

Troubleshooting



PROBLEM	CAUSE ANALYSIS	SOLUTION
Headset will not go into pairing mode	Headset must be switched off completely before it will go into pairing mode	Switch off headset and then try to put it in pairing mode again.
Phone cannot find headset	Headset is not in pairing mode or is too far away from phone	Ensure headset is within one or two metres of the phone and that it is in pairing mode.
Pairing fails	PIN error or PIN entry error	1. Make sure you enter the correct PIN code / Passkey. For the headset it is 0000 . 2. Don't take too long to enter the PIN code Try pairing again
Bluetooth link is not established automatically on incoming or outgoing calls	Pairing information in phone or headset has been cleared.	
No voice is heard from the headset when a call is established	Manual switching of voice is needed for some phones.	Use phone menu to transfer voice to the headset.
No voice from phone and headset	Bluetooth function of phone is not working	Use phone menu to transfer voice to the speakerphone
Noise / crackling can be heard during a call	Your phone signal is poor. The headset is too far away from the phone or there is a metal obstruction.	1. Make sure your phone connection is OK 2. Don't take too long to enter the PIN code Make sure the headset and phone are not too far away from each other and that neither is shielded by any metal objects or even your body. 3. A nearby device is interfering with the call. Move away from it.
Headset commands do not work	The display needs to be active before commands will work.	You may need to click any button once to activate the display and hence the command inputs.
Headset commands do not work	Some commands require that the display is blank before they will work.	You may need to wait until the display is blank before you can start the command sequence.
1. Voice dialling does not work 2. You cannot transfer calls from headset to your phone 3. Last number redial does not work 4. Call waiting does not work 5. Call reject does not work	Your mobile phone may not support this feature	1. Make sure your phone supports the feature in general and over Bluetooth If in doubt delete your headset from the list of Bluetooth devices in your phone and try pairing them again. 2.

PMR Bluetooth Caller ID Headset Quick Start Guide



Introduction

PMR's Bluetooth Caller ID Headset has a unique OLED Caller ID display that gives you control of your calls without taking your Bluetooth mobile phone out of your briefcase or your pocket.

The combination of the bright OLED display and advanced headset features like; last number redial, stored number redial, call waiting and voice dialling means you can make and receive calls from the headset itself. The headset can even take advantage of the very latest features of some advanced Bluetooth mobiles phones allowing you to access and dial the contacts in your mobile phone.

The PMR Caller ID headset means you can leave your mobile phone in your briefcase, pocket or on its charger - anywhere nearby that suits you as long as it's within the Bluetooth range of up to 10 metres.

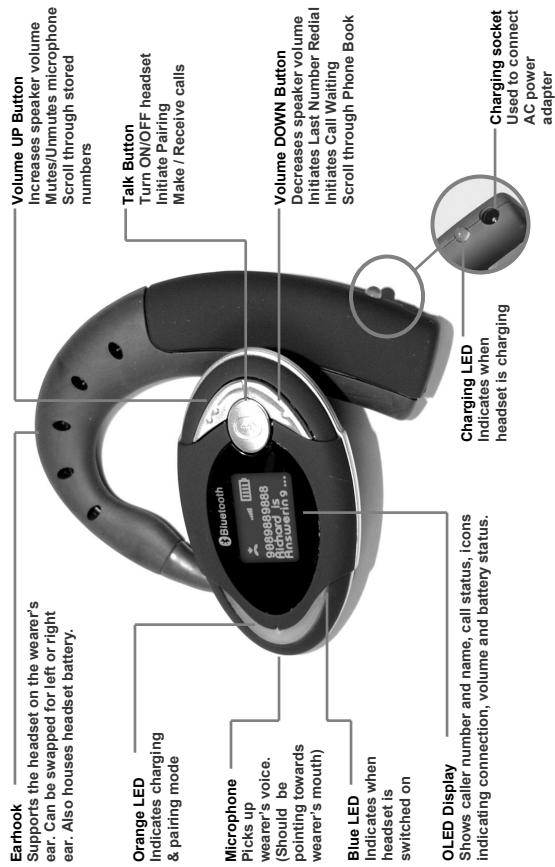
PMR Caller ID headset uses the recent Bluetooth v1.2 technology, and is backward compatible with the basic features of Bluetooth v1.1 mobile phones.

