



VOYAGER 510 BLUETOOTH® HEADSET SYSTEM

User Guide

WELCOME

Voyager 510 Bluetooth® Wireless Headset System User Guide

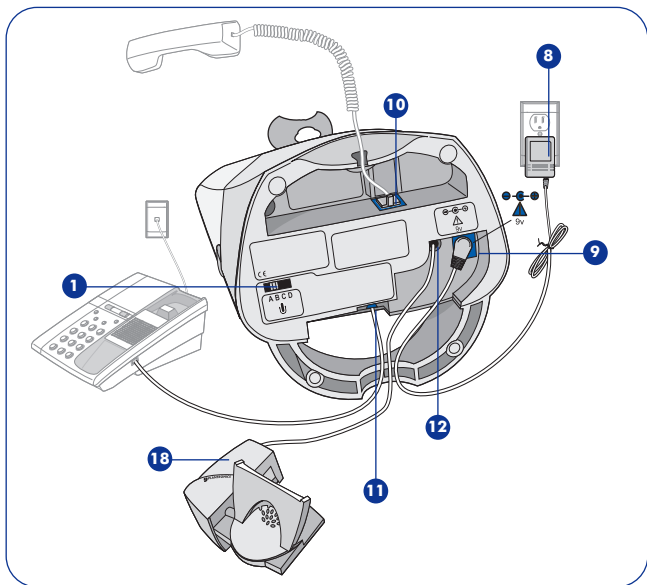
Thank you for selecting the Voyager 510 Bluetooth® Headset System from Plantronics.

The Voyager™ 510 system offers wireless, hands-free headset convenience and workspace mobility.

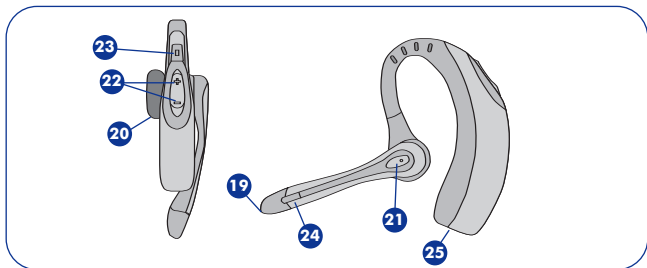
This user guide provides instructions on the installation and usage of your system.



