

# Voyager® PRO UC v2

## Bluetooth Headset

### BT300

## Bluetooth USB Adapter

## **USER GUIDE**

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## Welcome

Congratulations on purchasing your new Plantronics Voyager PRO UC. This user guide contains instructions for setting up and using your Voyager PRO UC Bluetooth headset and BT300 Bluetooth USB adapter.

### Voyager Pro UC next generation technology.


#### Featured highlights and Smart Sensor technology:

- Auto answers calls by placing headset on your ear
- Auto transfers calls between mobile phone and headset
- When on a mobile or PC call, softphone presence is automatically updated
- Eliminates accidental dialling by locking call button when headset is not worn
- Features PC wideband audio for best PC audio quality
- Integrated A2DP (Advanced Audio Distribution Profile for Bluetooth) lets you listen to audio
- Automatically pairs headset to PC and mobile phone when headset is within range
- Voice prompts announce power on/off, battery level, connection status

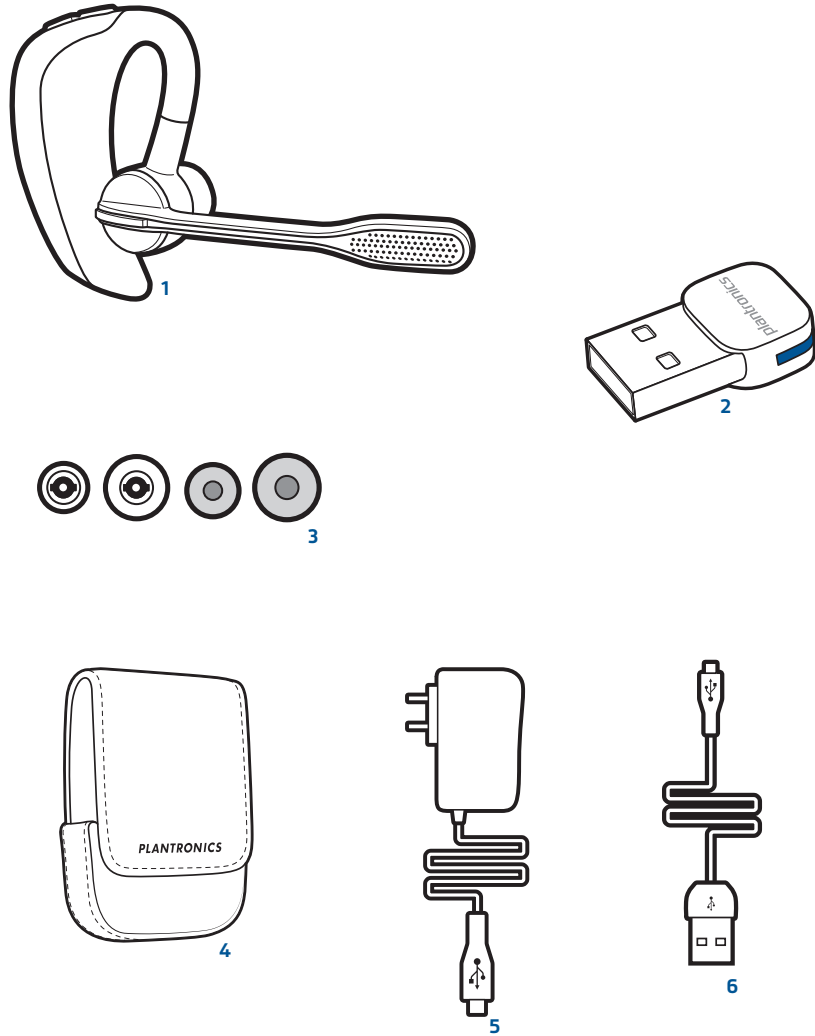
## System requirements

#### 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)

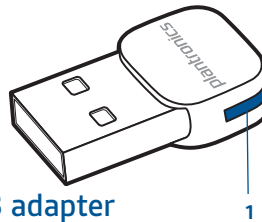
 For your safety, do not use headset at high volumes for extended periods of time. Doing so can cause hearing loss. Always listen at moderate levels. For more information on headsets and hearing, visit: [plantronics.com/healthandsafety](http://plantronics.com/healthandsafety)

