

User Guide



Lenovo Dual-Mode Wireless ANC Headset 6550

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.

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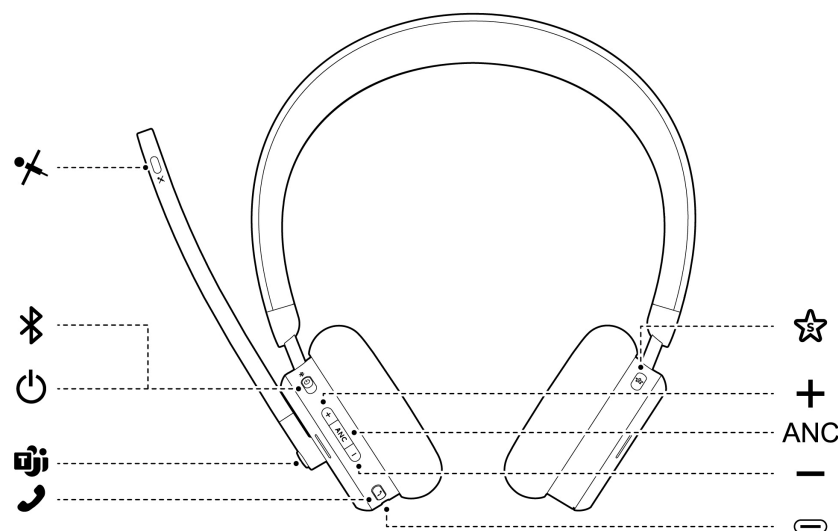
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Chapter 1. About the headset

Product overview

Engineered for the modern hybrid open workspace, the headset helps reduce ambient noise and maintain productivity in the open office or on-the-go.



Item	Description	Item	Description
	Mute button		Volume up button
	Power/Pair switch	ANC	Active Noise Cancellation (ANC)/Media play button
	Teams button		Volume down button
	Call button		Power connector
	Voice assistant button		

Chapter 2. Use the headset

Pair the headset

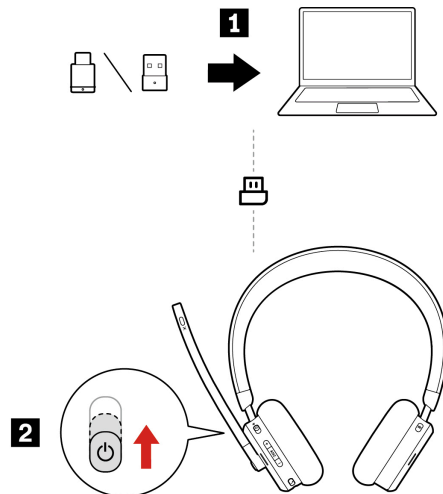
The headset can play audio from other devices, such as smartphones, tablets and computers.

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 paired, you will hear a voice prompt about battery level and connection status.

Notes:

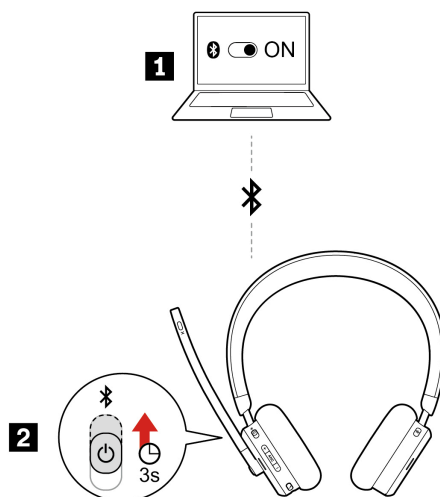
- The receiver may be equipped with USB-A or USB-C connector.
- If you purchased the receiver separately, download the Lenovo Accessories and Display Manager (LADM) app and then follow the on-screen instruction to complete the pairing. See “Software download” on page 4.