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HEADSET



BASE UNIT

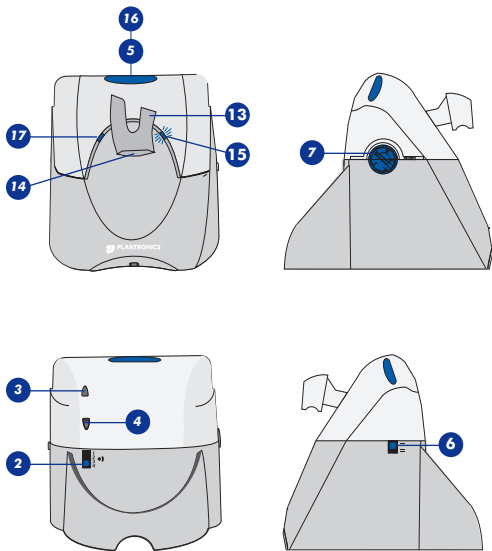


DIAGRAM KEY

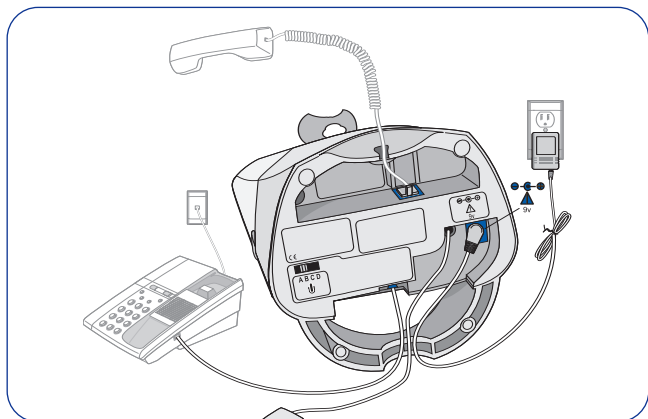
BASE UNIT

- 1** Tx Slide Switch (A-D)
- 2** Rx Slide Switch (1-4)
- 3** Speak Volume Adjust UP
- 4** Speak Volume Adjust DOWN
- 5** Call Control Button (Base)
- 6** IntelliStand™ Switch ON/OFF
- 7** Configuration Dial
- 8** AC Power Adapter
- 9** AC Power Adapter Port
- 10** Handset Cable Port
- 11** Telephone Cable Port
- 12** Accessory Port
- 13** Headset Docking Cradle
- 14** Charge contacts
- 15** Charge Indicator
- 16** Talk Indicator
- 17** Power Indicator
- 18** Handset Lifter (Optional)

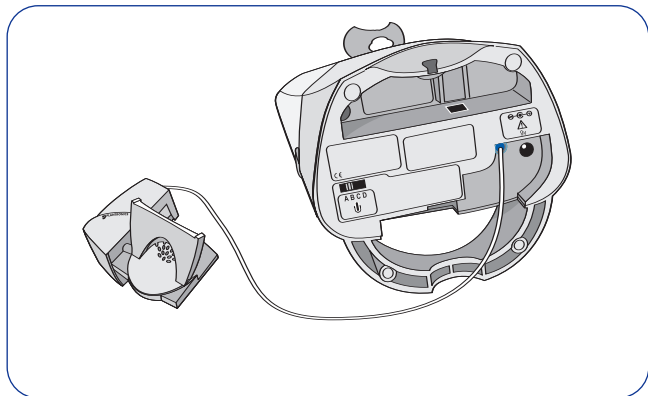
HEADSET

- 19** Microphone
- 20** Earpiece
- 21** Call Control Button (Headset)
- 22** Listen Volume Adjust +/-
- 23** Power/Mute Button
- 24** Status Indicator
- 25** Charge Contacts

CONNECTING YOUR VOYAGER 510 SYSTEM

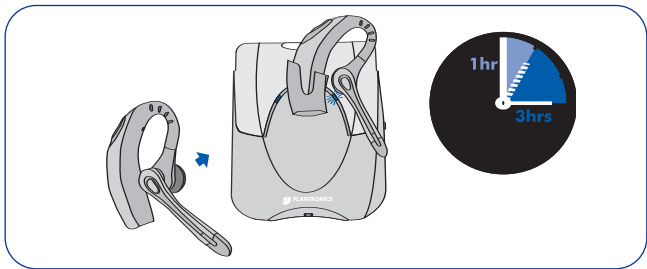


OPTION - HANDSET LIFTER



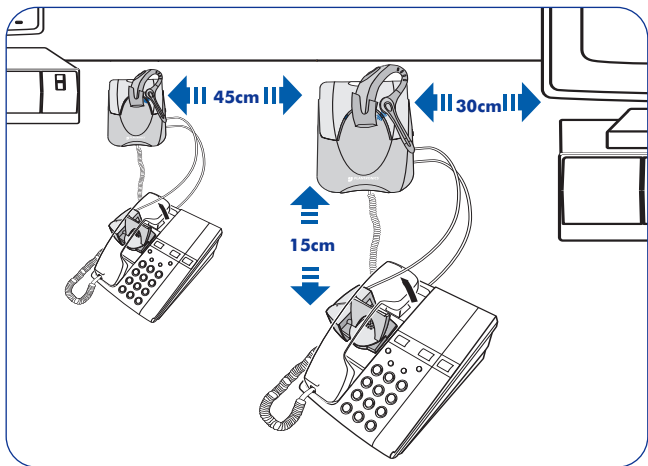
INFORMATION

This User Guide provides instructions on the installation and usage of your Voyager 510 Bluetooth® Headset System. For safety and regulatory information, please refer to the separate “Important Safety and Operational Information” booklet. Detailed technical information and a copy of the Declaration of Conformity can be found at www.plantronics.com/documentation



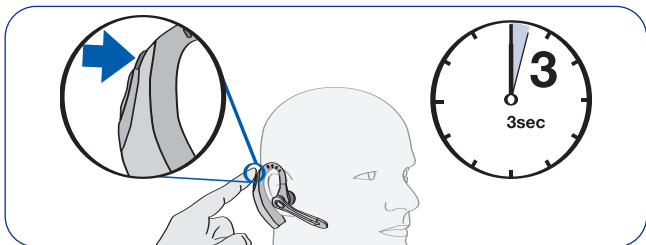
CHARGING YOUR HEADSET

The Status Indicator will be illuminated red while charging and change to blue when the headset is fully charged. The headset must be charged for a minimum of 1 hour prior to use – 3 hours to fully charge.



