

## Troubleshooting guide

### How to pair a Bluetooth headset.

**Article ID :**

000009272

I don't know the model of my Plantronics Bluetooth headset. How can I pair it to my cell phone or other mobile device?

All current Plantronics Bluetooth headsets fall into one of three categories: headsets that have a single button for call control and power, headsets that have a sliding on/off switch, and headsets that have a on/off button. Instructions for each are provided below. Note that some legacy/obsolete headsets are exceptions to this rule. Those headsets are listed at the bottom of this article and are linked to their specific pairing instructions.

#### Headsets that have a sliding on/off/pairing switch

Examples:

- [Voyager Focuss UC](#), [Voyager 8200](#)
- [Backbeat Pro 2](#), [Backbeat Pro](#), [Backbeat Sense](#), [Backbeat FIT 500](#)



1. To put your headset in pair mode, press and hold the power switch towards the Bluetooth icon until you hear "pairing" and the headset LEDs flash red and blue.
2. Release the button and set the headset aside.
3. Activate Bluetooth on your phone and set it to search for new devices. If prompted for a

passkey, enter 0000 (four zeros). Note: Do not be alarmed if your phone does not prompt you for a passkey, because many phones do not.

## Headsets that have a single button for call control and power

Examples:

- [Backbeat FIT 300](#), [Backbeat GO 3](#), [Backbeat GO 2](#), [Backbeat GO](#).
- [Explorer 220](#), [Explorer 230](#), [Explorer 320](#), [Explorer 330](#), [Explorer 340](#), [Explorer 350](#), [Explorer 360](#), [Explorer 370](#), [Explorer 380](#), and [Explorer 390](#).
- [Voyager 520](#), [Voyager 815](#), [Voyager 835](#), and [Voyager 855](#)



1. Start with your headset powered off.
2. Press and hold the call control/power button for 5 or 6 seconds until the light starts flashing an alternating red-blue (the Discovery 975 flashes an alternating red-white).
3. Release the button and set the headset aside.
4. Follow the pairing instructions for your cell phone or other Bluetooth device.

5. If prompted for a passkey, enter 0000 (four zeros). Note: Do not be alarmed if your phone does not prompt you for a passkey, because many phones do not.

## Headsets that have an on/off button

Examples:

- [Backbeat FIT](#), [Backbeat 903/903+](#), [Backbeat 609](#)
- Voyager [Pro](#)



1. Start with your headset powered off.
2. Press and hold the power button for 5 or 6 seconds until the light starts flashing an alternating red-blue.
3. Release the button and set the headset aside.
4. Follow the pairing instructions for your cell phone or other Bluetooth device.
5. If prompted for a passkey, enter 0000 (four zeros). Note: Do not be alarmed if your phone does not prompt you for a passkey,

because many phones do not.

## Headsets that have a sliding on/off switch

Examples:

- [Voyager 5200](#), [Voyager 3200](#), [Voyager Legend](#)



1. Start with your headset powered on.
2. Press and hold the call control button for 5 or 6 seconds until the light starts flashing red and blue (some models flash red and white).
3. Release the button and set the headset aside.
4. Follow the pairing instructions for your cell phone or other Bluetooth device.
5. If prompted for a passkey, enter 0000 (four zeros). Note: Do not be alarmed if your phone does not prompt you for a passkey, because many phones do not.

## Exceptions: Legacy Products

- [Voyager 510](#)

## BackBeat PRO 2 SE Product Information

## BackBeat 2 SE Product Information



•

### Features and Specifications

- On-demand active noise canceling
- 40 mm drivers with Plantronics signature audio
- 24 hours of listening and talk time
- Class 1 Bluetooth®
- Open-listening mode
- Multipoint technology
- Smart sensors
- 2-way pivot ear cup design
- Boomless dual microphone with DSP
- Compact design for easy travel
- Intuitive on-ear controls
- 3.5 mm jack
- Whispered status alerts

### BackBeat PRO 2 SE: How to Pair

**Article ID :**  
000023334

This procedure explains how to pair your BackBeat PRO 2 SE headset to your phone or to another Bluetooth device.

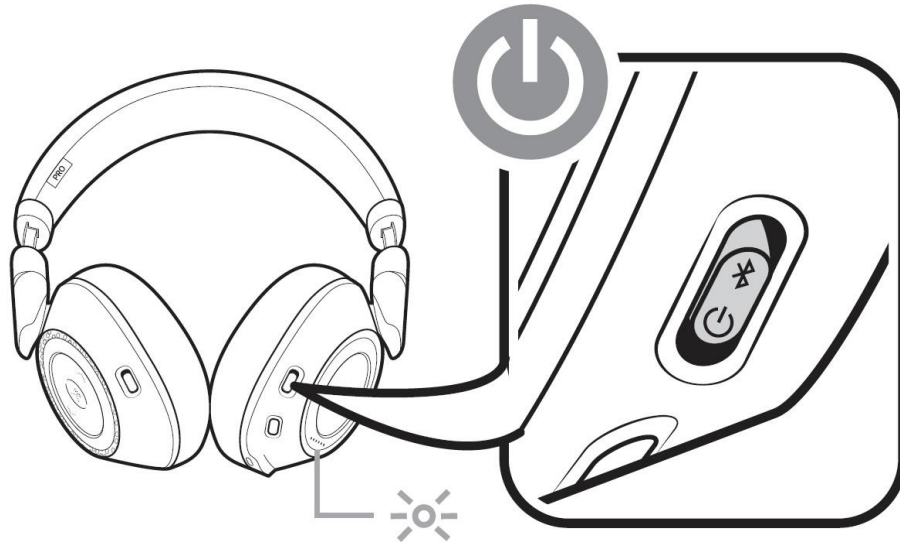
**NOTE:** If your phone supports Near Field Communication (NFC) go to NFC pairing.