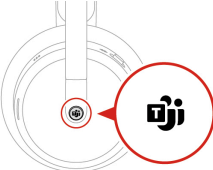
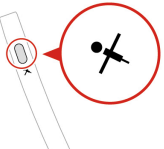
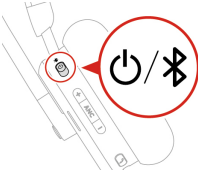
Pair via Bluetooth

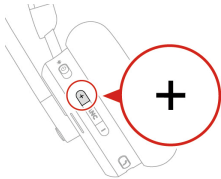
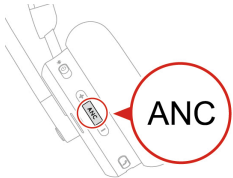
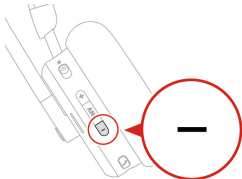
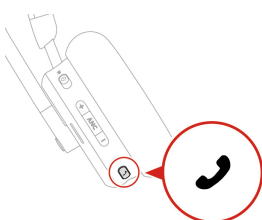
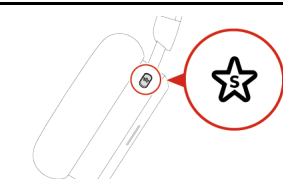
1. Enable the Bluetooth feature on your device, such as smartphones, tablets and computers.
2. Slide the power/pair switch up to the Bluetooth icon and hold for at least three seconds until the LED flashes blue, and you will hear a pairing voice prompt in the headset. Open the Bluetooth menu and select the **Lenovo Headset 6550** 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.



Headset controls

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
	Mute/Unmute	Short press
	Power on/off	Slide up/down
	Pairing/Cancel pairing	Slide up, press and hold for two seconds
	Check battery level	Slide up

	Increase the volume	Short press or long press to increase volume quickly
	Switch among ANC on, transparency mode, and ANC off	Press and hold for three seconds
	Play/Pause media	Short press
	Play next track	Double press
	Play previous track	Triple press
	Decrease the volume	Short press or long press to decrease volume quickly
	Answer/End call	Short press
	Reject incoming call	Press and hold for three seconds
	Voice assistant button	Long press to activate Voice Assistant

Notes:

- Teams button function only works when signed into Microsoft Teams.
- Teams' certification is only for USB receiver mode, direct Bluetooth mode is not certified for Teams.
- The level of ANC can be customized via the 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 volume up and down buttons for 10 seconds. Left busy light on the headset will blink amber for three seconds.

Software download

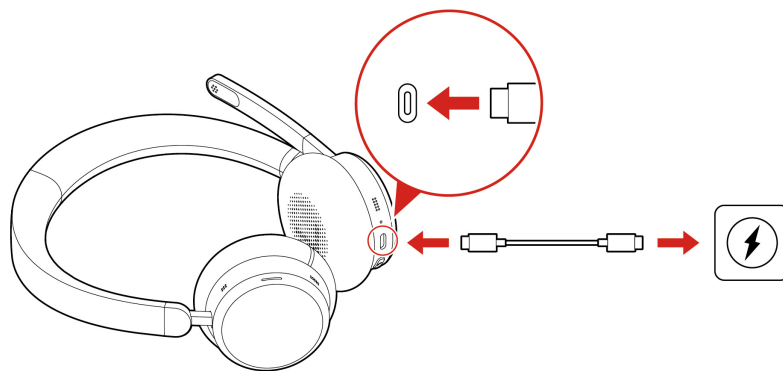
Lenovo Accessories and Display Manager (LADM) is a software platform designed to help users make better and more efficient use of their Lenovo displays and accessories. With LADM, you can customize more settings for your headset.



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.

A full charge powers the headset for up to 30 hours of talk time or 60 hours of media playback with ANC off.

Power saving

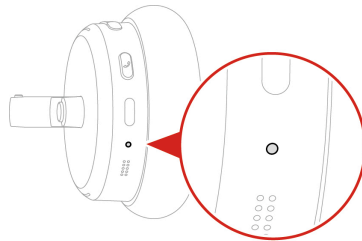
When the headset is powered on and there is no audio stream or device connection for two hours, it will automatically enter sleep mode to conserve battery power. To exit sleep mode, press any button or flip the microphone boom.




