

# Voyager® PRO UC v2 Bluetooth Headset

## BT300-M Bluetooth USB Adapter **USER GUIDE**



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## Welcome

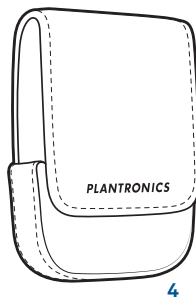
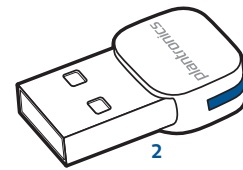
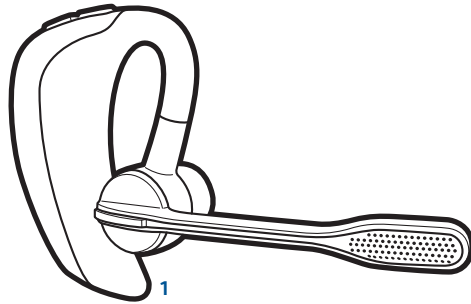
Congratulations on purchasing your new Plantronics Voyager PRO UC v2. This user guide contains instructions for setting up and using your Voyager PRO UC v2 Bluetooth Headset and BT300-M USB Adapter.

Please refer to the separate [safety instructions](#) for important product safety information prior to installation or use of the product.

## System Requirements

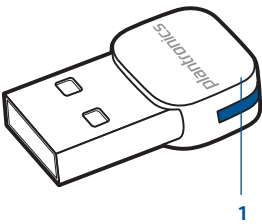
### Computer

- Supported Operating Systems:
  - Windows XP®SP3 or later,
  - Windows Vista® SP1 or later,
  - Windows® 7 SP1 or later recommended
- Processor: 400 MHz Pentium® processor or equivalent (Minimum); 1 GHz Pentium processor or equivalent (Recommended)
- RAM: 96 MB (Minimum); 256 MB (Recommended)
- Hard Disk: 280 MB (Minimum); 500 MB (Recommended)



- 1 Voyager PRO UC Headset with pre-installed medium eartip
- 2 USB Adapter
- 3 Soft gel eartips (small & large) and optional foam tip covers (small & medium)
- 4 Carry case
- 5 AC charging cable
- 6 USB charging cable