# What's in the box



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

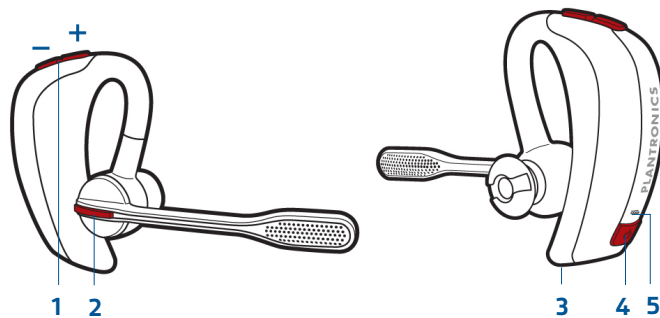
# Adapter and headset basics



Bluetooth USB adapter

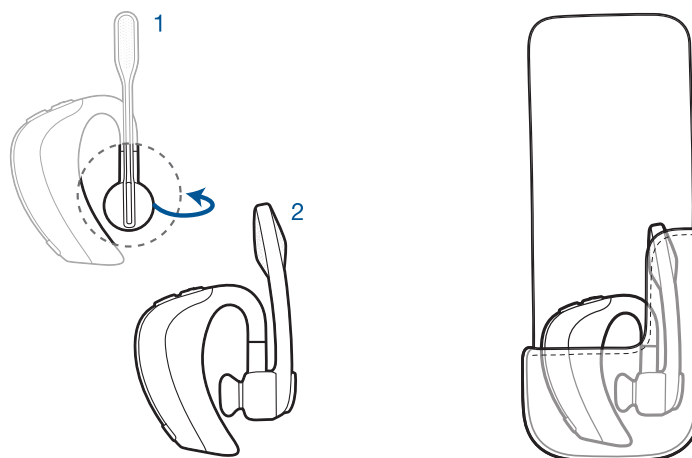
1 LED indicator light

## Headset

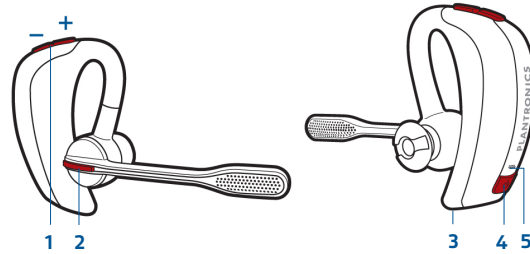


- 1 Volume/Mute button
- 2 Call button
- 3 Micro USB charging port
- 4 Power button
- 5 LED indicator light

## 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 or end a call (PC or mobile)

Redial

Initiate mobile phone's voice-dialling\*

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.

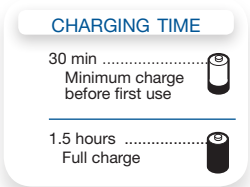
Low = 2 red flashes, Recharge = 3 red flashes

Flashes red/blue

# Charge your 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).



### Check battery level and Smart Sensor

To check the battery status, the headset must be powered on. While wearing the headset short press 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 headset from your ear and place headset flat on a non-metallic surface and connect to the AC charger or the USB cable charger for 10 seconds to recalibrate the Smart Sensors. While not wearing your headset short press the power button and the 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.

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

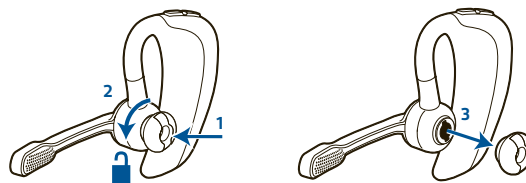
# Fit your headset

## Fitting the headset

The headset comes configured for the right ear, with the medium ear tip installed, however you can replace it with the small or large ear tip 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 ear tip for a better fit.

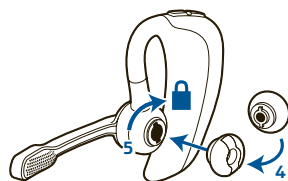
- 1 Grip the ear tip and gently push it into the speaker housing.
- 2 Rotate it a quarter turn to the left to unlock.
- 3 Pull the ear tip away from the headset.



### Attach a new ear tip.

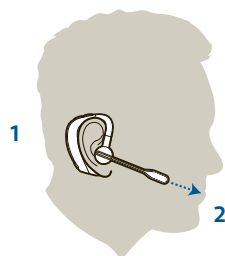
- 4 Align the tabs on the ear tip with the slots on the speaker housing.
- 5 Gently push the ear tip into housing while turning it a quarter turn to the right. The ear tip will stop rotating when it is locked.

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



### Wearing the headset

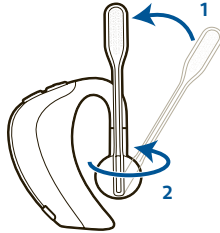
- 1 Guide the ear loop behind your ear and position the headset so that the speaker and ear tip rest comfortably in your ear.
- 2 Pivot the boom up to point the microphone toward the corner of your mouth.





