Voyager 4200 UC Series

User Guide

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poly

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NOTE **Functionality varies by application. May not function with web-based apps.*
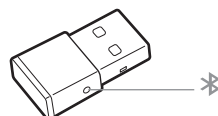
Be safe
Please read the safety guide for important safety, charging, battery and regulatory information before using your new headset.

Charge stand (charge stand model only)
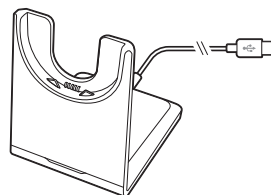
NOTE *The charge stand plugs into a computer or wall charger's USB port.*

USB Bluetooth adapter

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

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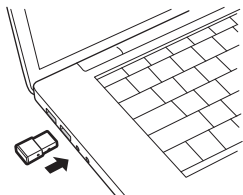
2 The USB adapter LED flashes blue and then turns solid blue to indicate the headset is connected to the USB adapter. If you are wearing your headset you will hear "PC connected" to indicate the connection has been established. When on a call, the LED on the USB adapter will flash blue. When not on a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

3 **OPTIONAL** Load Plantronics Hub for Windows and Mac by visiting poly.com/software. 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 ⏻ switch away from the off position until you hear "pairing" and the headset LEDs flash red and blue.
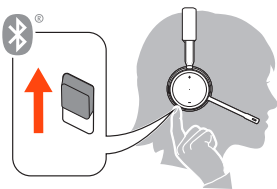
2 Activate Bluetooth on your phone and set it to search for new devices.
   - **iPhone** Settings > Bluetooth > On*
   - **Android** Settings > Bluetooth: On > Scan for devices*

   NOTE *Menus may vary by device.*

3 Select "Poly V42XX Series."
   If necessary, enter four zeros (0000) for the passcode or accept the connection.
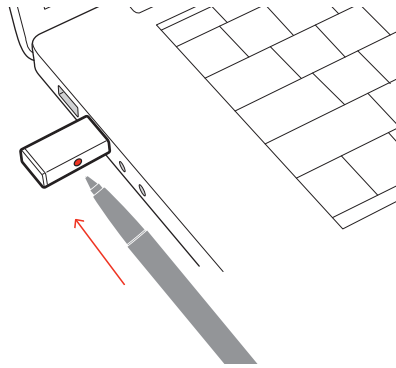
   Once successfully paired, you hear "pairing successful" and the headset LEDs stop flashing.
   NOTE *Your headset can pair with up to 8 devices but only maintain 2 connections simultaneously; this includes the Bluetooth USB adapter.*

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.*
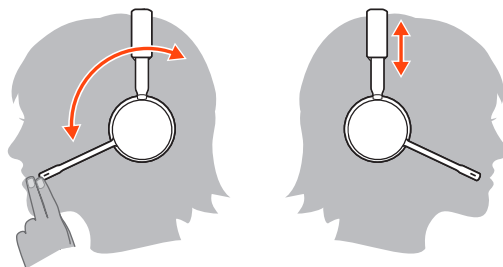
Charge

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.*
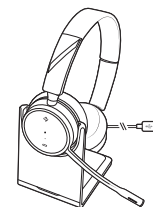
Micro USB cable   Charge stand (sold separately)

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 ⏻ 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.*

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.
- Download Plantronics Hub for iOS/Android by visiting 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
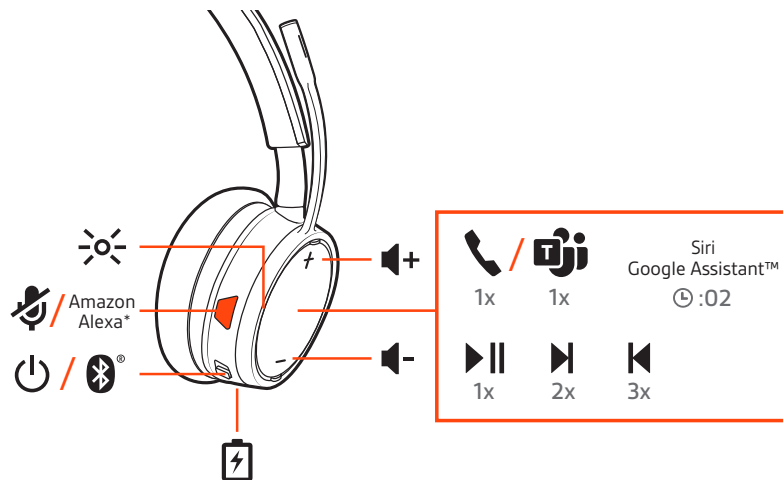
Power on/off	Slide the switch ⏻ to power on or off.	
Adjust the volume	Tap the Volume up (+) or down (−) button.	

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
To hold an active call, press the headset Call button for 2 seconds. Press the Call button to resume a held call.

Switch between calls (flash)
To switch between calls, press the headset Call button for 2 seconds.

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. 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. 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

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

The headset audio is not working as expected when connected to my computer.	• To configure the headset sound on your computer, see Configure for media.
• During a call, nobody can hear me	• Ensure that only one softphone application is opened at a time.
• During a call, I can't hear anybody	• For best performance, ensure your headset firmware is up-to-date. See Update firmware.
• 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	
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.
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
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
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).

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.
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

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