PLANTRONICS
SOUND INNOVATION™

USER GUIDE

PLANTRONICS VOYAGER™ 510-USB

BLUETOOTH® HEADSET SYSTEM

Bluetooth®

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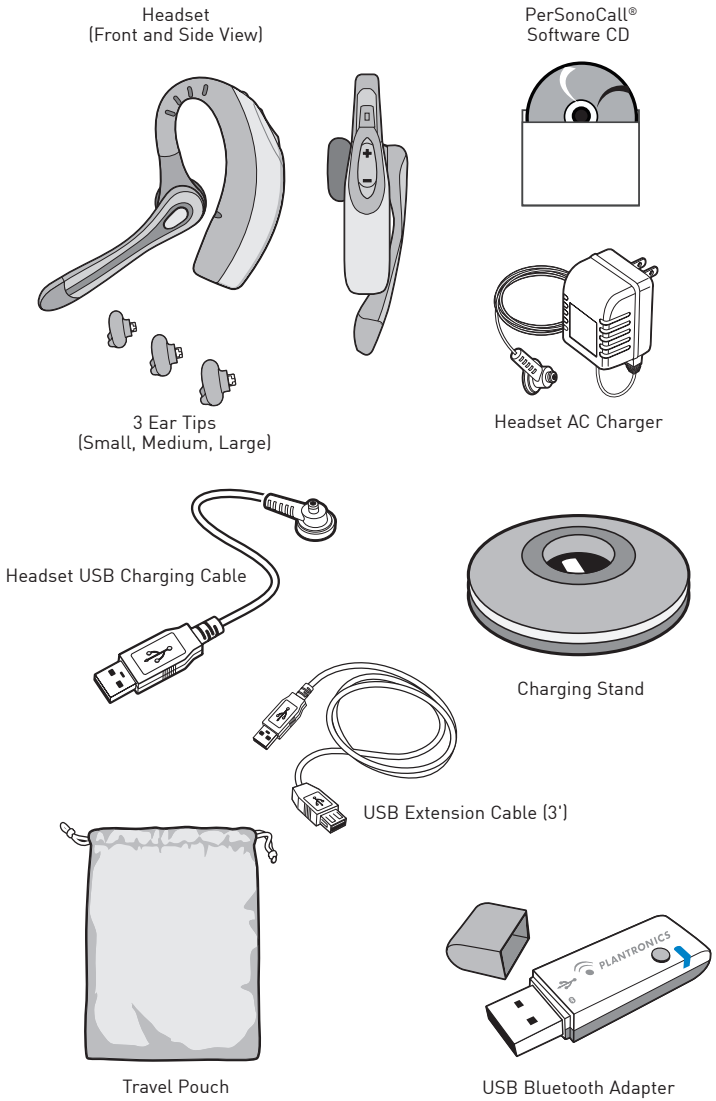
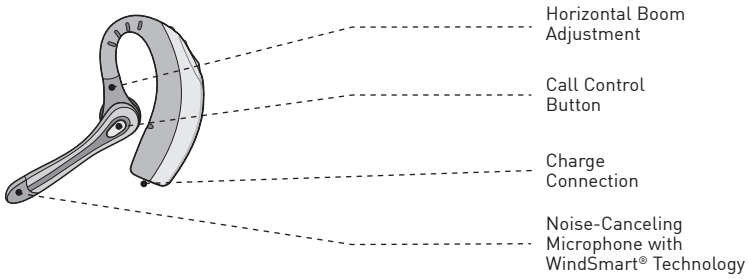
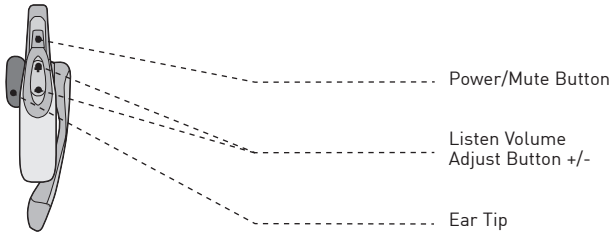
Visit **www.plantronics.com/productregistration** to register your product online so we can provide you with the best possible service and technical support.

