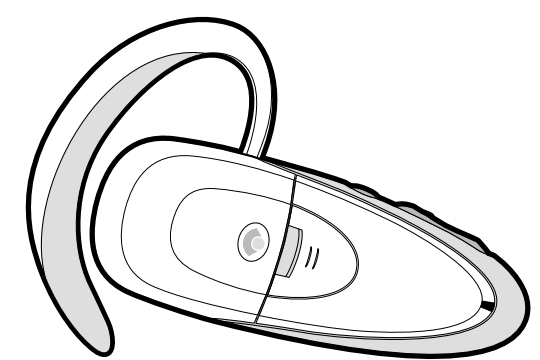




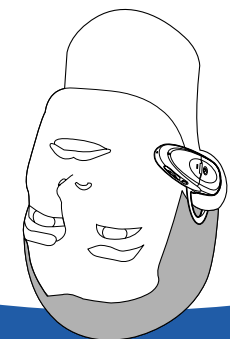
## USER GUIDE



# M3500 MOBILE HEADSET WITH BLUETOOTH®



## ABOUT THE PLANTRONICS M3500



Your Plantronics M3500 headset combines Bluetooth® wireless technology and Audio IQ™ technology to improve incoming call quality and deliver unsurpassed hands-free communication. When using an M3500 headset and a compatible mobile phone, you'll hear and be heard more clearly. The integrated DSP uses audio compression and frequency equalization so voices sound natural and understandable—especially in noisy environments. Ambient noise reduction ensures your voice can be heard above any surrounding distractions. Designed to provide maximum comfort and ease of use, the M3500 is tailored for your mobile lifestyle. Refer to this guide to set up and use your headset. The M3500 is compatible with devices that support the Bluetooth® Headset and/or Handset Profiles. For product support or additional compatibility information, visit [www.plantronics.com](http://www.plantronics.com).

- Check local laws regarding use of a mobile phone and headset while driving.
- If you use the product while driving ensure your attention and focus remains on your responsibility of driving safely.
- CHILDREN. Never allow children to play with the headset—small parts may be a choking hazard.
- Batteries can be swallowed by children and are dangerous if swallowed. Always store and dispose of batteries where children can't reach them.
- Observe all signs that require an electrical device or RF radio product to be switched off in designated areas. These could include hospitals, blasting areas, and potentially explosive atmospheres.
- Turn off your headset prior to boarding an aircraft. Do not use your headset in an aircraft. Do not disassemble the AC adapter of this product as it may cause electric shock when the product is subsequently used.
- Only change the headset battery in accordance with the instructions of this manual.
- Charger Output: 5V/180mA maximum, center contact positive.

- ⚠ CAUTION: To reduce the risk of fire or injury to persons, read and follow these instructions.
- 1. Use only the battery pack supplied with this product.
- 2. Do not dispose of battery in a fire. The cells may explode. Check with local codes for possible disposal instructions.

## IMPORTANT SAFETY INFORMATION

- 3. Do not open or mutilate the battery pack. Released electrolyte is corrosive and may cause damage to eyes or skin and may be toxic if swallowed.
- 4. Exercise care in handling the battery in order not to "short" the battery contacts with conducting materials such as rings, bracelets, or keys. The battery or conductor may overheat and cause burns.
- 5. Observe proper orientation between battery and charger contacts.

### CHARGING

- ⚠ CAUTION: Use only the supplied Class 2 AC adapter to charge the headset from an AC voltage or wall outlet.
- ⚠ CAUTION: If the headset becomes hot during charging, disconnect the AC adapter from the wall and contact qualified service personnel.
- ⚠ CAUTION: Do not disassemble the AC adapter of this product as it may cause electric shock when the product is subsequently used.

- ⚠ CAUTION: Do not use the charger outdoors or in damp areas.
- Only change the headset battery in accordance with the instructions of this manual.
- Charger Output: 5V/180mA maximum, center contact positive.

### CARE

- Never submerge your headset in water or other liquids.
- 1. This device may not cause harmful interference; and
- 2. This device must accept any interference received, including interference that may cause undesired operation.

### EXPOSURE TO RADIO FREQUENCY RADIATION

The radiated output power of this internal wireless radio is far below the FCC radio frequency exposure limits. Nevertheless, the wireless radio shall be used as described in the manual. The internal wireless radio operates within guidelines found in radio frequency safety standards and recommendations, which reflect the consensus of the scientific community.

