

# Voyager 6200 UC

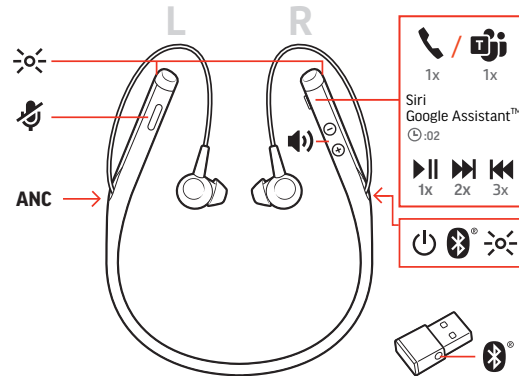
User Guide

# Contents

Overview	3
Headset overview	3
USB Bluetooth adapter	3
Connect and pair	5
Connect to PC	5
Configure for media	5
Pair to mobile device	5
Pair USB adapter again	6
Load software	7
Charge	8
Check headset battery status	8
Fit	9
Replace eartips	9
The Basics	10
Power on/off	10
Adjust the volume	10
Play or pause audio	10
Track selection	10
Fast forward/rewind	10
Voice control	10
Make/Take/End Calls	10
Interact with Microsoft softphone	12
More Features	13
Select language	13
Noise canceling	13
Online indicator	13
Change headset settings	14
Recalibrate headset sound	14
Caller Announcement (mobile phone only)	14
Update firmware	15
Headset recovery	15
Troubleshooting	16
Support	18

# Overview

## Headset overview



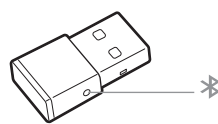
	LEDs
	Mute
ANC	Active Noise Canceling
	Power
	Play/pause*
	Next track*
	Previous track*
	Bluetooth® pairing
	Volume
	Call button/Press to interact with Microsoft Teams (app required)
	Voice control: Siri, Google Now™, Cortana

**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



To pair your headset and USB adapter again if it loses connection, put your headset and USB adapter into pair mode (for the USB adapter, press the Bluetooth pairing button for 4 seconds until the lights flash red and blue).

**NOTE** Adapter design may vary

### 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	Headset connected
Flashing blue	On a call
Solid red	Mute active
Pulsing purple	Microsoft Teams notification

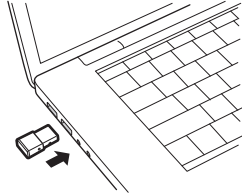
**NOTE** \*Requires Microsoft Teams application

# 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 **OPTIONAL** Load Plantronics Hub for Windows/Mac by visiting [poly.com/software](http://poly.com/software). This allows 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

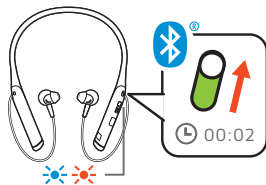
- 1 To configure your Bluetooth USB adapter to play music, go to **Start menu > Control Panel > Sound > Playback tab**. Select **Plantronics BT600**, set it as the Default Device and click OK.
- 2 To pause music when you place or receive calls, go to **Start menu > Control Panel > Sound > Communications 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, slide and hold the Power  $\odot$  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 "PLT V6200 Series."  
If necessary, enter four zeros (0000) for the passcode or accept the connection.

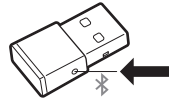
Once successfully paired, you hear "pairing successful" and the headset LEDs stop flashing.

**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 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.

# 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 [poly.com/software](http://poly.com/software).
- Download Plantronics Hub for iOS/Android by visiting [poly.com/software](http://poly.com/software), the App Store or Google Play.

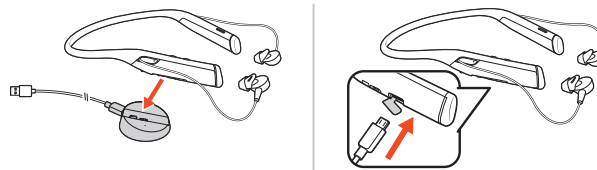


Manage your headset settings with your computer or mobile device with Plantronics Hub for Windows and Mac or Plantronics Hub for iOS and Android, respectively.

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	

# Charge

It takes 90 minutes to fully charge your headset with the desk charger or micro USB cable. The LEDs turn off once charging is complete. Your headset has up to 10 hours of talk time.