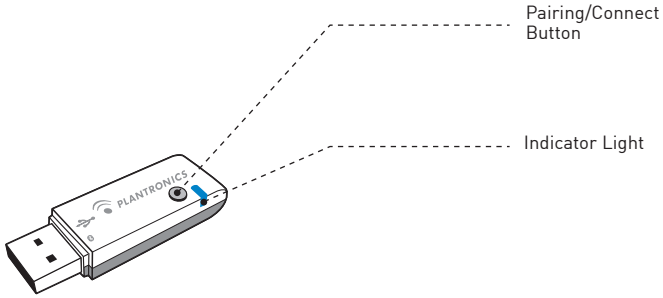
PACKAGE CONTENTS



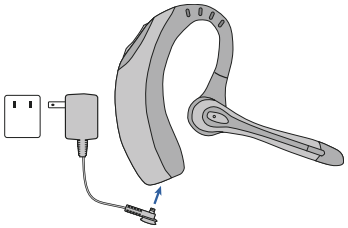
FEATURES



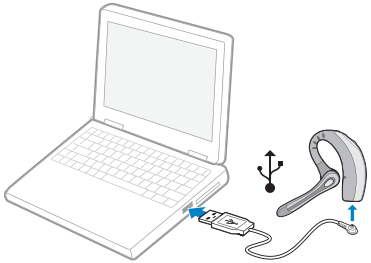




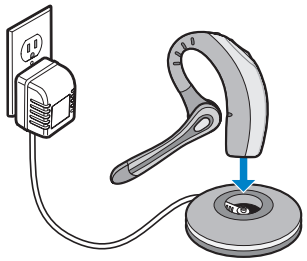
CHARGING



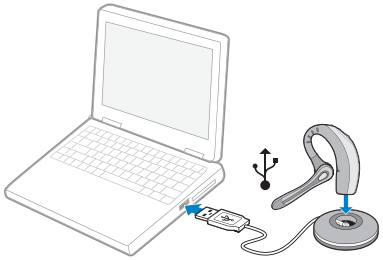
AC Charging



USB Charging



AC Charging
with Charging Stand



USB Charging
with Charging Stand

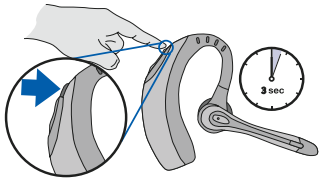
Before using, you must first charge your headset. The indicator light flashes red while charging and turns solid blue when the headset is fully charged.

20 minutes = minimum charge

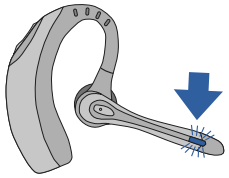
3 hours = full charge

NOTE: Do not use headset while charging and do not connect the charger while headset is in use.

Powering Headset



Press and hold the power/mute button for three seconds to turn the headset on or off.



The indicator light flashes blue when the headset is on.

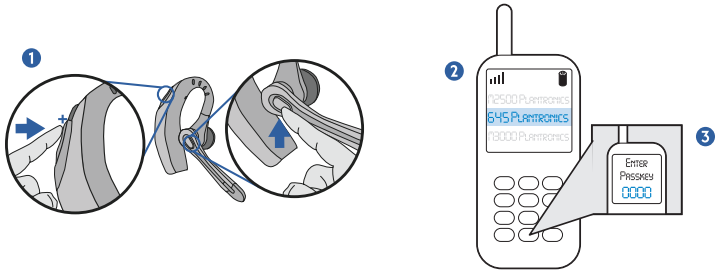
The indicator light will flash red when the battery becomes low.

Powering USB Bluetooth Adapter

The USB Bluetooth adapter is automatically powered on upon inserting into the USB port of the computer. If your USB port on the computer is hard to access, you can use the USB extension cable.

NOTE: The USB Bluetooth adapter is automatically active with the current paired headset upon powering on.

Pairing Headset with Bluetooth Phone

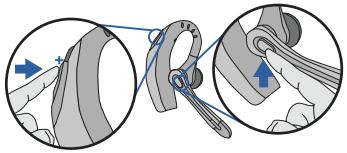


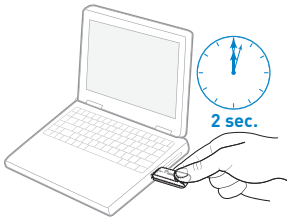
Before using your headset for the first time, you must pair it with your Bluetooth phone or device. Be sure the headset is fully charged. For set up and pairing instructions with Bluetooth devices other than mobile phones, please consult your Bluetooth device user guide.

Turn on both devices.

1. Simultaneously press the listen volume adjust button marked + (volume up) and the call control button. Release the buttons when the indicator light begins to flash red then blue.
2. While the headset is flashing red and blue, use the phone menu to search for Bluetooth devices and select "510 Plantronics."
3. When prompted for passkey enter 0000. The headset will flash blue when paired successfully.

