Welcome

Thank you for purchasing the Plantronics Explorer 240, 242, 243, 245, or 395 headset. This guide contains instructions for setting up and using your new headset.

⚠ Please refer to the separate For Your Safety guide for important product safety information prior to installation or use.

Getting Assistance

The Plantronics Technical Assistance Center 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.

NOTE If you are considering returning this headset, please contact the Technical Assistance Center first.

Registering Your Product

Visit 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 headset, your PIN code/Passkey is 0000.

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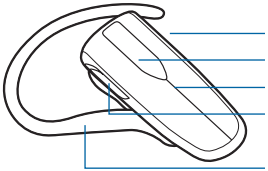
Package Contents and Features

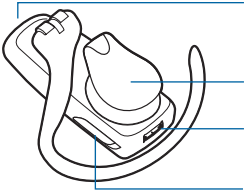
NOTE Your headset may look different than the illustration, but will still work as described.

Headset Front*



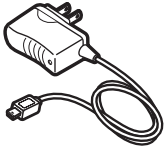
Volume Control Button
Call Control Button
Status Light
Power On/Off Switch
Swivel Earloop [fits either ear]

Headset Back



Microphone
Speaker/Eartip
Micro USB Charging Jack
Power On/Off Switch

AC Charger 100–240V



* For illustration purposes only; designs will vary by model number.

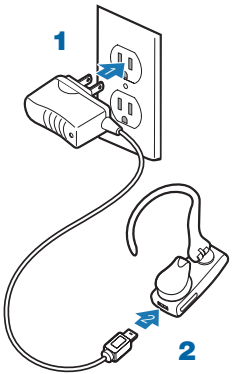
Charging Your Headset

Your new headset performs best when it is fully charged. While your headset is charging, the indicator light glows red. When your headset is fully charged, the indicator light turns blue.

How to Charge Your Headset Using the AC Charger

1 **Plug the charger into a power outlet.**

2 **Connect the charger cable to the headset.**



CHARGING TIME	
2 hours	Full charge
1 hour	Minimum charge before first use

NOTE Never charge the battery where the temperature may fall below 32°F (0°C) or rise above 104°F (40°C). Do not use your earpiece while it is connected to the charger.

What Is Bluetooth?

Bluetooth wireless technology provides a way for devices, like headsets and phones, to communicate with each other without wires. Pairing is the set-up process of introducing your headset to your phone. Before using your headset for the first time, you must pair it with your Bluetooth-enabled phone.

Plantronics QuickPair™ Technology

To simplify the Bluetooth setup process, your new headset uses Plantronics QuickPair technology. This process is shown on the next page.

- The first time you turn your headset on, your headset automatically enters pairing mode for 10 minutes.
- Until you successfully pair your headset with a Bluetooth-enabled phone, every time you turn it on it will enter pairing mode.
- To later pair to a new phone, turn on the headset, then press and hold the Call Control button until red then blue flashing appears, which indicates pairing mode status.

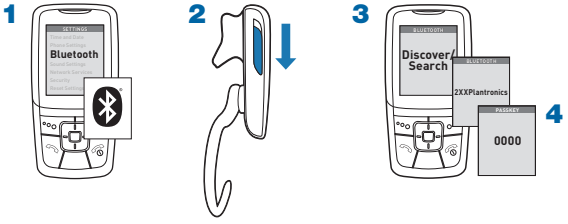
Range (the distance between headset and phone)

- To maintain the connection, keep your headset within 33 feet of your phone.
- For the least amount of interference place the headset and phone on the same side of your body.

If you move too far from your phone and lose the Bluetooth connection:

- the headset may reconnect automatically within 60 seconds when you move closer to your phone (you will hear a low tone), OR
- you may have to tap the Call Control button to reconnect (you will hear a low tone), OR
- if neither of the above options work, you may have to reconnect to your headset using your phone's Bluetooth menu.

Pairing Your Headset



How to Pair Your Phone With Your Headset 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 headset on.
Turn on your headset by sliding the Power Switch toward the microphone. Wait until the indicator light flashes red then blue.

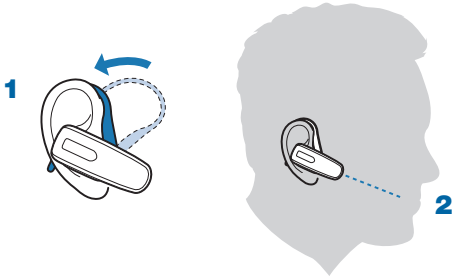
If you don't see the red then blue flashes, turn the headset off, then turn it on again. Press and hold the Call Control button until you see the red then blue flashes that indicate pairing mode status.