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

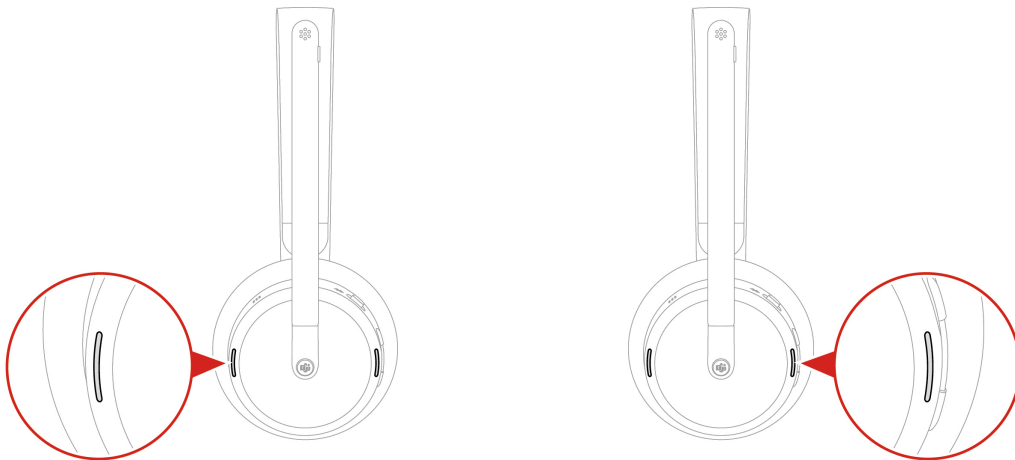
Headset LED indicator

- Battery status







LED activity	System state
 Blinking amber slowly	Low battery
 Blinking amber fast	Charging
 Solid white	Full battery

- Busy light status








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

LED activity	System state
 Solid red	In a call
 Blinking red	Incoming call
 Left busy light: Blinking blue	Pairing
 Left busy light: Blinking amber fast	Resetting

Receiver LED indicator



LED activity		System state
	Blinking blue fast	<ul style="list-style-type: none">• Reconnect• Pairing• Incoming Teams call
	Solid blue	<ul style="list-style-type: none">• Paired• In a call• Teams off and not in a call• Incoming non-Teams call
	Blinking purple for 10 seconds	Teams connection failed
	Solid purple	Teams on and not in a call
	Solid red	Muted

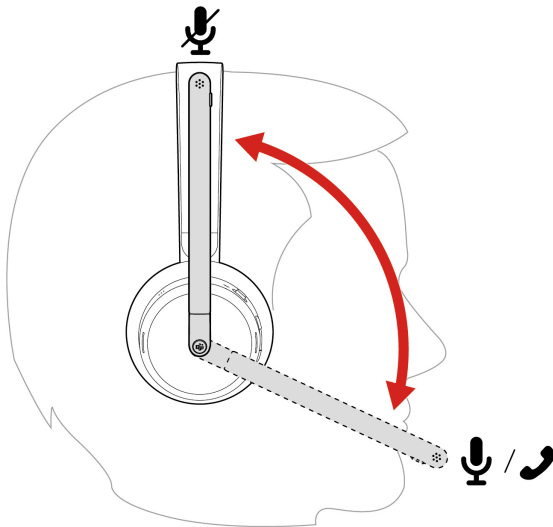
Wear the headset

The microphone boom is rotatable:

- When incoming call ringing, rotate the boom downwards to answer the call and unmute the microphone.

