Voyager 8200 UC

User Guide

Contents

Headset overview

🔊	Volume dial
voice	Voice control: Siri, Google Now™, Cortana
◀‖	Play previous track*
▶‖	Play/pause*
‖▶	Skip to next track*
ANC	Active Noise Cancelling
OpenMic	Hear surroundings
🔇	Mute
🔆	Headphone LEDs
📞	Call button: Answer/end/decline call
⏻	Power
⁑	Bluetooth® pairing

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

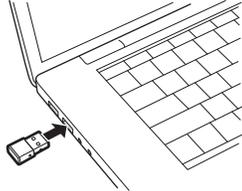Be safe   Please read the safety guide for important safety, charging, battery and regulatory information before using your new headset.

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

3   **OPTIONAL** Load Plantronics Hub for Windows and Mac by visiting plantronics.com/software. This will allow you to customize your headset behavior through advanced settings and options.

Configure for media

Your USB Bluetooth adapter comes ready to take calls, but listening to music takes some additional configuration.

Windows

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

Pair to mobile device

1   To put your headset in pair mode, press and hold the power button towards the Bluetooth icon until you hear "pairing" and the headset LEDs flash red and blue.
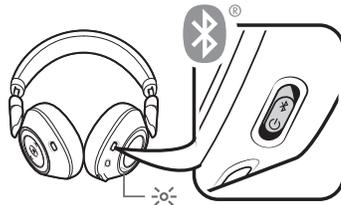
2   Activate Bluetooth on your phone and set it to search for new devices.
   • **iPhone** Settings > Bluetooth > On*

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

   NOTE *Menus may vary by device.*

3   Select "PLT V8200 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.
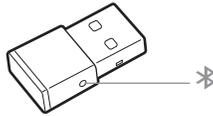   **NOTE** *To enable caller name announcement, allow access to your contacts if your phone prompts you.*

   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. |

USB Bluetooth adapter

| USB LEDs	What they mean
Red and blue flashes	Pairing
Solid Blue	Pairing successful; Connected
Blue flashes	On a call
Solid red	Mute active
Purple flashes	Streaming music/media from computer

Pair USB adapter again

1   Insert the high-fidelity Bluetooth USB adapter into your laptop or computer and wait for your computer to recognize it.

2   Put your headphones in pair mode.

3   Put your Bluetooth USB adapter into pair mode by gently pressing and holding the pair button with a pen or paperclip until the Bluetooth USB adapter flashes red and blue.
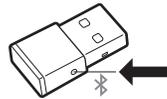
Pairing is successful when you hear "pairing successful" and the Bluetooth USB adapter LED is solid blue.

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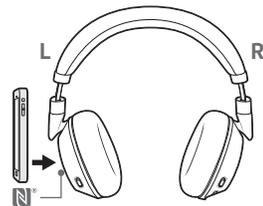
NOTE *The headphone's NFC tag is located on the outside of the left ear cup. Phone NFC tag locations vary.*

Load software

NOTE *Some softphones require the installation of Plantronics Hub for Windows and Mac to enable headset control (answer/end and mute) functionality.*

• Download Plantronics Hub for Windows/Mac by visiting plantronics.com/software.

• Download Plantronics Hub for iOS/Android by visiting plantronics.com/software, the App Store or Google Play.

Manage your headset settings with your computer or mobile device with Plantronics Hub for Windows and Mac or Plantronics Hub for iOS and Android, respectively.

Plantronics Hub	iOS and Android	Windows and Mac
Call control for softphones	available for some softphones	X
Change headset language	X	X
Update firmware	X	X
Turn features on/off	X	X
View user guide	X	X
Battery meter	X	X
Find MyHeadset	X	

The Basics

Power on/off	Slide the switch ⏻ to power on or off.
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.

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.

  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.

Mute/unmute

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

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 Now™**, Cortana** Press and hold the Play/pause ▶II button for 2 seconds until you hear the tone. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.

Charge

It takes up to 3 hours to fully charge your headphones. The LEDs turn off once charging is complete.
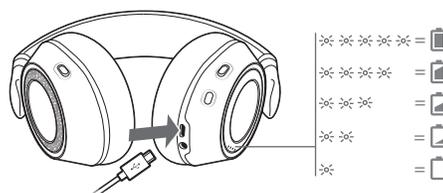
TIP *To check the headphones battery status, tap the Call ↘ button while wearing your headphones. Headphones must be in idle state.*

Your headphones have up to 24 hours of listening time.

