

User Guide



ThinkPad Dual-Mode Wireless ANC Foldable Headset 8550

Read this first

 <https://www.lenovo.com/safety>

Note: Before using this documentation and the product it supports, ensure that you read and understand the warranty information in the documentation that comes with the product.

First Edition (March 2026)

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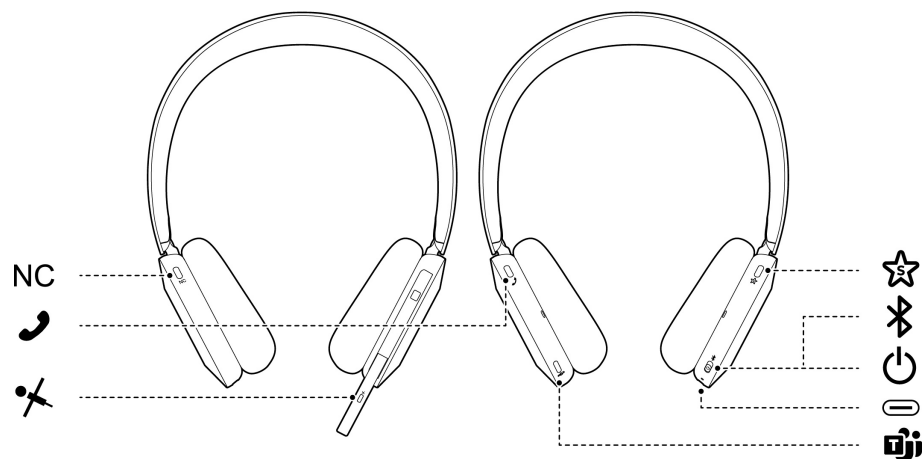
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Chapter 1. About the headset

Product overview

The ThinkPad Dual-Mode Wireless ANC Foldable Headset 8550 is certified by Microsoft Teams for open office. It redefines the best-in-class portable headset for hybrid work, featuring a foldable, lightweight design that's effortless to carry anywhere. Adaptive hybrid ANC and AI-powered ENC keep distractions at bay, allowing you to enjoy crystal-clear calls and immersive sound for next-level focus. Sound by Bose technology delivers expertly tuned audio for both calls and music. Connect with a tap or via a Bluetooth® receiver — productivity on the move has never been this seamless.

Front and rear view



Item	Description	Item	Description
NC	Active Noise Cancellation (ANC) button		Power/Pair switch
	Hook button		Power connector
	Mute button		Teams button
	Multi-function button		

Chapter 2. Use the headset

Pair the headset

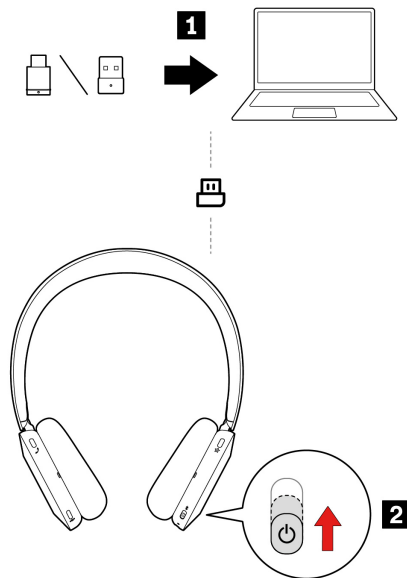
The headset can play audio from other devices, such as smartphones, tablets and computers.

Pairing via receiver

1. Plug the receiver into your computer.
2. The headset is pre-paired to the receiver it ships with. Power on the headset and slide the power/pair switch up. Once successfully connected, you will hear a voice prompt about battery level and connection status.

Notes:

- The receiver may be equipped with USB-A or USB-C connector.
- If you purchased the receiver separately, download the Lenovo Accessories and Display Manager (LADM) app and then follow the on-screen instruction to complete the pairing. See “Software download” on page 7.

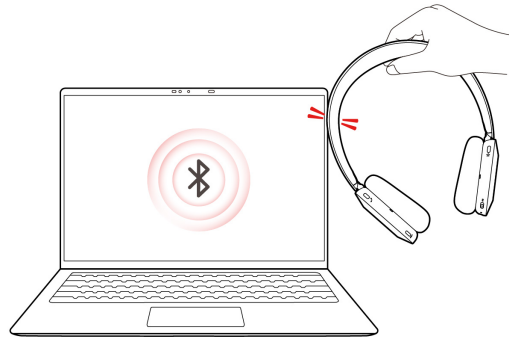


Tap to pair*

Tap to pair is an innovative feature designed to connect your Lenovo Aura Edition PC and accessories with the utmost ease. No complex setup is required. Simply tap your accessory to the PC, and your workspace instantly connects, starting a seamless and comfortable digital experience.