**To pair your BackBeat PRO 2 SE the first time:**

1. Slide the power switch to the ON position. The headphone LEDs flash red and blue.
2. Activate Bluetooth on your device and set it to search for new devices.
  - iPhone: Settings> Bluetooth > On
  - Android: Settings>Bluetooth > On> Scan for devices
3. Select "PLT BB PRO 2". The headset LEDs stop flashing upon successful pairing.

**To pair your BackBeat PRO 2 SE to a second mobile device or to re-pair to the original device:**

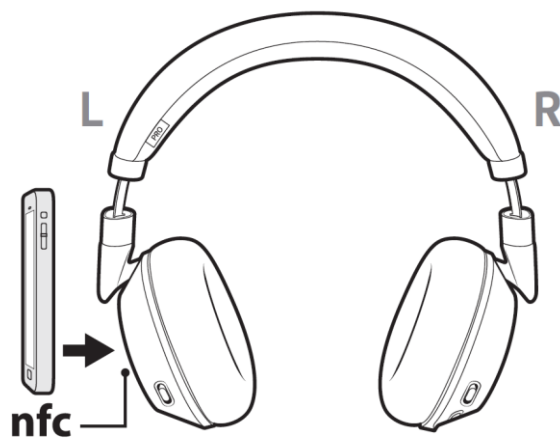
1. Slide and hold the power button towards the Bluetooth icon until the LEDs flash red and blue.
2. Activate Bluetooth on your device and set it to search for new devices.
3. Select "PLT BB PRO 2". The headset LEDs stop flashing upon successful pairing.



**NFC Pairing (must be supported by the mobile device)**

1. Ensure NFC is ON and your phone display is unlocked.
2. Tap and hold the headphones to the NFC's tag location until NFC pairing completes. If necessary accept the connection.

NOTE: The headphone's NFC tag is located on the outside of the left ear cup (phone tag locations vary).



**BackBeat PRO 2/BackBeat PRO 2 SE Date Code Location**

**Article ID :**  
000023330

The date code for the BackBeat PRO 2 SE headset is located behind the left ear cushion. The two character date code consists of a letter and number (e.g., G6).



### **BackBeat PRO 2 SE Spares and Accessories**

**Article ID :**  
000023328

The hyperlinked items below are available for purchase on our website. Also, all spares and accessories can be purchased through our [distributors](#).

- 207704-01 Hard Case Grey
- 206697-03 Standard USB B Cable 660mm Grey
- 206696-03 3.5mm Simple Audio Cable 1500mm Grey
- 208087-02 BackBeat PRO 2 Ear cushion, Graphite Grey
- **Date Code Locations for All Products**
- **Article ID :**  
000023452
- Please click the link below to view the list of all the Date Code Location articles available for the Plantronics products by category.
- NOTE: You will need Adobe Reader to view the file. You can download Reader for free on Adobe's web site.

## **BackBeat PRO 2: How to Reset Sensors**

**Article ID :**

000023335

[How do I reset the Smart Sensors on my BackBeat PRO 2 headset?](#)

To reset the sensors, if they are not working as expected:

1. Connect your headphones to the USB port on your computer using the charging cable.
2. Lay the headphones on a non-metallic surface and wait at least 10 seconds.
3. Disconnect the headphones and try the sensor features again.

## **BackBeat PRO 2 Firmware Release Notes**

**Article ID :**

000023291

### **Version 20**

- Improved sensitivity of smart sensor.
- Fixed minor defects related to Open Mic function when interacting with call and media audio.
- Fixed minor defects in unusual scenarios related to mute state voice prompts.

### **Version 19**

- Only update the boot loader to correct the Device Firmware Update (DFU) issue with Mac computers.

### **Version 18**

- Initial Release

## **BackBeat PRO 2 Spares and Accessories**

**Article ID :**

000023327

The hyperlinked items below are available for purchase on our website. Also, all spares and accessories can be purchased through our [distributors](#).

- 206698-01 Zippered Soft Pouch Black
- 206697-01 Standard USB B Cable 660mm Black
- 206696-01 3.5mm Simple Audio Cable 1500mm Black
- 208087-01 BackBeat PRO 2 ear cushion, Black Tan