PLANTRONICS
SOUND INNOVATION

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.

Before using this product, please refer to the For Your Safety guide for important product safety and charging information.

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.

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.

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

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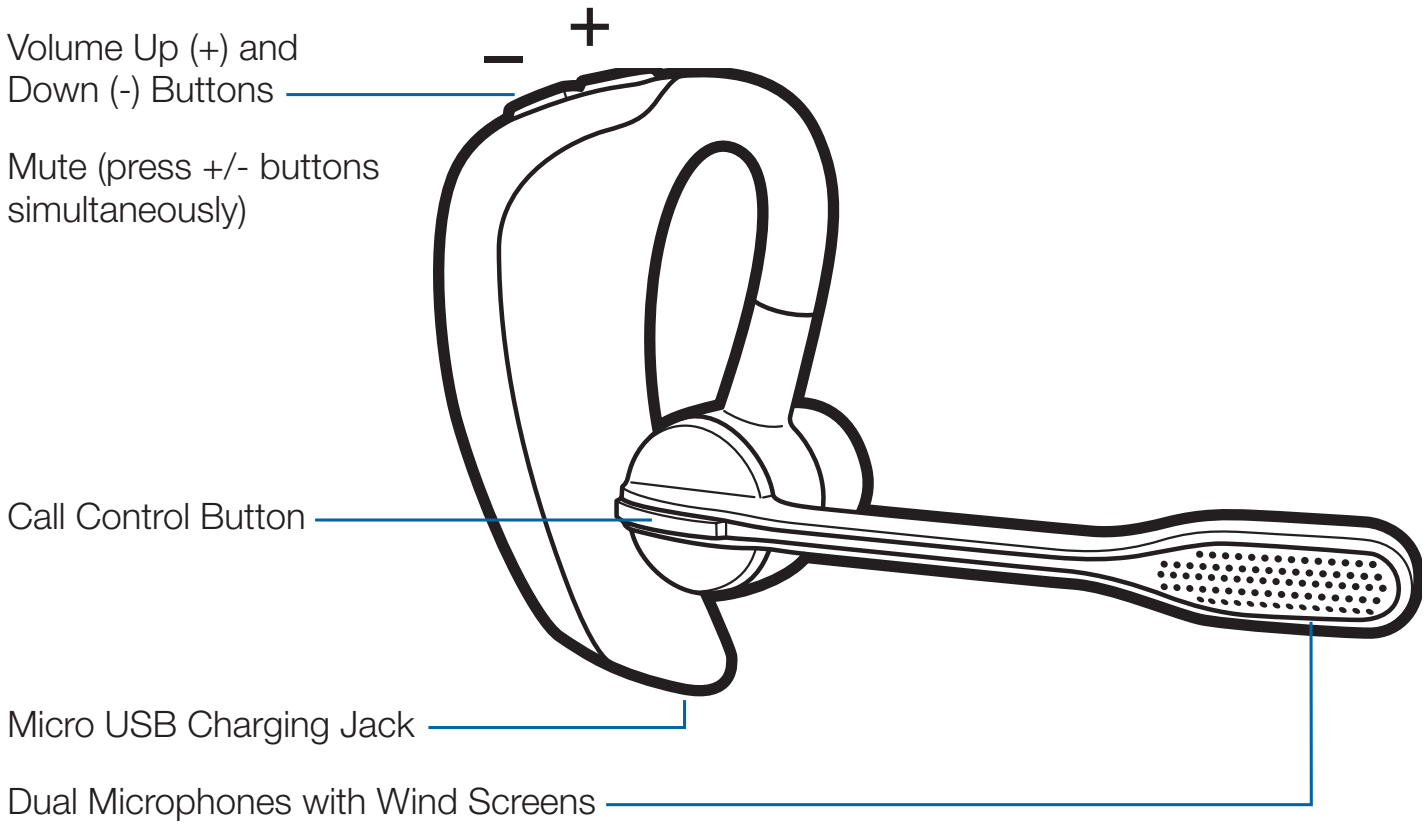
Package Contents and Accessories



