



Plantronics Discovery® 925  
User Guide

## Welcome

Thank you for purchasing the Plantronics Discovery® 925 earpiece. This guide contains instructions for setting up and using your new earpiece.

△ Please refer to the separate “For Your Safety” booklet for important product safety information prior to use of the product.

## Getting Assistance

The Plantronics Technical Assistance Centre is ready to assist you. You can find answers to frequently asked questions, ask a question using e-mail, receive service over the Internet, or speak directly with a representative. Visit [www.plantronics.com/support](http://www.plantronics.com/support) or call your country support line mentioned at the back of this user guide.

**NOTE** If you are considering returning this earpiece, please contact the Technical Assistance Centre first.

## Registering Your Product

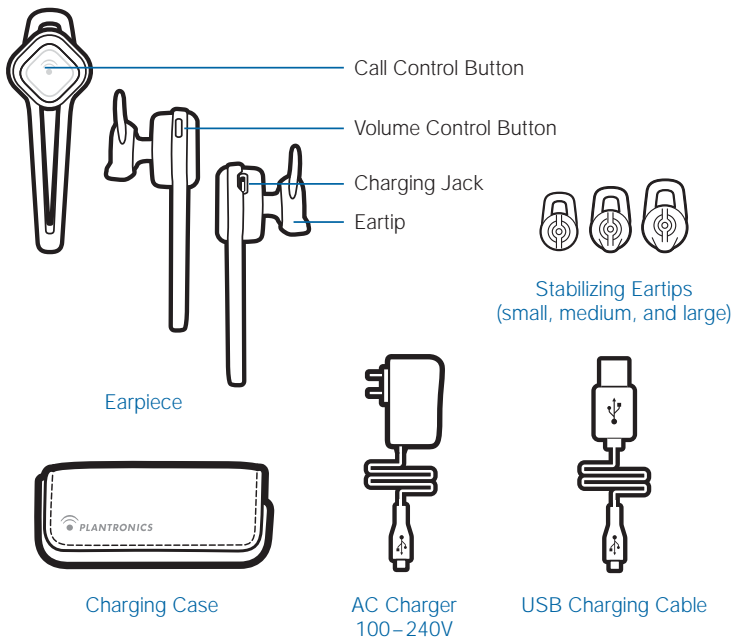
Visit [www.plantronics.com/productregistration](http://www.plantronics.com/productregistration) to register your product online so we can provide you with the best service and technical support.

**NOTE** For pairing your earpiece, your PIN code, or “Passkey,” is 0000.

# Contents

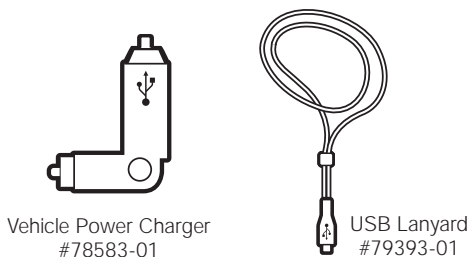
Package Contents, Features and Accessories .....	iv
Charging Your Earpiece .....	1
Using the AC or USB charger .....	1
Using the Charging Case.....	2
Checking the Battery Level.....	2
Recharging the Charging Case.....	3
Pairing Your Earpiece.....	4
Plantronics QuickPair™ Technology .....	4
How to Pair Your Phone With Your Earpiece for the First Time.....	5
Adjusting the Fit.....	6
How to Install a Different Gel Eartip.....	6
Earpiece Controls .....	7
Hands-Free Features .....	8
Range .....	9
Indicator Lights and Tones.....	9
Troubleshooting .....	11
Using More Than One Bluetooth Phone.....	13
How to Turn the Multipoint Feature On and Off.....	13
How to Initiate a Call.....	13
How to Answer a Call While Talking on the Other Phone .....	13
Product Specifications .....	14

# Package Contents and Features



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## Optional Accessories\*



\* Not included. To order, please contact your Plantronics supplier or go to [www.plantronics.com](http://www.plantronics.com)

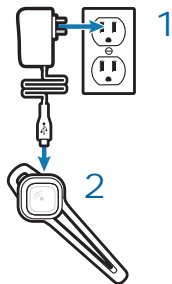
# Charging Your Earpiece

Your new earpiece performs best when fully charged. While your earpiece is charging, the indicator light slowly flashes red. When your earpiece is fully charged, the indicator light turns off. This applies to all charging options.