Notes:

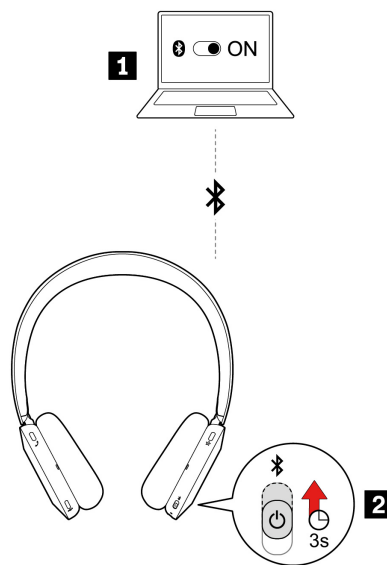
- Ensure your headset is in pairing mode before tapping.
- Tap to pair operates without the need for a paired receiver.



Pair via Bluetooth*

1. Enable the Bluetooth feature on your device, such as smartphones, tablets and computers.
2. Slide the power/pair switch up to the Bluetooth icon and hold for at least three seconds until the LED flashes blue, and you will hear a pairing voice prompt in the headset. Open the Bluetooth menu and select the **ThinkPad Headset 8550** from the list of available devices.

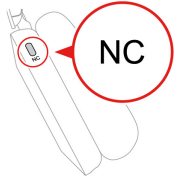
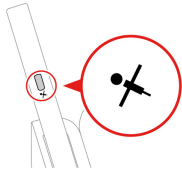
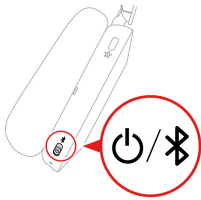
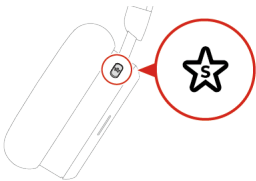
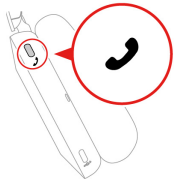
Note: The headset can pair with up to eight Bluetooth devices and can be connected with two Bluetooth devices simultaneously. To pair the headset with two Bluetooth devices, pair each device separately by following the standard pairing procedure.

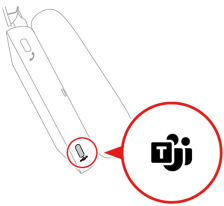


* Not certified for Teams

Headset controls

Buttons

Button	Function	Action
	Switch among ANC on, ANC off, and transparency mode	Short press
	Mute/Unmute	Short press
	Power on/off	Slide up/down
	Pairing/Cancel pairing	Slide up and hold for two seconds
	Check battery level	Slide up
	Activate AI Qira or voice assistant (set in the Lenovo Accessories and Display Manager (LADM))	Long press
	Switch among Spatial Audio fixed (without head tracking), Spatial Audio on-stationary (with head tracking), and Spatial Audio off	Short press
	Launch Spatial Audio Calibration	Double press
	Answer/End call	Short press
	Reject incoming call	Press and hold for three seconds

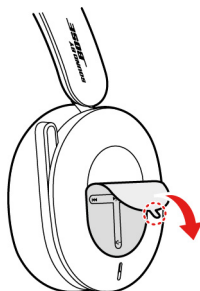
Button	Function	Action
	Bring Microsoft Teams to the foreground on your computer	Short press
	Raise your hand in Microsoft Teams meetings	Press and hold for three seconds

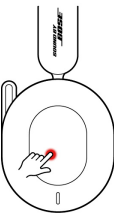
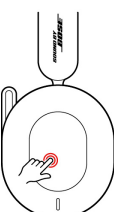
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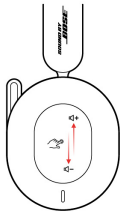
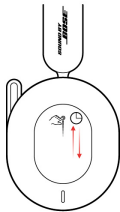
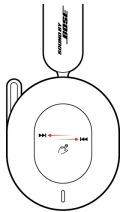
- Teams button function only works when signed into Microsoft Teams.
- Teams certification applies only to USB receiver mode. Direct Bluetooth mode is not certified for Teams.
- ANC levels (Low, Medium, High, and Adaptive) can be customized in Lenovo Accessories and Display Manager (LADM).
- To reset the headset, ensure that the headset is powered on and you are not on a call, then press and hold both the multi-function button and the ANC button for 10 seconds. Battery status light will blink amber for five seconds.

