



# Poly Voyager 5200 Series Bluetooth Headset User Guide

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**Poly Voyager 5200 Series Bluetooth Headset**



## Product Information

The Voyager 5200 Series is a Bluetooth headset that comes with a charging case. It has NFC pairing, Siri and Google Assistant integration, and various sensors for ease of use.

### Headset Overview

The headset has a control panel, volume controls, a mute button, a call button, a Bluetooth pairing button, and a default voice assistant button. It also has a near-field communication (NFC) feature, a charge port, and an indicator light.

### Charge Case Overview

The charging case comes as an accessory and can recharge the headset two times for an additional 14 hours of headset talk time. It has a button for charging and LED indicators that show the charging status.

### Fit

The headset is worn behind the ear and should be pressed gently toward the ear for a secure fit. It is recommended to remove eyeglasses before donning the headset for the best fit.

## Product Usage Instructions

### Charge Your Headset

1. Your new headset has enough power to pair and make a few calls out of the box.
2. It takes approximately 90 minutes to fully charge the headset, and the indicator light turns off once charging is complete.
3. You can charge the headset using a micro USB cable that comes with the product. Plug it into 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.

4. You can also use the accessory charge case. Press the charge case button to begin charging.

### **Check Headset Battery Status**

Check your headset battery status by looking at the LED light while charging. The LED will indicate if the battery is fully charged, high, medium, low, or critical. To reset the accuracy of the talk time alert, deplete the headset battery then charge it fully.

### **Low Battery Warnings**

Voice prompts will alert you when the battery is low. You will have 30 minutes of talk time remaining when you hear the "Battery Low" prompt. When you hear "Recharge Headset" every 5 minutes, you only have 10 minutes of talk time remaining.

### **Use Charge Case**

1. Place your headset inside the charging case or connect it to the charge port on the top of the case.
2. Press the case button to begin charging your headset.
3. The charging case has LED indicators that show the charging status. It is important to note that the charging case is placed in deep sleep mode after manufacturing to save power and protect the battery. To wake it up, plug it into a power source for a minimum of 1 minute.

### **Connect and Pair**

1. Turn on your headset by pressing and holding the call button until you hear "Power On."
2. Activate Bluetooth on your mobile device and search for available Bluetooth devices.
3. Select "PLT V5200 Series" from the list of available devices.
4. If prompted, enter "0000" as the passcode.

### **The Basics**

You can adjust the volume, make/take/end calls, play or pause audio, and activate your voice assistant using the control panel on the headset. You can also use the headset's sensors to answer or ignore calls by simply putting the headset on or taking it off.

### **Advanced Features**

The headset has advanced features such as adjusting voice alert volume, reconnecting to a wireless device, and caller announcement (mobile phone only). You can also load software and update your Poly device.

### **Troubleshooting**

If you encounter any issues with your headset, refer to the troubleshooting section of the user manual or contact customer support for assistance.

### **What's in the Box**

The product comes with a Voyager 5200 Series Bluetooth headset, a charge case, a micro USB cable, and eartips of different sizes.

### **Accessories**

You can purchase additional accessories for your headset at [poly.com/accessories](https://poly.com/accessories).

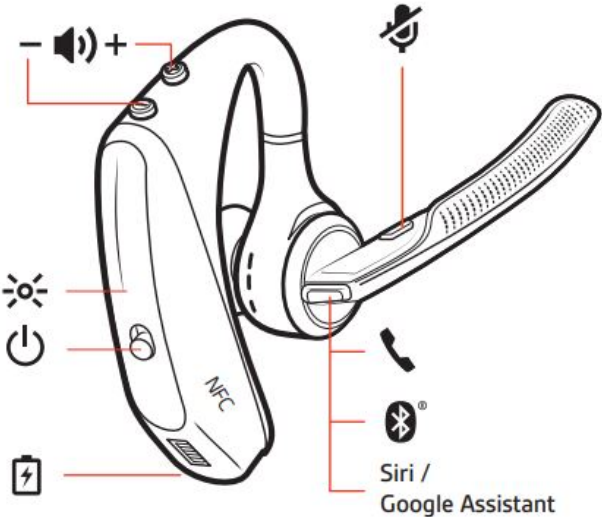
**Safety Warnings**

Read the safety warnings section of the user manual before using the product. It includes information about frequency and transmitter power, as well as safety instructions.