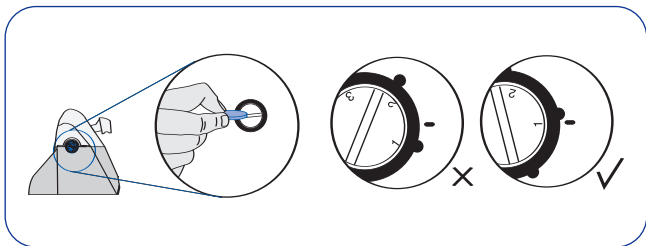
POSITIONING YOUR SYSTEM

Positioning: Recommended separation distance. **Important:** Incorrect positioning can cause problems with noise and interference.



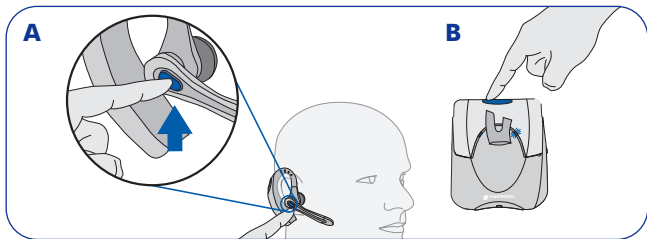
POWERING THE HEADSET ON & OFF

To turn the headset on press in and hold the Power/Mute Button for 3 seconds until the Status Indicator flashes blue. To turn off, press and hold the button again for 3 seconds until the Status Indicator flashes red.



COMPATIBILITY WITH YOUR TELEPHONE

It is very important that the Configuration Dial is positioned correctly. Audio problems may be experienced if this is incorrectly set. If you cannot hear a dial tone through your headset, turn the configuration dial until you obtain it. Then dial a co-worker and while speaking, turn the configuration dial through the 4 positions. Select the position that provides the best sound quality for both you and your co-worker. During this call you should also adjust the Listen and Speak Volume as described next. Once set, the configuration dial will not require any further adjustment.



PLACING A CALL

Placing a call on your corded telephone:

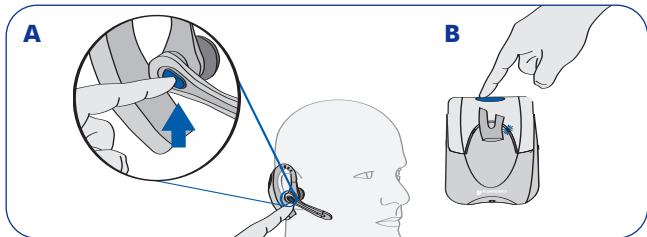
Lift the handset and then press either the Call Control button on the headset (A) or base unit (B). When you hear the dial tone, dial as normal. If you do not obtain a dial tone, check that the Configuration Dial is set correctly as described on page 8.

Important: If your corded telephone has a receive volume control, ensure it is set no higher than mid-range. Too high a setting could cause audio problems.

Placing a call on your mobile handset:

Dial using your telephone keypad or voice-dialling (if supported by your telephone).

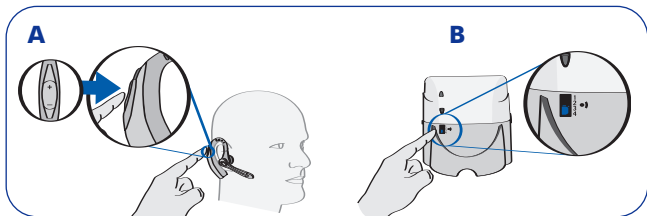
Important: You will first need to pair the headset to your mobile handset. Refer to the instructions on Pairing in the Voyager 510 Headset Quickstart Guide.



