

MAINTENANCE/TROUBLESHOOTING

WARRANTY

The following one-year warranty and service information applies only to product purchased and used in the U.S. and Canada. For warranty information in countries other than the U.S. or Canada, refer to the additional warranty card included with your product, or visit www.plantronics.com. You may also contact your local retail dealer for warranty information.

During this warranty time, if the product is defective in workmanship or materials, Plantronics, at our option, will replace or exchange it for a model of equal value. Damage caused by improper care, accidents, unauthorized repair or modifications are not covered under this warranty.

NEITHER PLANTRONICS NOR YOUR RETAIL DEALER OR SELLING DISTRIBUTOR HAS ANY RESPONSIBILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, DAMAGE TO PROPERTY, COMMERCIAL LOSS OF PROFIT, OR FOR ANY EXPENSES, LOSS OF TIME, OR INCONVENIENCE. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGE, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

To obtain warranty service, please prepay shipment and return the unit to the appropriate facility listed below:

IN THE UNITED STATES	IN CANADA
Plantronics Service Center 345 Encinal Street Santa Cruz, CA 95060	Plantronics Service Center 1455 Pitfield Boulevard Santa Saint- Laurent, Quebec H4S 1G3
Tel: 800.544.4660 (toll free)	Tel: 800.540.8363 (toll free)
Fax: 800.279.0162 (toll free)	514.956.8363 (toll call)
	Fax: 514.956.1825 (toll call)

Please use the original container, or pack the unit(s) in a carton with sufficient packing material to prevent damage.

Include the following information:

1. Proof of purchase indicating model number and date of purchase.
2. Bill-to address.
3. Ship-to address.
4. Number and description of units shipped.
5. Name and telephone number of person to call, should contact be necessary.
6. Reason for return and description of the problem.

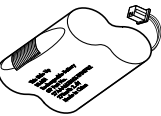
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IMPORTANT SAFETY INFORMATION

PARTS AND ACCESSORIES

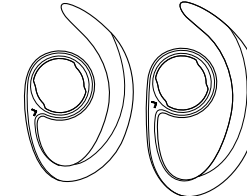
Items shown are optional accessories available for your M3500 Bluetooth headset that may be purchased separately. Call 1.800.544.4660 or visit www.plantronics.com for ordering information.

M3500 BATTERY



Replacement headset battery pack.

M3500 EARLOOP SET



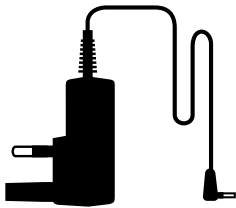
One large and one small replacement earloops.

M3500 EXTRA COMFORT EARLOOP SET



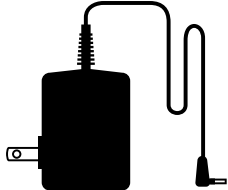
A set of three earloops (small, medium and large).

TRAVEL AC ADAPTER



Lightweight multi-voltage (100-240VAC) adapter. European and UK versions available.

AC ADAPTER



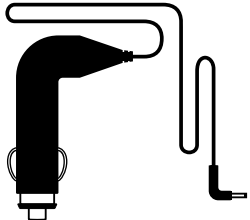
Standard AC adapter (120VAC).

IMPORTANT SAFETY INFORMATION

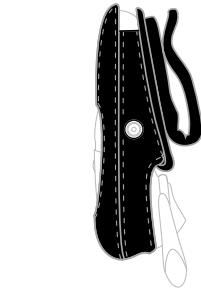
PARTS AND ACCESSORIES

Items shown are optional accessories available for your M3500 Bluetooth headset that may be purchased separately. Call 1.800.544.4660 or visit www.plantronics.com for ordering information.

CAR LIGHTER ADAPTER

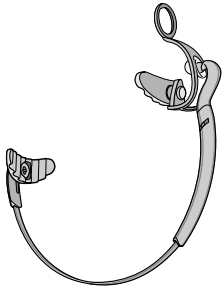


Car lighter adapter allows you to charge and use your M3500 headset from any 12-volt car lighter socket.