Pairing Headset with USB Bluetooth Adapter





NOTE: The headset and USB Bluetooth adapter are paired to each other at the factory. However, if you have purchased a USB Bluetooth adapter separately, or if you wish to use a replacement headset with your existing adapter, the units must be paired.

Power on the headset. Insert the USB Bluetooth adapter in the USB port of your computer.

1. Simultaneously press the listen volume adjust button marked + (volume up) and the call control button. Release the buttons when the indicator light begins to flash red then blue.
2. Pinch the pairing/connect button for at least 2 seconds until adapter flashes red and blue and begin pairing with your Bluetooth headset.

NOTE: Take caution when manually pairing the USB adapter. Do not press hard. Please "pinch" with both fingers rather than push on the adapter to avoid damage to the adapter or USB port.

Plantronics PerSonoCall® software provides the link between your Bluetooth headset and the softphone application on your computer. PerSonoCall software provides the ability to remotely detect and answer/end a call from your softphone application via the headset call control button.

In addition PerSonoCall provides some basic configuration and status information about the system. See page 10 for more details.

1. With the CD inserted, go to the PerSonoCall main screen and click on "Install the PerSonoCall Software."
2. Your softphone may require you to choose which audio device you wish to use. Please refer to softphone documentation for details.

NOTE: When the USB Bluetooth adapter is installed, it becomes the default audio device in your computer. You can set preferences manually in the Windows® operating system through the Sounds and Audio Devices option in the Control Panel.

NOTE: Once installed we recommend that you set PerSonoCall to launch whenever the Windows® operating system starts. See page 10 for details.

System Tray Icons

After installing the software, one of the four system tray icons will appear in the tray bar at the bottom of your screen showing status of headset communication with PerSonoCall.

: No headset detected

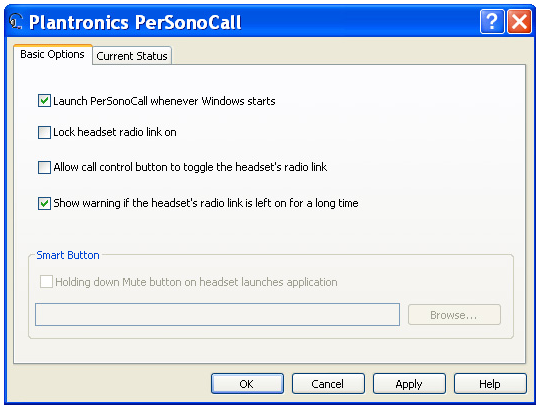
: Headset detected, no radio link to USB Bluetooth adapter

: Headset detected, and radio link to USB Bluetooth adapter active

: Headset detected, and radio link to USB Bluetooth adapter is locked on

Right click on the headset system tray icon and choose "Options". This will bring up the PerSonoCall Basic Options and Current Status Screens.

Basic Options Screen



NOTE: Some PerSonoCall features are grayed and not applicable to the Voyager 510-USB system.

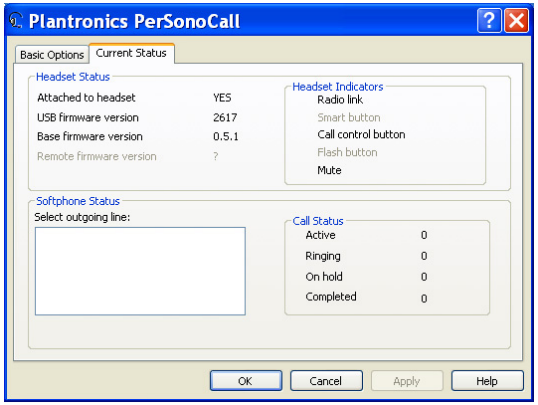
Launch PerSonoCall Whenever Windows® Starts
Check this box to automatically launch the PerSonoCall application whenever you start your computer. This is recommended.

Lock Headset Radio Link On
Check this box to prevent PerSonoCall from turning off the radio link when no calls are present. See "Answering/ending/making calls with PerSonoCall on softphone" on page 14 to learn more. Be aware that locking the headset radio link on will dramatically reduce headset standby and talk time.

Allow Call Control Button to Toggle the Headset's Radio Link
Check this box to turn the radio link to the headset on and off to support multipoint functionality. See page 15.