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 equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

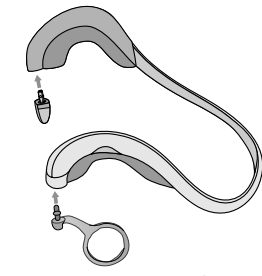
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

## PARTS & ACCESSORIES

Items shown are accessories available for your M3500 headset with Bluetooth® that may be purchased separately. Call **1.800.544.4660** or visit [www.plantronics.com](http://www.plantronics.com) for ordering information.

### NECKBAND

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



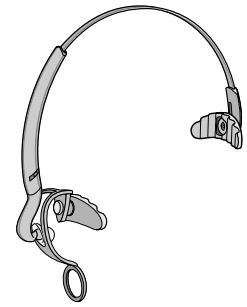
### CARRY CASE

Soft case to protect your headset. Includes belt clip.



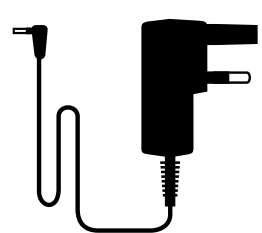
### HEADBAND

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



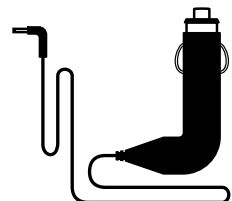
### AC ADAPTER

Multi-voltage AC adapter. US, UK and European versions available.



### CAR LIGHTER ADAPTER

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



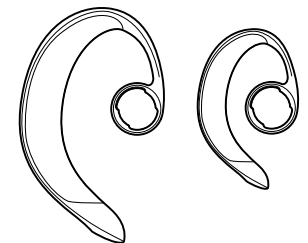
### M3500 BATTERY

Replacement headset battery pack.



### M3500 EARLOOP SET

One large and one small replacement earloops.



## LIMITED WARRANTY

## MAINTENANCE/TROUBLESHOOTING

### MAINTENANCE HINTS FOR OPTIMAL PERFORMANCE

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.

### TROUBLESHOOTING

What do I do if...

#### MY HEADSET DOES NOT RESPOND TO BUTTON PRESSES.

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

#### MY HEADSET DOES NOT WORK WITH MY PHONE.

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

#### CALLERS DO NOT HEAR ME.

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

#### I DON'T HEAR CALLERS.

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

#### THE HEADSET IS UNCOMFORTABLE.

- Select the proper size earloop for your ear. Both a large and a small earloop are included with your headset.
- 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.

#### HOW DO I USE THE HEADSET ON MY LEFT EAR?

- 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.

#### I NEED MORE HELP.

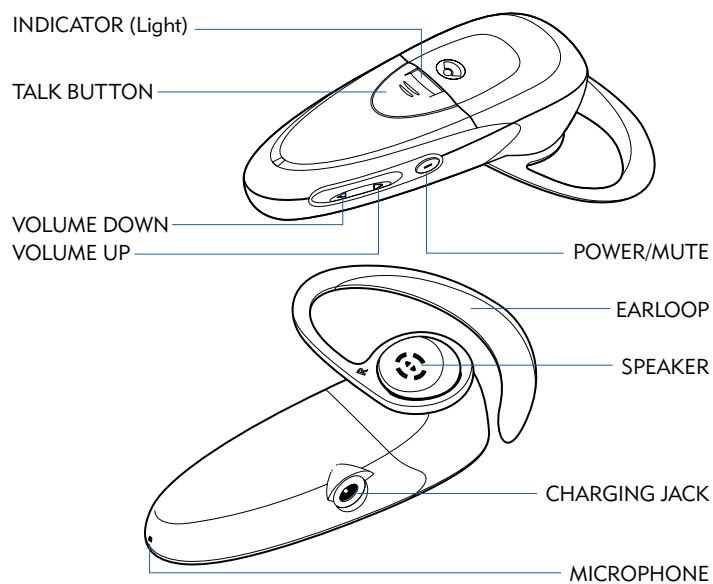
- Visit [www.plantronics.com](http://www.plantronics.com) or call **800.544.4660** for assistance. (US only, toll-free.)

- This warranty covers defects in materials and workmanship of 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 in the U.S.: contact Plantronics at (800) 544-4660 and in Canada call (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.

### Purchased in the US and Canada for Plantronics Commercial Products

## 1 WELCOME

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

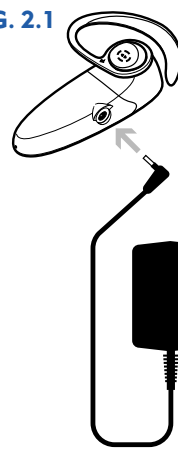


FIG. 2.1 CONNECT TO POWER

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 the included car lighter adapter.