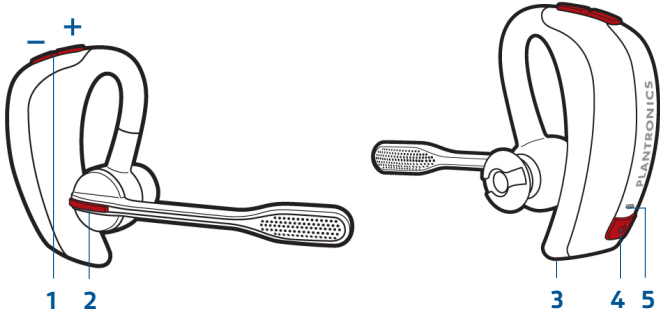
# Adapter and Headset Basics



## Adapter

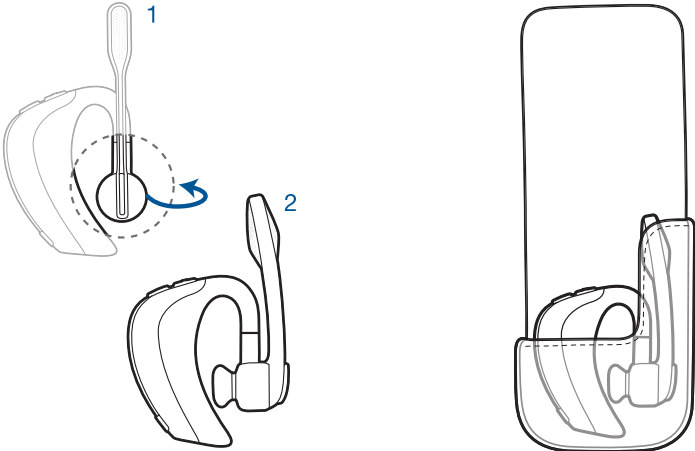
1 LED indicator light

## Headset

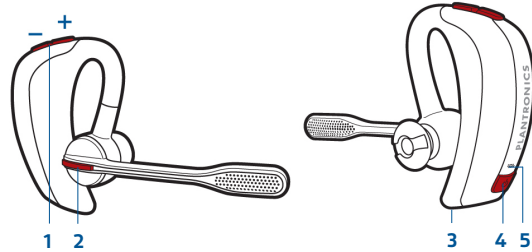


- 1 Volume/mute button
- 2 Call button
- 3 Micro USB charging port
- 4 Power button
- 5 LED indicator light

## Stowing the headset



## Headset Controls



### 1 Volume/Mute button

Increase/decrease volume

Mute/Unmute mic during a call

Pause/Play audio

Tap + or – button to adjust listen volume

1-second press of both + and – buttons

1-second press of both + and – buttons

### 2 Call button

Answer a call or end it (PC or Mobile)

Redial last outbound mobile call

Initiate mobile phone's voice-dialing\*

Reconnect lost connection

1 tap

2 taps

2-second press until tone heard

1 tap

\* Feature not supported by all mobile phones

### 3 Micro USB charging port

90 minutes for full charge

### 4 Power button

On or off

Talk time voice alert/sensor checker

Activate pairing mode

2-second press

1 tap

With headset off press until LED flashes red/blue

### 5 LED

Charging

Battery status

Pairing mode

Solid red. When fully charged, LED is off.

Low = 2 red flashes, Recharge = 3 red flashes

Flashes red/blue

## Headset Controls and Indicators

	Action	Indicator Light	Tone	Voice Prompt
Power On/Off	Press Power/Off button 2 seconds	On: solid blue for 2 seconds Off: solid red for 2 seconds	On: ascending tone Off: descending tone	On: "Power on" followed by a voice prompt detailing battery status. Off: "Power off"
Check if headset is powered on	Short press call button or volume + or - button	Short blue flash	None	
Incoming call alert	None	Flashes blue	Three single low tones	
Call answer/end	Short press call button	Short blue flash	Single low tone followed by low-high tones	
Adjust the listen volume (during a call)	Short press volume + or - button	Single blue flash	Tone at each change in volume. Double tone when min/max volume level reached	"Volume minimum" "Volume maximum" at the limits of the range
Call indicator light (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 range for more than 30 seconds	Short press call button	Single blue flash	Single low tone	"PC connected" "Phone 1 connected" "Phone 2 connected" "Connected" depending on the device configuration.

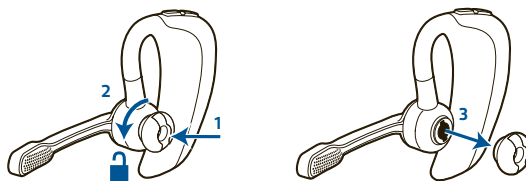
# Fit your Headset

## Fitting the Headset

The headset comes configured for the right ear, with the medium eartip installed, however you can replace it with the small or large eartip provided or configure the headset to fit on the left ear. For the best sound clarity and comfort, make sure you have a secure fit.

### Replace the eartip for a better fit

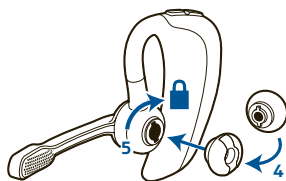
- 1 Grip the eartip and gently push it into the speaker housing.
- 2 Rotate it a quarter turn to the left to unlock.
- 3 Pull the eartip away from the headset.



### Attach a new eartip

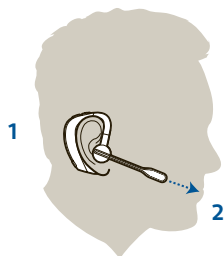
- 4 Align the tabs on the eartip with the slots on the speaker housing.
- 5 Gently push the eartip into housing while turning it a quarter turn to the right. The eartip will stop rotating when it is locked.

