



I'm not robot



Next

Plantronics voyager legend software upgrade

*Device comes with Windows 10 and a free Windows 11 upgrade or may be preloaded with Windows 11. Upgrade timing may vary by device. Features and app availability may vary by region. Certain features require specific hardware (see [^](#) Dell Business Credit: Offered to business customers by WebBank, Member FDIC, who determines qualifications for and terms of credit. Taxes, shipping and other charges are extra and vary. Minimum monthly payments are the greater of \$15 or 3% of the new balance shown on the monthly billing statement. Dell and the Dell logo are trademarks of Dell Inc.*Rewards are issued to your online Dell Rewards Account (available via your Dell.com My Account) typically within 30 business days after your order's ship date; Rewards expire in 90 days (except where prohibited by law). "Current rewards balance" amount may not reflect the most recent transactions. Check Dell.com My Account for your most up-to-date rewards balance. 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Use Coupon Code MARCH | Free shipping & 30 day returns on all orders plantronicsDrew MerrittMar 09, 2020 For other helpful guides visit the Plantronics Voyager 5200 resource center Callers can't hear me / I can't hear callers Make sure your Voyager 5200 headset is paired to your mobile phone Reposition the headset on your ear as the sensors may not work Download the Plantronics Hub and disable Wideband Audio My headset doesn't give me 7 hours of talk time Make sure your headset is paired to your phone Disable Wideband Audio in the Plantronics Hub Let your headset completely run out of battery then give it a full charge Some phones have less efficient Bluetooth and will not give 7 hours of talk time on a single charge Pairing your Voyager 5200 1. With the Voyager 5200 headset power on press and hold the call button until you hear "pairing" 2. While the headset LED lights start flashing blue and red, activate the Bluetooth on your mobile phone and search for new devices 3. Select PLT V5200 4. Once paired the LED lights will stop flashing and you'll hear "pairing successful" Reset Sensors 1. Wearing the Voyager 5200, tap the call button to test sensors. A talk time voice alert means sensors are working. A tone means the sensors need to be reset. 2. To reset the sensors, power on the headset, connect the headset to your computer's USB port for more than 10 seconds. 3. You can disable your headset smart sensors through the Plantronics Hub software under the Settings Is your Voyager 5200 no longer working after the troubleshooting steps above? Consider doing one of two things. 22 comments Lori K Bullard February 24, 2022 at 15:46pm I have the same problem as Jason Craig.. My headset is hooked to my phone at the office. Sometimes I can use the side button and it picks up call and then just stop working, never hear a ring or beep when phone rings and voice answer doesn't work. I need to be able to run around the office and answer calls and can't. Jim Johnson February 24, 2022 at 15:48pm I have a voyager ear piece and when I receive a call, I have to physically answer the call because it tells me it is constantly on mute. How can I correct this? Thank you! Dan February 24, 2022 at 15:48pm My Voyager 5200 started having problems after I updated firmware several months ago. In the slightest noise \(no correlation to noise volume of type\) it will mute my voice with noise canceling at random. Could be many times a day or may go a week without. Since it was several years old, I purchased new one, same problem, had it replaced & same. Had my service manager try his phone & same problem \(but no problem with his non updated headset\) I have had 5200 series for my cell for years, I gave my Legend 5200 to my wife for her iphone & my service manger has a Voyager 5200 both have no problems but they have never updated. Poly will not acknowledged the issue is probably firmware related barring any better explanation. Chetan Madhani December 03, 2020 at 13:45pm I am using following products Plantronics 5200 UC \(2 units\) BT 600 \(2 units\) Plantronics 4200 UC Configuration 1- Using iPhone 12 2. iMac connected with BT 600 Voice is not heard on iPhone even though it is connected with iPhone when it is connected with BT600 I have all latest software for 5200, BT 600 , 4200 , iMAC IS ON Big Sur and Iphone is on callIOS 14 Dan November 18, 2020 at 08:52am Mute rarely works for me. I have to press the mute button up to 30 times before it will mute then seems to work fine after that. its all up to date using hub software. any ideas why this is, I purchased it a couple years ago \(sometime in 2018\) through Sprint but never used it much. Andy Barnett November 18, 2020 at 08:52am Hi Christina and Pam, I didn't see any response to your challenges, so I'll see if I can help. I had the same problem where "I can hear callers but they can't hear me. Not on mute, software up to