## CHARGING TIME

3 hours ..... Full charge using  
AC or USB

1 hour ..... Minimum charge  
before first use

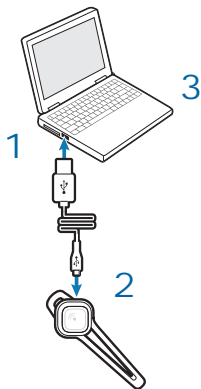


## Option A: Using the AC Charger

- 1 Plug the AC charger into a power outlet.
- 2 Connect the AC charger to the charging jack on the earpiece.

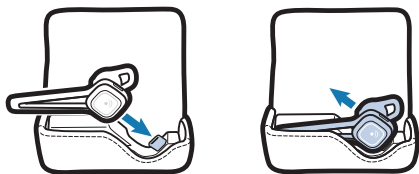
## Option B: Using the USB Charger

- 1 Connect USB charger to the USB port on a computer or laptop.
- 2 Connect the USB charger to the charging jack on the earpiece.
- 3 Turn the computer or laptop on.



**⚠ WARNING** Do not use your earpiece while it is connected to the charger.

# Charging Your Earpiece



## CHARGING TIME

3 hours .....Full charge using charging case

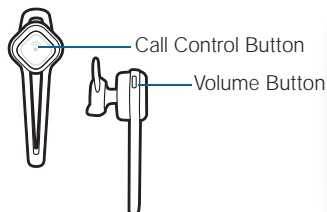
1 hour .....Minimum charge before first use

## Option C: Using the Charging Case




Open the cover of the case. Align the charging jack on the earpiece with the micro USB connection in the case. Gently push the earpiece onto the micro USB connection until you feel it click into place.

**IMPORTANT** Incorrect removal of the earpiece from the case will damage the micro USB port in the case. To properly remove the earpiece, use your thumb to gently push the earpiece in a diagonal, not vertical, direction away from the micro USB connector.

## Checking the Battery Level of Your Earpiece

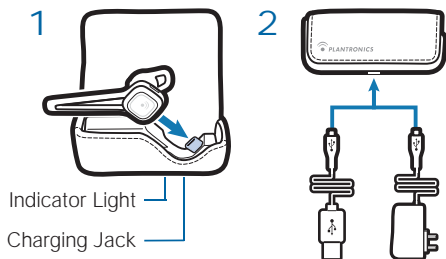


## CHARGE INDICATOR LIGHTS

Red Flashes	Battery Level
1	 Full battery
2	 1/3 to 2/3 full
3	 Less than 1/3 full

With the earpiece on, simultaneously press and hold the call control button and the volume button for 2 seconds. The indicator light flashes red to show the charge level.

# Charging Your Earpiece



## CHARGING TIME

9 hours....Full charge  
using USB

3 hours....Full charge  
using AC

The charging case provides one full charge to your earpiece before the battery within the case requires charging. While the case is charging, the indicator light on the bottom of the case flashes red. When fully charged, the indicator turns off.

## Recharging the Charging Case

### 1 To check the battery status of the charging case, you must connect the earpiece to the case.

If the earpiece does not begin charging mode (indicator light slowly flashes red) then both the earpiece and case need recharging.

### 2 Plug either the AC charger or the USB charger to power source before connecting to the charging jack on the bottom of the case.

If you disconnect the power source from the case after 10 minutes of charging you must then wait at least 60 minutes before reconnecting a power source to resume the charging cycle.

**NOTE** If recharging with the AC charger, the charging case will feel warm to the touch during the charging cycle. Once fully charged, the case will cool down. See the separate "For Your Safety" booklet for more information.

# Pairing Your Earpiece

Pairing is the process of introducing your earpiece to your phone. Before using your earpiece for the first time, you must pair it with your Bluetooth® wireless technology enabled phone. Normally you need to pair your earpiece with your phone only once.

To see a demo of the pairing process, visit [www.plantronics.com/EasyToPair](http://www.plantronics.com/EasyToPair) (only available in English).

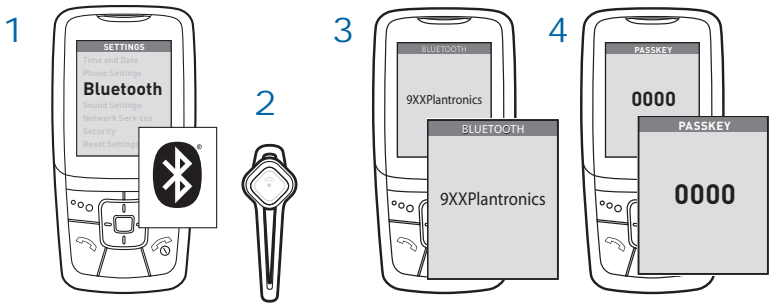
## Plantronics QuickPair™ Technology

Your new earpiece includes Plantronics QuickPair technology to simplify the Bluetooth setup process. The first time you turn your earpiece on, your earpiece automatically enters pairing mode for 10 minutes. Once paired successfully, your earpiece stays on for instant use.