3 Set your Bluetooth phone to 'discover' to locate the headset.
This usually involves going to 'setup', 'connect' or 'Bluetooth' menu on your phone and selecting the option to 'discover' or 'add a device'.

4 Once available headsets are listed, select your headset (for example 2XXPlantronics or 3XXPlantronics). If prompted for a passkey, enter 0000.
When pairing is successful, the indicator on your headset flashes blue. Your phone will also confirm when pairing is complete.

Call Us with Questions 1-866-363-BLUE (2583)

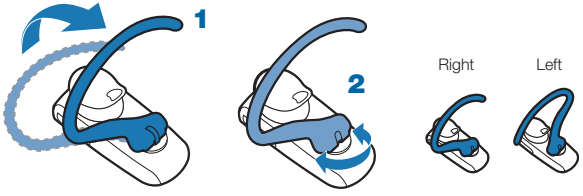
Adjusting the Fit



The headset comes out of the box with the earloop in place to wear on your right ear.

1. **Place the earloop behind your ear.**
   Rotate the headset so that the speaker rests comfortably in your ear.
2. **Align the microphone with the corner of your mouth.**
   Callers can hear you best when you point the microphone towards the corner of your mouth.

Adjusting the Fit



It's easy to move earloop to fit on your left ear.

1 **Lift the earloop.**

2 **Swivel the earloop to the right and push it back down.**

Headset Controls and Indicators

	Action	Indicator Light	Tone
Turn the headset on or off	**On:** Slide the Power Switch to the “On” position. **Off:** Slide the Power Switch to the “Off” position.	**On:** Short blue flash **Off:** Long red flash, then turns off	**On:** Four rising tones **Off:** Four descending tones
Answer/end a call	Tap the Call Control button.	None	Brief low tone at the beginning or end of the call.
Reject an incoming call	Press and hold the Call Control button until you hear a low tone.	None	Low tone
Missed call indicator	Briefly press any button to cancel the indicator light.	Two simultaneous red/blue flashes, a pause, then two more red/blue flashes (repeating for 5 minutes or until cancelled).	None

Headset Controls and Indicators

	Action	Indicator Light	Tone
Make a call	Enter the number on your phone and press send.	Blue flash every 2 seconds until the call is ended.	Ringing
Battery level	To check, simultaneously press and hold both the Call Control and Volume buttons for about 2 seconds. The indicator light flashes to show the charge level.	Red flashes Battery level 1 More than 2/3 full 2 1/3 - 2/3 full 3 Less than 1/3 full	None when checking level. Low battery tone indication: 3 tones when under 5 minutes talk time is remaining.
Adjust the volume (during call)	Tap the Volume button to increase through 4 levels; tap at top level to return to lowest volume setting.	Single blue flash for every volume level change.	Low tone at every volume level change. (Two tones at maximum volume level.)

⚠**WARNING** Do not use headsets 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 for more information on headsets and hearing.

Headset Controls and Indicators

	Action	Indicator Light	Tone
Voice Dial	Press and hold the Call Control button until you hear a tone.	None	Single low tone; phone may prompt with “Name please” or tones.
Redial last number	Tap the Call Control button twice.	None	Two brief low tones
Transfer a call from headset to phone, or from phone to headset	While the call is in progress, press and hold the Call Control button until you hear a tone.	None	Long low tone when moving to phone; short low tone when moving to headset.

Troubleshooting

My headset does not work with my phone.	Your headset may not have been in pairing mode when your phone was searching for it. Repeat the pairing process on page 3. You may have made incorrect menu selections on your phone while pairing. Repeat the pairing process on page 3.
Callers cannot hear me, or I cannot hear callers/dialing tone.	Make sure the headset Power Switch is in the ON position. Your headset may be out of Bluetooth range or experiencing interference. Move the headset closer to your phone, and make sure your headset and phone are on the same side of your body. See Range on page 2. Your headset battery is drained. Recharge the battery using the supplied AC power adapter. The listening volume is too low. Tap the Volume button to increase the headset volume.
My headset is flashing red then blue	Your headset is in Pairing mode. If you are not trying to pair the headset, reset it by simply turning headset off then on again. Otherwise, see Pairing on page 3.

Product Specifications

Talk Time*	Up to 5 hours
Standby Time*	Up to 7 days
Charge Time	2 hours
Range	Up to 33 feet (10 meters)
Power Requirements	5V DC – 180 mA
Battery Type	Lithium ion polymer
Storage/Usage Temperature	32º F - 104º F (0º C - 40º C)
Version	2.1 + EDR (Enhanced Data Rate) Supports your phone's Bluetooth Hands-free (HFP), Headset (HSP) and Secure Simple Pairing (SSP) profiles.

* Battery enabled. Performance may vary by device.

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U.S. Patents Pending

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