You may want to add an optional foam eartip cover for additional comfort. (small & medium)



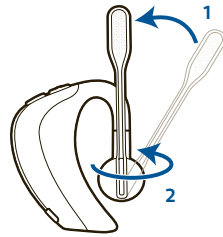
### Wearing the headset

- 1 Guide the earloop behind your ear and position the headset so that the speaker and eartip rest comfortably in your ear.
- 2 Pivot the boom up to point the microphone toward the corner of your mouth.



### Quick-turn Adjustment for the left ear

- 1 Pivot the boom into an upright position.
- 2 Rotate the boom and speaker to the other side of the headset and lower it before fitting your other ear.





### Accessories and replacement parts

You can order additional accessories and replacement parts here: [www.plantronics.com/accessories](http://www.plantronics.com/accessories)

### Charging Headset

Charge your headset before using. Plug in your headset and place on a flat non-metallic surface. The Smart Sensors in your headset fully calibrate while charging. When fully charged the LED goes off.




**NOTE** Always charge at near room temperatures; never charge battery at temperatures below 0°C (32°F) or above 40°C (104°F).

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

### Check Battery Level and Smart Sensor

To check the battery status, the headset must be powered on. While wearing the headset short press the power button and a voice alert will advise you of the talk time you have remaining on your current charge. If you hear a beep after the remaining talk time your Smart Sensors are not calibrated properly. Remove the headset from your ear and place the headset flat on a non-metallic surface and connect to charger for 10 seconds to recalibrate the Smart Sensors. While not wearing your headset short press the power button and indicator light flashes red to show the battery charge level as shown below.

### Charge Indicator Lights

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

### USB Cable

A USB cable is supplied to allow you to charge the headset from a PC's USB port. The PC must be powered on to charge via USB 2.0 or higher.

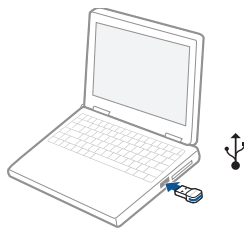
# Connect PC and Call

## USB Adapter set-up

Your Bluetooth adapter is pre-paired to your headset.

- 1 Power on the headset
- 2 Insert the USB adapter directly into the laptop or PC.

**NOTE** Do not insert directly into a docking station or hub.



The LED will become solid blue to indicate the adapter is powered on and is connected to the headset.

**NOTE** It is normal to see the LED flash at startup before connection is established.

## USB Adapter LED indicators

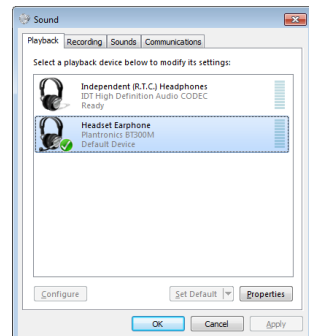
Headset powered off	None
Paired/connected	Solid blue
Active call	Flashing blue
Audio	Flashing blue

## Make a Call

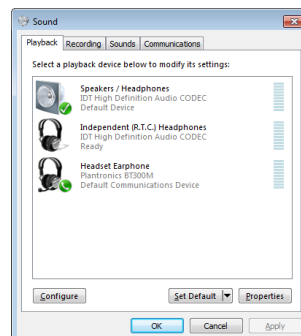
- 1 Ensure the headset is powered on and the USB adapter is connected. The LED will be solid blue.
- 2 Ensure Lync/Microsoft Office Communicator is running on your PC.
- 3 Set the volume to a comfortable level. Check your Lync/Microsoft Office Communicator settings: Tools > Set-up Audio and Video > Test. The default for Headset, Speaker/Microphone and Sounds should all be set to default to Plantronics BT300M.