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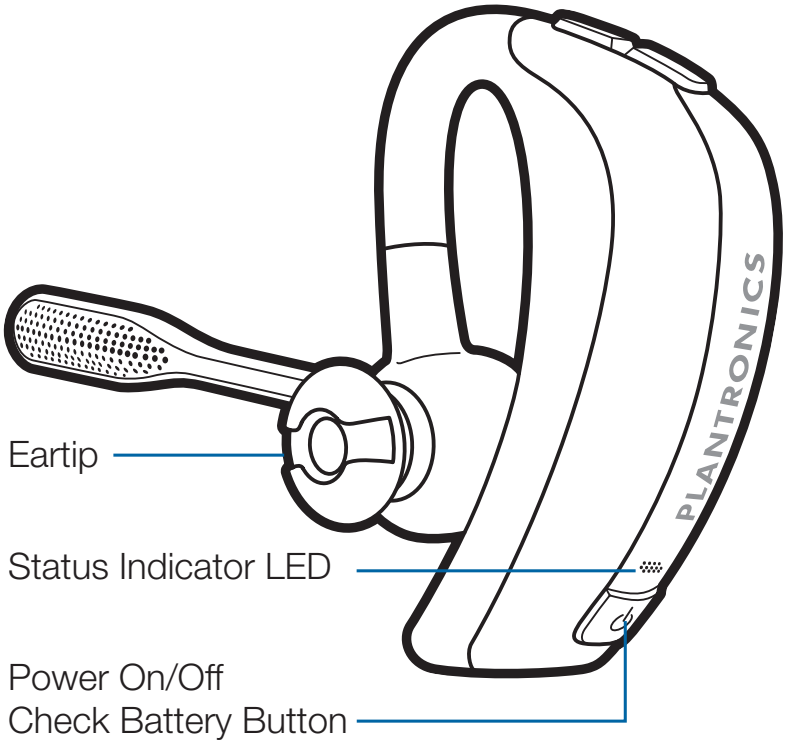

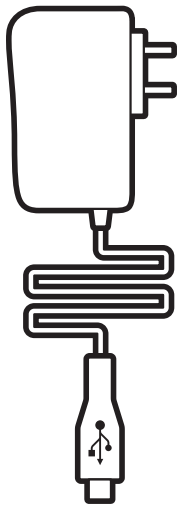

AC Charger
(100-240v)

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

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

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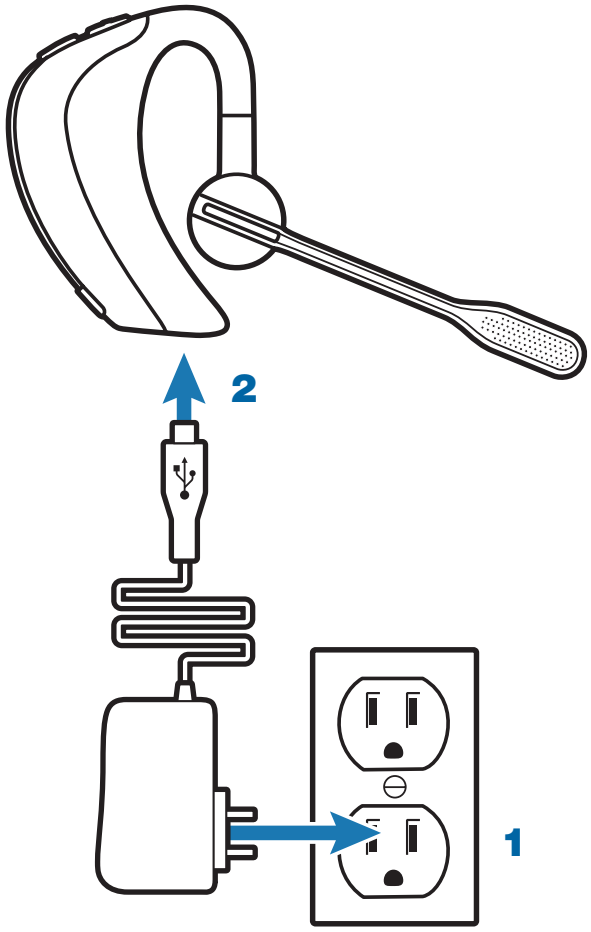
Charging Your Headset



