# Voyager 8200 UC

Bluetooth stereo headset

User Guide

# Contents

# Headset overview



| | |
|---|---|
| 🔊 | Volume dial |
| Siri, Google Assistant | Default voice assistant (smartphone feature) |
| ◀❙ | Play previous track* |
| ▶❙❙ | Play/pause* |
| ❙▶ | Skip to next track* |
| ANC | Active Noise Cancelling |
| OpenMic | Hear surroundings |
| 🔇 | Mute |
| ☀ | Headphone LEDs |
| 📞 / 🗂 | Call button/Press to interact with Microsoft Teams (app required) |
| ⏻ | Power |
| ✳ | Bluetooth® pairing |

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

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

# USB Bluetooth adapter
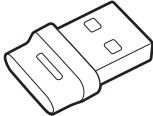
Your high-fidelity Bluetooth USB adapter comes pre-paired to your Poly device. Plug it into your computer to connect to high-fidelity computer audio.

**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 | Headset 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.*

# 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.
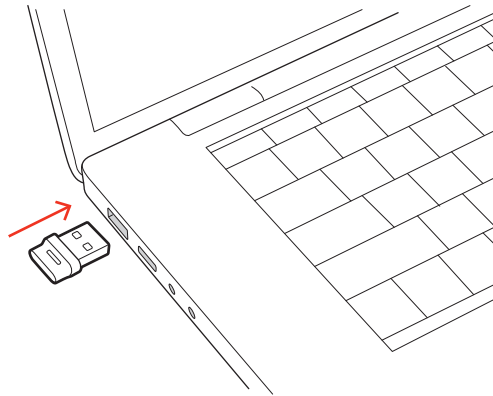
2  The USB adapter LED flashes and then turns solid to indicate the headset is connected to the USB adapter. If you are wearing your headset you hear "PC connected" to indicate the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call the LED is 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**

Your high-fidelity Bluetooth USB adapter comes ready to take calls. If you want to listen to music, you will need to configure your Bluetooth USB adapter.

Windows

1  To configure your Bluetooth USB adapter to play music, go to Start menu > Control Panel > Sound > Playback tab. Select **Poly BT700** or **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 **Poly BT700** or **Plantronics BT600**.

**Pair to mobile device**

1  To put your headset in pair mode, slide and hold the Power ⏻ switch away from the off position until you hear "pairing" and the headset LEDs flash red and blue.
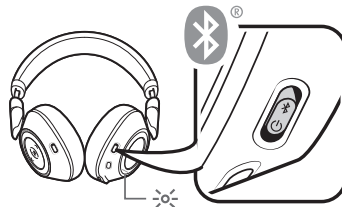
2  Activate Bluetooth on your phone and set it to search for new devices.
   - **iPhone** Settings > Bluetooth > On*

   - **Android** Settings > Bluetooth: On > Scan for devices*

   **NOTE** *Menus may vary by device.*

**3** Select "Poly V8200 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 USB adapter.*
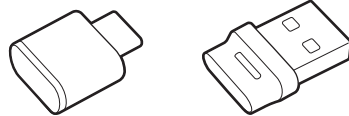
**Pair mode**

Slide and hold the power button towards the Bluetooth icon until the LEDs flash red and blue.

**Pair USB adapter again**

*Typically, your USB 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. The adapter pairing method depends on which USB adapter you use.*

**Pair BT700 USB adapter again**

Your USB adapter requires Poly Lens Desktop App to pair to a Poly audio device. Download: poly.com/lens.
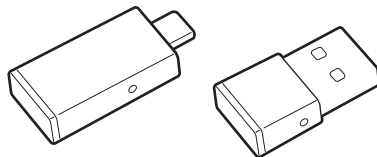
BT700 USB-C          BT700 USB-A

**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.

**NOTE** *To pair again using Plantronics Hub Desktop App, navigate to the app's Poly BT700 general settings and select "Pair."*

**Pair BT600 USB adapter again**

BT600 USB-C          BT600 USB-A

**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.
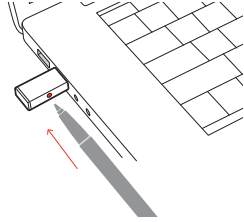
**NOTE** *Adapter design varies by USB connection.*

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

**NFC pairing**

1  Ensure NFC is on and your phone's display is unlocked.

2  Tap and hold the headphones to the phone's NFC tag location until NFC pairing completes. If necessary, accept the connection.
   **TIP** *Keep an eye on your Smartphone's screen for prompts to start and accept the pairing process.*
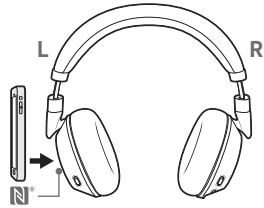


**NOTE** *The headphone's NFC tag is located on the outside of the left ear cup. Phone NFC tag locations vary.*

# Fit

**IMPORTANT** *Headset microphones are on the front of your earcups.*

For best call audio, ensure that left and right earcups are on the correct ear.