The battery used in your headset must be recycled or disposed of properly. Contact your local recycling center for proper disposal instructions. Do not use the headset while charging and do not connect the charger while the headset is in use.

## 3 GETTING THE PERFECT FIT

FIG. 3.1

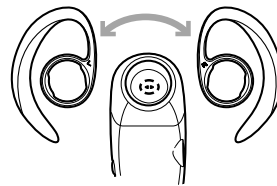


FIG. 3.1 SELECT LEFT OR RIGHT EAR

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

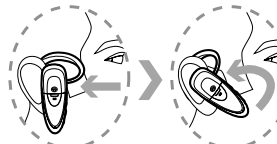


FIG. 3.2 SLIDE HEADSET OVER YOUR EAR

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

FIG. 3.3

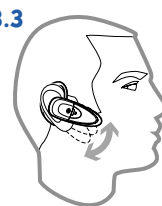


FIG. 3.3 ADJUST FOR SOUND AND COMFORT

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

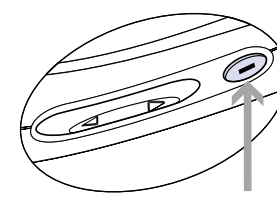


FIG. 4.1 TURNING HEADSET ON AND OFF

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](http://www.plantronics.com).

FIG. 5.1

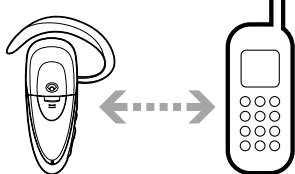


FIG. 5.1 TURN ON BOTH DEVICES

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

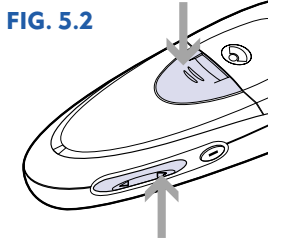


FIG. 5.2 SELECT PAIRING MODE

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

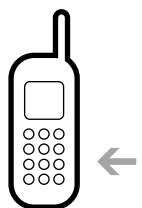


FIG. 5.3 ENTER THE PASSKEY

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

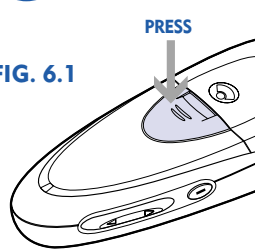


FIG. 6.1 ANSWERING A CALL

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.

FIG. 6.2

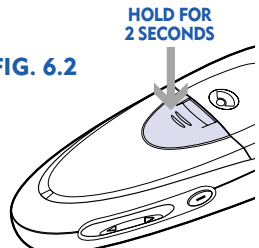


FIG. 6.2 MAKING A CALL

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.

FIG. 6.3

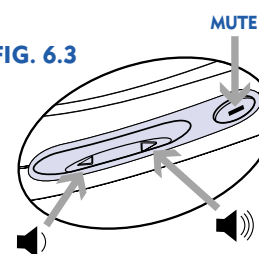


FIG. 6.3 ADJUSTING THE VOLUME

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.

### 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 30 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

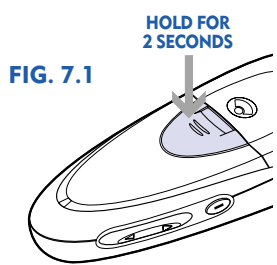


FIG. 7.1 CALL TRANSFER

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.

FIG. 7.2

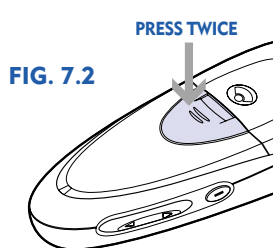


FIG. 7.2 LAST NUMBER REDIAL

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.

## 9 REPLACING THE BATTERY

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

FIG. 9.1

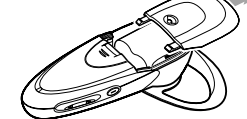


FIG. 9.1 REMOVE COVER

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

FIG. 9.2

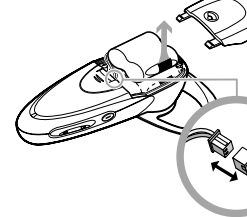


FIG. 9.2 UNPLUG OLD BATTERY

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

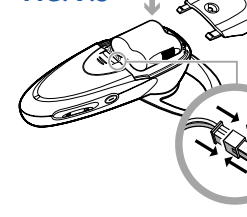


FIG. 9.3 INSTALL NEW BATTERY

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.

## 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.