

# Voyager 5200 Series

Wireless Headset System

User Guide

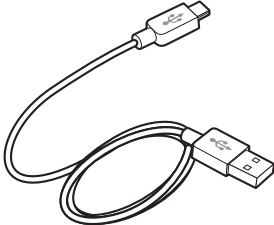
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# What's in the box



Headset



Micro USB cable



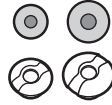
Eartips (S, M, L)

Accessories

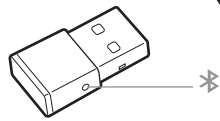
Sold separately at [plantronics.com/accessories](http://plantronics.com/accessories).



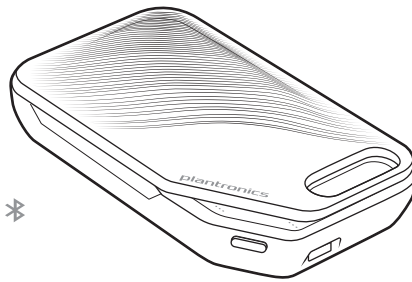
Vehicle power  
charger



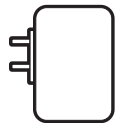
Eartips with foam covers



USB Bluetooth  
adapter

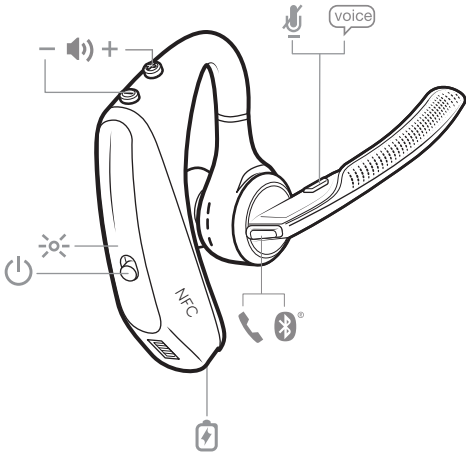










Charge case



Wall charger

# Headset Overview

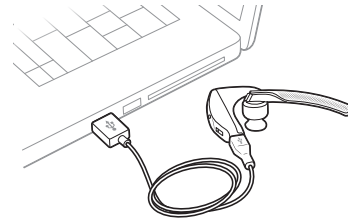
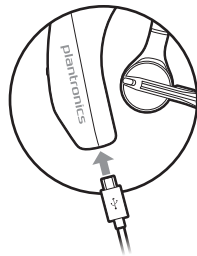


	Charge port
	Call button
	Bluetooth button (use when pairing a device)
	Virtual Personal Assistant (VPA) button
	Mute button
	Volume buttons
	Indicator light
	Power button
NFC	Near Field Communication

# 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

There are multiple ways to check the battery level of the headset:

- Listen to a voice prompts on the headset.
- Check the LED indicators on the headset or charging case.
- Use the Plantronics Hub application.

Use the Plantronics Hub application for desktop or mobile. You can download the software by visiting [plantronics.com/software](http://plantronics.com/software)

**Headset LED behavior**

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Off    Charging complete

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● ● ●    Battery high

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● ●    Battery medium

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Battery low

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Battery critical

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Low battery warnings

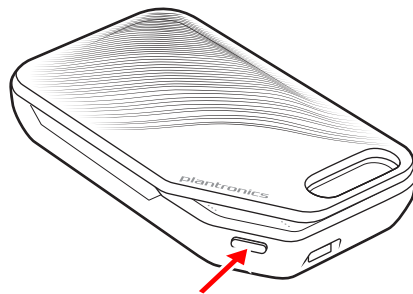
Battery Level	Voice Prompt
30 minutes of talk time remaining	"Battery Low" repeats every 15 minutes
10 minutes of talk time remaining	"Recharge Headset" every 5 minutes

# 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

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Battery low

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Battery critical; Recharge case/headset

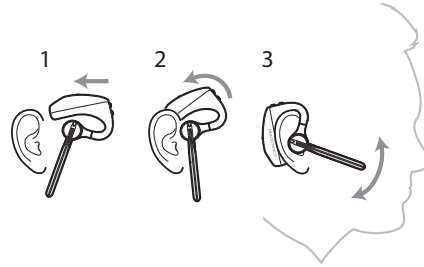
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**NOTE** *Charge case is sold separately. Visit [plantronics.com/accessories](http://plantronics.com/accessories) for more information.*



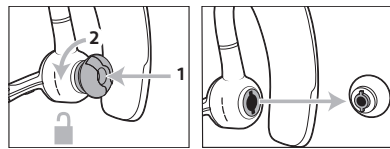
# Fit

- 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.

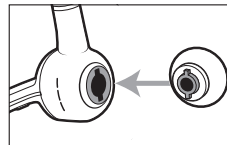


Change the eartip for a better fit.

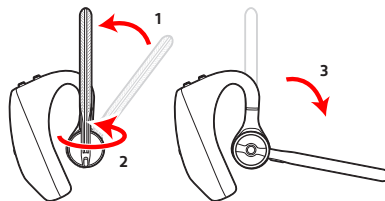
- 1 Push in eartip and rotate to the left to unlock it.



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

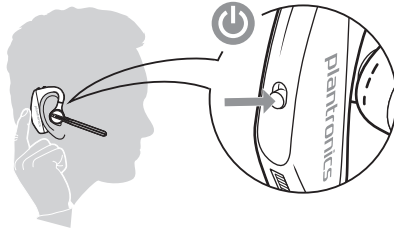


To wear the headset on your other ear, rotate the boom upwards then twist it around so the eartip is on the other side before lowering the mic boom.