Using the AC Charger

Your new headset performs best when fully charged. Do not use your headset while it is connected to the charger. While your headset is charging, the indicator light glows red.

CHARGING TIME	
1.5 hours ..... Full charge	
30 minutes ..... Minimum charge before first use	

NOTE Always charge at near room temperatures; never charge battery at temperatures below 0ºC (32ºF) or above 40ºC (104ºF).

Charging Your Headset

Checking the Battery Status

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

CHARGE INDICATOR LIGHTS

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

Automatic Battery Status Alerts

When the battery charge is very low, a tone and voice prompt in English will automatically occur.

LOW BATTERY WARNINGS

Battery Level	Tone	Voice Prompt
30 minutes of talk time remaining (this alert only occurs during an active call)	Double high tone every 15 minutes	“Battery Low” repeats every 30 minutes
10 minutes of talk time remaining	Triple high tone every 30 seconds	“Recharge Battery” repeats every 3 minutes

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Pairing Your Headset

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 headset on, your headset automatically enters pairing mode for 10 minutes. Once paired successfully, your headset stays on for instant use.

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

NOTE This headset is equipped with Secure Simple Pairing (SSP). If your phone supports SSP, you will not need to enter a Passkey (PIN code).

How to Pair Your Headset with Your Phone 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 LED 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.

Pairing Your Headset

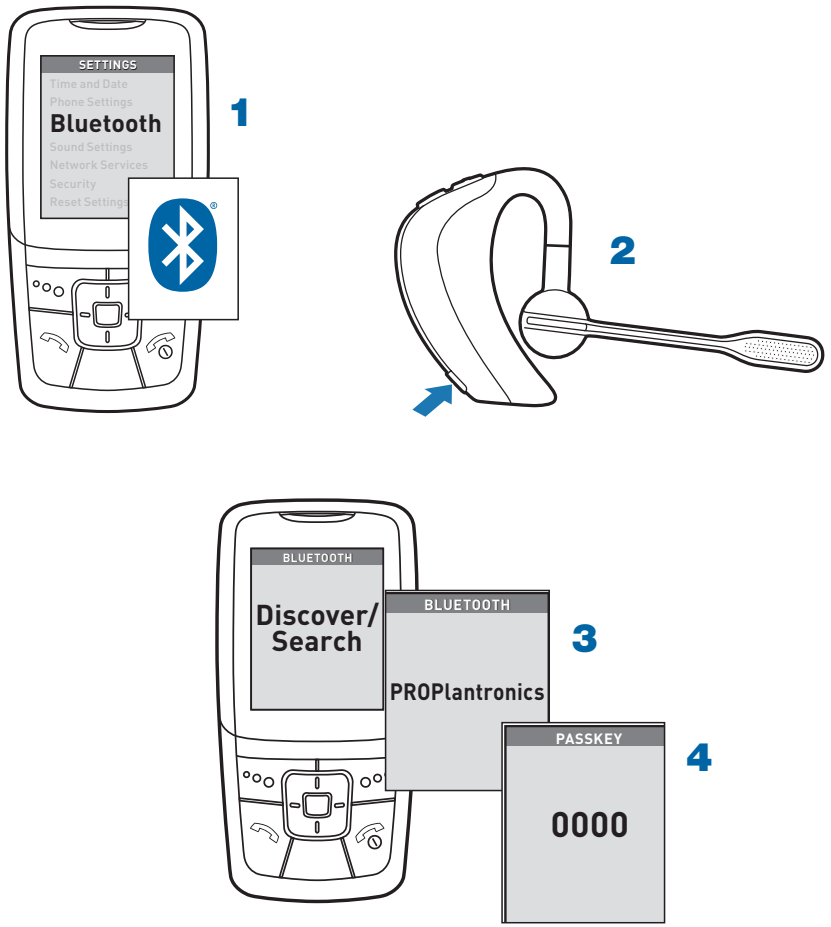
3 Use the commands on your phone to locate your headset.

