style-type: none">• During a call, nobody can hear me• During a call, I can't hear anybody• Music is not coming through my headset• When I play music and a call comes in, the music is too loud or doesn't pause	Check the following: <ul style="list-style-type: none">• To configure the headset sound on your computer, see Configure USB adapter for streaming media on page 10.• Ensure that only one softphone application is opened at a time.• For best performance, ensure your headset firmware is up-to-date. See Update your Poly device on page 18.
My headset call control is not working as expected when on a softphone call.	Check the following: <ul style="list-style-type: none">• For best performance, ensure your headset firmware is up-to-date. See Update your Poly device on page 18.• Ensure that only one softphone application is opened at a time.• If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop App installed. See Load software on page 18.• Select your softphone application in Poly Lens Desktop App.

Issue	Resolution
My audio unexpectedly switches between my headset and mobile phone.	<ul style="list-style-type: none"> • If you do not wear glasses, reset your headset sensors. See Reset sensors on page 14. • 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 on page 15.
My audio is crackling.	<ul style="list-style-type: none"> • Your headset may be too far away from your connected device and out of Bluetooth range. Move closer to your connected device. • 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 persists. • Ensure that your headset microphone is pointed toward the corner of your mouth. See Fit on page 7.
<ul style="list-style-type: none"> • Callers can't hear me. • I can't hear callers or music. 	<ul style="list-style-type: none"> • Ensure headset is paired and connected to your phone. See Pair to mobile device on page 9. • 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. • If your headset is connected to computer with USB Bluetooth adapter, configure for streaming audio. See Configure USB adapter for streaming media on page 10. • Your headset sensor may not be detecting your ear shape correctly. Reposition headset on your ear. • Disable your sensors as they may be incompatible with your specific ear shape or glasses frames. See Disable sensors on page 15 You may need to reset your sensors. See Reset sensors on page 14. • Disable HD Voice (Wideband Audio) via Poly Lens App as this setting may be incompatible with your phone.
My headset will not report 7 hours of talk time after it is fully charged.	<ul style="list-style-type: none"> • Ensure headset is paired and connected to your phone. See Pair to mobile device on page 9. • 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 inconsistencies in an estimate may occur based on your particular use patterns.
How do I lower the volume of voice prompts?	See Adjust voice alert volume on page 16 .
I want to customize my headset features.	Customize your device settings with Poly Lens App . Download: poly.com/lens

Issue	Resolution
How do I interact with Microsoft Teams or Skype for Business?	<ul style="list-style-type: none"> ● For Microsoft Teams, tap the Call  button to interact. ● For Skype for Business, press and hold the Call  button for 2 seconds to interact. ● Set your target phone by going to Poly Lens Desktop App > Softphones > Software Settings > Target Softphone
Does my Microsoft Teams-enabled headset work with other softphones?	<p>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 ></p> <p>Softphones > Software Settings > Target Softphone</p> <p>When you configure another softphone, the Call button:</p> <ul style="list-style-type: none"> ● doesn't interact with Teams ● doesn't go to Teams notifications ● will not launch Cortana

11 What's in the box

Figure 11-1 Headset

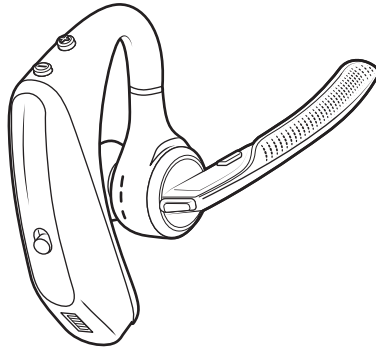


Figure 11-2 Charge case

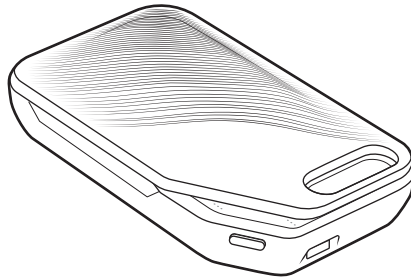


Figure 11-3 USB Bluetooth adapter

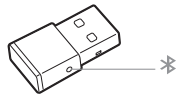


Figure 11-4 Micro USB cable

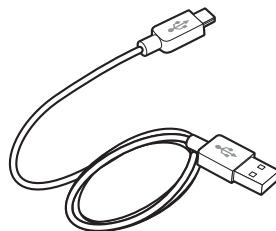


Figure 11-5 Eartips (S, M, L)



Accessories

Sold separately at poly.com/accessories.

Figure 11-6 Vehicle power charger



Figure 11-7 Eartips with foam covers

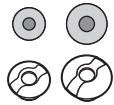


Figure 11-8 Wall charger



12 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.

13 Support

NEED MORE HELP?

poly.com/support

HP Inc.

1501 Page Mill Road

Palo Alto 94304

USA

HP Deutschland GmbH

HP HQ-TRE

71025 Boeblingen

Germany

HP Inc. UK Ltd.

Regulatory Enquiries

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