Declaration of Conformity. We declare that product PBT0IDX2C2 conforms to the R&TTE Directive 1999/5/EC and is CE and FCC certified. A copy of the certificates can be viewed on our website <http://www.pmrtechnology.co.uk>



PIN PBT0IDFZC2-PMR-RET CE number 0678

Getting to know the Headset



Getting Started – Before you can use your headset you must..

1. Charge the headset for at least two hours
2. Adjust the headset to suit your ear
3. Pair the headset with your mobile phone

1. Charging the headset

Plug the AC adapter connector into the socket on the ear hook and into a wall outlet. The charging LED on the ear hook is on while the headset is charging. The LED will switch off after charging is finished and you can then unplug the adapter connector from the socket.

Battery Status indication: When the battery is fully charged the battery icon on the headset display will show full battery indication. When the battery is low (less than 10% charged) the display will indicate this and a beep will be heard from the earpiece every 32 seconds.

2. Adjust the headset to suit your ear

The PMR Caller ID headset is designed to fit comfortably on your ear. The earhook may be detached and put into the opposite side of the headset to suit right or left ear use. The battery is located in the earhook so the earhook must be in place before the headset can switch on.



Transferring calls (phone dependent)

To transfer calls from your headset (phone dependent)

With the call connected to your headset, press and hold the Talk Button for about 3 seconds until you hear TRANSFER tone. The call will be transferred to the phone handset.

To transfer calls from your mobile phone to your headset

With the call connected to your mobile phone, click the Talk Button on your headset. The call will be switched from the phone to the headset. You may need to activate the display first.

Adjusting the volume

To increase the volume

Whilst in Talk mode, click the Volume UP button to increase volume by 1 step, repeat this procedure until you have reached the desired level.

To decrease the volume

Whilst in talking mode, click the Volume DOWN button to decrease volume by 1 step, repeat this procedure until you have reached the desired level.

Muting the headset microphone

You can mute and un-mute the microphone temporarily so that you cannot be heard by the connected party.

To mute the headset

Whilst in Talk mode, press and hold the Volume UP button for 3 seconds. The headset microphone will be switched off and the headset will beep every four seconds to indicate that it is still muted.

To un-mute the headset

When microphone is muted, press and hold Volume UP button for 3 seconds. The headset microphone will become active again and you should be able to speak to your caller.

Customer Support

In addition to the troubleshooting table on the next page you can get support on the PMR support forum at this web address <http://www.esktel.com/forums/>

For other PMR Bluetooth products or support, please contact PMR Technology Ltd
Web: www.pmrtechnology.co.uk
Email: support@pmrtechnology.co.uk

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Version: QSGPMRCIDVer1.3

Ending a call

When you have finished your call, simply click the Talk Button on your headset. The call will be disconnected.

Incoming calls

Notes:

1. For some mobile phones you must configure your phone to answer calls directly on your Bluetooth headset. Refer to the mobile phone user guide for instructions on activating this feature.
2. You can use the Caller ID features (see the next section) to decide whether or not to accept the call.
3. When a call comes in you may hear the mobile phone ring before the headset rings. This small delay is normal. It is usually best to wait for the headset to ring before accepting or rejecting a call.
4. The display will show "Ring" when there is an incoming call.

Accept a call

When your mobile phone and headset rings, simply click the Talk Button. The call will be connected automatically to your headset and "Answered" will be displayed.

Reject a call

When your mobile phone and headset rings, press and hold the Talk Button for approx 3 seconds until you hear the Call Reject tone. The call will be rejected and "Reject" displayed on the headset.

To Accept a Call Waiting Call (if supported by your phone)

If your mobile phone supports Call Waiting you can answer a second call even though you are already on a call. The first call is put on hold while the second one is answered. You can switch back and forth between both calls.

