PLANTRONICS
SOUND INNOVATION®

Plantronics Voyager® 835
User Guide

Welcome

Thank you for purchasing the Plantronics Voyager® 835 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.
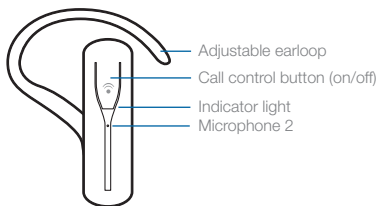
Registering Your Product

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.

Contents

Package Contents and Features

Adjustable earloop
Call control button (on/off)
Indicator light
Microphone 2

Headset Front

AC Charger
100 – 240V

Charging jack
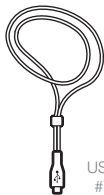
Volume up
Volume down

Microphone 1

Headset Side

Vehicle
Power Charger

Plantronics Voyager® 835 Accessories*

USB Lanyard
#79393-01

* Not included. To order, please contact your Plantronics supplier or go
to www.plantronics.com

Charging Your Headset

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

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.

3 Charge for at least 1 hour before using your headset for the first time, or for 3 hours to charge it fully.
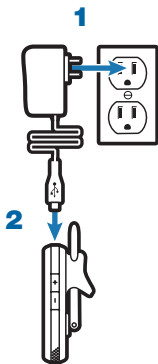
CHARGING TIME	
3 hours	Full charge
1 hour	Minimum charge before first use

⚠**WARNING** Do not use your headset while it is connected to the charger.
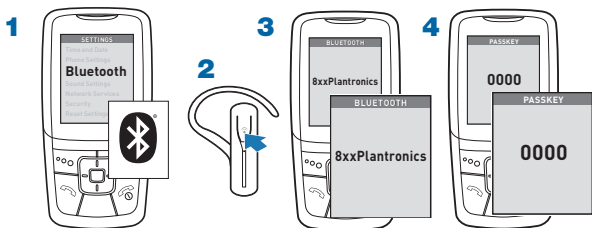
Pairing Your Headset

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

Plantronics QuickPair™ Technology

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

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

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.**
Press and hold the call control button for two seconds to turn the headset on. The headset automatically enters pairing mode, and the indicator light flashes red/blue. The headset is now ready to be paired to your phone.

3 **Use the commands on your phone to locate your headset.**
For most phones, select Settings/Tools > Connections > Bluetooth > Search > 8xxPlantronics. See your phone's user guide for more information.

4 **When prompted for the PIN code/Passkey, enter 0000.**
Pairing is successful when the indicator on your headset flashes blue and the headset emits a short low tone. Your headset is now connected and ready to use.

In the US, you can see a demo of the pairing process at www.plantronics.com/EasyToPair.

Adjusting the Fit

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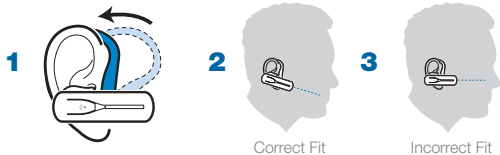
The headset comes out of the box with the earloop in place to wear on your right ear.

1 Place the earloop behind your ear.

2 Rotate the headset so that the speaker rests comfortably in your ear.

3 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.

Wearing the Headset on Your Left Ear

1 Lift the earloop.

2 Swivel the earloop to the right to wear it on your left ear. Adjust the headset as described above.

For right ear   For left ear
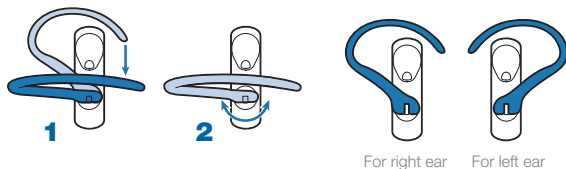
Headset Controls and Indicators

	Action	Indicator Light	Tone
Turn on the headset	Press and hold the call control button for 2 seconds	Blue flash	Four rising tones
Turn off the headset	Press and hold the call control button for 4 seconds	Flashes red, then turns off	Four falling tones
Answer/end a call	Tap the call control button	Three blue flashes (repeating) while phone is ringing. Blue flash every 2 seconds while on a call. No indicator light when ending a call.	Three brief repeating low tone while ringing, then brief low tone at beginning or end of the call
Reject a call	Press and hold the call control button for 2 seconds	None	Long low tone
Missed call	Briefly press any button to cancel the indicator light.	Three purple flashes (repeating) for 5 minutes, or until cancelled	None
Make a call	Enter the number on your phone and press send	Blue flash every 2 seconds until the call is ended	Brief tones, then ringing