**Support**

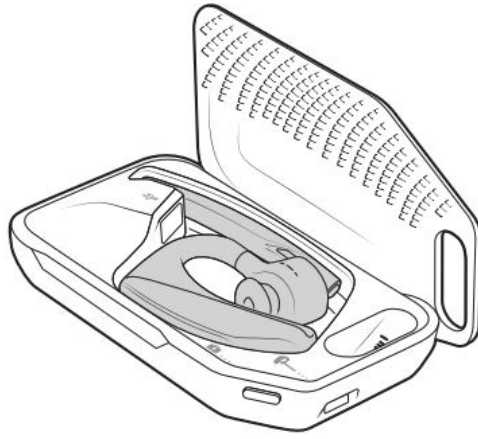
If you need further assistance with your product, visit [poly.com/support](https://poly.com/support) for resources and contact information.

**Headset Overview**



Icon	Headset control
	Volume
	Mute
	Call
	Bluetooth pairing
Siri, Google Assistant	Default voice assistant
NFC	Near Field Communication (available on select models)
	Charge port
	Power
	Indicator light

**Charge case overview**

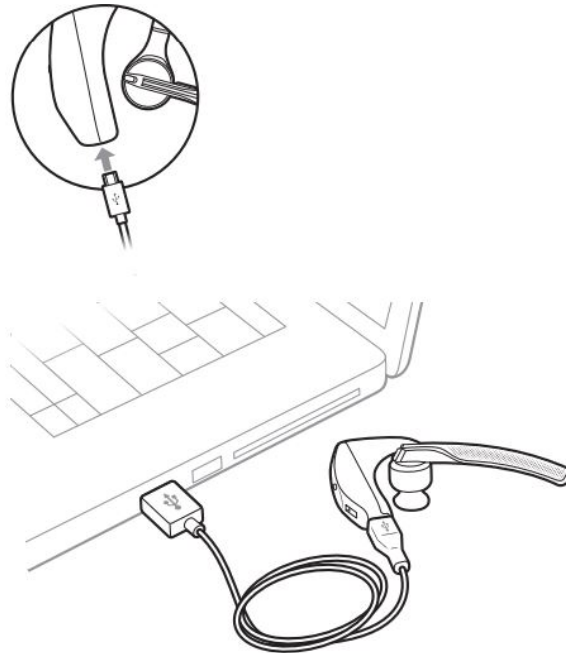


**Note:**

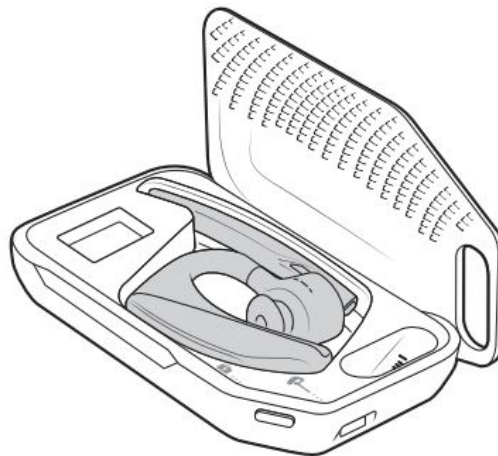
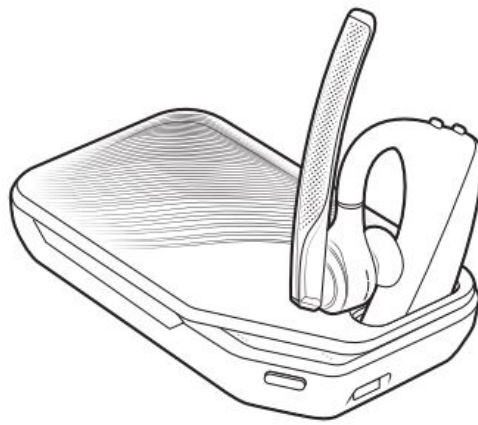
The charging case is available as an accessory at [poly.com/accessories](https://poly.com/accessories). Important: The charging case is placed in deep sleep mode after manufacturing to save power and protect the battery. To wake up the charging case, plug it into a power source for a minimum of 1 minute. The LEDs flash when charging.