ANSWERING A CALL

If the corded telephone is ringing press the Call Control button on the headset (A) or on the base. (B). If the mobile handset is ringing then press the call control button on the headset (A) to answer the call.

Note: If Intellistand™ is enabled the system will always activate the Handset Lifter. To disable Intellistand™ please follow instructions on page 13.



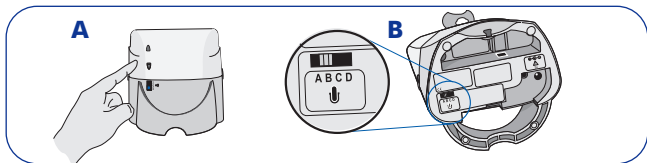
LISTEN VOLUME

A: Adjust the Listen Volume (how others sound to you) to a comfortable level.

B: If you cannot find a comfortable Listen level, try different settings on the Rx Slide Switch (1-4) as shown until a satisfactory sound level is experienced.

Note: This setting only adjusts the headset listen level on calls placed using the corded telephone and cannot adjust the headset Listen Volume when used with a mobile handset.

Important: Too high a Listen Volume can cause audio problems. Please refer to the Troubleshooting section.



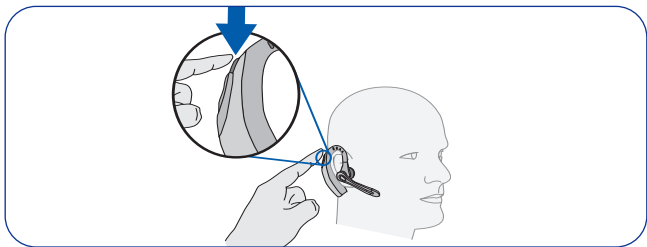
SPEAK VOLUME

A: Adjust the Speak Volume (how you sound to others) until the level is comfortable for your co-worker.

B: If you cannot find a comfortable Speak level, try different settings on the Tx Slide Switch (A-D) as shown until a satisfactory sound level is experienced.

Note: This setting only adjusts the headset speak level on calls placed using the corded telephone and cannot adjust the headset Speak Volume when used with a mobile handset.

Important: Too high a Speak Volume can cause audio quality problems. Please refer to the Troubleshooting section.



MUTE BUTTON

To mute a call, short press (<1 sec) the Power/Mute Button once. To take the call off mute, short press (<1 sec) the button again.

OPERATION WITH THE HANDSET LIFTER ACCESSORY

The Plantronics Handset Lifter is an accessory that can be purchased for use with Plantronics Wireless Headset Systems. It has two functions:

1. To automatically notify you when an incoming call is detected even when you are away from your desk.
2. To lift the telephone handset from its cradle at your command even when you are away from your desk.

The installation of the Handset Lifter is described in the user guide that is supplied with it.

MAKING A CALL USING THE LIFTER

Press the Call Control Button on the headset or base unit. The lifter will raise the telephone handset off the hook. You will then hear a dial tone in your headset and can proceed to make a call as normal.

When you have finished your call press the Call Control Button on either your headset or base unit. The handset lifter then lowers the handset to end the call.

RECEIVING A CALL USING THE LIFTER

When a new call is received the telephone rings as normal, but in addition, a ring alert will be heard in your headset.

Note: This additional call alert is only active when the Handset Lifter is connected.

To answer the call press the Call Control Button on either the headset or the base unit. The lifter will then raise the telephone handset off the hook and you will then be able to talk to the caller.

When you have finished your call press the Call Control Button on either your headset or base unit. The handset lifter then lowers the handset to end the call.

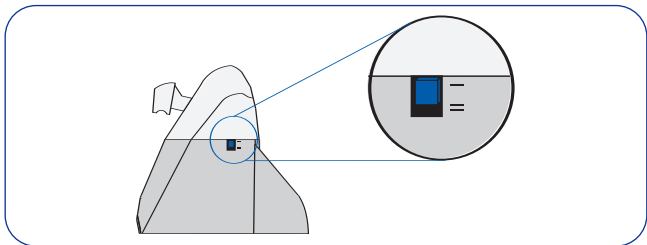
SWITCHING FROM HEADSET TO HANDSET WHEN USING THE LIFTER

If during a call you are using your headset and want to switch to the telephone handset, remove the handset from the Lifter, then press the Call Control Button on either your headset or the base unit. The Lifter will lower and you will then be able to continue the call using the handset.

