



# **Voyager 4210/4220 Office**

Bluetooth headset system for desk  
phone

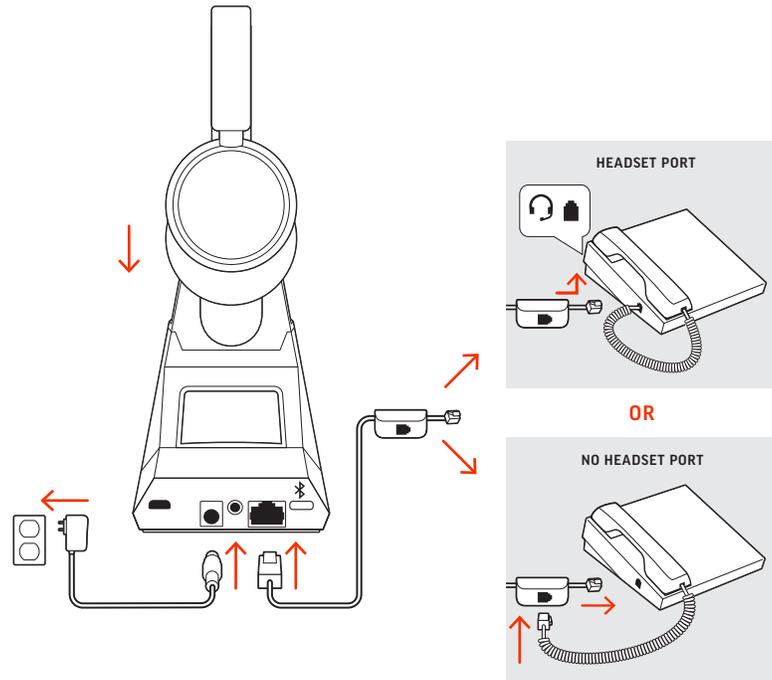
User Guide

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# Hook up system

Using the diagram, connect your headset system.



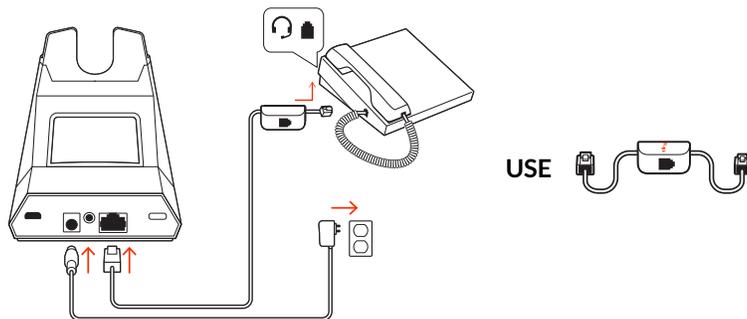
## NOTE Base configuration settings

Desk phone	Setting (on bottom of base)
Most phones	A
Cisco phones	D
Cisco phones with EHS cable	A

## Desk phone setup details

Choose a desk phone setup **A, B, C or D** and connect cables.

**A** Desk phone with dedicated headset port

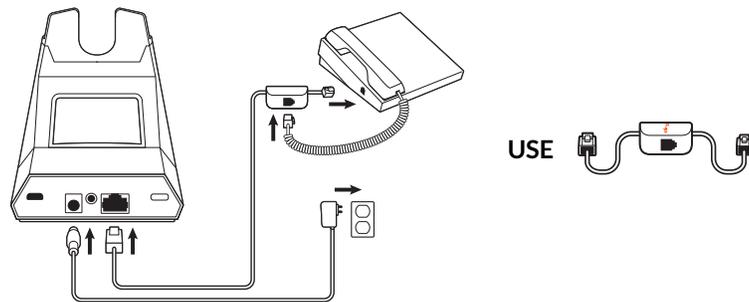


- Connect one end of the telephone interface cable to the back of the base
- Connect the other end of the telephone interface cable into the dedicated headset port on the desk phone

**IMPORTANT** Cisco phones use configuration D on the bottom of the base. Most other phones use default configuration A.

**NOTE** Use this setup if you are not using the HL10 lifter or EHS cable. In this configuration, press both the headset button on your desk phone and the call control button on the headset to answer or end calls.