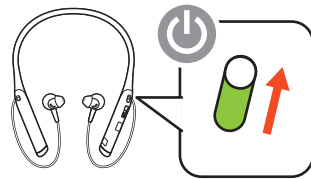


**NOTE** Your headset will vibrate once to confirm that charging is in progress.

## Check headset battery status

There are 3 ways to check the headset battery status. Choose:

- Plantronics Hub for iOS/Android: check the home screen
- Plantronics Hub for Windows/Mac: click on the Plantronics Hub headset icon in the system tray or menu bar to view battery status
- Slide and release the Power  $\text{\textcircled{P}}$  switch away from the off position. Listen to the voice alert or observe the headset LEDs.



## Headset LED behavior while charging

---

Off    Charging complete

---

● ● ●    Battery high

---

● ●    Battery medium

---

●    Battery low

---

☠    Battery critical

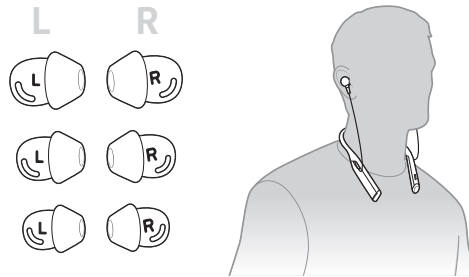
---

**TIP** To reset the accuracy of the talk time alert, deplete the headset battery then charge fully.



# Fit

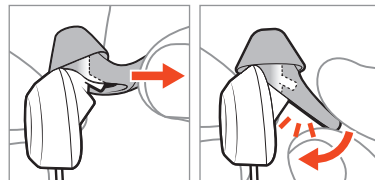
- 1 Try the 3 eartips to find which size fits you comfortably while blocking external noise.
- 2 Listen to music and select the eartip that gives you the most bass response.
- 3 You may prefer a different size eartip in each ear.



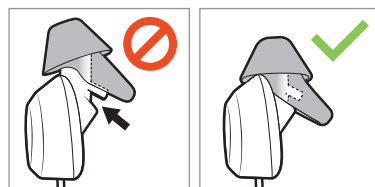
## Replace eartips

Changing the eartips and locking them in place is easy. Left and right are indicated on the earbud and on the eartip.

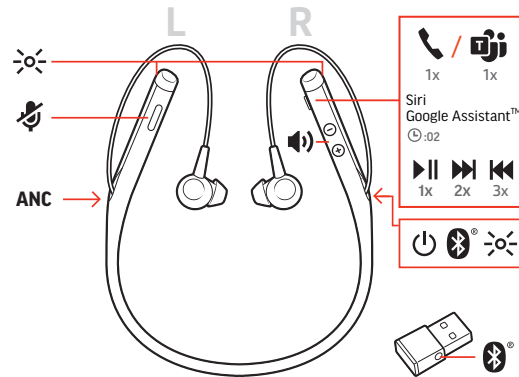
- 1 To put the eartip on the earbud, hold the eartip loop, place it over the earbud and pull the eartip up and over the small tab on back of earbud to click it in place.




- 2 Ensure that you can't see the tab and the eartip is locked in place.





# The Basics



## Power on/off

Slide the switch  to power on or off.


## Adjust the volume

Tap the Volume up  or Volume down  button.



### Adjust headset microphone volume (softphone)

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

## Play or pause audio



Tap the Call  button.

## Track selection

Double-tap the Call  button to skip to the next track or triple-tap the Call  button to play the previous track.


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

## Fast forward/rewind

Double-tap and hold the Call  button to fast-forward. Triple-tap and hold the Call  button to rewind.


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

## Voice control

**Siri, Google Now™, Cortana** Press and hold the Call  button for 2 seconds until you hear the tone. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.

## Make/Take/End Calls

### Answer or end a call

Tap the Call  button.



### Answer a second call

First, tap the Call button  to end current call, then tap the Call button  again to answer new call.

### Mute

While on an active call, tap the red Mute  button.