SWITCHING FROM HANDSET TO HEADSET WHEN USING THE LIFTER

If during a call you are using the telephone handset and want to switch to your headset, press the Call Control Button on either the headset or the base unit. The Lifter will raise and you will be able to continue the call using your headset.

Replace the telephone handset on the Lifter. When the call is finished press the Call Control Button on either your headset or base unit. The Lifter will lower the handset and end the call.



INTELLISTAND™ ENABLE/DISABLE

When the Voyager 510 Bluetooth® Headset System is used in conjunction with a Plantronics Handset Lifter, you can enable the IntelliStand™ feature.

The IntelliStand™ senses when the headset has been removed or replaced in the Voyager 510 System Base unit, automatically activating the lifter to answer or end a call.

The IntelliStand™ feature is disabled when the switch is in position I (as shown) or enabled when the switch is in position II.

Note: Docking the headset always ends the call regardless if IntelliStand™ is enabled or disabled.

OUT OF RANGE WARNING

As you walk away from the base unit you will eventually reach the system operating range limit. The system will issue audible warnings at the operating limit.

If not in a call:

One low tone when edge of range reached.

One high tone when back in range.

If in a call:

One low tone when edge of range reached.

One high tone followed by a triple tone when back in range

On hearing the edge of range alert you should walk closer to the base unit to ensure call quality is maintained. If you stray out of range any active call will be suspended.

The call will be re-established on walking back in range

If you remain out of range for more than 10 minutes the system will drop the call permanently. If using a Plantronics Handset Lifter the handset will be replaced and the call terminated.

LOW BATTERY WARNING

When the headset battery is running low, an audible warning will be heard through the headset as a single beep repeating every 20 seconds. The headset Status Indicator will also flash red when the battery needs to be recharged. You should recharge the headset immediately.

MUTE ACTIVE WARNING

When muted, the headset will sound two tones every 30 seconds.

PAIRING

The Voyager 510 Bluetooth® Headset System is supplied with the Headset and Base Unit factory paired to each other. However, if you have purchased a Voyager 510 System Base Unit or if you wish to use a replacement headset with your existing base unit the units must be paired as follows:

1. Press and hold both the Speak Volume Adjust Buttons (3 & 4) on the base unit until the indicator in the Call Control Button (5) starts to flash.
2. Press and hold the headset Listen Volume Adjust + Button (22) and headset Call Control Button (21) until the Status Indicator (24) flashes red and blue.
3. Pairing completion is indicated when the Call Control Button indicator (5) illuminates solidly, and the Status Indicator (24) flashes.

MAINTENANCE HINTS

1. Unplug the unit from the telephone and the AC Power Adapter from the mains supply before cleaning.
2. To clean the headset, remove the headset from the attachment and wipe clean.
3. Clean the equipment with a damp (not wet) cloth.
4. Do not use solvents or other cleaning agents.







OPTIONAL PARTS & ACCESSORIES

There are a range of Plantronics accessories designed to enhance the functionality of your Voyager 510 Bluetooth® Headset System. Please contact your Plantronics Supplier for further details.

1. HL10 Telephone Handset Lifter
2. On-Line Indicator
3. On-Line Indicator Extension Cable
4. Accessory Converter Cable
5. AC Power Adapter (UK only)
6. AC Power Adapter (Europe excluding UK)
7. US Power Adapter
8. CLA Charger
9. USB Charger
10. Beltpack Carry Pouch
11. Base Unit Cable
12. Voyager 510 Headset
13. Earcushion Pack
14. Voyager 500A Base Unit

MODEL AND COUNTRY INFORMATION

See package for product model number and refer to the table below for approved used.

| | | |
|--|---|---|
| <p>67890-07 67892-07</p>  | <p><input checked="" type="checkbox"/> AUT, BEL, DEU, DNK, ESP, FRA, GBR, GRC, ITA, IRL, LUX, NLD, PRT, SWE, FIN, CYP, CZE, EST, HUN, LVA, LTU, MLT, POL, SVK, SVN.</p> |  |
| <p>67890-04 67892-04</p>  | |  |
| <p>67890-01/02 67892-01/02</p>  | <p><input checked="" type="checkbox"/> United States, Canada</p> | |
| <p>67890-09 67892-09</p>  | <p><input checked="" type="checkbox"/> Australia, New Zealand</p> | |