#### 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: [plantronics.com/accessories](https://plantronics.com/accessories)

# Pairing your Bluetooth USB adapter

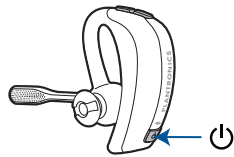
## Initial pairing

Your Bluetooth USB adapter comes pre-paired to your Voyager PRO UC headset.

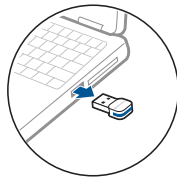
## To re-pair your Bluetooth USB adapter


In the event that your headset and Bluetooth USB adapter are not paired or become unpaired do the following:

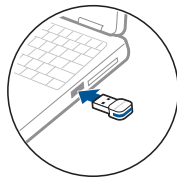
- 1 Start with the headset powered off.



- 2 Remove the Bluetooth 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 the 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 Bluetooth USB adapter.



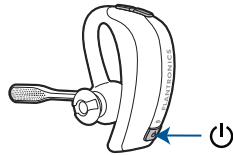
- 5 Headset will exit pairing mode.

## Auto pair

The Bluetooth USB adapter and the headset will automatically pair headset to mobile phone and PC when headset is on and within range of devices. Voice prompt will announce you are connected. Voice prompts will also prompt you when you are out of range of devices.

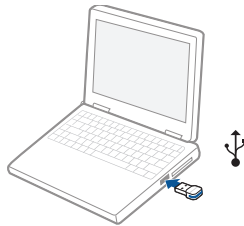
# Connect PC and call

- 1 Power headset on.



- 2 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 PC. The LED remains solid blue when not on an active call.

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



**NOTE** It is normal to see the LED flash at start-up before connection is established.

- 3 Load Plantronics Enterprise software by visiting [plantronics.com/software](http://plantronics.com/software) and click on

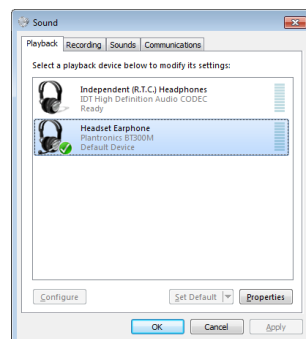
**Download Now**

- 4 Check your audio settings.

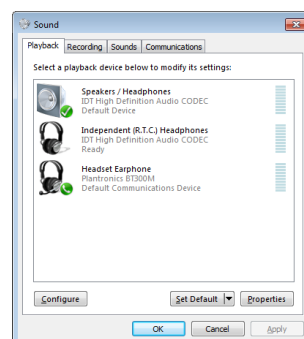
Confirm the speaker and microphone settings for your PC softphone are set to Plantronics BT300.

**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.

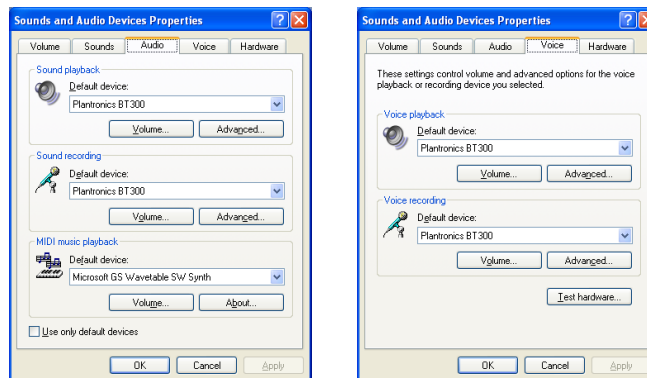


**Alternative setting:** All PC sounds played through your PC speakers and communication audio is played in your headset.

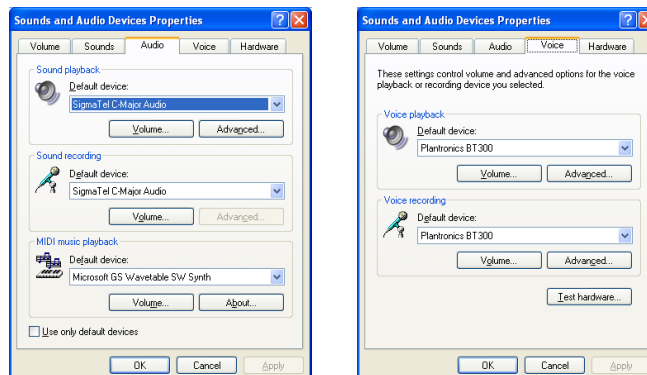


PC audio setup for Windows XP (To reach this screen: Start > Control Panel> Sound and Audio Devices)

**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.



- 5 Place a call from your computer softphone. During an active call, the Bluetooth USB adapter will flash blue.

