



Plantronics Voyager® PRO
User Guide

Welcome

Thank you for purchasing the Plantronics Voyager PRO headset. This guide contains instructions for setting up and using your new headset.

Please refer to the separate For Your Safety guide for important product safety information prior to use of the product.

Getting Assistance

The Plantronics Technical Assistance Center is ready to assist you. You can find answers to frequently asked questions, ask a question using e-mail, receive service over the Internet, or speak directly with a representative. Visit www.plantronics.com/support or call 1-866-363-BLUE (2583).

NOTE If you are considering returning this headset, please contact the Technical Assistance Center first.

Registering Your Product

Visit www.plantronics.com/productregistration to register your product online so we can provide you with the best service and technical support.

NOTE For pairing your headset, your Passkey/PIN code is 0000.

Contents

Package Contents and Accessories	iv
Charging Your Headset	2
Checking the Battery Status	3
Automatic Battery Status Alerts	3
Pairing Your Headset.....	4
How to Pair Your Headset for the First Time.....	4
Adjusting the Fit	6
Changing Ear Tips.....	7
Headset Controls and Indicators.....	8
Product Specifications	10
Using More than One Bluetooth Phone	11
How to Initiate a Call	11
How to Answer a Call While Talking on the Other Phone	11
Troubleshooting.....	12
Limited Warranty	13

Package Contents and Accessories

Volume Up (+) and
Down (-) Buttons

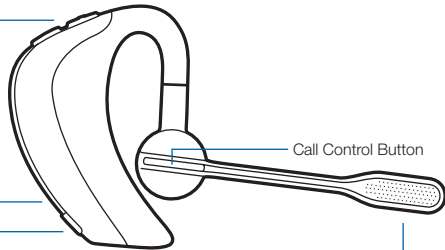
Mute (press +/- buttons
simultaneously)

Status Indicator (LED)

Power On/Off Button

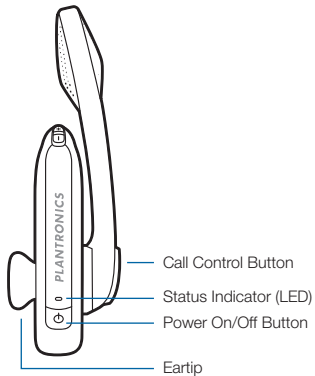
Micro USB Charging Jack

Microphones



Call Control Button

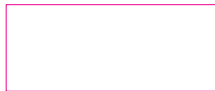
Package Contents and Accessories



Soft Gel (S, M, L) Eartips
and Foam Eartip Cover



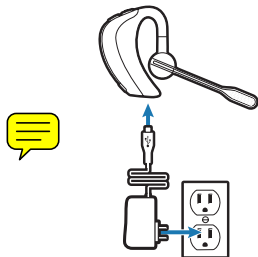
AC Charger



Charging Case

For a complete list of accessories available for purchase, go to www.plantronics.com.

Charging Your Headset



CHARGING TIME

2 hours
Full charge



30 minutes
Minimum charge
before first use



Using the AC Charger

Your new headset performs best when fully charged.

- 1 Plug the AC charger into a power outlet.**
- 2 Connect the AC charger to the charging jack on the headset.**

CHARGING STATUS INDICATOR LIGHT

Charge Level	Indicator Light
Fast charge 0-70%	Solid red LED during charge cycle
70%-100%	Very slow red flashing LED until fully charged
Fully charged	LED off

WARNING Do not use your headset while it is connected to the charger. The headset will not function while it is charging.




Charging Your Headset

Checking the Battery Status

Your headset is equipped with an embedded, non-replaceable battery that can be recharged.

To check the status, the headset must be powered on. Tap the power button and the indicator light flashes red to show the battery charge level.

CHARGE INDICATOR LIGHTS

Red Flashes	Battery Level
3	 Less than 1/3 full
2	 1/3 to 2/3 full
1	 More than 2/3 full

Automatic Battery Status Alerts

When the battery charge is very low, a vocal warning and tone will automatically occur.

LOW BATTERY WARNINGS

Battery Level	Whisper	Tone
1/3 charge	"Battery Low" repeats every 15 minutes	Double high tone every 5 minutes
Critically low	"Recharge Battery" repeats every 2 minutes	Triple high tone every 10 seconds

Pairing Your Headset

Pairing is the process of introducing your headset to your phone. Before using your headset for the first time, you must pair it with your Bluetooth® enabled phone. Your new headset includes Plantronics QuickPair Technology to simplify the Bluetooth setup process. The first time you turn your earpiece on, your earpiece automatically enters pairing mode for 10 minutes. Once paired successfully, your earpiece stays on for instant use.

