

# Voyager 4200 UC Series

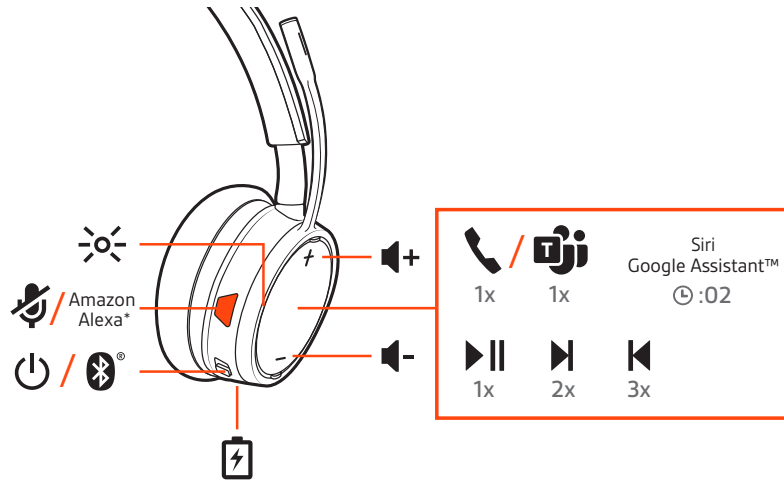
User Guide

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# Overview

## Headset overview



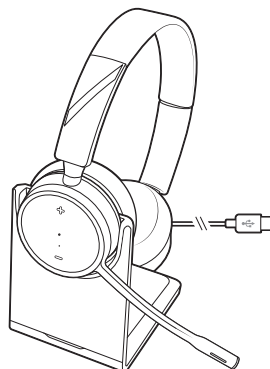
	LEDs/Online indicator
	Mute/unmute
Alexa	Smartphone feature: Amazon Alexa (requires Plantronics Hub and Alexa app)
	Power
	Bluetooth® pairing
	Charge port
	Volume
	Call button/Press to interact with Microsoft Teams (app required)
Siri®, Google Assistant™	Smartphone feature: Default voice assistant
	Play/pause**
	Next track**
	Previous track**

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

### Be safe

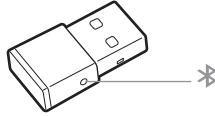
Please read the safety guide for important safety, charging, battery and regulatory information before using your new headset.

## Charge stand (charge stand model only)



**NOTE** The charge stand plugs into a computer or wall charger's USB port.

## 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

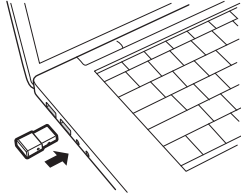
**NOTE** \*Requires Microsoft Teams application

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

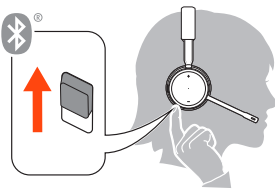
- 1 To configure your Bluetooth USB adapter to play music, go to **Start menu > Control Panel > Sound > Playback tab**. Select **Plantronics BT600**, set it as the Default Device and click OK.
- 2 To pause music when you place or receive calls, go to **Start menu > Control Panel > Sound > Communications 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 "Poly V42XX Series."  
If necessary, enter four zeros (0000) for the passcode or accept the connection.

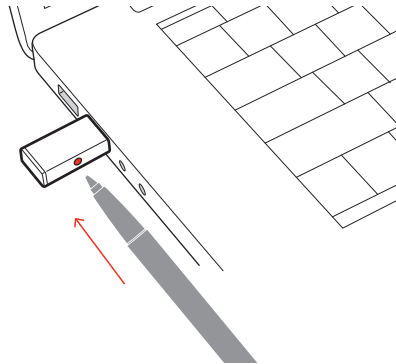
Once successfully paired, you hear "pairing successful" and the headset LEDs stop flashing.

**NOTE** Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the Bluetooth USB adapter.

## Pair USB adapter again

Typically, your USB adapter is pre-paired to your headset. In the event that your adapter is disconnected or bought separately, you will need to pair the adapter to your headset.

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

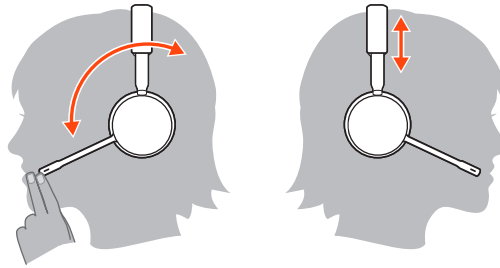
Pairing is successful when you hear "pairing successful" and "PC connected" and the Bluetooth USB adapter LED is solid blue.

# Fit and charge

## Wear on the right or left

To position the microphone on the right or left side, rotate the microphone boom up and over. Gently bend the boom so it is approximately 2 finger widths from the corner of your mouth.

**IMPORTANT** For true stereo sound, wear the boom on your right side.



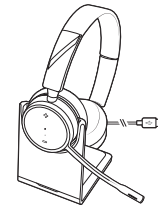
## Charge

Charge your headset using the micro USB cable or the charge stand (sold separately). The headset LEDs flash when charging. It takes approximately 90 minutes to fully charge your headset. The LEDs turn off once charging is complete.

**NOTE** The micro USB cable and charge stand (sold separately) plug into a computer or wall charger's USB port.



Micro USB cable



Charge stand (sold separately)

## 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

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



# Load software

Plantronics Hub is an invaluable headset tool.