Touch controls

Note: Remove the mylar film before using the touch control panel.



Touch operation	Function	Action
	Switch among ANC on, ANC off, and transparency mode	Tap and hold for more than two seconds
	Start/Pause audio or video playback	Tap twice quickly

Touch operation	Function	Action
	Increase the volume	Swipe up
	Decrease the volume	Swipe down
	Continuously increase the volume	Swipe up and hold
	Continuously decreases the volume	Swipe down and hold
	Play the previous audio in the playlist	Swipe backward
	Play the next audio in the playlist	Swipe forward

Head gestures control

Notes:

- Head gestures are disabled by default and can be enabled via the LADM app.
- Non-GSM (Global System for Mobile Communications) calls require device and software support.

Head gesture	Function	Action
	Answer call	Nod your head up and down while wearing the headset
	Reject incoming call	Shake your head from side to side while wearing the headset

Spatial Audio Modes

The headset supports Spatial Audio. Refer to the following table for details on each mode.

Spatial fixed (Spatial Audio fixed mode)	Spatial on (Spatial Audio on Head tracking mode)	Spatial off (Spatial Audio turned off)
The virtual audio positions are preset to fixed locations. The sound source will not shift no matter how you turn your head or move.	The virtual soundstage dynamically adjusts as you turn your head, creating an immersive, 360° listening experience.	Stereo mode reproduces sound through independent left and right channels, providing clear, natural, and balanced audio with distinct left-right directionality.
Media player only	Media player only	Media player and voice

Wear detection control

The headset supports wearing detection in mobile and USB receiver mode (not supported in PC Bluetooth mode).

Mode	Headset removed	Headset worn again
Mobile mode	Media auto-pauses	Media auto-plays
PC (USB receiver mode)	Media auto-pauses	Not supported

Note: This feature can be disabled via the LADM app.

Software download

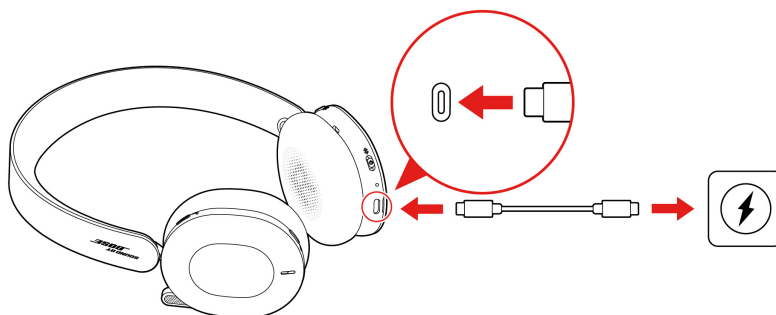
Lenovo Accessories and Display Manager (LADM) is a software platform designed to help users make better and more efficient use of their Lenovo displays and accessories. With LADM, you can customize more settings for your headset.



To download the LADM app, go to <https://support.lenovo.com/downloads/ladm>.

Charge the headset

Use the included cable to connect your headset to a power source.



Charging time

Allow up to two hours to fully charge the headset. Actual charging time may vary depending on usage conditions and device status.

Power saving

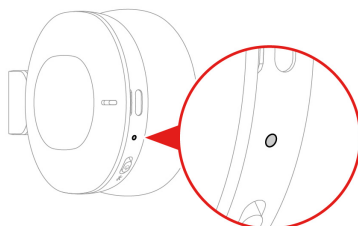
When the headset is powered on and there is no audio stream or device connection for two hours, it will automatically enter sleep mode to conserve battery power. To exit sleep mode, press any button or flip the microphone boom.

Note: After remaining in sleep mode for eight hours, the headset will automatically power off completely. You can adjust the duration before the headset enters sleep mode using the LADM app on your computer. To power the headset on, slide the power/pair switch down and then up.