If not successfully paired after 10 minutes, your earpiece automatically powers off. When you turn the earpiece on again, it automatically goes into pairing mode until successfully paired with a Bluetooth phone.



# Pairing Your Earpiece



## How to Pair Your Phone with Your Earpiece for the First Time

### 1 Turn on the Bluetooth feature on your phone.

For most phones, select Settings/Tools > Connections > Bluetooth > On. See your phone's user guide for more information.

### 2 Turn the earpiece on.

Press and hold the call control button until the indicator flashes red/blue. The earpiece is now in pairing mode.

If you don't see the red/blue flash, press and hold the call control button to turn your earpiece off, and then press and hold the call control button again until you see the red/blue flash.

### 3 Use the commands on your phone to locate your earpiece.

For most phones, select Settings/Tools > Connections > Bluetooth > Search > 9XXPlantronics. See your phone's user guide for more information.

### 4 When prompted for the PIN code or Passkey, enter 0000.

Pairing is successful when the indicator on your earpiece flashes blue. Your earpiece is now connected and ready to use.

## Adjusting the Fit

For optimal voice clarity, point the boom towards the corner of your mouth.



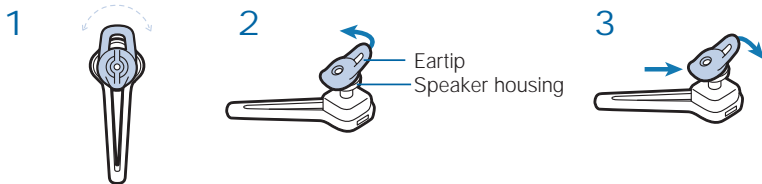
Correct Fit



Incorrect Fit

### How to Install a Different Gel Eartip

If the earpiece does not feel stable, the eartip needs adjusting or it may be the wrong size for your ear. The earpiece comes with the medium eartip installed, but you can replace it with the optional small or large eartip provided.



#### 1 Remove the eartip from your ear.

Rotate the eartip on the earpiece to position the stabilizer to rest comfortably in your ear. If the earpiece still feels unstable, then remove the earpiece from your ear and change the eartip to a different size.

#### 2 To remove the eartip, hold the stabilizer and gently pull the eartip off the speaker housing.

#### 3 To fit a new eartip, position the eartip over the speaker housing with the stabilizer pointed away from the microphone boom and gently press the eartip onto speaker housing.

# Earpiece Controls

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**Turn on the earpiece** Press and hold the call control button for 2 seconds until the indicator glows blue. If earpiece flashes red 3 times when you turn on the earpiece then the battery is very low and should be recharged.

**NOTE** When your earpiece is in standby mode, the indicator is off. To confirm that your earpiece is on, press any button. You should see a blue light flash.

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**Turn off the earpiece** Press and hold the call control button for 4 seconds until the indicator glows red. When power is off, indicator stays off.

**NOTE** If you're wearing the earpiece, you hear ascending tones when the power turns on and descending tones when the power turns off.

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**Answer or reject a call** When your earpiece rings, tap the power button once; you should hear 1 low tone.  
To reject a call and send the caller to voice mail, press the call control button for 2 seconds.

**NOTE** Your phone may ring before your earpiece rings. Wait until you hear the ring in your earpiece to press the call control button and answer the call.

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**End a call** During active call, tap the call control button.

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**Make a call** When the earpiece is paired to your phone and in range, enter phone number on your phone and press send. The call automatically transfers to your earpiece.

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**Transfer a call between earpiece and phone** During an active call, press and hold the call control button for 2 seconds. You will hear a single low tone followed by a double low tone.

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# Earpiece Controls

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Turning the multipoint feature on

To prolong battery life, the multipoint feature is turned off by default. To turn on feature, see “How to Turn the Multipoint Feature On and Off” on page 13.

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Turn off the online indicator

Press and hold the volume button for 4 seconds while the earpiece is on. Blue light will dim over 2 seconds. Repeat action to activate online indicators. Blue light will brighten over 2 seconds. You will hear a single low tone, silence, and then a double low tone.

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Adjust the volume

During an active call, tap the volume button. There are 3 volume settings. Each tap will increase the volume until maximum is reached and you hear two low tones. Tapping again will drop volume to minimum setting and subsequent taps will increase volume until maximum is again reached.