B Desk phone (standard)

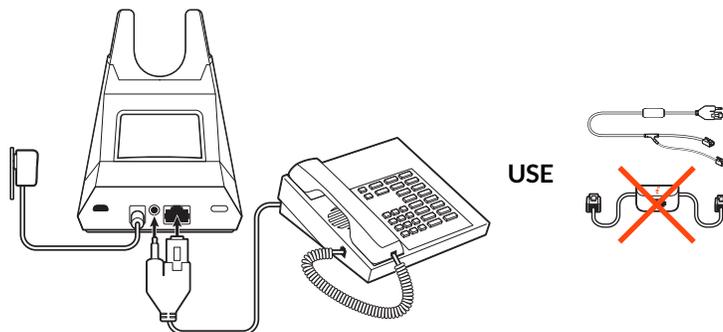


- Connect one end of the telephone interface cable to the back of the base
- Disconnect the handset coil cord from the base of the desk phone and re-connect it to the telephone interface cable junction box
- Finally connect the remaining end of the telephone interface cable into the open handset port on the desk phone

**IMPORTANT** Cisco phones use configuration D on the bottom of the base. Most other phones use default configuration A.

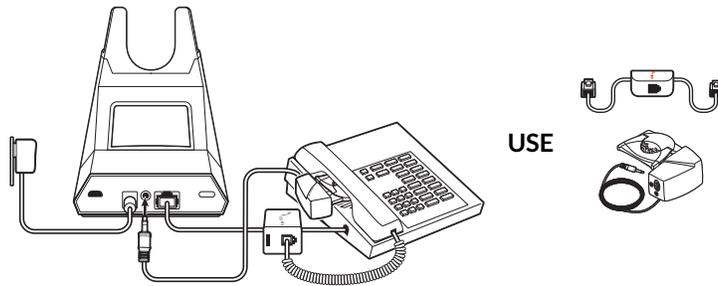
**NOTE** Use this setup if you are not using the HL10 lifter or EHS cable and your desk phone does not have a dedicated headset port. In this configuration, manually remove the handset on your desk phone and press the call control button on the headset to answer or end calls.

C Desk phone + EHS cable (sold separately)



**IMPORTANT** Use configuration A on the bottom of the base, which works for most phones including Cisco phones.

D Desk phone + HL10 lifter (sold separately)



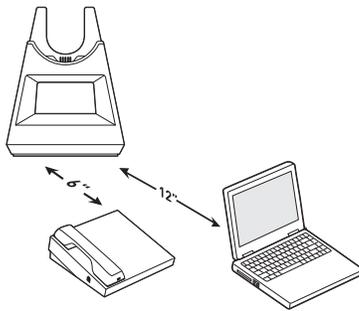
**IMPORTANT** Cisco phones use configuration **D** on the bottom of the base. Most other phones use default configuration **A**.

### Position Your Base

The minimum recommended separation between your desk phone and the base is 6 inches.