More Features

Select language

You can wirelessly change your headset language using Plantronics Hub software. Download: plantronics.com/software. Choose:
* With your headset paired to your smartphone, select headset language in Plantronics Hub for iOS/ Android

* With your headset connected to your computer via USB adapter or cable, select headset language in Plantronics Hub for Windows/Mac*
USB adapter not included in all models.

Voice alerts list

Following is a list of common voice alerts. You can use Plantronics Hub to customize some of these alerts. Download Plantronics Hub at plantronics.com/software

* "Answering call"

* "Battery low"

* "Redialing last outgoing call"

* "Incoming call"

* "Mute on/mute off"

* "No phone is connected"

* "Pairing"

* "Pairing incomplete, restart headset"

* "Pairing successful"

* "Power on/off"

* "Phone X connected/disconnected"

* "Recharge headset"

* "Smart sensors on/off"

* "Battery high"

* "Volume maximum/minimum"

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).
Change headset settings	You can manage your headset settings by using Plantronics Hub for Windows/Mac on your computer or Plantronics Hub for iOS/Android on your mobile device. Visit plantronics.com/software.
	Settings that can be changed include:
	• Headset language
	• Answering call alert
	• Mute
	• Mute reminder
	• Smart sensors
	• Firmware update
	• Streaming audio (A2DP)
	• HD Voice (wideband audio)
	• Caller ID on/off
	• Audio channel tone
	• Restore default settings
	• Find MyHeadset: clear event history
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.

Update firmware

Keep your firmware up-to-date to improve performance and add new features to your headset.

Update your firmware using your computer or mobile device with Plantronics Hub for Windows/Mac or Plantronics Hub for iOS/Android, respectively. Download Plantronics Hub at plantronics.com/software. Choose:

- Plantronics Hub for Windows/Mac: With your headset connected your computer, check Updates for available firmware update

- Plantronics Hub for iOS/Android: With your headset paired to your smartphone, check Settings for available firmware update

While updating firmware:

- Remove your headset from your ear. Do not use your headset or device 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 device

- Do not stream media on your smartphone

- Do not answer or place a call

NOTE *Smartphone: If you receive a lot of calls, emails or texts, try turning on the Do Not Disturb feature in your smartphone's settings while you update.*

Headset recovery

If you have several failed attempts at an over-the-air firmware update, or if your headset becomes unresponsive, take the following steps:

1 Download and install Plantronics Hub for Windows/Mac at plantronics.com/software

2 Connect your headset to your computer using a USB cable

3 Open Plantronics Hub, go to Help > Support > Firmware Updates & Recovery and enter your Product ID (PID) to complete the recovery

Find your Product ID (PID). Choose:

- Plantronics Hub app's headset recovery instructions

- Plantronics Hub app's home screen

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: • Make sure the softphone you are using is supported by viewing our software compatibility guide. • If required to enable headset control (answer/end and mute) functionality, ensure you have Plantronics Hub for Windows/Mac installed. See Load software. • Mac only: if you are running Skype for Business or Lync softphone, quit Plantronics Hub for optimum headset call control.
The headset sound is not working as expected when connected to computer. • 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	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 Plantronics Hub for Windows/Mac.
The headset sensors are not working as expected. • A call is not automatically answered when I put on my headset • Mute/unmute is not working when I take on/off my headset during a call • During a call, mute unexpectedly turns on	If your headset sensors are not working as expected, you may need to reset the sensors. See Reset sensors.
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 **Plantronics Hub** > **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: **1** Quit Skype for Business or Lync softphone.

2 Open Plantronics Hub for Mac and configure desired settings.

3 Quit Plantronics Hub.

On my Mac, I can't update headset firmware with Plantronics Hub	Skype for Business and Lync users only:
	1 Quit Skype for Business or Lync softphone.
	2 Open Plantronics Hub for Mac and update headset firmware. See Update firmware.
	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 Plantronics Hub for Windows/Mac.

Support

plantronics.