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**⚠WARNING** Do not use headphones/earpieces at high volumes for an extended period of time. Doing so can cause hearing loss. Always listen at moderate levels. See [www.plantronics.com/healthandsafety](http://www.plantronics.com/healthandsafety) for more information on earpieces and hearing.

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# Hands-Free Features

If your phone and your wireless service provider both support hands-free operation, you can use the following features:

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Redial the last number you called

Tap the call control button twice. You will hear two low tones.

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Voice activated dialling

When the earpiece is on, press and hold the call control button for 2 seconds until you hear 1 low tone.

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## Range

To maintain a connection, keep your earpiece within 33 feet (10 metres) of the Bluetooth phone. If there are obstacles between your earpiece and the phone you may experience interference. For optimal performance, place your earpiece and phone on the same side of your body.

Audio quality degrades as you move out of range. When you are far enough away to lose the connection, you hear a high tone in the earpiece.

The earpiece attempts to reconnect for 60 seconds. If you move back in range, you can manually reconnect by pressing the call control button.

**NOTE** Audio quality is also dependent upon the device with which the earpiece is paired.

## Indicator Lights and Tones

	Light	Tone
Status check	1 blue flash	1 tone
Charging	1 red flash every 10 seconds	None
Fully charged	None	None
Low battery	2 red flashes for 2/3 full battery	None
Very low battery	3 red flashes every 10 seconds	3 high tones every 10 seconds
Pairing	Red and blue flashes	1 low tone
Paired	Blue flashes	1 low tone
Turning on	Solid blue for 2 seconds	Ascending tones
Turning off	Solid red for 4 seconds	Descending tones

## Indicator Lights and Tones

	Light	Tone
Incoming call	3 blue flashes every 2 seconds	3 rapid low tones every 2 seconds
Answer call	1 blue flash	1 low tone
Call in progress	1 blue flash every 2 seconds	None
Volume up or down	1 blue flash for each volume adjustment	1 tone with volume corresponding to volume level 2 low tones to indicate maximum volume level reached
End call	1 blue flash	1 low tone
Missed call	3 purple flashes every 10 seconds for 5 minutes	None
Out of range	None	1 high tone
Back in range	Flashes to match current earpiece state	1 low tone
Turning on multipoint	2 blue flashes	None
Turning off multipoint	1 blue flash	None

**NOTE** By default, the online indicator is turned on. To turn off the online indicator, see "Earpiece Controls" on page 8.

# Troubleshooting

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My earpiece does not work with my phone.

Make sure the earpiece is fully charged.  
Make sure earpiece is paired with the Bluetooth phone you are trying to use.  
See "Pairing Your Earpiece" on page 4.

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My phone did not locate the earpiece.

Turn both your phone and earpiece off and on, and then repeat the pairing process on page 4.

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I could not enter my PIN code.

Turn both your phone and earpiece off and on, and then repeat the pairing process on page 4.  
Your PIN code, or Passkey, is 0000.

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I cannot hear caller/dial tone.

The earpiece is not turned on. Press the call control button for approximately 2 seconds until you hear a tone or see the indicator glow blue.  
Your earpiece is out of range. Move the earpiece closer to the Bluetooth phone.  
Your earpiece battery is drained. Charge your battery. See "Charging Your Earpiece" on page 1.  
The listening volume is too low. Incremental tapping of the volume button will adjust volume. See instructions for adjusting the volume in "Earpiece Controls" on page 8.  
Make sure that the earpiece fits properly. See "Adjusting the Fit" on page 6.

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# Troubleshooting

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Audio quality is poor.

Make sure that earpiece is sitting correctly in ear with boom pointing towards corner of mouth. See "Adjusting the Fit" on page 6.

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Callers cannot hear me.

Your earpiece is out of range. Move the earpiece closer to the Bluetooth phone. See "Range" on page 9.

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The eartips do not fit my ear.

Try a different size eartip. See "Adjusting the Fit" on page 6.

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My earpiece falls out of my ear.

Make sure that earpiece is sitting correctly in ear with boom pointing towards corner of mouth. See "Adjusting the Fit" on page 6.

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My eartip needs to be cleaned.

Remove the eartip from the earpiece and wash it in warm soapy water and dry thoroughly. When the eartip is completely dry, put it back on your earpiece.

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# Using More Than One Bluetooth Phone

Plantronics Discovery 925 supports **multipoint technology**, which allows you to use one earpiece with two different Bluetooth mobile phones.