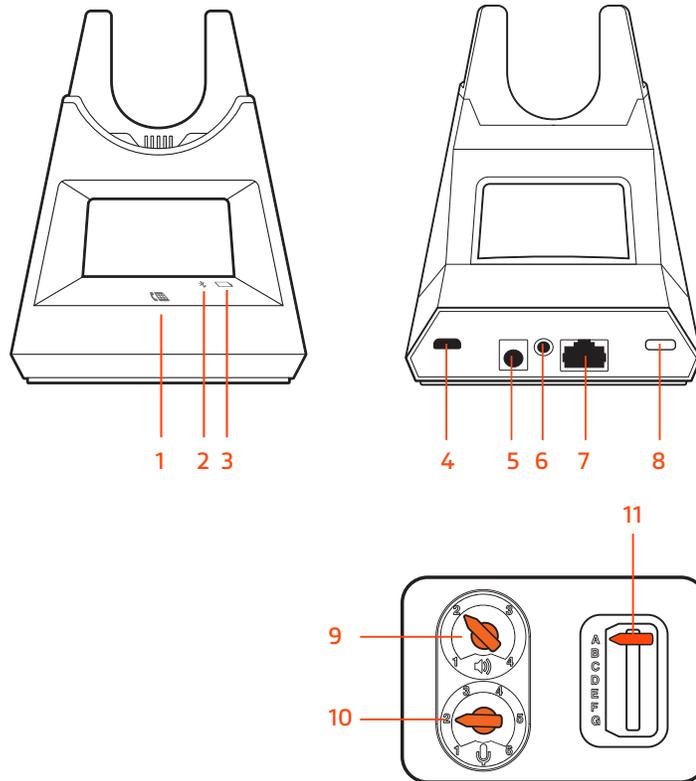
The minimum recommended separation between the base and computer is 12 inches. Incorrect position can cause noise and interference problems.

**NOTE** Headset cradle may vary, but function is the same.





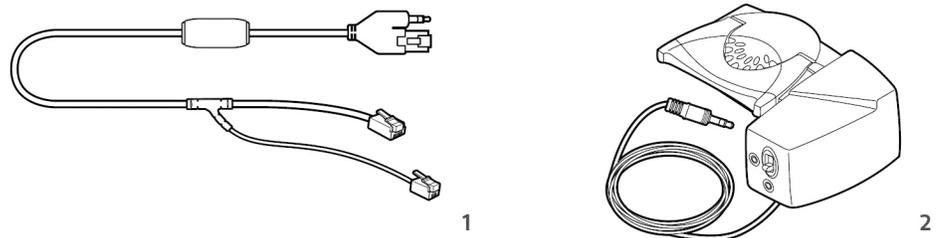
## Base overview



- 1 Desk phone LED
- 2 Bluetooth LED
- 3 Charging LED
- 4 USB port
- 5 Power jack
- 6 Handset lifter jack

- 7 Telephone interface cable jack
- 8 Headset Bluetooth pairing button
- 9 Desk phone listening volume
- 10 Desk phone speaking volume
- 11 Desk phone configuration switch

## Accessories



- 1 Electronic hookswitch cable (EHS cable)** Electronically and automatically answers/ends a desk phone call. Enables remote call control with your headset.
- 2 HL10 lifter** Automatically lifts handset and returns it to the cradle. Enables remote call control with your headset.

# Pair

## Pair headset to base

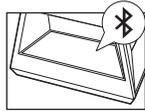
Your system has a base and compatible Bluetooth headset.

Your headset comes pre-paired to the base. To pair again:

- 1 Slide and hold the headset Power  switch away from the off position until the LEDs flash red and blue.
- 2 Put your base into pair mode by pressing and holding the Bluetooth pairing  button on the back of your base for 2 seconds until the display panel's Bluetooth  icon flashes blue and red.



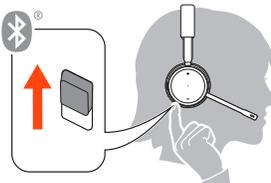
Pairing is successful when you hear "pairing successful" and "base connected" and the display panel's Bluetooth  icon turns solid blue.



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

## 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 V43XX Series."  
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 base.

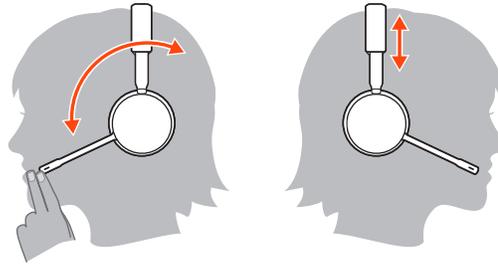
## Pair mode

Slide and hold the headset Power  switch away from the off position until the LEDs flash red and 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. Bend the boom so it is approximately 2 finger widths from the corner of your mouth.
- Gently flex the headband wider if the fit is uncomfortable on your ears.