# 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 your computer with Poly Lens Desktop App. Download at poly.com/lens.

While updating:

- Do not use your Poly device until the update is complete.

- Do not start a second update from a second device.

- Do not stream media.

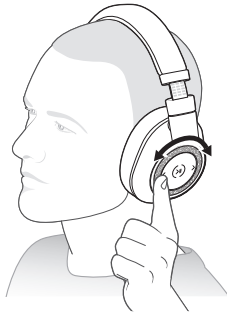- Do not answer or place a call.

# The Basics
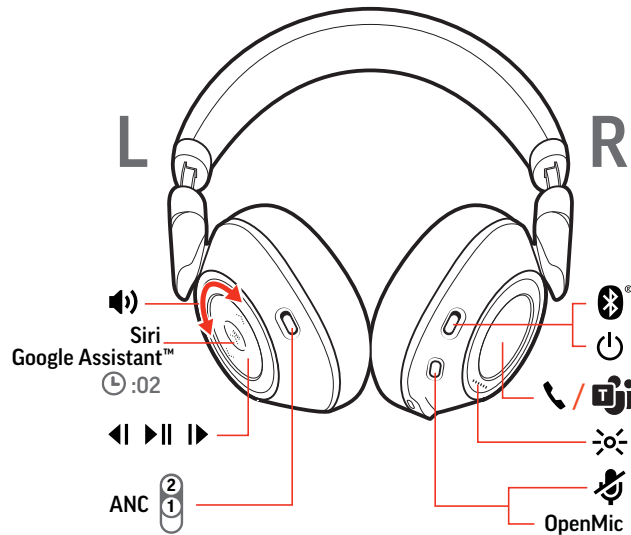


| | |
|---|---|
| **Power on/off** | Slide the switch ⏻ to power on or off. |
| **Volume** | Rotate the volume wheel 🔊± forward (+) or backward (−) to control the volume. |



**Adjust headset microphone volume (softphone)**
Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

**Make/Take/End Calls**

**Answer a call**
Choose:
- Tap the Call 📞 button
- Put on the headset to answer call

**IMPORTANT** *For best call audio, ensure that left and right earcups are on the correct ear.*

**Answer a second call**
First, tap the Call button 📞 to end current call, then tap the Call button 📞 again to answer new call.

**End a call**
Tap the Call button 📞 to end current call.

**Mute/unmute**
While on an active call, choose:

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- Tap the red Mute button
- Take off/put on your headset while on an active call (requires active smart sensors)

**Hold a call**
Double-tap the Call ↖ button to put a call on hold. Tap the Call ↖ button again to answer an incoming call.
**NOTE** *Up to 2 calls can be put on hold.*

**Switch between calls (flash)**
Double-tap the Call ↖ button to switch between calls.
**NOTE** *Flash functionality works only between calls of the same type. Flash does not work between mobile and softphone calls.*

**Call back last call**
Double-tap the Call button ↖.

**Answer calls from a second device**
It's easy to answer calls from two devices (including softphone).

When on a call, you hear a ringtone notification of the incoming call from the second paired device.

To answer a second call from the other device, first tap the Call ↖ button to end the current call and tap the Call button again to answer the new call. If you choose to not answer the second call, it will go to voicemail.

**Interact with Microsoft softphone**
- For Microsoft Teams, tap the headset's Call ↖ button to interact (application required).
- For Skype for Business, press and hold the headset's Call ↖ button for 2 seconds to interact (application required).
- Set your target phone by going to Poly Lens Desktop App > Softphones > Software Settings > Target Softphone

**Play/pause music**
Tap the Play/pause ▶ⅠⅠ button.
**NOTE** *Because your headset is equipped with sensors, if you are playing music and you take off your headset, your music pauses. If you put on your headset, your music resumes (functionality varies by application and doesn't function with web-based apps).*

**Track selection**
Tap the Forward button Ⅰ▶ or Back button ◀Ⅰ to control the track selection.

**Voice control**
**Siri, Google Assistant™, Cortana** Press and hold the Play/pause ▶ⅠⅠ button for 2 seconds until you hear the tone to activate your smartphone's default voice assistant.