PROBLEM

I plugged everything in but the lights won't come on.

| Possible Cause | Solution |
|----------------|---|
| No power | <p>Check that the AC Power Adapter is connected to the base unit.</p> <p>Check that the AC Power Adapter is connected to the mains supply.</p> <p>Check that the AC Power Adapter is the model supplied by Plantronics.</p> |

PROBLEM

My headset does not work with the base unit.

| Possible Cause | Solution |
|-----------------------|---|
| Headset is turned off | Turn it on by pressing in and holding the Power/Mute Button for approximately 3 seconds, until the Status Indicator flashes blue. |
| Pairing lost | Pair the headset to the base following the instructions in the section PAIRING. |

PROBLEM

I cannot hear caller/dial tone.

| Possible Cause | Solution |
|---|---|
| Headset System is not connected correctly | <p>Check that the telephone is connected to the base unit's Telephone Cable Port.</p> <p>Check that the handset is connected to the base unit's Handset Cable Port.</p> |
| Out of Range | Walk back into range. |
| Headset battery is flat | Recharge the battery by placing the headset in the Headset Docking Cradle. |
| Listen volume too low | <p>Adjust the Listen Volume control on the headset.</p> <p>If the volume is still too low, select another Rx Slide Switch setting as described on page 10.</p> |
| Incorrect Configuration Dial setting for your telephone | Try other Configuration Dial settings on the base unit. |

PROBLEM

Callers cannot hear me.

| Possible Cause | Solution |
|--|---|
| Mute is selected | Press the Power/Mute Button once as described on page 11. |
| Headset microphone boom is incorrectly positioned | Align the headset boom with your mouth |
| Speak volume is too low | Increase the Speak Volume by adjusting the Speak Volume Controls on the base unit as described on page 10. If the volume is still too low, select another Tx Slide Switch setting as described on page 10. |
| Incorrect Configuration Dialsetting for your telephone | Try other Configuration Dial settings on the base unit. |

PROBLEM

I can hear a dial tone in more than one configuration position

| Possible Cause | Solution |
|--|---|
| Telephone will work in more than one Configuration Dial position | Use the position that sounds best to you and the person you call. |

PROBLEM

I tried all four positions on the Configuration Dial and cannot hear a dial tone in any position.

| Possible Cause | Solution |
|--|--|
| Voyager 510 Bluetooth® Headset System is not connected correctly | Check that the telephone is connected to the base unit's Telephone Cable Port. Check that the handset is connected to the base unit's Handset Cable Port. |
| You may have an incompatible phone | Call your supplier or local Plantronics office for help. |
| The telephone line is dead | Reconnect the handset to the telephone and test. |

PROBLEM

Receive sounds distorted.

| Possible Cause | Solution |
|--|--|
| Speak volume is too high | Reduce speak volume by changing the Tx Slide Switch Setting as described on page 10. |
| Listen volume too high on your telephone | If your telephone has a receive volume control, lower this until the distortion disappears. |
| | If the distortion is still present, lower the Listen Volume Adjust Control on the headset. If the distortion persists, select another Rx Slide Switch setting as described on page 10. |

PROBLEM

I can hear too much background conversation, noise or sidetone.

| Possible Cause | Solution |
|--------------------------|--|
| Speak volume is too high | Lower the speak volume by adjusting the Speak Volume control on the base unit. |
| | If the volume is still too high, select another Tx Slide Switch Setting as described on page 10. |

PROBLEM

My handset Lifter operates every time I remove or replace my headset in the base unit.

| Possible Cause | Solution |
|------------------------------------|---|
| IntelliStand™ function is enabled. | To disable the IntelliStand function move the IntelliStand™ Switch to position I (Off). |

PROBLEM

Headset loses response to button presses

| |
|--|
| Headset needs a reset. |
| A hardware reset of the headset can be accomplished by a simultaneous long press of the POWER/MUTE and SPEAK VOLUME DOWN keys. |

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