### Bluetooth USB adapter LED indicators

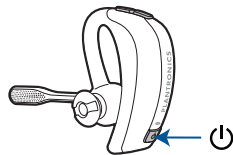
Headset powered off	None
Paired/connected	Solid blue
Active call	Flashing blue
Audio	Flashing blue

# 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.

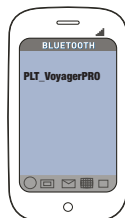
**BlackBerry®** Settings/options > Bluetooth: On > Search for devices.

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

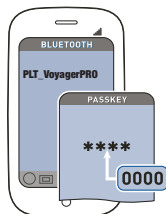
**Android Phone** Settings > Wireless > Bluetooth: On > Scan for devices.

**Other** Consult phone manual

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



- 3 Some phones may request that you enter a password for pairing. Enter **0000** password if your phone requests a password 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: [plantronics.com/easytopair](http://plantronics.com/easytopair)

- 4 Make a test call from your mobile phone.
- 5 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

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 redialled.
Activate voice dialling*	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.

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

## Answering and ending calls with your headset and Bluetooth mobile phone

To answer a call	Short press call button.
To answer a call when already on an active Microsoft Office Communicator call	Short press the call button to end the 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 redialled.
Reject a call	Press call button for one second until you hear 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.

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

## Call button behaviour with PC and mobile connected (not on a call)

Open a computer audio connection	Single tap
Redials last number on mobile phone	Double tap
Starts voice dialling on mobile phone	Hold call button for 2 seconds

# Advanced features

## Smart Sensor features

Smart Sensors detect whether or not you are wearing the headset. Sensors are located in the ear loop and the speaker.

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### Auto answer call:

When you are not wearing your headset.

When you have an incoming call on your mobile or computer 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 dialling from your mobile phone when the headset is not worn.

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### Auto pair

When you are wearing your headset

Automatically pairs headset to mobile phone and PC when headset is on and within range of devices. Voice prompt will announce you are connected.

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**NOTE** These features are enabled by default and can be disabled in the Plantronics Control Panel: Devices>Device Settings>Headset Tab. The Plantronics software must be downloaded to access the Control Panel. Changes to the settings requires that you are connected and within range of the USB adapter. Load Plantronics software by visiting [plantronics.com/software](http://plantronics.com/software) and click on

[Download Now](#)

### 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.

#### 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 when you walk 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 your headset and BT300 adapter configured.

#### Simultaneous call handling behaviour (PC & mobile)

You can be on a call using a computer softphone application 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 computer softphone 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 computer softphone call active on the headset.*

You can be on a mobile phone and receive a call on your computer softphone. The ringtone for the computer softphone call is heard in the headset during the call.

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

If you receive a computer softphone call and mobile call at the same time, tapping the call button will pick up the call that came in first.



## Headset controls, indicators and voice prompts

	Action	Indicator light	Tone	Voice prompt
Power on/off	Press power on/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-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.

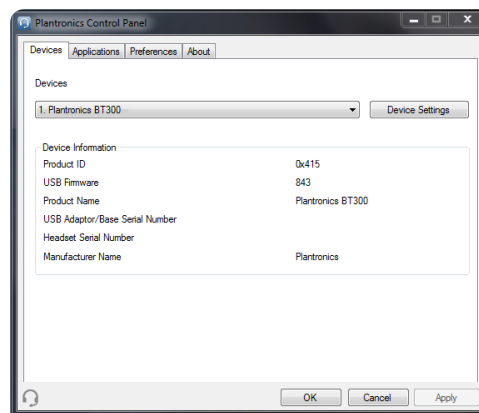
# Optional Plantronics software

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

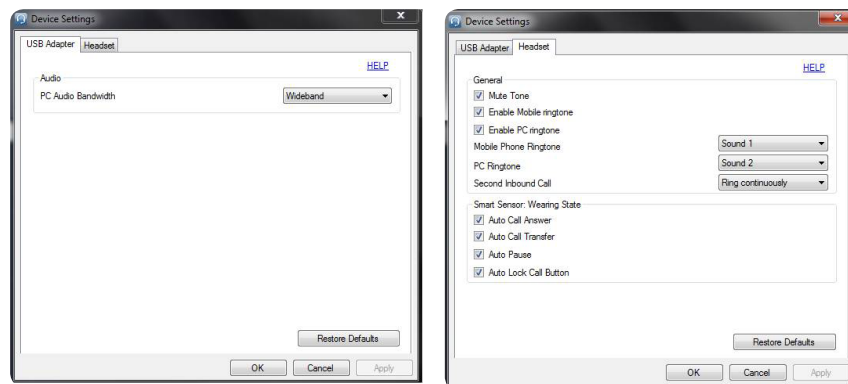
If you have chosen to download and install the *optional* Plantronics software you may make changes that affect the performance of your headset by using the Plantronics Control Panel.