1. If you are on a call and you hear the Call Waiting tone ..
2. Press and hold the Volume DOWN button for 3 seconds
(The first call will be placed on hold and the second call connected to the headset)
3. To switch between calls press and hold the Volume DOWN button again.
(The second call will be placed on hold and the first call reconnected)

Showing Caller ID and Caller Name (phone dependent)

Caller ID display (CID) shows the name and number on the headset display whenever there is an incoming call. Note: Currently, Caller ID headset just supports English caller names. You can disable and enable the Caller ID/Name display function so that others cannot see the number or name of your caller.

To enable the caller ID display (if supported by your mobile phone)

When the caller ID display function is disabled, press & hold both the Volume UP and Volume DOWN buttons at the same time; "CID enabled" will be shown on the headset display.

To disable the caller ID display

Press and hold both the Volume UP and Volume DOWN buttons at the same time; "CID blocked" will be shown on the headset display.
"CID blocked" will also be displayed when there is an incoming call.

Placing the headset on your ear
Position the earhook over the top of your ear and place the speaker in your ear. The microphone in the front tip of the headset (next to the blue LED) should face forwards - toward your mouth.

- Changing the direction of the earhook (do NOT twist the earhook to remove it)**
1. Holding the thin end of the earhook carefully withdraw it from the headset body
 2. Carefully insert the earhook connector into the opposite hole in the headset body noting the square slot into which the key of the earhook must fit.

3. Pairing the headset with your mobile phone

Before you use the headset with your mobile phone, you must pair both devices.

Pairing is the process of linking the headset with your Bluetooth mobile phone. After pairing is complete, you can use the headset only with the paired mobile phone. If you wish to use the headset with a different mobile phone, you must redo the pairing process with the new mobile phone. In this case, the headset will no longer work with the previous mobile phone.

Before you commence pairing the headset, ensure that the battery is fully charged.

To pair the headset and your mobile phone

1. Check your mobile phone's User Guide for instructions on how to activate Bluetooth within the phone and on how to pair with a Bluetooth headset.
2. Turn on the mobile phone and place within a metre or two of the headset. Turn on the Bluetooth feature within the phone.
3. With the headset turned off, press and hold the TALK Button for approx. 5 seconds. "Pairing..." will be shown on the headset display, and you will hear the ON tone followed by the PAIRING tone.
4. Release the Talk Button. The headset is now in pairing mode.
5. Initiate the device discovery feature on the mobile phone.
6. The phone should find the headset during its discovery phase and display it as a number, as 'Unknown' or by the name BTHS.
7. When prompted by the mobile phone, enter the headset passkey or PIN code as: **0000**.
8. When pairing is complete, the headset will go into Standby mode and 'Ready' will be shown on the headset display. The blue LED will flash every two seconds.

To cancel pairing mode

When the headset is in pairing mode you can cancel the pairing process and turn off the headset. Press and hold the TALK Button for 3 seconds. "Off..." will be shown on the headset display, the pairing process will stop and you will hear the OFF tone indicating the headset has switched off.

Using the PMR Caller ID Headset

If you only have one mobile phone then the above Paring process only needs to be carried out once. You can safely switch off the phone and headset. When you switch them on again they will still be paired.

To Turn On the headset

Press and hold the Talk Button for approximately four seconds until the display lights and you see "Standby" on the screen. You will also hear the ON tone from the speaker. The headset is now ready to make and receive calls. Don't worry if the display goes blank, this is simply a power-saving measure. Just press any button once to activate the display again. The blue LED will flash slowly as another indication that the headset is switched on.

To conserve power the display will turn off after being idle for a period (approx. 18 seconds). To activate the display simply press any key once.

To Turn Off the headset
Press and hold the Talk Button for approximately four seconds until "Off" is displayed and the display goes blank. You will also hear the OFF tone from the speaker and the blue LED will stop flashing.

To activate the buttons when the display is blank
Some button commands will only work when the display is active. First click any button to turn on the display then click or press the button you wish to use to control the headset.