If not successfully paired after 10 minutes, your earpiece automatically powers off. When you turn the earpiece on again, it automatically goes into pairing mode until successfully paired with a Bluetooth phone.

To see a demo of the pairing process, visit www.plantronics.com/EasyToPair

How to Pair Your Phone with Your Headset for the First Time

1 Turn on your phone's Bluetooth feature.

For most phones, select Settings/Tools > Connections > Bluetooth > On. See your phone's user guide for more information.

2 Turn the headset on.

Press and hold the power button until the indicator flashes red/blue. The headset is now in pairing mode.

If you don't see the red/blue flash, press and hold the power button to turn your headset off, and then press and hold the power button again until you see the red/blue flash.

NOTE This headset is equipped with Secure Simple Pairing (SSP). If your phone supports

Pairing Your Headset

SSP, your phone will automatically locate and pair with this headset.

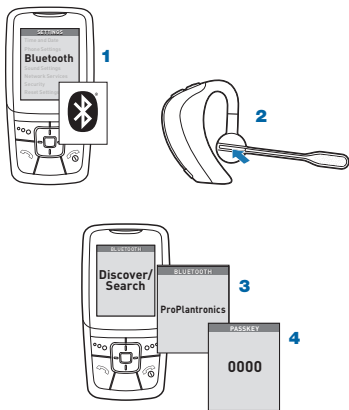
3 Use the commands on your phone to locate your headset.

For most phones, select Settings/Tools > ~~Connections~~ > Bluetooth > ProPlantronics. See your phone's user guide for more information.

4 When prompted for the Passkey/PIN code, enter 0000.

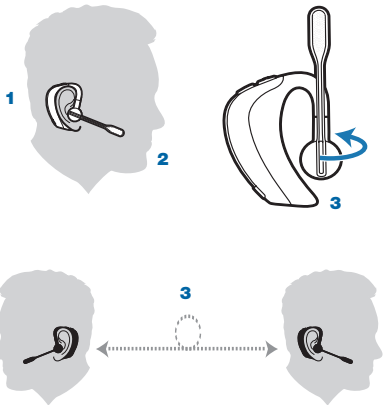
Pairing is successful when the indicator on your headset flashes blue. Your headset is now connected and ready to use.

NOTE To pair your headset with an additional device, turn on the device then repeat steps 2 through 4.



Adjusting the Fit

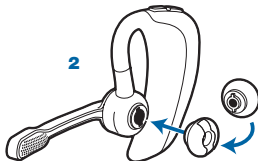
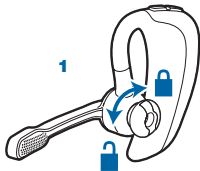
- 1** Place the earloop behind your ear and rotate the headset so that the speaker rests comfortably in your ear.
- 2** ~~Align the microphone with the corner of your mouth.~~
For optimal voice clarity, pivot the boom toward the corner of your mouth.
- 3** The headset can be worn on either ear by swiveling the speaker housing and closed boom.



Changing Ear Tips

The headset comes with the medium eartip installed, but you can replace it with the optional small or large eartip provided.

- 1** To remove the eartip, grip the eartip with your thumb and forefinger. Gently push it **down** and rotate it a quarter turn to the left to align with slots on the eartip with the speaker housing. Gently lift the eartip away from the headpiece.
- 2** To attach a new eartip, align the tabs on the eartip with the slots on the speaker housing. Gently push the eartip **down** while turning it a quarter turn to the right. The eartip will stop rotating when it is attached.



Headset Controls and Indicators

	Action	Indicator Light	Tone
Reject call	Press call control for 1 second	None	Single low tone
Missed call	Tap call control to dismiss indicator	Triple purple flash until dismissed	None
Mute call	Press volume up and down buttons simultaneously for 1 second	None	Mute on: Headset whispers “Mute On” followed by low-high tone, then low tone every 5 minutes Mute off: Headset whispers “Mute Off” followed by high-low tone
Adjust the volume (during call)	Tap volume up or volume down	Single blue flash	Tone at each change in volume. Double tone when min/max volume level reached.

⚠WARNING Do not use headsets at high volumes for an extended period of time. Doing so can cause hearing loss. Always listen at moderate levels. See www.plantronics.com/healthandsafety for more information on headsets and hearing.