Show Warning if the Headset's Radio Link is Left on for a Long Time
Check this box to be given a reminder if your headset radio link is left on for more than 30 minutes. Leaving the headset radio link on for long periods of time will dramatically reduce headset standby and talk time.

Current Status Screen



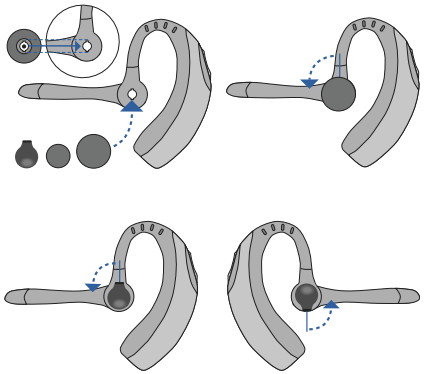
NOTE: Some PerSonoCall features are grayed and not applicable to the Voyager 510-USB system.

Headset Status Box
Provides information you may need for technical assistance. The Headset Indicators listed will be checked if active.

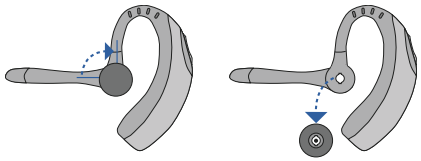
Softphone Status Box
Lists the selectable outgoing lines as well as the number of calls active, ringing, on hold and completed.

NOTE: In some cases compatible softphones may not show the available outgoing line in the Softphone Status box. This will not affect how the softphone operates with PerSonoCall.

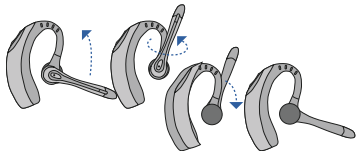
Inserting a New Ear Tip



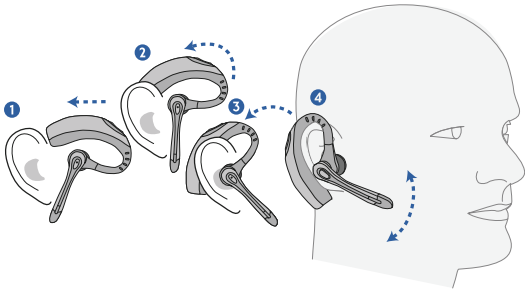
Replacing the Ear Tip



Wearing the Headset



Rotate the microphone horizontally and vertically as illustrated, to select for left or right ear wearing. The illustration shows conversion from right to left ear wearing. Reverse the procedure to convert from left to right ear wearing.



Slide the headset over and behind your ear. Press gently towards your ear for a snug fit. Adjust the microphone position so that it is directed towards your mouth.

Answering/Ending/Making Calls with PerSonoCall on Softphone

To make a call, press the call control button to take the softphone off hook. You should hear a dial tone.

To answer or end a call, press the call control button.

When using PerSonoCall, the radio link between the headset and the USB Bluetooth adapter will only be active during a call. This is the default setting intended to preserve the battery life of the headset. However, you may wish to have the radio link active when not on a call so you can listen to other audio sources, such as streaming audio on your PC. You can lock the radio link on in two ways:

- Basic Options screen – check the box for "Lock headset radio link on" – see page 10.
- Right click on system tray icon – and choose "Lock radio link on."

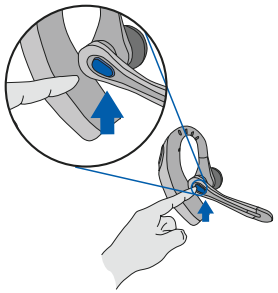
NOTE: Locking the radio link on for extended periods of time will significantly reduce the standby and talk time of the headset.

For Softphones Not Compatible with PerSonoCall

Check the PerSonoCall compatibility list at www.plantronics.com/personocall for the most current information on softphone compatibility.

If your softphone is not currently supported by PerSonoCall, remote detection and answer/end via the headset does not function. Pressing the call control button on the headset will only open and close the radio link providing audio; you must answer the call from the softphone.

Answering/Ending/Making Calls with Mobile Phone



To answer or end a call, briefly press the call control button.

To make a call, enter number on your phone, press send, and the call is automatically transferred to headset; no need to press the call control button.

Multipoint Versatility

The Voyager 510-USB headset has multipoint technology which allows you to seamlessly switch between two audio devices. You can answer a call from either your PC-based softphone or your mobile phone by pressing the call control button. The headset must be paired to both devices, and then to enable this functionality, see "Allow call control button to toggle the headset's radio link" on the Basic Options screen on page 10.