# Pair your phone

- Pair to mobile device
- 1 The first time you power on the headset it begins the pairing process. Put on your headset and you will 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 Bluetooth USB adapter.

## NFC pairing

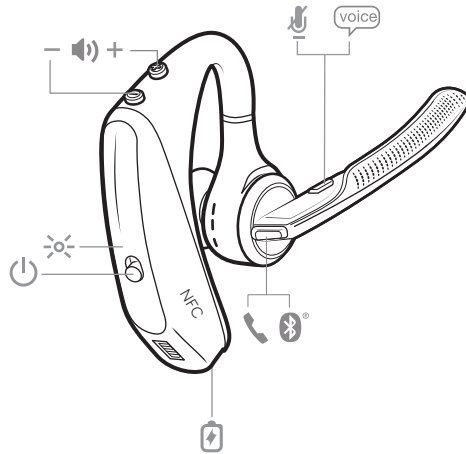
NFC pairing is an option to pair your phone if there are one or less devices already connected. NFC pairing will not work if there are two devices connected already.

- 1 Ensure NFC is on and your phone's display is unlocked. (Phones may vary.)
- 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 device
- 1 With the headset powered on press and hold the Call ☎ button until you hear "Pairing."
  - 2 While the headset LEDs are flashing blue and red, activate Bluetooth on your phone and set it to search for new devices.
  - 3 Select "PLT V5200 Series."  
Once successfully paired, indicator lights stop flashing and you hear "pairing successful."

# 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.


VPA (Virtual Personal Assistant)

**Voice control (Siri, Google Now, Cortana)**

- Press and hold the red button for voice  control. You will hear your smartphone voice engine when it is ready.

Android mobile devices may require additional configuration for virtual personal assistant features. Please reference your carrier and device manufacturers's instructions to successfully utilize voice.

Mute



During a conversation, press the Mute button . You hear "mute on" or "mute off." An alert repeats every 15 minutes when mute is on.

Mute on reminder\*

\* Plantronics Hub for Mac/Win or Plantronics Hub for iOS/Android required to enable. ([plantronics.com/software](http://plantronics.com/software))

You can add a mute alert notification by managing your mute feature with Plantronics Hub. If this setting is enabled and you have muted an active call and you start to speak, an alert will remind you that you are still on mute.

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.

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

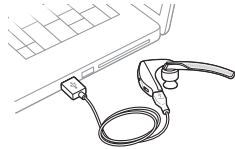
**Taking off your headset will:**

- 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 headset, connect the headset to a charger or directly to your computer's USB port and place it 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, simultaneously press and hold the call and mute buttons for 5 seconds and a voice prompt will inform you of smart sensors status.

Pause or restart  
streaming audio

- Press and hold the Call ☎ button for 2 seconds to either pause or restart playback.

# Advanced features

## Voice alerts list

Following is a list of common voice alerts, you can use Plantronics Hub to customize the alerts. Download Plantronics Hub at [plantronics.com/software](https://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.

## Specifications

<b>Talk time</b>	Up to 7 hours talk time without using case; Up to 14 hours additional talk time using fully-charged case. <b>NOTE</b> <i>Charge case is sold separately. Visit <a href="http://plantronics.com/accessories">plantronics.com/accessories</a> for more information.</i>
<b>Bluetooth</b>	Version 4.1
<b>Standby time</b>	Up to 9 days
<b>Weight</b>	20 grams
<b>Smart sensor technology</b>	Dual capacitive sensors wearing status
<b>Noise cancelling</b>	<ul style="list-style-type: none"> <li>• Four-mic active Digital Signal Processing (DSP)</li> <li>• Acoustic echo cancellation</li> <li>• Sidetone detection</li> </ul>
<b>Water resistance</b>	P2i nano-coating on headset to repel moisture
<b>NFC pairing`</b>	Touch headset to NFC-enabled phones to complete pairing process
<b>Operating distance (range)</b>	98 feet, 30 meters
<b>Bluetooth profiles</b>	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
<b>Multipoint technology</b>	Connect two Bluetooth devices and answer calls or stream media from either device
<b>Battery type</b>	Rechargeable, non-replaceable lithium-ion polymer
<b>Charge connector</b>	Micro USB charging on headset
<b>Headset battery meter</b>	Automatically shows on-screen for iPhone and iPad. With Plantronics Hub for iOS/Android this shows on your smartphone screen
<b>Charge time (maximum)</b>	90 minutes for full charge
<b>Operating and storage temperature</b>	32°F – 104°F (0 – 40°C)

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

# 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](https://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 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:

- Connect your headset to your computer.
- Download and install Plantronics Hub for Windows/Mac at [plantronics.com/product/plantronics-hub-desktop](https://plantronics.com/product/plantronics-hub-desktop)
- Open Plantronics Hub, go to Help > Support > Firmware Updates & Recovery and enter your Product ID (PID) to complete the recovery.



# Troubleshooting

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Callers can't hear me.

Solutions:

- Ensure headset is paired and connected to your phone.
- Reposition headset on your ear as the sensors may not 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.

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I can't hear callers or music.

Solutions:

- Ensure headset is paired and connected to your phone.
- Reposition headset on your ear as the sensors may not 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.

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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.
  - 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.
-

## NEED MORE HELP?

[plantronics.com/support](http://plantronics.com/support)

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Patents: US 8,208,673; 8,504,629; 8,805,992 patents pending

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