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

4 If 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 phone, turn on the phone then repeat steps 2 through 4.



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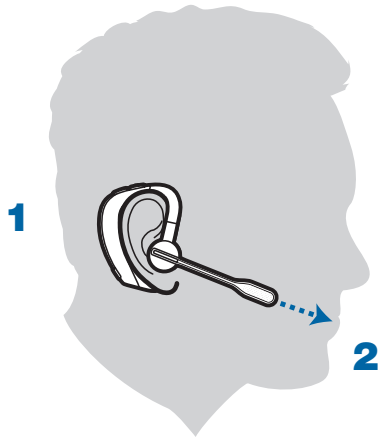
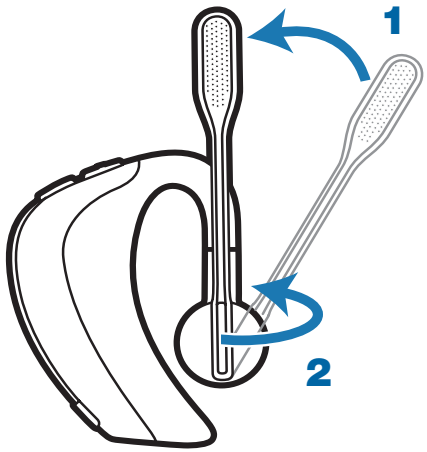
Adjusting the Fit



Ensure a proper fit for optimal sound clarity and comfort.

1. **Guide the earloop behind your ear and place the headset so that the speaker and eartip rest comfortably in your ear.**
2. **For optimal voice clarity, pivot the boom up or down to point the microphones toward the corner of your mouth.**



The headset can be worn on either ear by adjusting the mic boom.

1. **Pivot the boom into an upright position.**
2. **Rotate the boom and speaker to the other side of the headset.**

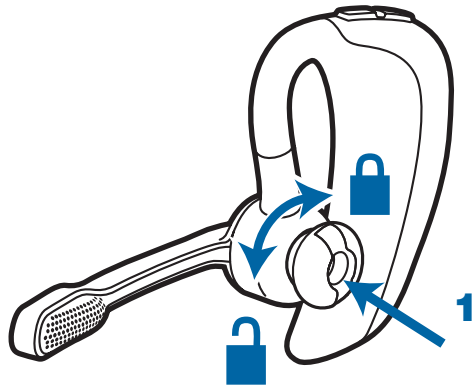
Changing Eartips

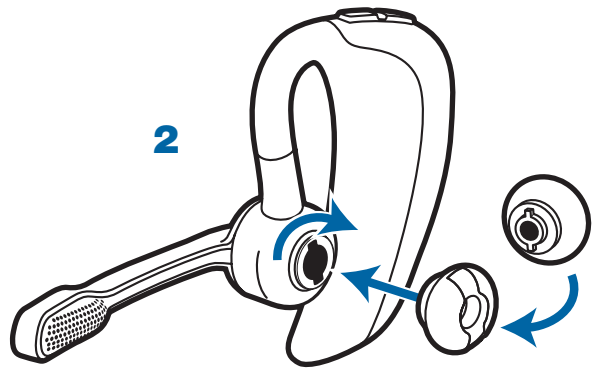
The headset comes with the medium eartip installed, but you can replace it with the optional small or large eartip provided.