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



### Devices tab

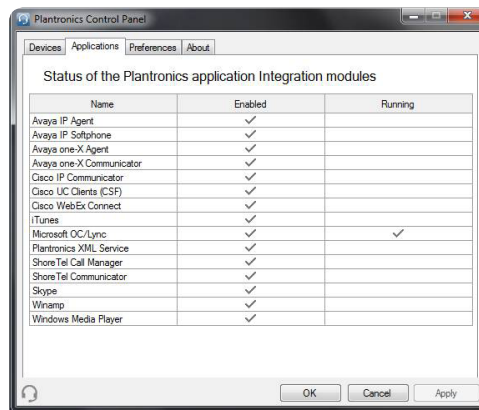
Select your Plantronics BT300 USB adapter from the pull-down menu then select Device Settings to configure settings for your headset system.



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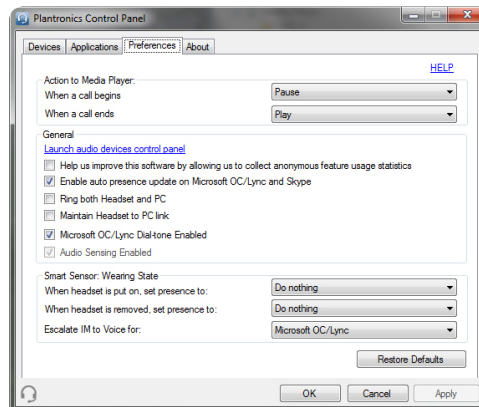
### Applications tab

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



### Preferences tab

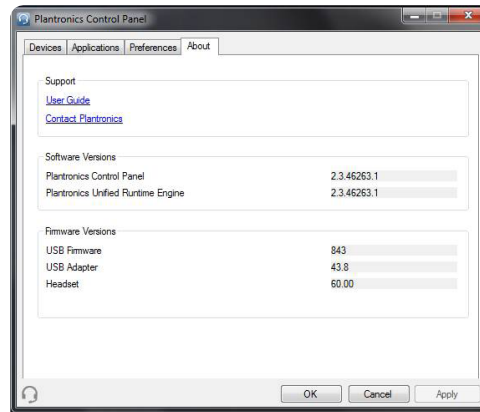
Allows you to set preferences for the media player as well as other general settings



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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 tick 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 — Softphone usage

My headset doesn't work with my computer softphone.

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.  
Ensure that the headset is the default sound device. The Plantronics control panel will launch the sound devices control panel by going to Plantronics Control Panel > Preferences > General – Launch Audio Devices Control Panel.

The sound is distorted or I hear an echo in the headset.

Reduce speaking and/or listening volume on the computer using your softphone application.  
Point microphone towards your chin.  
If the distortion is still present, lower the volume using volume/mute button.

The Bluetooth link between my headset and Bluetooth USB adapter doesn't automatically reconnect when I come back into range.

If your headset and Bluetooth USB adapter do not automatically reconnect when returning within range you can manually reconnect by disconnecting and reconnecting the Bluetooth USB adapter from your PC. (headset must be powered on)

Talk time performance is significantly degraded even after a full recharge.

Battery is wearing out. Contact [plantronics.com/support](https://plantronics.com/support) for factory service information.

## Troubleshooting — Mobile phone usage

My headset does not work with my phone.

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

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 15. ([Pair mobile phone and call](#))

I could not enter my PIN code.

Turn both your phone and headset off and on and then repeat the pairing process on page 15. ([Pair mobile phone and call](#)) Your PIN code, or password, is 0000 (4 zeros).

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

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](#).  
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](#).

Audio quality is poor.

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

Callers cannot hear me.

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

My headset falls off my ear.

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

## NEED MORE HELP?

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

### **Plantronics, Inc.**

345 Encinal Street  
Santa Cruz, CA 95060  
United States

**Tel: 800-789-4971**

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

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86898-06 (10.11)

The Plantronics logo, featuring the word "plantronics" in a lowercase, sans-serif font. A thick blue horizontal line is positioned above the text, starting from the left edge of the page and ending with a slight upward curve just before the logo.

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