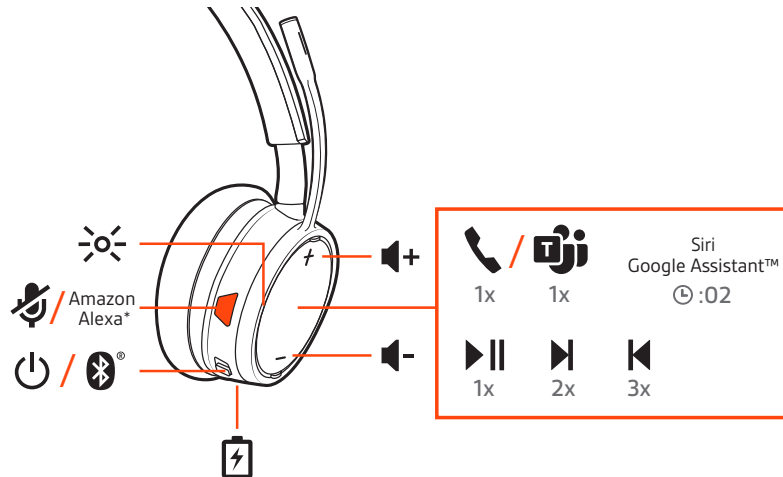
**NOTE** Some softphones require the installation of Plantronics Hub for Windows and Mac to enable headset control (answer/end and mute) functionality.

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



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	
Use Amazon Alexa (requires app)	X	
Enable Tile (requires app)	X	

# The Basics



## Power on/off

Slide the switch  to power on or off.

## Adjust the volume

Tap the Volume up (+) or down (-) button.

## Adjust headset microphone volume (softphone)



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

## 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 (smartphone)

To dial your last number you dialed, 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**

### 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 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.

### Enable and use Amazon Alexa (smartphone feature)

With Alexa enabled on your headset, you can ask for directions, call friends, access Alexa Skills and more.

**NOTE** *Amazon Alexa isn't available in all languages and countries.*

#### 1 Enable Alexa

**A Pair the headset to your mobile device**

**B Update your Plantronics Hub mobile app (software) if necessary**

**C Launch Plantronics Hub app and ensure that your headset (firmware) is up-to-date**

**D From Plantronics Hub main menu, choose Apps > Amazon Alexa > Enable**

**E Launch the Amazon Alexa app and follow the instructions to set up your headset**

#### 2 Use Alexa

**A To use Alexa, tap the Mute button (when not on a call) and ask a question. You hear a tone when Alexa is activated.**

# 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.*


## Enable Tile

With the Tile app enabled on your mobile device, you can ring your lost headset or locate it on a map and ask the Tile community for help.

- 1 Pair the headset to your mobile device
- 2 Update your Plantronics Hub mobile app (software) if necessary
- 3 Launch Plantronics Hub app and ensure that your headset (firmware) is up-to-date
- 4 From Plantronics Hub main menu, choose **Apps > Tile > Enable**
- 5 Launch the Tile app and follow the instructions to connect your headset

## DeepSleep Mode

If you leave your headphones powered on but out of range of your paired phone or USB adapter for more than 7 days, your headset conserves its battery power by entering into DeepSleep mode.

Once back in range with your phone or USB adapter, press the Call control  button to exit DeepSleep mode.

## Online indicator

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

## Corded mode (audio over USB)

If your audio is cutting out during softphone calls, you may be experiencing Bluetooth density problems. Improve audio performance by using density-friendly corded mode.

- 1 Disconnect your Bluetooth USB adapter from your computer
- 2 Connect your headset directly to your computer with the provided 1.5 m USB cable
- 3 Power off your headset to use density-friendly corded mode  
**NOTE** *Your headset battery charges while in corded mode.*

# 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

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The headset audio is not working as expected when connected to my 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](#).
- Ensure that only one softphone application is opened at a time.
- For best performance, ensure your headset firmware is up-to-date. See [Update firmware](#).

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My headset call control is not working as expected when on a softphone call.

Check the following:

- For best performance, ensure your headset firmware is up-to-date. See [Update firmware](#).
- Ensure that only one softphone application is opened at a time.
- If required to enable headset control (answer/end and mute) functionality, ensure you have Plantronics Hub for Windows/Mac installed. See [Load software](#).
- Select your softphone application in Plantronics Hub for Windows/Mac > **Softphones** > **Software Settings** > **Target Softphone**.
- Ensure the softphone you are using is supported by viewing [poly.com/compatibility-guide](http://poly.com/compatibility-guide).

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How do I interact with Microsoft Teams or Skype for Business?

- For Microsoft Teams, tap the Call  button to interact.
- For Skype for Business, press and hold the Call  button for 2 seconds to interact.
- Set your target phone by going to Plantronics Hub for Windows/Mac > **Softphones** > **Software Settings** > **Target Softphone**

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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 > **Softphones** > **Software Settings** > **Target Softphone**

When you configure another softphone, the Call button:

- doesn't interact with Teams
- doesn't go to Teams notifications
- will not launch Cortana

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The headset audio is cutting out during softphone calls.

- You may be experiencing Bluetooth density issues. Use density-friendly corded mode. See [Corded mode \(audio over USB\)](#).

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I can't activate Amazon Alexa on my headset.

- Alexa requires one-time setup in Plantronics Hub for iOS/Android for iOS/Android. See [Enable and use Amazon Alexa](#).
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The headset talk time is not accurate.

- Deplete your headset battery and then fully charge to reset the accuracy of the talk time prompts.
-

# Support

## NEED MORE HELP?

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

### **Plantronics, Inc.**

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United States

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

Scorpius 171  
2132 LR Hoofddorp  
Netherlands

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