1 **To remove the eartip, grip the eartip with your thumb and forefinger. Gently push it into the speaker housing and rotate it a quarter turn to the left. 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 into housing while turning it a quarter turn to the right. The eartip will stop rotating when it is attached.**

NOTE The optional foam eartip cover can be used for a more comfortable and stable fit.





Headset Controls and Indicators

	Action	Indicator LED	Tone
Powering on/off	Press power on/off button 2 seconds.	**On**: blue glow for 2 seconds **Off**: red glow for 2 seconds	**On**: ascending tones **Off**: descending tones
Check if headset is powered on	Tap call control button or volume + or - button.	Short blue flash	None
Call answer/end	Tap call control button.	None	Single low tone followed by low-low-high tones
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
Reject call	Press call control button for 1 second during incoming call.	None	Single low tone

DURATION: TAP is under 1 second. PRESS is 1-4 seconds as directed.

Headset Controls and Indicators

	Action	Indicator LED	Tone
Missed call	Tap any button to clear indicator LED.	Triple purple flash every 10 seconds for 5 minutes or until cleared	None
Mute (during a call)	Press and hold volume + and - buttons simultaneously until you hear status prompt. **Prompts only occur during an active call.**	None	**Mute on:** sequence starts with the high-low tones plus voice prompt “Mute On” (in English). 15 minutes later just the high-low tones advise status. Full sequence repeats every 30 minutes until Mute is de-activated. **Mute off: high-low tones followed by voice prompt “Mute Off” (in English).**
Adjust the volume (during a call)	Tap volume + or - button.	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.

DURATION: TAP is under 1 second. PRESS is 1-4 seconds as directed.

Headset Controls and Indicators

	Action	Indicator LED	Tone
Redial	Double-tap call control button.	None	Double low tone
Voice-activated redial (if supported by phone)	Press call control button for 1 second.	None	Single low tone (phone may then prompt you to say a command)
Call indicator LED (enable/disable)	With headset powered on, press power, volume + and - buttons simultaneously for 1 second.	**Turn indicator on**: blue glow increases for 2 seconds. **Turn indicator off:** blue glow fades for 2 seconds	Single low tone
Reconnect after leaving Bluetooth range range for more than 30 seconds	Tap call control button.	Single blue flash	Single low tone

DURATION: TAP is under 1 second. PRESS is 1-4 seconds as directed.

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 your headset to a second phone, see “Pairing Your Headset” on page 4.

How to Initiate a Call

The headset initiates or redials a call on the phone that most recently made an outgoing call. To use the second phone, initiate the call using the controls on that phone. The second phone forms an active link with the headset.

NOTE The headset cannot place a current call on hold while answering a call from the second phone.

How to Answer a Call While Talking on the Other Paired Phone

To answer a second call, the current call must be terminated or transferred back to the first phone. To transfer the call, see “Headset Controls” on page 8.

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.

1. **Terminate the current call.**
   Tap the call control button.

2. **Answer the second call.**
   Tap the call control button again.

TIP To avoid issues switching between calls, use the call control button on the headset rather than your phone controls.

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 Passkey/PIN code.	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 any button. If a blue light flashes then the headset is on. If not, then press the power on/off 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 was out of range from your phone for more than 30 seconds. 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. Check that you have not activated the Mute feature. See “Headset Controls” on page 9.

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	Rechargeable, non-replaceable lithium ion polymer
Charge time	1.5 hours for full charge
Bluetooth version	2.1 + EDR (Enhanced Data Rate) and Secure Simple Pairing (SSP)

Bluetooth profiles	Headset (HSP) and Hands-Free (HFP)
Power requirements	5V DC – 180 mA
Storage/operating temperature	32ºF - 104ºF (0-40ºC)
Charging temperature	32ºF - 104ºF (0-40ºC)

* 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.

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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.

PLANTRONICS
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Patents US 5,210,791; Patents Pending

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