**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 the battery at temperatures below 0°C (32°F) or above 40°C (104°F).

**Check the 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 it fully.

**Low battery warnings**

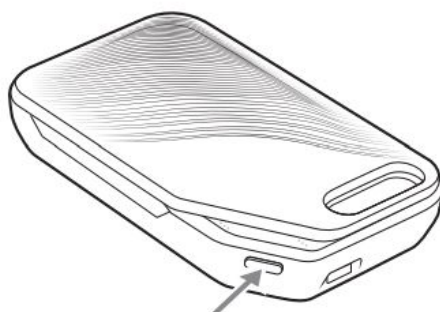
Battery Level	Voice Prompt
30 minutes of talk time remaining	"Battery Low" repeats every 15 minutes
10 minutes of talk time remaining	"Recharge Headset" every 5 minutes

### Use charge case

A fully charged case can recharge your headset fully two times for an additional 14 hours of headset talk time.

**Note:** The charging case is available as an accessory at [poly.com/accessories](https://poly.com/accessories). Important: The charge case is placed in deep sleep mode after manufacturing to save power and protect the battery. To wake up the charging case, plug it into a power source for a minimum of 1 minute. The LEDs flash when charging.

1. Place your headset inside the charging case or connect it to the charge port on the top of the case.
2. Press the case button to begin charging your headset.



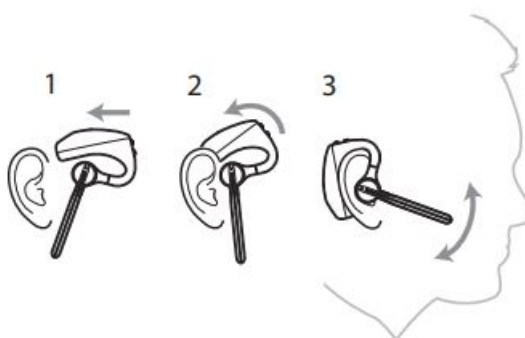
Charge case LEDs	Status
● ● ●	Fully charged
● ●	Charging
●	Battery depleted; Recharge case/headset

### Fit

1. Slide the headset over and behind your ear, then press gently toward your ear.

**Note:** Remove your eyeglasses before donning the headset for the best fit.

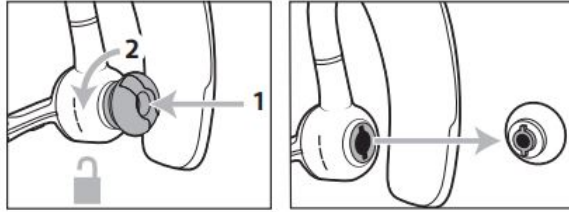
2. Rotate the microphone boom until it is pointed toward your mouth.
3. Mic boom moves up and down for a better fit.



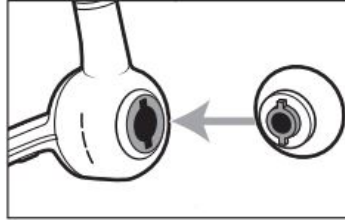
### Change eartip size

Change the eartip for a better fit.