**Charge**
It takes up to 3 hours to fully charge your headphones. The LEDs turn off once charging is complete.
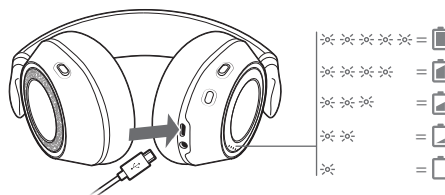


**TIP** *To check the headphones battery status, tap the Call ↖ button while wearing your headphones. Headphones must be in idle state.*

Your headphones have up to 24 hours of listening time.

# More Features

**Use sensors**    Smart sensors respond when you put on or take off your headphones. Customize in Plantronics Hub. Below describes default settings.

| With active sensors | putting on the headphones will: | taking off the headphones will: |
|---|---|---|
| Mobile/softphone call | answer the incoming call | mute the active call |
| Music/media | resume music/media (if playing previous to taking off)* | pause music/media (if playing)* |

**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.

To reset the headset sensors, connect it directly to your computer's USB port, and place it, with the ear cups up, on a flat, non-metallic surface for more than 10 seconds.

**ANC**    Active Noise Cancelling (ANC) reduces external noise and enhances your music and sound quality.

Slide the ANC switch to choose:
- Mid: recommended for office
- High: recommended for airplane

**OpenMic**    When not on a call, tap the red 🎤 button to hear your surroundings (your music/audio will pause).

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# Troubleshooting

| | |
|---|---|
| During a call, my voice sounds muffled or far away to other callers. | You may be wearing your headset backwards. Headset microphones are on the front of your earcups. For best call audio, ensure that left and right earcups are on the correct ear. |
| When I use my headset with a softphone, the headset call control and mute buttons don't work. | Check the following:<br>• If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop App or Plantronics Hub for Windows/Mac installed. See Load software.<br><br>• Mac only: if you are running Skype for Business softphone, quit Plantronics Hub for optimum headset call control. |
| How do I interact with Microsoft Teams or Skype for Business? | • For Microsoft Teams, tap the Call ✆ button to interact.<br><br>• For Skype for Business, press and hold the Call ✆ button for 2 seconds to interact.<br><br>• 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? | 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 > Softphones > Software Settings > Target Softphone<br>When you configure another softphone, the Call button:<br>• doesn't interact with Teams<br><br>• doesn't go to Teams notifications<br><br>• will not launch Cortana |
| The headset sound is not working as expected when connected to computer.<br>• During a call, nobody can hear me<br><br>• During a call, I can't hear anybody<br><br>• Music is not coming through my headset<br><br>• When I play music and a call comes in, the music is too loud or doesn't pause | To configure the headset sound on your computer, see Configure for media. |
| I can't unmute my headset when I'm on a softphone call. | Install Poly Lens Desktop App. |
| The headset sensors are not working as expected.<br>• A call is not automatically answered when I put on my headset<br><br>• Mute/unmute is not working when I take on/off my headset during a call | If your headset sensors are not working as expected, you may need to reset the sensors. See Reset sensors. |

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• During a call, mute unexpectedly turns on

| | |
|---|---|
| During a call, I get interference and drops in sound. | Your headset is configured for optimal performance during conference calls. Stereo telephony is on by default. To increase Bluetooth density, change the setting by going to Poly Lens Desktop App>Settings > Wireless > Extended Range Mode. |
| The headset talk time is not accurate. | Charge the headset fully to reset the accuracy of the talk time prompts. |
| I hear an echo when not on a call. | Check and see if OpenMic is on by pressing the red mute button when you are not on a call. Our exclusive OpenMic feature lets you control the level of ambient noise you hear. |
| On my Mac, I can't change headset settings with Plantronics Hub | Skype for Business and Lync users only:<br>**1** Quit Skype for Business or Lync softphone.<br>**2** Open Plantronics Hub for Mac and configure desired settings.<br>**3** Quit Plantronics Hub. |
| On my Mac, I can't update headset firmware with Plantronics Hub | Skype for Business and Lync users only:<br>**1** Quit Skype for Business or Lync softphone.<br>**2** Open Plantronics Hub for Mac and update headset firmware. See Update firmware.<br>**3** Quit Plantronics Hub. |
| On my Mac, if I'm listening to streaming audio and take off the headset, iTunes starts playing when I put the headset back on. | This is a known issue. Turn off play/pause setting in the sensors tab of Poly Lens App or Plantronics Hub for Windows/Mac. |

# Support

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