## PC Audio Setup for Windows 7 (To reach this screen: Control Panel > Sound)

**Default Setting:** All PC sounds and audio is played in the headset.

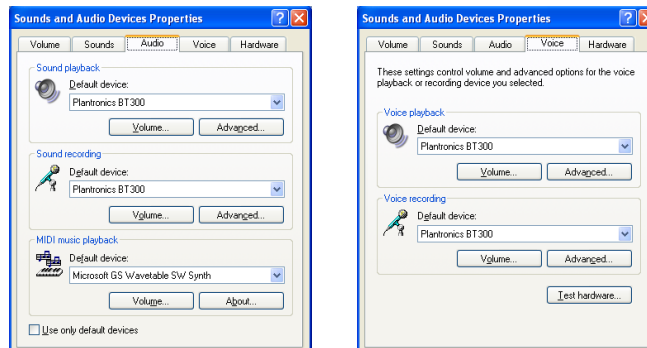


**Alternative Setting:** All PC sounds played through your PC speakers and communication audio is played in your headset.

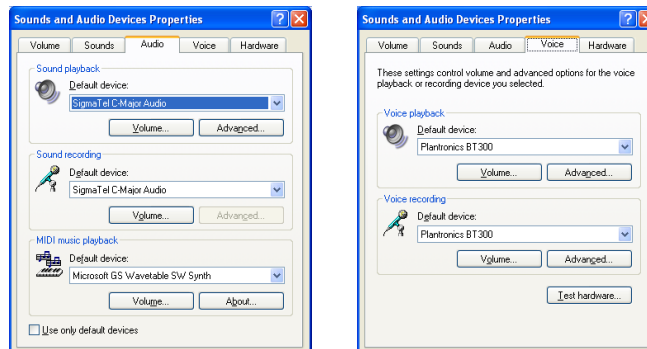


## PC Audio Setup for Windows XP (To reach this screen: Start > Control Panel > Sound and Audio Devices)

**Default Setting:** All PC sounds and audio is played in the headset.




**Alternative Setting:** All PC sounds played through your PC speakers and communication audio is played in your headset.



- 4 Place a call using Lync/Microsoft Office Communicator. The audio connection to your headset will activate automatically when your recipient's phone begins to ring. The LED on the adapter will slowly flash blue while you are on an active call.

## To Re-Pair your Bluetooth Adapter

In the event that your headset and Bluetooth USB adapter become unpaired do the following:

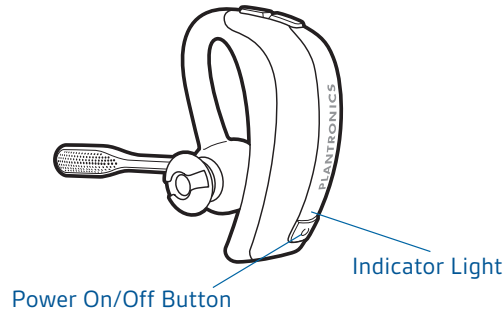
- 1 Start with the headset powered off.
- 2 Remove the USB adapter.
- 3 Place the headset in pairing mode by pressing and holding the power button  until the headset LED flashes **BLUE/RED**.
- 4 Insert Bluetooth USB adapter directly into your PC USB port. The LED will flash and then turn solid blue to indicate the headset is connected to the USB adapter.
- 5 Headset will exit pairing mode.

# Use Your Headset with Lync/Microsoft Office Communicator

## Powering Headset On/Off

The headset will be ready to use once it has been charged as described in [Fitting your Headset](#).

To power the headset on press and hold the Power On/Off button for two seconds. The headset indicator light will remain solid blue for two seconds to confirm that the headset is powered on.



**NOTE** The USB adapter indicator light will remain solid blue when the headset is powered on and paired to the headset. The blue LED on the USB adapter will turn off if the USB adapter cannot air or connect to the headset.

To conserve power you may optionally power the headset off by pressing the Power On/Off for two seconds. The headset indicator light will remain solid red for two seconds to confirm that the headset is powered off.


**NOTE** While powered off you will not be able to use the headset.

## Placing, Answering, and Ending Calls with Lync/Microsoft Office Communicator

To place a call	Dial number using Lync/ Microsoft Office Communicator.*
To answer a call on the headset	Short press call button on headset.
To answer a call when already on an active call on your mobile phone	Short press the call button once to end the mobile phone call then press again to answer your Lync/Microsoft Office Communicator call.
To end a call on the headset	Short press call button on headset.