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

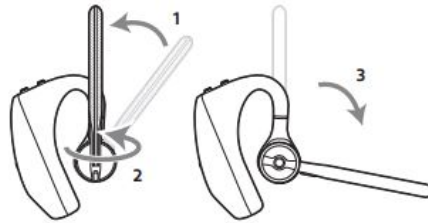


2. Align new eartip into slot; push, rotate to the right and lock into place.



### 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.



### Connect and pair

#### 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

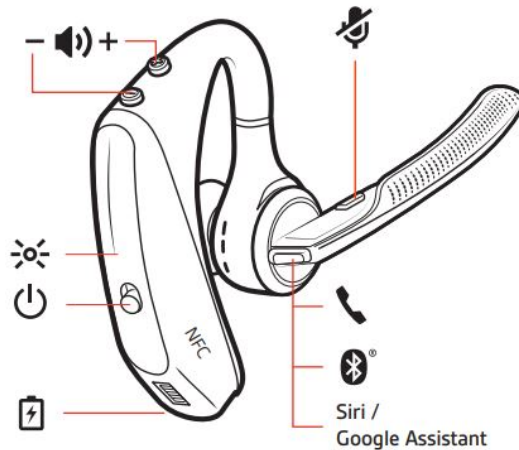
NFC pairing is an option if you have no more than one other device already connected.  
NFC pairing will not work if there are two devices connected already.

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.





## The Basics



### Power on/off

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

### 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 the softphone volume and PC sound volume accordingly.

## Make/Take/End Calls

### 1. Answer a call

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


### 2. 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 the Call  button for 2 seconds until a tone is heard.

## Redial last outgoing call

Double-tap the Call button .

## 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

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.<sup>3</sup>

## Use sensors

Smart sensors respond when you put on or take off your headset. Customize in Poly Lens App. Below describes the default settings.

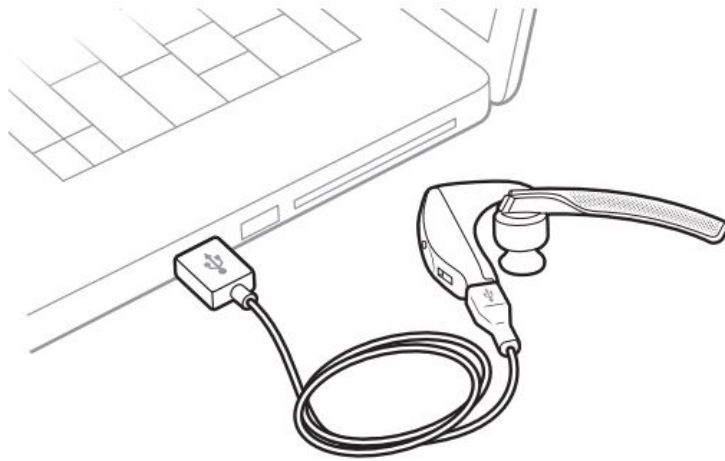
With active sensors	putting on the headset will:	taking off the headset will:
Mobile/softphone call	answer the call	keep calling in the headset
Music/media	resume music/media (if playing previous to taking off)*	pause music/media (if playing)*
Lock headset	unlock the Call button	lock the Call button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

### **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 the 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 the 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.

### **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.

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- if your phone supports Phone Book Access Profile (PBAP)
- 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.

## 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.com/software](https://poly.com/software).

- Enable features
- Change settings
- Configure call control for softphones
- Update device firmware
- Manage notifications and alerts
- Schedule health and wellness reminders

## Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.

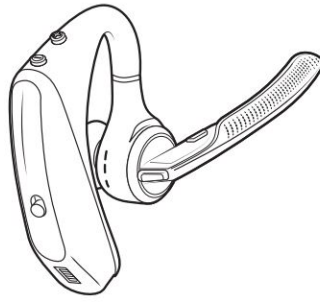
Update your device using Poly Lens App. Download at [poly.com/software](https://poly.com/software).

## Troubleshooting

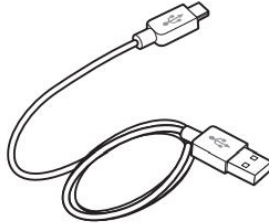
Issue	Resolution
How do I pair my headset to a mobile device?	See <a href="#">Pair to mobile device</a> .
My audio unexpectedly switches between my headset and mobile phone.	<ul style="list-style-type: none"> <li>• If you do not wear glasses, reset your headset sensors. See <a href="#">Reset sensors</a>.</li> <li>• If you wear glasses, try disabling the sensors. Your headset-wearing sensors may not function correctly when wearing glasses with certain frame characteristics. See <a href="#">Disable sensors</a>.</li> </ul>
My audio is crackling.	<ul style="list-style-type: none"> <li>• Your headset may be too far away from your connected device and out of Bluetooth range. Move closer to your connected device.</li> <li>• 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.</li> <li>• Ensure that your headset microphone is pointed toward the corner of your mouth. See <a href="#">Fit</a>.</li> </ul>