LED indicator

Headset LED indicator

- Battery status



LED activity		System state
	Blinking amber slowly	Low battery
	Blinking amber fast	Charging
	Blinking amber fast for five seconds	Factory reset
	Solid amber for three seconds	Power on/off (remaining battery below two hours of calling time)

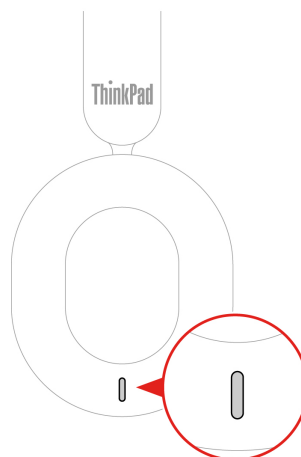
LED activity		System state
 	Solid white for three seconds	Power on/off (remaining battery exceeds two hours of calling time)
	Blinking blue fast	Pairing
 	Solid blue for three seconds	Paired

- Teams & busy light status

Left side: Teams & busy light



Right side: Busy light



Note: The busy lights on the headset automatically turn red when you are in a call to indicate that you are busy.

LED activity		System state
	Solid red (left and right lights)	In a call
	Solid purple (left light)	Teams on and not in a call
	Blinking purple (left light)	Incoming call
	Blinking purple for 10 seconds (left light)	Teams connection failed

Receiver LED indicator (for selected models)



LED activity		System state
	Blinking blue fast	• Pairing • Incoming Teams call
	Solid blue	• Paired • In a call • Incoming non-Teams call • Unmuted
	Blinking purple for 10 seconds	Teams connection failed
	Solid purple	Teams on and not in a call
	Solid red	Muted

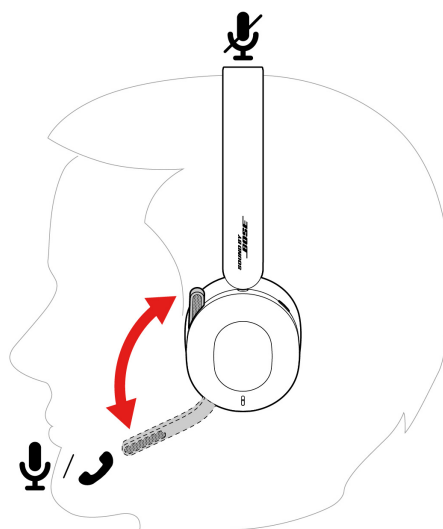
Wear the headset

The microphone boom is rotatable:

- When there is an incoming call, rotate the boom downwards to answer the call and unmute the microphone.

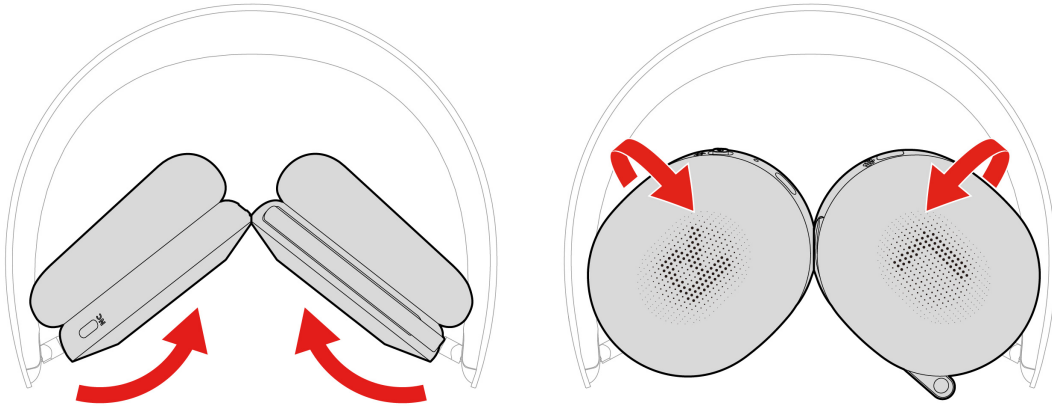
Note: This feature is enabled by default and can be disabled via the LADM app.

- To ensure optimal call quality, position the microphone close to your mouth.
- Rotate the boom upwards to mute the microphone.



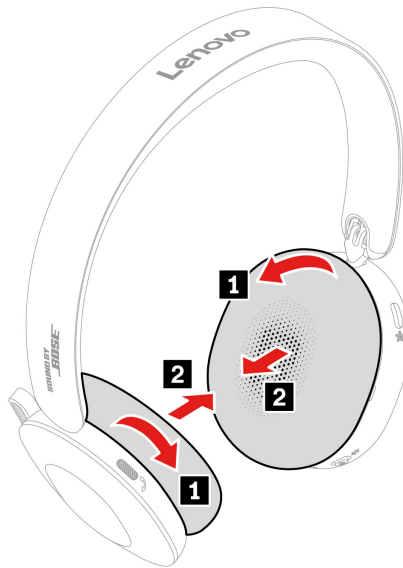
Fold the headset

Fold the headset by pushing the earcups inward (see illustrations below).