\*Consult Lync/Microsoft Office Communicator Help for more information on how to place a call.

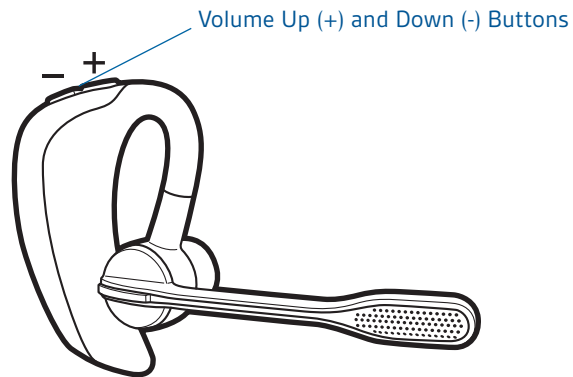
**NOTE** You can also answer calls directly from Lync/Microsoft Office Communicator by clicking on the Call Alert that appears on your PC screen. In this case the call will be directed to the default speakerphone which may not be your headset. Consult Lync/Microsoft Office Communicator Help for more information.

 For your safety, do not use headset at high volumes for extended periods of time. Doing so can cause hearing loss. Always listen at moderate levels. For more information on headsets and hearing visit: [www.plantronics.com/healthandsafety](http://www.plantronics.com/healthandsafety)

### Muting Headset During a Call

To mute a call, press and hold the volume + and - buttons simultaneously until you hear two tones, low-high. After 15- minutes a "Mute on" voice prompt will play; this voice prompt will repeat every 15 minutes until mute is disengaged.

To unmute a call, press and hold the volume + and - buttons simultaneously until you hear high-low tones.



# Pair Mobile Phone and Call

- 1 Ensure your headset is fully charged. Press and hold the power button on the headset until the indicator light flashes red and blue. The headset is now in pairing mode.

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

The headset will stay in pairing mode for ten minutes.



- 2 Activate the Bluetooth feature on your phone, then use the phone's settings to add/search/discover new Bluetooth devices.

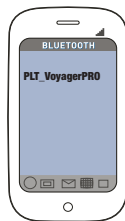
**BlackBerry®** Settings/options > Bluetooth: On > Search for devices.

**iPhone** Settings > General > Bluetooth > On (starts the search for devices)

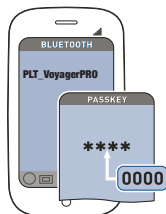
**Android Phone** Settings > Wireless > Bluetooth: On > Scan for devices.

**Other** Consult phone manual

**NOTE** For detailed pairing instructions for popular mobile phones visit [www.plantronics.com/easytopair](http://www.plantronics.com/easytopair)



- 3 Some phones may request that you enter a passkey for pairing. Enter **0000** passkey if your phone requests a passkey to pair with the headset. Headset LED will stop flashing and exit pairing mode when your headset and phone are successfully paired.



**TIP** For pairing tutorial visit: [www.plantronics.com/easytopair](http://www.plantronics.com/easytopair)

- 5 Make a test call from your mobile phone.
- 6 End the call by pressing the headset's call button. The call does not end if you remove your headset without pressing the call button. See [Smart Sensors](#).

## Placing a Call with your Headset and Bluetooth Mobile Phone

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To place a call	Dial number on your mobile phone keypad.
Redial last number*	Double press call button. There will be a double low tone on each press. A final tone indicates the last number has been redialed.
Activate voice dialing*	Press and hold call button for two seconds. First tone on key press start followed by a second tone which indicates voice dial is activated.

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\* Only available on mobile phones that support these features.