Headset Controls and Indicators

	Action	Indicator Light	Tone
Redial	Double-tap call control button	None	Double low tone
Voice-activated dialing	Press call control button for 1 second	None	Single low note (phone may then prompt you to say a name)
Transfer a call from headset to phone or from phone to headset	While on a call, press call control button for 1 second	None	Single followed by double low tones
Check status	Press any button	Short blue flash	None
Enable/disable call indicator	Press power and volume buttons for 1 second	Turn indicator on: blue glow increases for 2 seconds. Turn indicator off: blue glow fades for 2 seconds	Single low tone

Product Specifications

Talk time*	Up to 6 hours
Standby time*	Up to 5 days or 120 hours
Range*	Up to 33 feet (10 meters)
Headset weight	17.5 grams
Battery type	Lithium ion polymer
Charge time	2 hours for full charge
Bluetooth version	2.1 + EDR (Enhanced Data Rate)
Profile	HSP, HFP, Secure Simple Pairing

Power requirements	5V DC – 180 mA
Storage/operating temperature	50F – 104F (10C-40C)
Charging temperature	32F - 104F (0-40C)

* Performance dependent on battery and may vary by device. Audio quality degrades as you move out of range and is dependent upon the device with which the headset is paired.

Using More Than One Bluetooth Phone

Plantronics Voyager PRO supports multipoint technology, which allows you to use one headset with two different Bluetooth mobile phones. To pair an headset to a second phone, see “Pairing Your Headset” on page 4.

How to Initiate a Call

The headset initiates a call on the phone you most recently used. To use the second phone, initiate the call using the controls on the second phone. The second phone forms an active link with the headset.



How to Answer a Call While Talking on the Other Phone

To answer the second call, the first call must be terminated. There is no function for placing one call on hold while answering another call from the headset. **To avoid issues switching between calls, use the call control button on the headset rather than your phone controls.**

- 1 Press the call control button once to hang up the existing call.**
- 2 Press the call control button again to answer the new call from the other phone.**

NOTE If you choose not to answer the second call, and you have voice mail on the second phone, the call will go to voice mail.

Troubleshooting

My phone did not locate the headset.

Turn both your phone and headset off and on, and then repeat the pairing process on page 4.

I could not enter my ~~PIN code/Passkey~~

Turn both your phone and headset off and on, and then repeat the pairing process on page 4. **Your Passkey/PIN code is 0000.**

I cannot hear caller/dial tone.

The headset may not be turned on. Tap ~~the call control button~~. If a blue light flashes then the headset is on. If not, then press the ~~call control~~ button for approximately 2 seconds until you hear a tone or see the indicator glow blue.

Your headset battery may be drained. Charge your battery. See “Charging Your Headset” on page 2.


Your headset may be out of range from your phone. Move back into range and manually reconnect by pressing the call control button.

Callers cannot hear me.

Make sure that the headset is sitting correctly in your ear with the microphone pointing towards the corner of your mouth. See “Adjusting the Fit” on page 6.

IMPORTANT SAFETY AND OPERATIONAL INFORMATION

Please read the following safety and operational instructions before using your Bluetooth earpiece and accessories. Please keep these instructions for your reference. Additional warnings may be present on the product, packaging, or in the user instructions.

This symbol  identifies and alerts the user to the presence of important safety warnings.

GENERAL:

Operating and storage temperature is 10°C to +40°C (50°F to +104°F)

WARNINGS

Exposure to high volume sound levels or excessive sound pressure may damage your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use your earpiece with the volume set at moderate levels and avoid prolonged exposure to high volume sound levels. The louder the volume, the less time is required before your hearing could be affected. You may experience different sound levels when using your earpiece with different devices. The device you use and its settings affect the level of sound you hear. If you experience hearing discomfort, you should stop listening to the device through your earpiece. To protect your hearing, some hearing experts suggest that you:

1. Set the volume control in a low position before putting the earpiece on your ears.
2. Limit the amount of time you use earpiece at high volume.
3. Avoid turning up the volume to block out noisy surroundings.
4. Turn the volume down if the sound from the earpiece prevents you from hearing people speaking near you.

See www.plantronics.com/healthandsafety for more information on earpiece and hearing.