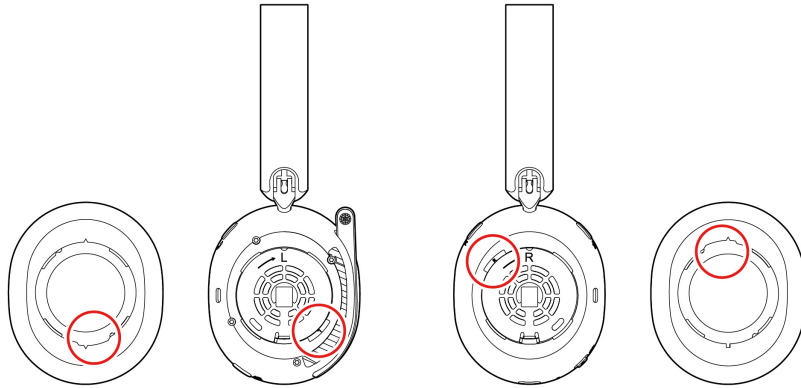
Earcups replacement

1. Rotate the earcup until it loosens, then pull the ear cushion away from the headset.



2. To install, align the arrow with the clip and rotate until the ear cushion clicks into place.

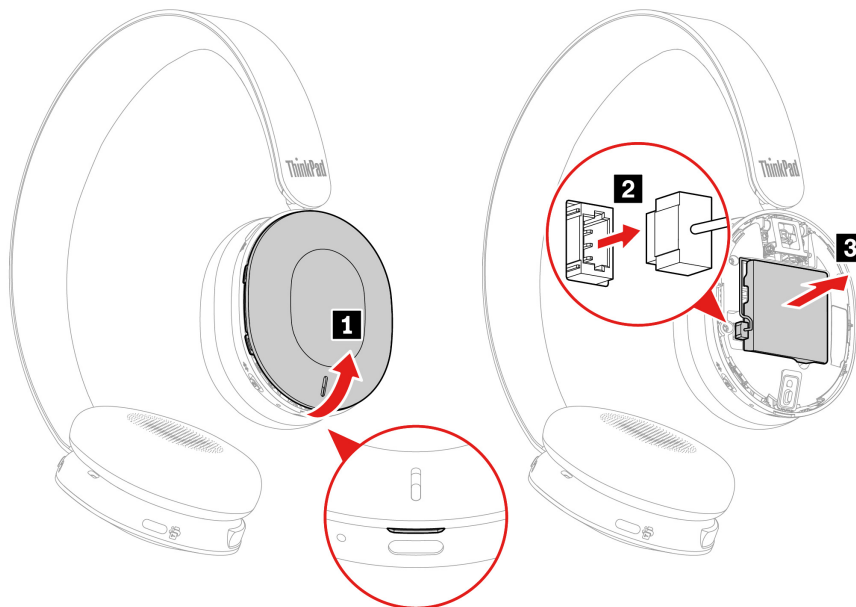
Note: The left and right ear cushions are marked with "L" and "R". Install the correct ear cushions when replacing them.



Battery replacement

Note: Make sure the headset has been shut down before replacing the battery pack.

1. Remove the right earcup cover.
2. Disconnect the battery connector, release the battery cable from the cable guide.
3. Remove the battery pack.



4. To install, place the new battery pack into the battery slot, insert the battery cable into the cable guide and connect the battery connector.
5. Reinstall the right earcup cover.

Firmware update

It is recommended that you update the headset and the receiver firmware whenever a new version is available to improve the performance and add new functionality.

To update the headset firmware, download Lenovo Accessories and Display Manager (LADM), see “Software download” on page 7.

Chapter 3. Troubleshooting

1. Why the ENC doesn't work and the far end people can get the noise from my side?

Confirm that the headset microphone is selected in the Teams app. To ensure optimal call quality, position the microphone close to your mouth.

2. What should I do if the headset speaker does not work during a Microsoft Teams meeting?

- If the headset is connected to the computer via the receiver, do one of the following:
 - Re-plug the receiver.
 - Restart the Microsoft Teams app.

Note: The above solution also applies if it is the headset microphone that is not working.