<ul style="list-style-type: none"> <li>• Callers can't hear me.</li> <li>• I can't hear callers or music.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure headset is paired and connected to your phone. See <a href="#">Pair to mobile device</a>.</li> <li>• 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.</li> <li>• If your headset is connected to computer with USB Bluetooth adapter, configure for streaming audio. See <a href="#">Configure USB adapter for streaming media</a>.</li> <li>• Your headset sensor may not be detecting your ear shape correctly. Reposition headset on your ear.</li> <li>• Disable your sensors as they may be incompatible with your specific ear shape or glasses frames. See <a href="#">Disable sensors</a> You may need to reset your sensors. See <a href="#">Reset sensors</a>.</li> <li>• Disable HD Voice (Wideband Audio) via Poly Lens App as this setting may be incompatible with your phone.</li> </ul>
My headset will not report 7 hours of talk time after it is fully charged.	<ul style="list-style-type: none"> <li>• Ensure headset is paired and connected to your phone. See <a href="#">Pair to mobile device</a>.</li> <li>• Disable HD Voice (Wideband Audio) which uses more power.</li> <li>• Completely discharge your headset's battery then give it a full charge.</li> <li>• 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.</li> </ul>
How do I lower the volume of voice prompts?	See <a href="#">Adjust voice prompt volume</a> .
I want to customize my headset features.	Customize your device settings with Poly Lens App. Download: <a href="https://poly.com/software">poly.com/software</a>

## What's in the box



Headset



Micro USB cable



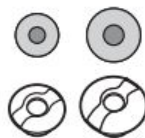
Eartips (S, M, L)

## Accessories

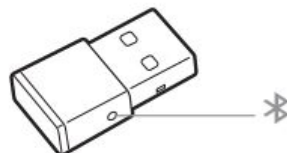
Sold separately at [poly.com/accessories](https://poly.com/accessories).



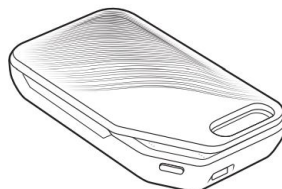
Vehicle power charger



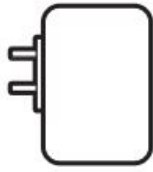
Eartips with foam covers



USB Bluetooth adapter



Charge case



Wall charger

## 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 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 prevents you from hearing people speaking near you.See [poly.com/healthandsafety](https://poly.com/healthandsafety) for more information on headsets/headphones and hearing.
- If you use your headset/headphones while driving, check local laws regarding the 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 maybe 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 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 that can cause damage to eyes or skin and may be toxic if swallowed.
- Never put batteries in your 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.

## **Support**

### **NEED MORE HELP?**

[poly.com/support](https://poly.com/support)

### **Manufacturer:**

Plantronics, Inc.  
345 Encinal Street Santa Cruz, CA 95060 United States


### **Plantronics B.V.**

Scorpius 171  
2132 LR Hoofddorp Netherlands

### **Plantronics Ltd.**

Building 4, Foundation Park  
Cannon Lane, Part 1st Floor  
Maidenhead, SL6 3UD  
United Kingdom

Documents / Resources

  Voyager 5200 Series Bluetooth Headset  User Guide	<p><a href="#">Poly Voyager 5200 Series Bluetooth Headset</a> [pdf] User Guide</p> <p>Voyager 5200 Series Bluetooth Headset, Voyager 5200 Series, Bluetooth Headset, Headset</p>
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References

- [Poly, formerly Plantronics & Polycom](#)
- [Poly Products & Services | Poly, formerly Plantronics & Polycom](#)
- [Poly, formerly Plantronics & Polycom](#)
- [Health & Safety Information | Poly, formerly Plantronics & Polycom](#)