## How to Turn the Multipoint Feature On and Off

To use more than one phone, you must turn the multipoint feature on. When this feature is off, your earpiece can connect to only one Bluetooth phone.

- 1 With your earpiece turned off, press and hold the volume and call control buttons simultaneously until earpiece turns on and indicator flashes blue 2 times.**
- 2 To pair earpiece to a second phone, see “Pairing Your Earpiece” on page 5.**

**NOTE** To turn the multipoint feature off, repeat step 1. The indicator flashes blue 1 time to indicate multipoint is off.

## How to Initiate a Call

The earpiece initiates a call on the phone you most recently used. To use the second phone, initiate the call using the controls on the second phone. The second phone forms an active link with the earpiece.

## How to Answer a Call While Talking on the Other Phone

To answer the second call, the first call must be terminated. There is no function for placing one call on hold while answering another call from the earpiece.

- 1 Press the call control button once to hang up the existing call.**
- 2 Press the call control button again to answer the new call from the other phone.**

**NOTE** If you choose not to answer the second call, and you have voice mail on the second phone, the call will go to voice mail.

# Product Specifications

Talk Time*	Battery enables up to 5 hours
Standby Time*	Battery enables up to 175 hours with multipoint feature OFF Battery enables up to 100 hours with multipoint feature ON
Charge Time	Charging earpiece using AC = 3 hours Charging earpiece using USB = 3 hours Charging earpiece using the case = 3 hours Charging the case using AC = 3 hours Charging the case using USB = 9 hours
Range	Up to 33 feet (10 metres)
Earpiece Weight	8 grams
Battery Type	Earpiece: Lithium ion polymer Charging Case: Nickel-metal hydride
Storage/Usage Temperature	50 °F – 104 °F (10 °C – 40 °C)
Version	Bluetooth 2.0 + EDR (Enhanced Data Rate)
Bluetooth Profiles	Headset Profile (HSP) for talking on the phone Hands-free Profile (HFP) for talking on the phone and operating the phone

\* Performance may vary by device.

For safety information, see the separate "For Your Safety" booklet.

For warranty information, see the separate "2 Year Warranty" leaflet or visit [www.plantronics.com](http://www.plantronics.com)

en

Plantronics Ltd  
Wootton Bassett, UK  
Tel: 0800 410014

ar

Middle East Region  
تامولعملال نام دي زملا:  
[www.plantronics.com](http://www.plantronics.com)

cs

Czech Republic  
[www.plantronics.com](http://www.plantronics.com)

da

Danmark  
Tel: 44 35 05 35

de

Plantronics GmbH  
Hürth, Deutschland

Kundenservice:  
Deutschland 0800 9323 400  
Österreich 0800 242 500  
Schweiz 0800 932 340

el

Για περισσότερες  
πληροφορίες:  
[www.plantronics.com](http://www.plantronics.com)

es

Plantronics Iberia, S.L.  
Madrid, España  
Tel: 902 41 51 91

fi

Finland  
Tel: 0800 117095

fr

Plantronics Sarl  
Noisy-le-Grand  
France

 **0 825 0 825 99**

0.15€ € TTC / MN

ga

Plantronics BV  
Regus House  
Harcourt Centre  
Harcourt Road  
Dublin 2  
Ireland  
Office: +353 (0) 1 477 3919  
Service ROI: 1800 551 896

he

רתאב רקב, רפסונ עדימל:  
[www.plantronics.com](http://www.plantronics.com)

hu

További információk:  
[www.plantronics.com](http://www.plantronics.com)

it

Plantronics Acoustics  
Italia Srl  
Milano, Italia  
Numero Verde: 800 950934

nl

Plantronics B.V.  
Hoofddorp, Nederland  
Tel: (0)0800 Plantronics  
0800 7526876 (NL)  
00800 75268766 (BE/LUX)

no

Norge  
Tel: 80011336

pl

Aby uzyskać więcej  
informacji:  
[www.plantronics.com](http://www.plantronics.com)

pt

Portugal  
Tel: 0800 84 45 17

ro

Pentru informații  
[www.plantronics.com](http://www.plantronics.com)

ru

Дополнительная  
информация:  
[www.plantronics.com](http://www.plantronics.com)

sv

Sverige  
Tel: 031-28 95 00

tr

Daha fazla bilgi için:  
[www.plantronics.com](http://www.plantronics.com)



Plantronics, Inc.  
345 Encinal  
Santa Cruz, CA 95060  
United States  
Tel: 800-544-4660  
[www.plantronics.com](http://www.plantronics.com)

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US patent 5,210,791 and Patents Pending  
78647-03 Rev A