- If the headset is connected to the computer via Bluetooth, go to Microsoft Teams audio settings and select **ThinkPad Headset 8550** for the speaker.
- If the headset is connected to the computer via both Bluetooth and the receiver, do one of the following:
 - Disconnect the Bluetooth connection directly.
 - Go to Microsoft Teams audio settings and select **ThinkPad Headset 8550** for both the microphone and speaker.

3. Why does the headset microphone not work after connecting with PC?

There may be a delay in some computers recognizing your headset after you switch the device. You can check the headset in your computer's list of Bluetooth devices to see if the new headset is connected.

4. What should I do if the button controls are not synchronized with the Microsoft Teams app after connecting to the computer via the receiver?

Try restarting the Microsoft Teams app.

5. What should I do if the headset is unresponsive?

Slide the power/pair switch to the Bluetooth icon and hold for 20 seconds to restart the headset. This will not reset your user settings.

6. How to reset the headset?

To reset the headset, ensure that the headset is powered on and you are not on a call, then press and hold both the multi-function button and Active Noise Cancellation (ANC) button for 10 seconds. Battery status light on the headset will blink amber for five seconds.

7. Why does the music start playing automatically as soon as I put on my headset?

The headset uses a wear detection feature in supported modes. When the headset detects that it is being worn, media playback may automatically resume. When removed, playback may automatically pause.

8. When changing volume by swiping on the left ear cup, it seems to only change by 2% on each swipe up or down. How can I quickly adjust volume?

The headset supports swiping and holding to quickly increase or decrease the volume on touch control panel.

9. Why does the multi-function button have no effect during meetings?

The spatial audio function triggered by a short press of the multi-function button is supported only in media playback mode and is not available in meeting or voice modes.

10. **When using adaptive ANC in the LADM app, after switching from off to ANC on, external noise can be heard briefly before noise cancellation takes full effect, followed by a stable ANC state. Is this normal? How to resolve it?**

The adaptive ANC setting is designed to transition between high and low ANC modes based on the environment. This is normal. When ANC is turned on, the headset takes about five seconds to analyze the surroundings and switch to the corresponding ANC level. If you prefer a consistent noise cancellation level, you can manually change the mode from adaptive ANC to high or other in the LADM app.

11. **Why does only one side of my headset light up purple while the other does not?**

This is normal. The LED on the left side is the Teams/busy light, and the LED on the right side is the busy light. Only the left Teams LED lights up when connected to a Teams PC via the receiver. During a call, both sides of the headset light up red.

12. **Why does headset have no sound and low sound?**

Check the volume setting on your PC or phone. It may have been accidentally lowered by a mistouch.

13. **The headset is paired with three devices (A, B, and C). Why does device C fail to connect while devices A and B remain connected?**

The headset supports simultaneous connections with only two devices at a time. To connect a third device, you need to disconnect one of the existing connections.

14. **How to reduce touch noise when touching the microphone area during a call?**

This is sidetone noise. When the microphone inlet is completely covered and rubbed by a finger, the friction sound is amplified and transmitted to the ear via the sidetone path. You can access the LADM settings and adjust the sidetone level to reduce touch noise.

15. **Why doesn't auto volume work during meetings?**

Auto volume is only supported in media playback mode. It is not available during voice calls or online meetings. You can customize auto volume settings in LADM app.

16. **Why does the upgrade process fail?**

Ensure that both the headset and the receiver are not in use during the upgrade. Any ongoing media playback or voice activity may cause the upgrade to fail.

Chapter 4. Find your serial number

To view the serial number, you can:

- Check in the LADM app.
- Pull the ear cushion away from the left earcup. See “Earcups replacement” on page 11. The serial number is located beneath the ear cushion in the back of the left earcup.



Chapter 5. Take care of the headset

- Ensure that you store the headset in the pouch provided.
- To prevent depletion of battery life or capacity, do not store the headset in hot or cold environments, such as a closed car in summer or winter.
- It is recommended to use the headset between 0°C (32°F) and 45°C (113°F).
- Do not store the headset without charging for more than three months.

Chapter 6. Accessibility information

Documentation in accessible formats

Lenovo provides electronic documentation in accessible formats, such as properly tagged PDF files or HyperText Markup Language (HTML) files. Lenovo electronic documentation is developed to ensure that visually impaired users can read the documentation through a screen reader. Each image in the documentation also includes adequate alternative text to explain the image so that visually impaired users can understand the image when they use a screen reader.

To open and view PDF files, your computer must have the Adobe Reader program installed. The Adobe Reader program also is available for download at:

<http://www.adobe.com>

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