Additional Features Only with Mobile Phone

Redialing Last Number

To activate last number redial, double click the call control button. You will hear a high tone for each key press. When you hear a further tone, the last number has been redialed.

Rejecting a Call

When receiving an incoming call, press and hold the call control button. You will hear a tone. When you hear a second tone, the call has been rejected and you can release the button.

Using Voice Dialing

With the headset on, press and hold the call control button for 2 seconds, until you hear a second tone, to activate voice dialing.

NOTE: To use voice activated dialing, the voice dialing feature must be enabled on your phone. See your Bluetooth phone manual for instructions.

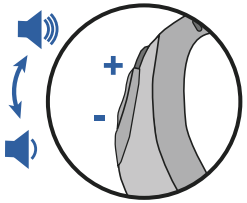
Switching a Call From Phone to Headset

To switch an active call from your phone to your headset, briefly press the call control button.

Switching a Call From Headset to Phone

To switch an active call from your headset to your phone, press and hold the call control button until you hear a tone. When you hear a second tone, the transfer has been completed and you can release the button.

Adjusting Volume

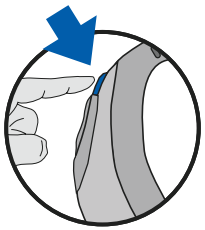


To increase listening volume, press the upper end (+) of the volume button. To decrease listening volume, press the lower end (-).

To adjust the listen or speak volume of the softphone, please refer to the softphone user documentation.

To adjust the listen or speak volume of the audio device on the computer, use the Sound and Audio Device section on the control panel.

Muting a Call



During a call, briefly press the power/mute button to mute the microphone. When muted, the headset will sound two tones every 30 seconds.

To unmute press the button again.

Headset Indicator Lights

Headset Status	Light
Power	Flashes Blue
Charging	Flashes Red
Fully Charged	Solid Blue
Battery Low	Flashes Red
Pairing	Flashes Red and Blue
Bluetooth Device Connected to Headset	Flashes Blue

Bluetooth USB Adapter Indicator Lights

Action	Light
Disconnected from the Headset	Flashes Purple
Connected to the Headset	Solid Blue
Radio Link Active	Flashes Blue
Pairing Mode	Flashes Red and Blue

TROUBLESHOOTING FOR VOYAGER 510-USB

Problem	Solution
My Voyager headset does not work with the softphone I am using on my PC. (I cannot answer or disconnect from the headset call button).	• Check compatibility list on **www.plantronics.com/personocall** to ensure your softphone is compatible for remote answer and disconnect. • Headset battery needs to be charged. See page 5. • Headset is not paired to the USB Bluetooth adapter. See page 8. • When a PC goes into standby or hibernation, the USB Bluetooth adapter no longer is powered on. Be sure your PC is in an active state. • Be sure PerSonoCall software is installed and running. See page 9.
I've plugged in the USB Bluetooth adapter but my headset does not respond to button presses.	• Headset is not paired to the USB Bluetooth adapter. See page 8. • Headset battery needs to be charged. See page 5. • Headset may be out of range of the USB Bluetooth adapter. Move closer to adapter until the headset is within range. Range varies with office environment. • When a PC goes into standby or hibernation, the USB Bluetooth adapter no longer is powered on. Be sure your PC is in an active state.
I've installed PerSonoCall and the USB Bluetooth adapter but the system tray icon shows a red X (denoting no connection).	• Headset is not paired to the USB Bluetooth adapter. See page 8.
I cannot hear caller/dial tone.	• Headset is not paired to the USB Bluetooth adapter. See page 8. • Headset battery needs to be charged. See page 5. • The USB Bluetooth adapter is not set as the default audio device. Use the Audio settings in Windows® under Sounds and Audio Devices to select "Plantronics BT Adapter" as the audio device. • Listening volume is too low. Press the volume up button on the headset. See page 16.
Callers cannot hear me.	• Headset is muted. Press the mute button on headset to unmute the microphone. See page 16. • Headset microphone boom aligned incorrectly. Align the headset boom with your mouth. • Speak volume is too low. Increase the speak volume on your softphone until you can be heard by callers. If the volume is still too low, increase the microphone level on your computer. • Headset battery needs to be charged. See page 5. • The USB Bluetooth adapter is not set as the default audio device. Use the Audio settings in Windows® under Sounds and Audio Devices to select "Plantronics BT Adapter" as the audio device.