### 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 Plantronics Hub for Windows/Mac > **Softphones** > **Software Settings** > **Target Softphone**

# More Features

## Select language

You can wirelessly change your headset language using Plantronics Hub software. Download: [poly.com/software](https://poly.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 [poly.com/software](https://poly.com/software)

- "Answering call"
- "Battery low"
- "Battery high"
- "Redialing last outgoing call"
- "Incoming call"
- "Mute on"
- "No phone is connected"
- "Pairing"
- "Pairing incomplete"
- "Pairing successful"
- "Power on"
- "Phone 1 connected"
- "Recharge headset"
- "Volume minimum"

## Noise canceling

Active Noise Canceling (ANC) reduces unwanted noise.

Slide the switch to activate.

### NOTE

*You can select the amount of time that ANC stays on while your headset is idle. Manage settings in Plantronics Hub.*

## Online indicator

Your headset LEDs flash red to inform others that you are on a call. Manage settings in Plantronics Hub.



### 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 [poly.com/software](http://poly.com/software).

Settings that can be changed include:

- Headset language
- Answering call alert
- Mute
- Mute reminder
- Firmware update
- Streaming audio (A2DP)
- HD Voice (wideband audio)
- Caller ID on/off
- Audio channel tone
- Restore default settings
- Find MyHeadset: clear event history

### Recalibrate headset sound

Recalibrate your headset sound if your voice sounds muffled on a call or if callers hear your background noise.

- 1 Power off your headset for 10 seconds
- 2 Power on headset in a quiet environment

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

---

My eartips are not staying on the earbuds.	Ensure that your eartips are securely attached to the earbuds. See <a href="#">Replace eartips</a> .
When I use my headset with a softphone, the headset call control and mute buttons don't work.	Check the following: <ul style="list-style-type: none"><li>• Make sure the softphone you are using is supported by viewing <a href="http://www.plantronics.com/softphonecompatibility">www.plantronics.com/softphonecompatibility</a>.</li><li>• If required to enable headset control (answer/end and mute) functionality, ensure you have Plantronics Hub for Windows/Mac installed. See <a href="#">Load software</a>.</li></ul>
The headset sound is not working as expected when connected to your computer. <ul style="list-style-type: none"><li>• During a call, nobody can hear me</li><li>• During a call, I can't hear anybody</li><li>• Music is not coming through my headset</li><li>• When I play music and a call comes in, the music is too loud or doesn't pause</li></ul>	To configure the headset sound on your computer, see <a href="#">Configure for media</a> .
While on a call or playing media, I get interference and drops in sound.	<ul style="list-style-type: none"><li>• Your headset is configured for optimal performance during conference calls. Stereo telephony is on by default. To increase Bluetooth range, change the setting by going to <b>Plantronics Hub &gt; Settings &gt; Wireless &gt; Extended Range Mode</b>.</li><li>• For best audio reception, keep your phone on the right side of your body.</li></ul>
While on a call, others have trouble hearing me. <ul style="list-style-type: none"><li>• My voice sounds muffled or far away</li><li>• Others hear my background noise</li></ul>	See <a href="#">Recalibrate headset sound</a> .
The headset talk time is not accurate.	Charge the headset fully to reset the accuracy of the talk time prompts.
How do I interact with Microsoft Teams or Skype for Business?	<ul style="list-style-type: none"><li>• For Microsoft Teams, tap the Call  button to interact.</li><li>• For Skype for Business, press and hold the Call  button for 2 seconds to interact.</li><li>• Set your target phone by going to Plantronics Hub for Windows/Mac &gt; <b>Softphones &gt; Software Settings &gt; Target Softphone</b></li></ul>
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 Plantronics Hub for Windows/Mac > <b>Softphones &gt; Software Settings &gt; Target Softphone</b> When you configure another softphone, the Call button: <ul style="list-style-type: none"><li>• doesn't interact with Teams</li><li>• doesn't go to Teams notifications</li></ul>

---



- will not launch Cortana
-

# Support

## NEED MORE HELP?

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

**Plantronics, Inc.**

345 Encinal Street  
Santa Cruz, CA 95060  
United States

**Plantronics B.V.**

Scorpius 171  
2132 LR Hoofddorp  
Netherlands

© 2020 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. Bluetooth is a registered trademark of Bluetooth SIG, Inc. and any use by Plantronics, Inc. is under license. All other trademarks are the property of their respective owners. Manufactured by Plantronics, Inc.

210803-06 09.20