## Charge

Before first use, charge your headset for a minimum of 20 minutes by placing it in the cradle. The base display's battery  icon turns solid blue when charging and turns off when charge is complete. A full charge takes approximately 90 minutes.

**NOTE** You may also charge your headset using a micro-USB cable connected to a power source.

## Check headset battery status

Check your headset battery status:

- With headset inactive, slide and release the Power  switch away from the off position. Listen to the voice alert or observe the headset LEDs.

# Load software

Customize your device behavior through advanced settings and options with Poly Lens App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: [poly.com/lens](https://poly.com/lens).

**NOTE** *Device settings are also available in Plantronics Hub App.*

## Update firmware

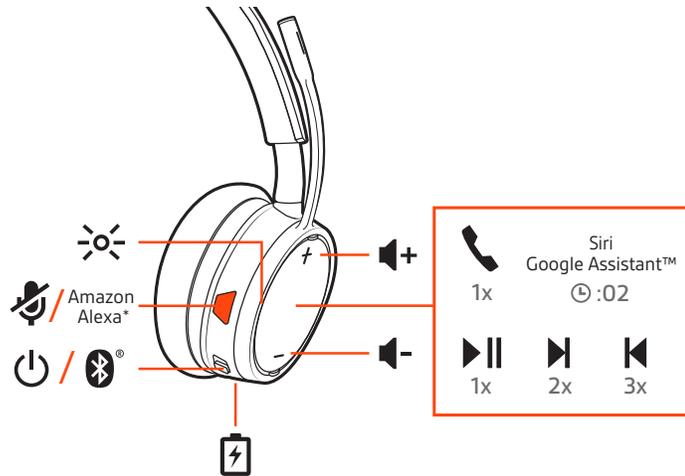
Keep your firmware up-to-date to improve performance and add new features to your Poly device.

Update your firmware using your computer with Poly Lens App. Download at [poly.com/lens](https://poly.com/lens).

While updating firmware:

- Do not use your Poly device until the update is complete.
- Disconnect your Poly device from paired devices such as phones, tablets and computers.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.

# The basics



## Power on/off

Slide the switch  to power on or off.

## Adjust volume

- **Headset volume** Fine-tune your headset volume by adjusting the headset's volume up (+) and down (-) controls.
- **Desk phone volume** When you are on a desk phone call and your voice is too quiet/loud, adjust the speaking  volume on the bottom of the base. If your caller's voice is too loud/quiet on a desk phone call, adjust the listening  volume.
- **Base ringtone volume** Adjust the base ringtone volume setting in Poly Lens Desktop App. This ringtone alerts you if you are not wearing your headset and a call comes in.

## Make, answer, end calls

### Make a call (deskphone)

- 1 Tap the headset call button. The desk phone  icon lights up on your base display. You should hear a dial tone in your headset.

**NOTE** Press your phone's Headset  button or manually remove the handset if you don't have an HL10 lifter or EHS cable.

**TIP** If you do not hear a dial tone, turn over the base and adjust the switch (A--G). "A" works for the majority of desk phones. "D" works for Cisco phones.

- 2 Dial from your desk phone.

### End/take a call

To answer or end a call, tap the headset Call button.

**NOTE** If you don't have an HL10 lifter or EHS cable, press your phone's Headset  button or remove the handset when answering a call and hang up when ending a call.

### Mute

During an active call, tap the Mute  button to mute or unmute your headset.

### Hold a call

To hold an active call or resume a held call:

- Press the headset Call  button for 2 seconds.

**NOTE** 2 desk phone calls can be put on hold only from your desk phone.

**Switch between calls (flash)**

To switch between calls:

- Press the headset Call  button for 2 seconds.

**NOTE** *Switching 2 desk phone calls can only be done from your desk phone.*

# More Features

## Play or pause audio

Tap the Call  button to pause or resume streaming audio.