Visible and Audible Indicators

The PMR Caller ID headset uses the blue LED, audible tones and the main display and to inform you of its status.

1. Blue LED

When the headset is switched on the blue LED flashes slowly (approx every 3 seconds)

2. Audible indicators

Tone name	Sound	Indicates
ON	Ascending (3 notes)	Headset has been turned on
OFF	Descending (3 notes)	Headset is about to turn off
PAIRING	Low/High (2 notes)	Headset is in pairing mode.
RINGTONG	Ascending (4 notes)	Incoming call
REJECT CALL	Low/High (2 notes, repeated)	Call has been rejected
CALL WAITING	Beep (1 note, repeated)	2 nd call incoming
LOW BATT	Beep (1 note, repeated 32 secs)	Battery needs to be charged
MUTED	Beep (1 note, repeated 4 secs)	Microphone is muted
TRANSFER	High/Low (5 notes)	Transfer from headset to phone

3. The Main Display (some of these features depend on the mobile phone)

The main display is made up of 4 sections including Icons, Caller ID/Number, Caller Name, and Status as shown below:



Status Icons
— Caller Number
— Caller Name
— Call Status

The Icons:
The first icon indicates the headset connection mode.



— Indicates no audio connection to the headset.
— Indicates the headset is connected to the mobile phone.

The second icon indicates the headset connection mode.



— Indicates the headset is waiting to connect to the mobile phone.
— Indicates the headset is connected to the mobile phone.

The third icon is Volume icon



— Indicates current volume level.

The fourth icon is Battery icon



— Indicates current battery level

You can make calls from your mobile phone as you would normally, or you can make them directly from the headset by using, Last Number Redial, Stored Number (Call List) dial, Phone Book dial or Voice Dialling commands (if these features are supported by your mobile phone).

To make calls from your mobile phone

Dial the number on your mobile phone. Depending on your phone's Bluetooth settings you will hear the call ringing in the headset and the call will be connected automatically to the headset when it is answered.

To make calls using voice dialling (if supported by your mobile phone)

- Click any button on your headset to activate the display.
- Click the Talk Button to connect to the phone. You will hear a short beep, "Voice Dial" will appear on the headset display and your phone should activate.
- After a second beep, speak the name of the person you wish to call. Your mobile phone will acknowledge your voice command and dial the appropriate number (depends on phone).
- The call will be connected automatically to the headset when it is answered.

To make calls using last number redial (if supported by your mobile phone)

- Click any button on your headset to activate the display.
- Press and hold either the Volume UP or the Volume DOWN on your headset for 3 seconds. "Redial" will appear on the display and the last number dialled from your mobile phone will be dialled automatically and the headset connected when the call is answered.

To make calls using headset Stored Numbers

- This list of numbers represents incoming calls to the phone and headset.
- With the headset display blank (blue LED is flashing but display is blank)
 - Click the Volume UP button. The display will turn on and the headset will enter stored number browsing mode.
 - Click the Volume UP or DOWN buttons to scroll through the stored numbers.
 - When your desired number is displayed click the Talk Button. The call will be dialled automatically and the headset connected when the call is answered.

To make calls using your mobile's phone book (if supported by your mobile phone)

- With the headset display blank (blue LED is flashing but display is blank)
- Click the Volume DOWN button. The display will turn on and the headset will enter phone book browsing mode.
- Click the Volume UP or DOWN buttons to scroll through the numbers stored in your mobile phone's main memory
- When your desired number is displayed click the Talk Button. The call will be dialled automatically and the headset connected when the call is answered.

View your mobile's phone book (if supported by your mobile phone)

You can view and browse the phone book in your mobile phone using only the headset controls and display. The controls are described in the section above 'To make calls using your phone book'. Notes:

- The headset only accesses the phone memory – not the SIM card.
- The headset accesses the phone memory using the order in which the numbers were stored – not in alphabetical order
- Viewing your mobile's phone book automatically enables the Caller ID feature.