## Answering and Ending Calls with your Headset and Bluetooth Mobile Phone

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To answer a call	Short press call button.
To answer a call when already on an active Lync/Microsoft Office Communicator call	Short press the call button to end the Lync/Microsoft Office Communicator call, then press again to answer your mobile phone call.
To end a call	Short press call button.
Redial last number*	Double press call button. There will be a double low tone on each press. A final tone indicates the last number has been redialed.
Reject a call	Press call button for one second until you a single low tone.
Transfer a call from your mobile phone to your headset	While on a call, press the call button for one second until you hear a single tone followed by double low tones.
Transfer a call from your headset to your mobile phone	While on a call, press the call button for one second until you hear a single tone followed by double low tones.

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\* Only available on mobile phones that support this feature.

# Advanced Features

## Smart Sensor Features

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**Auto Answer Call:**

When you are not wearing your headset.

When you have an incoming call on your mobile or softphone, put on the headset and the call will be answered automatically. You do not have to press the call button.

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**Auto Pause Media:**

When you are listening to audio.

When you are listening to audio from your mobile phone or PC, remove the headset and the audio pauses. Place your headset back on and the audio resumes.

**Note** If the media player has been playing less than 10 seconds you will have to manually restart the media player.

**Note** If the audio remains paused for more than 5 minutes you will have to manually restart the media player.

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**Auto Transfer Call:**

Whether you are wearing your headset or not.

If you are not wearing your headset and you answer an incoming call on your mobile phone, the audio will be routed to the mobile phone. When you put the headset on, the audio will be automatically transferred to the headset.

If you are already wearing your headset and there is an incoming call, the audio will be routed to the headset and you will need to press the call button to answer the call.

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**Auto Lock Call Button:**

When you are not wearing your headset

Prevents accidental dialing from your mobile phone when the headset is not worn.

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When the battery charge is very low, a tone and voice prompt 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

### Call Button Behavior with PC and Mobile Connected (not on a call)

Open Lync/Microsoft Office Communicator with dialtone	Single tap
Redials last number on mobile phone	Double tap
Starts voice dialing on mobile phone	Hold call button for 2 seconds

### Listening to Audio via A2DP (Advanced Audio Distribution Profile for Bluetooth)

Your Voyager PRO UC headset can play media files (music, podcasts, etc.) from any A2DP-enabled mobile device.

#### Play/Pause

You can pause/resume your music from the mobile phone by depressing and holding the headset's volume + and – keys simultaneously until you hear a tone. Also see [Auto Pause Media](#) in the [Smart Sensor Features](#) table on page 16.

### Transmission Range

If you are on a call you will hear the audio degrade as you move out of range.

If you stay out of range, active calls will be suspended. Calls will be re-established upon walking back into range.

The Voyager PRO UC allows you to roam as far as 30 feet between devices before the call is dropped. You will hear voice prompts when the link is dropped; such as "phone 1 disconnected", "phone 2 disconnected" or "PC disconnected" depending on how you have you headset and BT300-M adapter configured.

### Simultaneous Call Handling Behavior (PC & Mobile)

You can be on a call using Lync/Microsoft Office Communicator and receive a mobile phone call. The ringtone for the mobile phone call is heard in the headset. Tapping the call button on the headset will end the Lync/Microsoft Office Communicator call. Tapping the call button again will answer the mobile phone call.

**NOTE** Answering the call on your mobile phone sends the audio to the mobile phone and leaves the Lync/Microsoft Office Communicator call active on the headset.

You can be on a mobile phone and receive a call on Lync/Microsoft Office Communicator. The ringtone for Lync/Microsoft Office Communicator call is heard in headset during the call.

Tapping the call button on the headset ends the mobile phone call. Tapping the call button again answers the Lync call.

**NOTE** Answering from the Lync client by clicking "Accept" on the pop-up message in the lower right corner of your screen sends the audio to the headset and suspends the audio to the mobile phone. Tapping on the call button after that will end the Lync/Microsoft Office Communicator call, however there may be 5 second+ delay before it restores audio to the mobile phone call.