Headset Controls and Indicators

	Action	Indicator Light		Tone
Check battery power	Press and hold both the call control and volume down buttons for about 2 seconds. The indicator light flashes red to show the charge level.	Red flashes 1 2 3	Battery level More than 2/3 full 1/3 - 2/3 full Less than 1/3 full	None
Adjust the volume (during call)	Tap the up or down volume button	Blue flash		Brief low tone (2 low tones when volume limit is reached)

⚠**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.

	Action	Indicator Light	Tone
Voice Dial	Press and hold the call control button for 2 seconds	Blue flash repeating every 2 seconds	None
Redial last number	Tap the call control button twice	Blue flash repeating every 2 seconds	Two brief low tones

Headset Controls and Indicators

	Action	Indicator Light	Tone
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 for 2 seconds	None	Brief low tone
Enable/disable LED standby and online indicator	Press and hold both volume buttons for 3 seconds	Fade in = Enabled Fade out = Disabled	One brief low tone, 2 seconds of silence, then 2 brief low tones

Using More Than One Bluetooth Phone

Plantronics Voyager 835 supports **multipoint technology,** which allows you to use one headset with two different Bluetooth mobile phones.

How to Enter Pairing Mode if Headset Was Paired Before

While the headset is off, press and hold the call control button for 6 seconds.
The indicator light will flash blue, then red/blue until paired. You will hear a brief low tone. See steps 1, 3 and 4 of "Pairing Your Headset" on page 3 to pair your headset with your second phone. If not paired in 3 minutes, the headset will automatically turn off.

How to Initiate a Call

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

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

To answer the second call, you must end the first call. You can't place one call on hold while answering a call from the other phone.

1 **Press the call control button once to hang up the existing call.**

2 **Answer the second call on the phone.**

3 **While the call is in progress, transfer the call from the phone to your headset by pressing and holding the headset call control button for 2 seconds.**
You will hear a brief low tone before the call is transferred.

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.

Range

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

The headset 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 headset is paired.

Troubleshooting

My headset does not work with my phone.	Make sure the headset is fully charged.
	Make sure headset is paired with the Bluetooth phone you are trying to use. See "Pairing Your Headset" on page 3.
My phone did not locate the headset.	Turn both your phone and headset off and on, and then repeat the pairing process on page 3.
I could not enter my PIN code/ Passkey.	Turn both your phone and headset off and on, and then repeat the pairing process on page 3. Your PIN code/Passkey is 0000.
I cannot hear caller/dial tone.	The headset may not be turned on. Tap the call control button. If a blue light flashes then the headset is on. If not, then press the call control button for approximately 2 seconds until you hear a tone or see the indicator glow blue.
	Your headset battery may be drained. Charge your battery. See "Charging Your Headset" on page 1.
	Your headset may be out of range. See "Range" on page 9.

Troubleshooting

Audio quality is poor.	Make sure that headset is sitting correctly in your ear with microphone pointing towards the corner of your mouth. See "Adjusting the Fit" on page 4.
Callers cannot hear me.	Your headset may be out of range. Move the headset closer to the Bluetooth phone. See "Range" on page 9.
	Make sure that the headset is sitting correctly in your ear with the microphone pointing towards the corner of your mouth. See "Adjusting the Fit" on page 4.
My headset falls out of my ear.	Make sure that the headset is sitting correctly in your ear with the microphone pointing towards the corner of your mouth. See "Adjusting the Fit" on page 4.

Product Specifications

Talk Time*	Battery enables up to 5 hours
Standby Time*	Battery enables up to 5 days
Charge Time	3 hours
Range	Up to 33 feet (10 meters)
Headset Weight	12 grams
Battery Type	Headset: Lithium ion polymer
Storage/Usage Temperature	50F–104F (10C – 40C)
Version	Bluetooth 2.0 + EDR
Bluetooth Profiles	Headset Profile (HSP) for talking on the phone
	Hands-free Profile (HFP) for talking on and operating the phone

* Performance may vary by device.