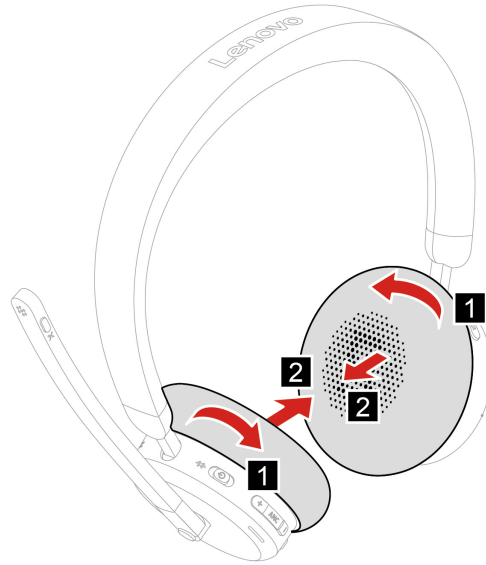
Note: This feature is enabled by default and can be disabled via the LADM.

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



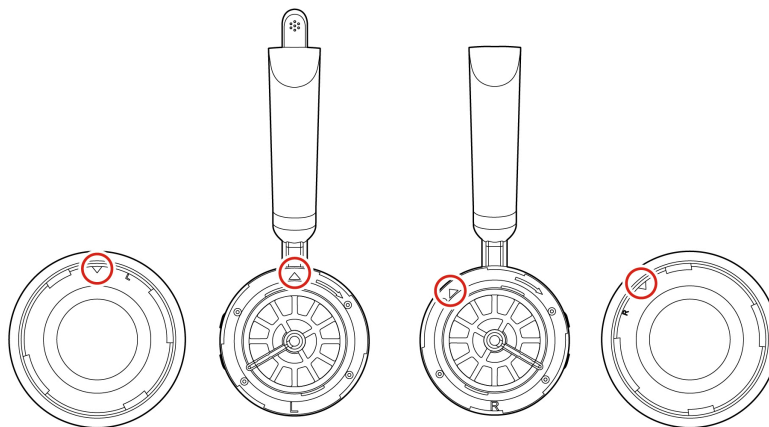
Earcups replacement

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 press firmly until the ear cushion clicks into place.

Note: The left and right ear cushions are the same.



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 4.

Chapter 3. Troubleshooting

1. What should I do if the headset speaker does not work in the Microsoft Teams meeting?

- If the headset is connected to the computer via Bluetooth, go to Microsoft Teams audio settings and select **Lenovo Headset 6550** for the speaker.
- 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 both Bluetooth and the receiver, do one of the following:
 - Disconnect the Bluetooth connection directly.
 - Go to Microsoft Teams audio settings and select **Lenovo Headset 6550** for both the microphone and speaker.

Note: It is not recommended to connect the headset to the computer using both Bluetooth and the receiver at the same time.

2. What should I do if the microphone does not work after switching the Bluetooth connection to the headset?

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.

3. 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.

4. 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.

5. What should I do if I want 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 volume up and down buttons for 10 seconds. Left busy light on the headset will blink amber for three seconds.

6. Why is there no sound when I play media in the computer's app with the headset connected?

The app might use the Windows default audio output. Click the volume icon in the taskbar and ensure the headset is selected as the audio output.

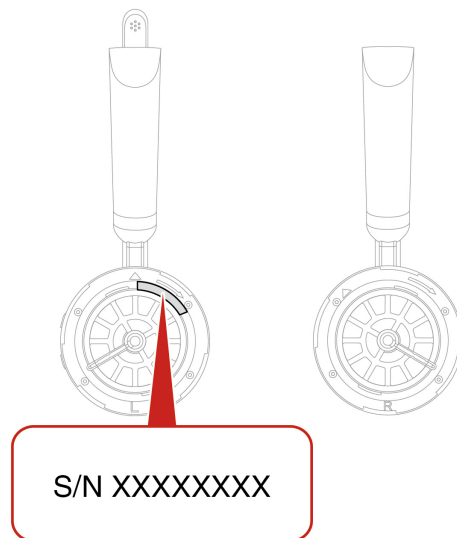
7. The headset is paired with three devices (A, B, and C). Why does device C fails to connect while devices A and B remain connected?

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.

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 8. 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 for extended periods of time without charging (up to 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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