If you receive a Lync/Microsoft Office Communicator call and mobile call at the same time, tapping the call button will pick up the call that came in first

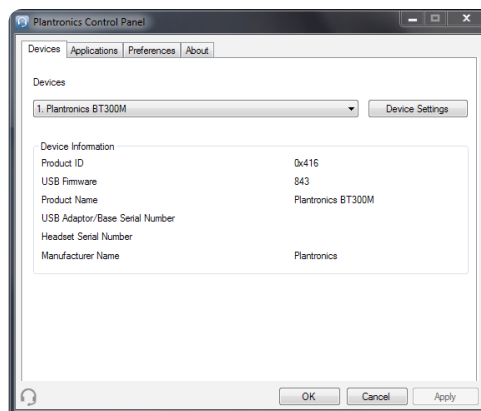
# Optional Plantronics Software

Optional Plantronics software must be downloaded to access the Plantronics Control Panel. Load Plantronics software by visiting [www.plantronics.com/software](http://www.plantronics.com/software) and click on the download button.

## Plantronics Control Panel

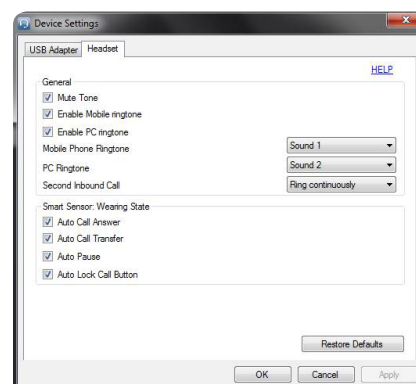
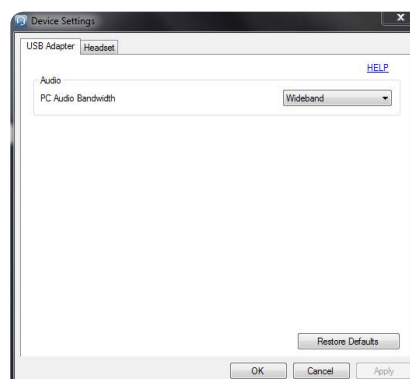
If you have chosen to download and install the *optional* Plantronics software you may make changes that affect the performance of your headset by using the Plantronics Control Panel.

To start this utility, click Start > Programs > Plantronics > Plantronics Control Panel.



## Devices tab

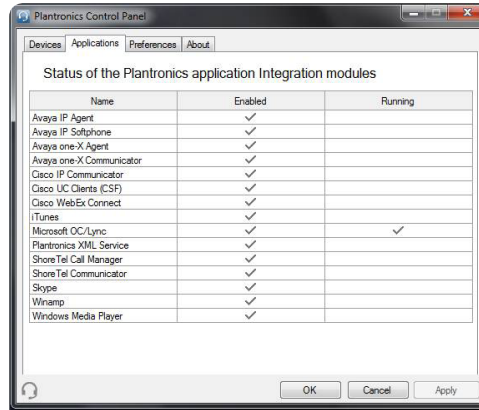
Select your Plantronics BT300M USB Adapter from the pulldown menu then select Device Settings to configure settings for your headset system.



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### Applications tab

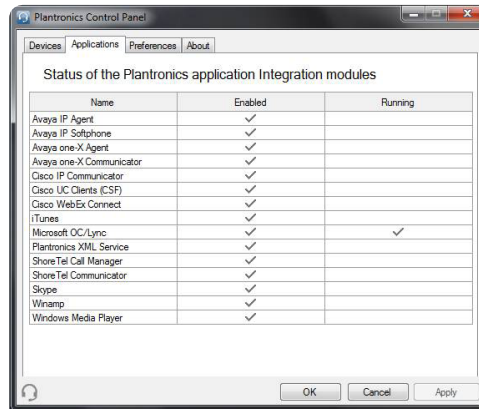
Displays the status of Plantronics support for various applications such as softphones and media players



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### Preferences tab

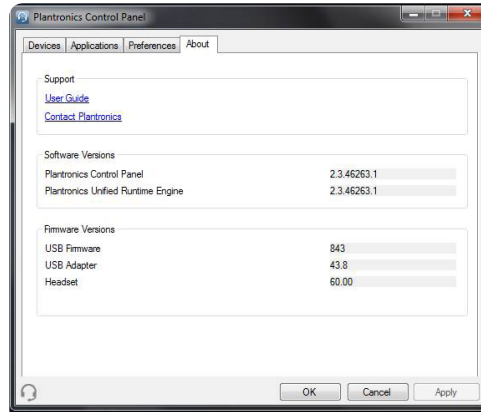
Allows you to set preferences for the media player as well as other general settings



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## About tab

Provides online access to the user guide and support and displays your headset system's information



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## Plantronics Update Manager

### Check for Updates Automatically

By enabling this check box, you will activate a periodic automatic check for available software updates.