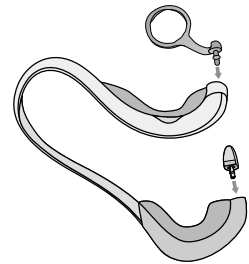


Soft case to protect your headset. Includes belt clip.

HEADBAND



Over-the-head headband for long-term wearing comfort.



Behind-the-head neckband for discreet long-term wearing comfort.

NECKBAND

345 Encinal Street, Santa Cruz, CA 95060 (800) 544-4660 • www.plantronics.com 64625-01 04 03

I NEED MORE HELP. Visit www.plantronics.com or call 1.800.544.4660 for assistance. (U.S. only, Toll-free.)

adjustment, the headset is easily configured for your left ear. Please see the footnote in Section 3 for detailed instructions.

The headset, as packaged, is ready to be used on your right ear. However, with one very simple adjustment, the headset is easily configured for your left ear. Please see the footnote in Section 3 for detailed instructions.

HOW DO I USE THE HEADSET ON MY LEFT EAR?

- Check to make sure that the earloop is properly positioned so pressure is not being exerted on any part of your ear causing you discomfort.
- Select the proper size earloop for your ear. Both a large and a small earloop are included with your headset.
- Make sure the headset's speaker (see Figure 3.2) is positioned snugly over your ear.

THE HEADSET IS UNCOMFORTABLE.

- Turn up the volume using the VOLUME UP control.
- Make sure the headset's speaker (see Figure 3.2) is positioned snugly over your ear.

I DON'T HEAR CALLERS.

- Verify that the unit is not in mute mode (see Figure 6.3).
- Make sure that the microphone (see Figure 3.3) is positioned properly toward your mouth.

CALLERS DO NOT HEAR ME.

- Refer to your mobile phone user guide and perform the pairing process.
- Make sure the Bluetooth feature of your phone is turned on.
- Verify that your phone is turned on, properly charged, and able to make calls.
- Make sure the battery is fully charged.
- Make sure your headset is turned on. See Section 4 for detailed instructions.

MY HEADSET DOES NOT WORK WITH MY PHONE.

- Remove and replace the battery pack as described in Section 9.

MY HEADSET DOES NOT RESPOND TO BUTTON PRESSES.

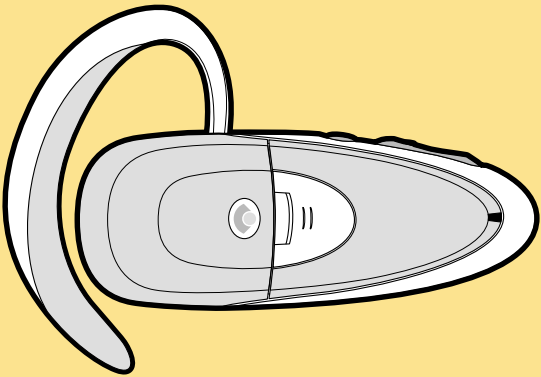
What do I do if...

TROUBLESHOOTING

1. Replace the rechargeable battery every 12 months.
2. Clean the outside of the headset with a dry cloth once a month. Dirt can decrease the efficiency of the headset.

MAINTENANCE HINTS FOR OPTIMAL PERFORMANCE

ABOUT THE
PLANTRONICS M3500
BLUETOOTH™ HEADSET



Your Plantronics M3500 headset utilizes 2.4GHz Bluetooth technology to provide lightweight, hands-free, private and secure communication — without the hassle of wires.

Designed to provide maximum comfort and ease of use, this wireless headset contains many advanced features tailored to suit your mobile lifestyle. This guide will help you set up and use your Bluetooth headset.

This product is compatible with devices that support Bluetooth Headset and/or Handsfree Profiles. For information on compatibility, visit www.plantronics.com.

Register your headset online! To receive important updates and other valuable information, visit www.plantronics.com and click on on-line registration.