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

## 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 (smartphone feature)

**Siri, Google Assistant™, Cortana** Press and hold the Call button for 2 seconds to activate your smartphone's default voice assistant. Wait for the phone prompt to activate voice dialing, search, and other smartphone voice controls.

**ATTENTION** *Voice assistant is only active when your headset is out of base range and paired to a smartphone.*

## 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 Download or update your Plantronics Hub mobile app (software) if necessary.  
Download: [poly.com/software](https://poly.com/software)
  - 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.

## 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

## Online indicator

Your headset LED illuminates red to inform others that you are on a call. Manage settings in Poly Lens App.

## 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.*

# Troubleshooting

## Headset

I can't hear a dial tone in the headset.

- Make sure your headset is charged.
- Make sure your headset is paired to base. See [Pair headset to base](#).
- Adjust the configuration switch (A--F) on the bottom of the base until a dial tone is heard. The default **A** works for most phones.  
**ATTENTION** Use configuration **D** for Cisco phones. Cisco phones connected with EHS cable use configuration **A**.
- Make sure your desk phone is connected correctly to your base. See [Desk phone setup details](#).
- If your base is connected to your desk phone's dedicated headset port, press the desk phone's headset button to hear a dial tone.
- If your base is connected to your desk phone's dedicated headset port, press the desk phone's headset button and base's desk phone button to hear a dial tone.
- If your base is connected to your handset port, manually remove the handset to hear a dial tone (if you do not have an EHS cable or HL10 lifter).
- Make sure your HL10 lifter is lifting the handset high enough to operate the hookswitch; set to a higher setting if necessary.
- Adjust the headset's listening volume. See [Adjust volume](#).
- If the volume is still too low, adjust the desk phone listening volume on the base. See [Adjust volume](#).

Can I connect my headset to a mobile phone and the base at the same time?

Yes, your headset remembers up to 8 devices, but connect to up to 2 devices at a time. That includes your base.

I hear static.

- Make sure there is at least 12 inches between your base and your computer, and 6 inches between your base and your telephone. If adjusting the distance doesn't help, your headset is going out of range, move closer to the base. See [Position Your Base](#)

The sound is distorted.

- Lower the desk phone speaking volume and/or desk phone listening volume on the base. For most telephones the correct setting is position 2. See [Adjust volume](#).
- If your desk phone has a volume control, lower until the distortion disappears.
- If the distortion is still present, adjust the headset volume control to lower the headset speaker volume. See [Adjust volume](#).
- Make sure there is 12 inches between your base and your computer, and 6 inches between your base and your telephone. See [Position Your Base](#).

I hear echo in the headset.

- Lower the desk phone speaking volume and/or desk phone listening volume on the base. For most telephones the correct setting is position 2. See [Adjust volume](#).
- If the audio level is too low in this position, increase the headset volume. See [Adjust volume](#).
- If your speaking volume is too low for your listener in this position, adjust the position of the headset to make sure the microphone is as close as possible to your mouth.

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People I talk to can hear a buzz in the background.

- Move the base further away from your phone. See [Position Your Base](#).
- If the base power supply is plugged into a power strip, plug it into the wall directly.

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I can't activate Siri or Google Now on my headset.

- Your smartphone's default voice assistant is a mobile-only feature and is not active when your headset is in range of your base.
- Ensure that your headset is out of base range
  - Ensure that the headset is paired to your smartphone
  - See [Voice assistant](#)

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## Desk phone

The handset lifter is installed but does not lift the handset.

- Be sure the handset lifter power cord is firmly pushed into the handset lifter jack on the base.

# Support

## **NEED MORE HELP?**

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

### **HP Inc.**

1501 Page Mill Road  
Palo Alto 94304, U.S.A.  
650-857-1501

### **HP Deutschland GmbH**

HP HQ-TRE  
71025 Boeblingen, Germany

### **HP Inc UK Ltd**

Regulatory Enquiries, Earley West  
300 Thames Valley Park Drive  
Reading, RG6 1PT  
United Kingdom

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Model ID: Headset: B4210T/B4220T, base: CB4222 D.  
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