### Check for Updates Now

You can choose to check for available software updates at any time by clicking on the Check For Updates Now button in Update Manager: From the Start menu, click Programs, then Plantronics, then open Plantronics Update Manager.

### Install Checked Updates

Following an AUTOMATIC or MANUAL CHECK FOR UPDATES, this field will be populated with any applicable software updates and the INSTALL CHECKED UPDATES will begin installation.

# Troubleshooting

## Troubleshooting — Lync/Microsoft Office Communicator Usage

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<p>My headset doesn't work with Lync/Microsoft Office Communicator.</p>	<p>Make sure your headset is charged. Make sure your headset is on and connected. Press the call button on your headset. Fine tune the listening volume with the call button. If the volume is still too low, adjust the listening volume on the PC using Lync/Microsoft Office Communicator.</p>
<p>The sound is distorted or I hear an echo in the headset.</p>	<p>Reduce speaking volume on the PC using Lync/Microsoft Office Communicator. Point microphone towards your chin. If the distortion is still present, lower the volume using volume/mute button.</p>
<p>While on an Lync/Microsoft Office Communicator call I want to accept a call from my mobile phone.</p>	<p>Short press the call button for less than 1 second (this will disconnect the Lync/Microsoft Office Communicator call.) Press the call button again to connect with your mobile phone.</p>
<p>Reconnecting the Bluetooth link between your headset and USB adapter.</p>	<p>If your headset and USB adapter do not automatically reconnect when returning within range you can manually reconnect by disconnecting and reconnecting the USB adapter from your PC. (headset must be powered on)</p>
<p>Talk time performance is significantly degraded even after a full recharge.</p>	<p>Battery is wearing out. Contact <a href="http://www.plantronics.com/support">www.plantronics.com/support</a> for factory service information.</p>

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## Troubleshooting — Mobile Phone Usage

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My headset does not work with my phone.

Make sure the headset is fully charged.  
Make sure headset is paired with the Bluetooth phone you are trying to use.

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My phone did not locate the headset.

Turn both your phone and headset off, then restart the mobile phone and repeat the pairing process on page 14.

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I could not enter my PIN code.

Turn both your phone and headset off and on, and then repeat the pairing process on page 14. Your PIN code, or Passkey, is 0000 (4 zeros).

**NOTE** Many phones input the passkey automatically during the pairing process. Your phone may not ask you to manually input a passkey.

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I cannot hear caller/dial tone.

The headset is not turned on. Press the call button for approximately 2 seconds until you hear a tone or see the indicator glow blue.  
Your headset is out of range. Move the headset closer to the Bluetooth phone.  
Your headset battery is drained. Charge your battery. See [Charging Headset](#) on page 9.  
The listening volume is too low. Incremental tapping of the call button will adjust volume.  
Make sure that the headset fits properly. See [Fitting the Headset](#) on page 8.

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Audio quality is poor.

Your headset is out of range. Move the headset closer to the Bluetooth phone.

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Callers cannot hear me.

Make sure that headset is sitting correctly in ear with boom pointing towards corner of mouth.  
See [Fitting the Headset](#) on page 8.

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My headset falls off my ear.

Make sure that headset is sitting correctly on your ear with boom pointing towards corner of mouth. You may also want to try an alternate size eartip. See [Fitting the Headset](#) on page 8.

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## **NEED MORE HELP?**

**[plantronics.com/support](http://plantronics.com/support)**

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86897-01M (08.11)

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