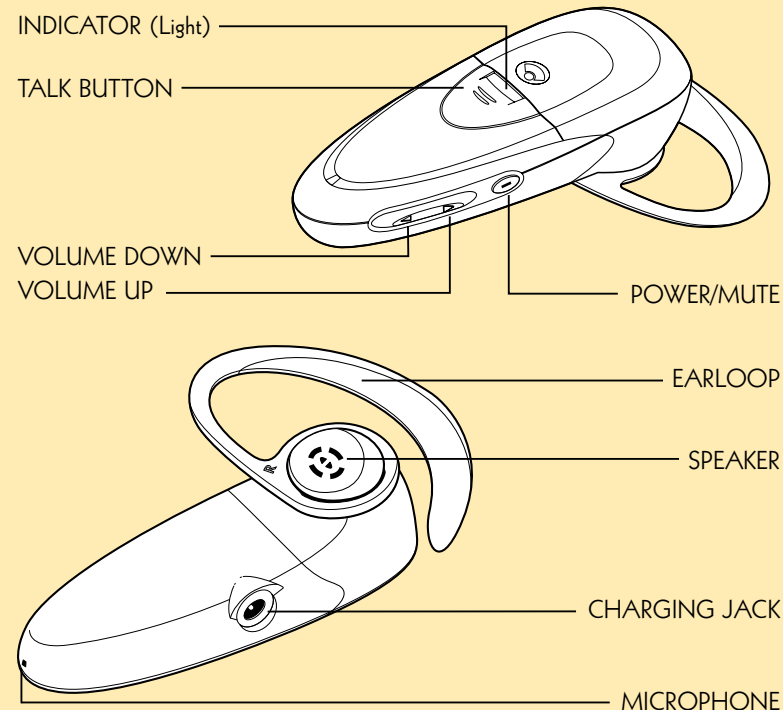
QUICK START AND INFORMATION GUIDE

M3500
BLUETOOTH™ HEADSET FROM PLANTRONICS

PLANTRONICS® Bluetooth™

1 WELCOME

Welcome to the leading edge of hands-free and wire-free technology. Here are the components of your Plantronics M3500 Headset.



2 CHARGING THE BATTERY

NOTE: The battery pack for your M3500 is already installed when you purchase your headset. If the battery pack has been removed, or for instructions on replacing the battery, see Section 9.

FIG. 2.1

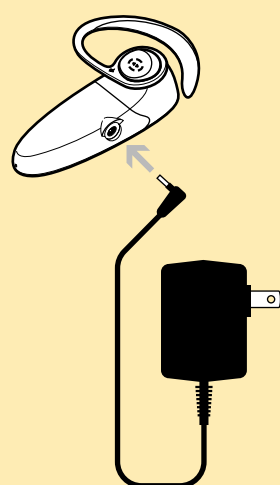


FIG. 2.1 – CONNECT TO POWER

Connect the included wall charger to AC power and then to the headset charging jack. In a few seconds, the INDICATOR will light red. Charge the headset overnight (at least 8 hours) before first use.

Subsequent charges take just 90 minutes and the INDICATOR will turn green when the headset is fully charged.

TIPS: Draining the battery once a month can improve battery life. Otherwise, it's best to charge your headset whenever possible. Avoid charging in excessive heat (above 104°F/40°C) or cold (below 50°F/10°C).

The headset may also be charged using a car lighter adapter (optional accessory).

⊕ The battery used in your headset must be recycled or disposed of properly. Contact your local recycling center for proper disposal instructions.

3 GETTING THE PERFECT FIT

FIG. 3.1

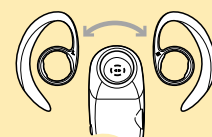


FIG. 3.1 – SELECT LEFT OR RIGHT EAR

The headset, as packaged, is ready to be used on your right ear—a letter R on the earloop is facing outward.

For left ear usage, simply unsnap the earloop from the headset by pulling gently at the base of the earloop ring.

Flip the earloop over (with the letter L facing outward) and snap it back onto the headset.