- Use of an earpiece that covers both ears will impair your ability to hear other sounds. Use of such an earpiece while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and is illegal in most regions.
- Check local laws regarding use of a mobile phone and earpiece while driving. If you use the earpiece while driving ensure your attention and focus remain on driving safely.
- Observe all signs and instructions that require an electrical device or RF radio product to be switched off in designated areas, such as gas/refueling stations, hospitals, blasting areas, potentially explosive atmospheres, or aircraft.

- Keep all products, cords, and cables away from operating machinery. As with all corded products, there is a danger of strangulation if a cord should become wrapped around your neck.
- This product is not a toy. Never allow children to play with the product– small parts may be a choking hazard.
- Install and use eartips and earbuds in accordance with the instructions provided. Do not force eartips or earbuds down the ear canal. If either becomes lodged in the ear canal, seek medical attention immediately.
- Ensure eartips and earbuds are kept clean and free of ear wax buildup to maintain the specified product performance.
- Applying excessive pressure to the earpiece may injure the outer ear. Do not wear the earpiece while sleeping or in other situations where pressure may be exerted against the earpiece.
- Do not disassemble or insert anything into the product or charger because this may cause damage to the internal components or cause injury to you.
- If the product or charger: overheats; has a damaged cord or plug; has been dropped or damaged; has been dropped into water, disconnect any charger from its supply, discontinue use of the product and contact Plantronics.
- Prevent rain, moisture or other liquid from coming into contact with the product to protect against damage to your earpiece or injury to you. This warning is not applicable for ruggedized or sports products which are designed to withstand contact with moisture.

CHARGING WARNINGS

- To reduce the risk of electric shock, explosion or fire, use only the charger supplied by Plantronics to charge the product. Do not use the chargers with other products or for any other purpose. Ensure that the voltage rating corresponds to the local mains or power supply you intend to use.
- If your earpiece is designed to be charged with your mobile phone charger using a custom adapter, use only mobile phone chargers approved and provided by your mobile phone manufacturer.
- Charge the earpiece according to the instructions supplied with the unit.
- Ensure the mains (AC Power) socket-outlet for the charger is located near the equipment and is easily accessible.

BATTERY WARNINGS

To avoid the risk of explosion, fire or leakage of toxic chemicals, please observe the following warnings:

- Do not dispose of the product or battery in a fire. The battery cells may explode.
- Do not open or mutilate the battery. There may be corrosive materials which can cause damage to eyes or skin and may be toxic if swallowed.
- Always store batteries where children cannot reach them.
- If your product has a non-replaceable battery, do not attempt to open the product or remove the battery.
- If your product has a replaceable battery, use only the battery type supplied by Plantronics. Observe the correct polarity when installing the battery. Remove the battery if it will not be used for an extended period; remove a spent battery promptly.
- If your product is designed to be recharged from a non-rechargeable battery: use only the battery type specified in the product instructions; **do not use a rechargeable battery.**
- Do not allow any battery or its holder to contact metal objects such as keys or coins.

RECYCLING: Your product and batteries must be recycled or disposed of properly. Contact your local recycling center for information on proper disposal.

Regulatory Notices

FCC REQUIREMENTS PART 15

Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception which can be determined by turning the radio or television off and on, the user is encouraged to try to correct interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on another circuit.
4. Consult the dealer or an experienced radio/TV technician for help.

EXPOSURE TO RADIO FREQUENCY RADIATION

This device and its antenna must not be collocated or operated in conjunction with any other antenna or transmitter. To comply with FCC RF exposure requirements, only use supplied antenna. Any unauthorized modification to the antenna or device could void the user's authority to operate this device.

Regulatory Notices

INDUSTRY CANADA RADIO EQUIPMENT

The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. "Privacy of communications may not be ensured when using this telephone." This product meets the applicable Industry Canada technical specifications of the RSS210.

Limited Warranty

This warranty covers defects in materials and workmanship of products manufactured, sold or certified by Plantronics which were purchased and used in the United States and Canada.

The warranty lasts for one year from the date of purchase of the products.

This warranty extends to you only if you are the end user with the original purchase receipt.

We will, at our option, repair or replace the products that do not conform to the warranty. We may use functionally equivalent reconditioned/refurbished/remanufactured/pre-owned or new products or parts.

To obtain service in the U.S., contact Plantronics at 1-866-363-BLUE (2583). To obtain service in Canada call (800) 540-8363.

THIS IS PLANTRONICS' COMPLETE WARRANTY FOR THE PRODUCTS.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Please contact your dealer or our service center for the full details of our limited warranty, including items not covered by this limited warranty.



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US Patents Pending.

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