date." I had run into a problem where I had enabled the mute "button" on the headset and it was muted. You could try pressing the physical mute button on the headset and see if that works? Alternatively, I'm running into a problem where the headset stopped letting me know that it was "muted" or "unmuted" when I pressed the button. And, it might not even be on mute!?! It happened after the latest firmware upgrade. I've reinstalled the software and it seems to randomly work sometimes and not others. Any ideas? This is from pressing the physical mute button on the phone. Jim Weiler November 18, 2020 at 08:48am I have the same problem as Pam, Kristina and Michelle, it's been getting worse in the last week or so, people can't hear me clearly. Tried resetting sensors, touching the mike while talking, using fully charged earpiece - problem continues. This happened a few years ago and that's why I stopped using the Plantronics earpiece. I started using it again about 10 months ago, now it's falling again. Robert Vincent November 18, 2020 at 08:48am All of a sudden, nobody could hear me. I could still hear them. Called Plantronics customer service. Was told I was past my 1 year warranty. Pretty poor service. Veer November 18, 2020 at 08:46am I have replaced the headset twice from service centre, This is the trouble I am facing, a windy noise is being heard to the person on other end while am talking through 5200. Secondly, the voice is not clearly heard to the person on other end. Updated hardware, still same errors.... What's the advice ?? Go to service centre and get replaced it yet again ??? Daniel Swanson November 18, 2020 at 08:52am When I'm on a Zoom meeting with multiple people, and with the headset connected to the computer audio via USB \(not linked to - not using - my phone\), the headset works well as long as I am on mute. When I unmute and try to talk, others hear me poorly they say I sound garbled and unintelligible. I can hear too what they are hearing. It seems to be less a problem when there are fewer \(2 or 3\) people on the Zoom. I wonder if the fact that my voice is coming out of their computer speakers and feeding back somehow is part of the problem. Any suggestions? Jason Craig November 18, 2020 at 08:46am So several of us in our office have the UC 5200 and on occasion for no reason we can figure out it will stop ringing in our ear, doesn't beep or offer voice answer, and even though its paired to our cisco phones when you press the answer button on the headset it dismisses the call instead of answer. Then randomly they will go back to working. I have one now that i updated the drivers, and let it connect to the computer but still not working properly. Any help would be appreciated and help me fix them when they go wonkers. Anna November 18, 2020 at 08:48am can anyone tell me how to turn off the indicator beep on the plantronics V5200 D7 Drew July 20, 2020 at 12:06pm Rich, can you plug your Voyager 5200 headset into the computer with the charge cable, download the Plantronics Hub and update the firmware in the headset. This is your best bet to resolve the issue. Otherwise, if your headset is within the 1 year warranty, you'll want to request a replacement. Another troubleshooting step you can do is try pairing a different headset to your phone, if that pairs fine it's a headset issue, if not it could be a phone issue. Rich July 20, 2020 at 12:03pm I have the same issue as Ben, all was working fine until the last phone \(note 10\) update a few days ago. Pam Creel July 20, 2020 at 12:05pm I can hear callers but they can't hear me. Not on mute, software up to date Joseph Mack Carter November 05, 2020 at 08:15am My PLT V5200 headset often: 1. Will allow me to hear the tone of the keys being pressed. Immediately followed by 2. The sound comes thru the cell, NOT the V5200. I try connecting the headset & cell w/no luck. What's going on? michael November 05, 2020 at 08:14am love this headset, Voyager 5200, but after 2 weeks, i start having problems with it disconnecting on its own and i have go into my phone too select this and not the phone. unless it doesnt like iphones. Brad Parbs November 05, 2020 at 08:14am My 5200 blue light continually flashes 3 times while connected to my computer is there a significance to that? Brad Parbs November 05, 2020 at 08:13am on my Plantronics 5200 Callers complain of horrible echo and the volume on my end will become very low by itself. Can you tell me how to fix? Kristina Hines June 24, 2020 at 12:45pm I can hear callers but they can't hear me. Not on mute, software up to date. Michelle Moore June 24, 2020 at 12:45pm Some callers say they don't hear me clearly and sometimes I don't hear the callers clearly, their voices cut in and out like a stutter. Please advise. Ben May 11, 2020 at 12:58pm My 5200 pairs up with my S7 and my A10e. But then shows that it isn't available not able to connect. What's up?](#)

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