FIG. 3.2

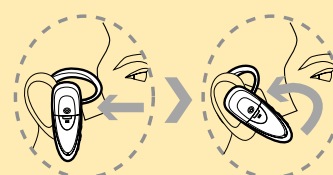


FIG. 3.2 – SLIDE HEADSET OVER YOUR EAR

Using one hand, gently slide the earloop behind your ear in a twisting motion until you achieve a snug, comfortable fit.

FIG. 3.3

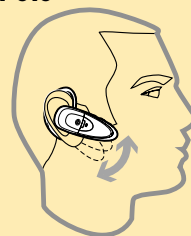


FIG. 3.3 – ADJUST FOR SOUND AND COMFORT

Adjust the microphone so it aligns with your mouth.

Make sure that the speaker positions correctly on top of your ear canal and that the earloop does not cause discomfort.

Your headset, as packaged, is configured with a small-size earloop. For larger ears, install the larger earloop included in your package.

4 BASICS: BEFORE YOU GET STARTED

FIG. 4.1

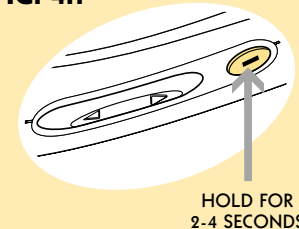


FIG. 4.1 – TURNING HEADSET ON AND OFF

To turn your headset on, unplug your headset from the charger. PRESS and HOLD the POWER/MUTE button until the INDICATOR flashes green.

The INDICATOR will flash green every three seconds while the headset is on.

To turn your headset off, PRESS and HOLD the POWER/MUTE button until the INDICATOR flashes red.

FIG. 4.2

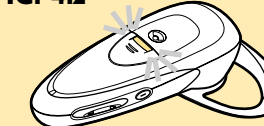


FIG. 4.2 – LOW BATTERY WARNINGS

When the headset is on and battery becomes low, the headset emits a beep every 20 seconds.

The INDICATOR also flashes red when the battery needs to be recharged.

Recharge the battery as described in Section 2.

5 PAIRING—IMPORTANT!

Before using your headset, you MUST pair it with another Bluetooth device, such as a mobile phone. Refer to your mobile phone's user guide for specific instructions, or visit www.plantronics.com.

FIG. 5.1

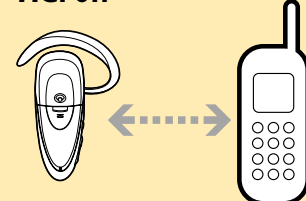


FIG. 5.1 – TURN ON BOTH DEVICES

Once both devices are turned on, place the headset and phone where they are easily viewable. Make sure the Bluetooth feature of your phone is turned on.

FIG. 5.2 – SELECT PAIRING MODE

On your headset, PRESS and HOLD both the TALK and VOLUME UP keys for two seconds until the INDICATOR light flashes red then green.

Your headset will remain discoverable by other Bluetooth devices for 60 seconds.

On your phone, search for devices by selecting SEARCH or DISCOVER from the Bluetooth options menu.

Check your mobile phone display and follow any instructions.

FIG. 5.3 – ENTER THE PASSKEY

When prompted by your phone, enter four zeros (0000). This is your headset passkey.

CONFIRM PAIRING

Check your mobile phone display to see if pairing succeeded and follow any instructions.

NOTE: If pairing is not completed within 60 seconds, the headset will return to on/standby mode.

Refer to your phone user guide and repeat the pairing process.

6 USING YOUR HEADSET

FIG. 6.1

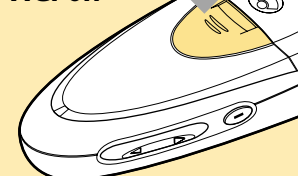


FIG. 6.1 – ANSWERING A CALL

Wait for the headset to ring, then PRESS and RELEASE the headset TALK button.

During a call, the headset INDICATOR light will flash green showing a call is in progress.