Problem	Solution
Sound in headset is distorted. I can hear echo in headset.	• Lower the listen volume on your softphone until the distortion disappears. • If the distortion is still present, lower the listen volume control on the computer. • Adjust volume on headset. See page 16.
I can hear too much background conversation or noise.	• Speak volume is too high. Lower the speak volume on your softphone until the noise disappears. If the noise is still present, lower the microphone volume control on the computer.
The other headset I was using to listen to music does not work any more.	• The USB Bluetooth adapter will set itself as the default audio device in Windows.® Use the Audio settings in Windows® under Sounds and Audio Devices to change the device used for audio.
My headset stops responding to button presses.	• Headset battery may be dead, so be sure the headset is fully charged. See page 5. • When a PC goes into standby or hibernation, the USB Bluetooth adapter no longer is powered on. Be sure your PC is in an active state.
Battery talk time or standby time is significantly degraded even after a full charge.	• Battery is going bad; replace the battery with a new battery pack. Call Plantronics at (866) 363-BLUE (2583). • The headset radio link is locked on. Be sure you do not lock the radio link on for long periods of time as it will significantly reduce standby and talk time of the headset. See page 10.
I hear beeps in the headset.	• One beep every 10 seconds is caused by a low battery warning. Recharge battery by returning headset to the charging stand for one to three hours until indicator light turns blue. • One beep is an out of range warning. Move closer to the USB Bluetooth adapter. • Two beeps every 30 seconds indicate your mute is on. Press the mute button once to turn mute off.
Pressing the call control button on the headset when I have an incoming call on my softphone hangs up the call.	• Uncheck the box in the Basic Options screen for "Allow headset call control button to toggle the headset's radio link." See page 11.
I am using my headset to answer calls from both my softphone and my cell phone, and pressing the call control button on the headset takes my softphone off hook instead of answering my ringing cell phone.	• Check the box in the Basic Options screen for "Allow headset call control button to toggle the headset's radio link." See page 11.

TECHNICAL ASSISTANCE

Visit our Web site at www.plantronics.com/support for technical support including frequently asked questions, compatibility and accessibility information. The Plantronics Technical Assistance Center (TAC) is also ready to assist you in the U.S. at 866-363-BLUE (2583) and in Canada at (800) 540-8363.

WARRANTY AND SERVICE

LIMITED WARRANTY for Plantronics Non-commercial Products Purchased in the United States and Canada.

- This warranty covers defects in materials and workmanship of Non-commercial Products manufactured, sold or certified by Plantronics which were purchased and used in the United States and Canada.
- This 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, contact Plantronics in the United States at (866) 363-BLUE (2583) and in Canada at (800) 540-8363. If you need additional information, please contact our service centers at the numbers provided.
- THIS IS PLANTRONICS' COMPLETE WARRANTY FOR THE PRODUCTS.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. Please contact your dealer or our service center for the full details of our limited warranty, including items not covered by this limited warranty.

REGULATORY NOTICES

FCC REQUIREMENTS PART 15

This device complies with Part 15 of the FCC Rules. 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.

NOTE: Modifications not expressly approved by Plantronics, Inc. could void the user's authority to operate the equipment.

The antenna used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

FCC REGISTRATION INFORMATION - Part 68

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA. On the exterior of this equipment is a label that contains a product identifier in the format US: AAAEQ##TXXXX. If requested, this information must be provided to your telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible jack that is also compliant. See installation instructions for details.

The REN is useful to determine the quantity of devices you may connect to your telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, contact your local telephone company. For product approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ### are the REN without the decimal point. (For example, 03 represents a REN of 0.3.) For earlier producers, the REN is separately shown on the label.

If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this unit, for repair or warranty information, please contact customer service at (800) 544-4660. If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved.

DO NOT DISASSEMBLE THIS EQUIPMENT: It does not contain any user serviceable components.

We recommend the installation of an AC surge arrester in the AC outlet to which this equipment is connected. Telephone companies report that electrical surges, typically lighting transients, are very destructive to customer terminal equipment connected to AC power sources.

EXPOSURE TO RF RADIATION

The internal wireless radio operates within the guidelines found in radio frequency safety standards and recommendations, which reflect the consensus of the scientific community. Independent studies have shown that the internal wireless radio is safe for use by consumers. Visit www.plantronics.com for more information.

INDUSTRY CANADA NOTICE

Radio Equipment

Operation of this device 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.

This product meets the applicable Industry Canada technical specifications of the RSS-213 Issue 2.

The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of all RENs of all of the devices does not exceed five.

PLANTRONICS
SOUND INNOVATION™

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