TRANSFERRING TO THE HEADSET

You can transfer a call from your phone to your headset by pressing and releasing the headset TALK button.

ENDING A CALL

To end a call, PRESS and RELEASE the headset TALK button any time during a call.

FIG. 6.2

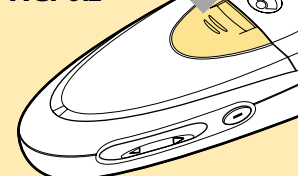


FIG. 6.2 – MAKING A CALL

To make a call, dial using your phone's keypad. To voice-dial a call from your headset, PRESS and HOLD the headset TALK button for two seconds.

Refer to your phone user guide for additional instructions for using a headset.

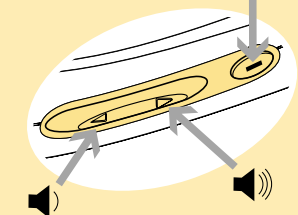
FIG. 6.3 – ADJUSTING THE VOLUME

To increase the volume level, PRESS and RELEASE the VOLUME UP button.

To decrease the volume level, PRESS and RELEASE the VOLUME DOWN button.

When the maximum or minimum volume level is reached, the headset sounds four short tones.

FIG. 6.3



MUTE FEATURE

The mute feature allows you to hear the person you are calling, however, they cannot hear you.

To mute or un-mute a call, PRESS and RELEASE the POWER/MUTE button. Two tones indicate mute function is on.

When mute is enabled, the headset will sound two short tones every 60 seconds.

7 ADDITIONAL FEATURES

NOTE: These features may be available if your phone supports the Handsfree Profile. Functionality varies depending on the phone model you have. Refer to your phone user guide for additional information.

FIG. 7.1



FIG. 7.1 – CALL TRANSFER

You can transfer a call back to your phone from your headset. PRESS and HOLD the TALK button. You will hear a tone when you press the TALK button. When you hear a second tone, the call has been transferred and you may release the TALK button.

CALL REJECT

While your phone is ringing, you can reject the call without answering. PRESS and HOLD the TALK button. You will hear a tone when you press the TALK button. When you hear a second tone, the call has been rejected and you may release the TALK button.

FIG. 7.2 – LAST NUMBER REDIAL

When making a call, you can quickly dial the last number called from your headset. PRESS the TALK button twice quickly.

Check the display on your phone for call progress.

8 TIPS AND SUGGESTIONS

STOWING YOUR HEADSET

Consider turning your headset off before placing it in your pocket or bag. If the TALK button is pressed accidentally, your phone may place an unintended call.

OUTDOOR USE

Your headset's noise-canceling feature may make it difficult for callers to hear you in excessive wind. Try to find a sheltered location when using your headset outdoors.

9 REPLACING THE BATTERY

IMPORTANT: If your headset stops responding to button presses, remove and reinstall the battery as described below.

FIG. 9.1

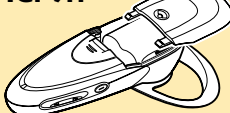


FIG. 9.1 – REMOVE COVER

Open the battery compartment by pushing back on the battery door.

FIG. 9.2

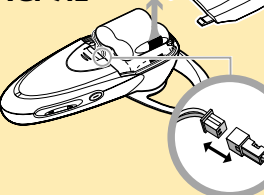


FIG. 9.2 – UNPLUG OLD BATTERY

Remove the battery by pulling on the tab to expose the red and black wires and battery connector. Gently pull at the base of the wires to unplug the battery.

FIG. 9.3

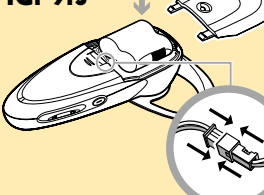


FIG. 9.3 – INSTALL NEW BATTERY

To install a new battery, insert the battery plug as shown in the illustration. Make sure you align the plugs so they connect easily. Do not force the connection.

Fold the wire under the battery pack and gently push the battery in place.

REPLACE BATTERY DOOR

Replace the battery door by pushing it forward until it snaps shut.