PLANTRONICS
SOUND INNOVATION®

Plantronics Explorer® 380/390 Series
User Guide

Welcome

Congratulations on purchasing a Plantronics headset. This
User Guide contains instructions for setting up and using your
Plantronics Explorer® 380/390 series headset. Please refer to the
separate "For Your Safety" booklet for important safety, charging, battery
and regulatory information prior to installation or use of the product.

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 or call your country
support line mentioned at the back of this user guide.

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.

Contents

What is Bluetooth®?

Bluetooth wireless technology provides a way for devices to communicate with each other using short-range radio frequency instead of wires. Any two Bluetooth devices can communicate as long as they both have Bluetooth turned on, they are within range and they have been paired – a quick "handshake" process that connects the two devices. Bluetooth range is up to 10 meters (33 feet). Obstructions such as walls or other electronics devices can cause interference or shorten the effective range.

NOTE For optimal performance, place your headset and phone on the same side of your body.

Package Contents and Features

Headset Front

- Earloop
- Call control button (on/off)
- Indicator light
- Volume control

Headset Back
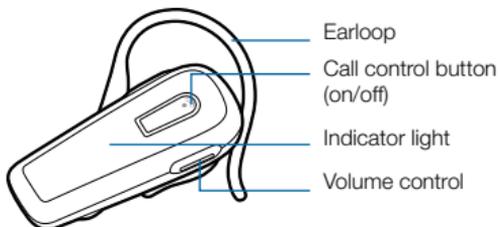
- Microphone
- Speaker/eartip
- Charging jack
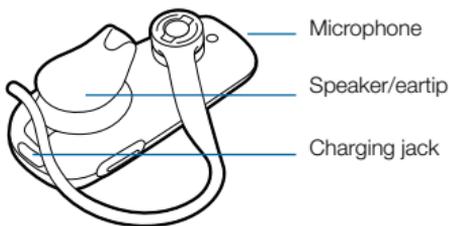
AC Charger
100–240V

Plantronics Explorer® 380/390 Series Accessories*

Vehicle Charging Adapter
#76777-01

Vehicle Power Charger
#78583-01

USB Lanyard
#74948-01

USB Headset Charger
#76016-01

* May not be available for all models. To order, please contact your Plantronics supplier or go to www.plantronics.com

Charging Your Headset

CHARGING TIME
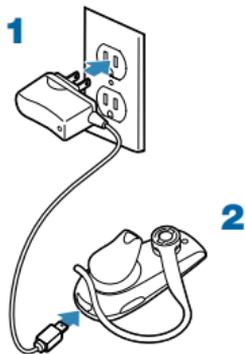
2 hours	🔋
Full charge	
20 minutes	🔋
Minimum charge before first use	

How to Charge Your Headset Using the AC Charger

Before using your headset for the first time, charge it for at least 20 minutes. A full charge takes approximately two hours.

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

2 **Connect the charger cable to the charging jack on the headset.**

While your headset is charging, the indicator glows red. When your headset is fully charged, the indicator turns off.

Do not use your headset while it is connected to the charger.

NOTE Never charge the headset where the temperature may fall below 0 ℃ (32 ℉) or rise above 40 ℃ (104 ℉) – for example, in an unattended motor vehicle. Do not charge the headset while it is unattended.

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 phone. Normally, you need to pair your headset with your phone only once.
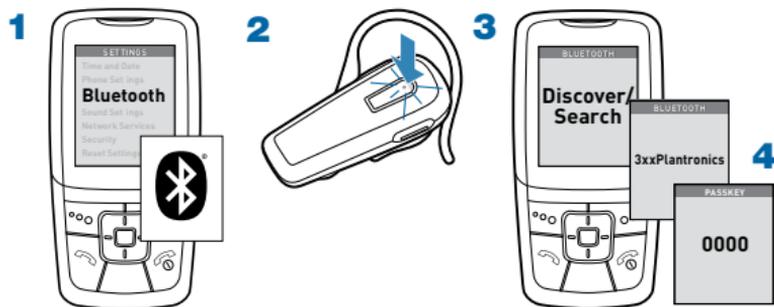
To see a demo of the pairing process, visit www.plantronics.com/EasyToPair (only available in English).

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 (the indicator light flashes red and blue). 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 successfully paired with a Bluetooth phone.

Pairing Your Headset – First Time

1 SETTINGS
Time and Date
Phone Set tings
Bluetooth
Sound Set ings
Network Services
Security
Reset Setting

2

3 BLUETOOTH
**Discover/
Search**

BLUETOOTH
3xxPlantronics

4 PASSKEY
0000

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 until the indicator light flashes
red and blue. The headset is now in pairing mode.

If you don't see the red/blue flash, press and hold the call control
button to turn your headset off, and then press and hold the call
control button again until you see the red/blue flash.

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

4 If prompted for the PIN code/passkey, enter 0000.
Pairing is successful when the indicator on your headset flashes
blue. Your headset is now connected and ready to use.

Pairing Your Headset

How to Pair Your Headset If it Has Been Previously Paired With Another Device

1 Turn the headset off.
Press and hold the call control button until the indicator turns red and then turns off.

2 Turn the headset on.
Press and hold the call control button until the indicator light continues to flash red and blue. The headset is now in pairing mode.

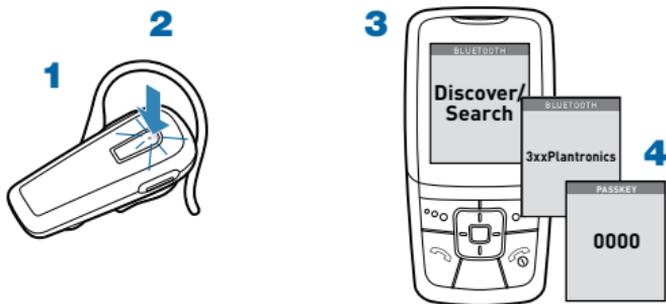**3 Use the commands on your phone to locate your headset.**
For most phones, select Settings/Tools > Connections > Bluetooth > Search > 3xxPlantronics. See your phone's user guide for more information.

4 If prompted for the PIN code/passkey, enter 0000.
Pairing is successful when the indicator on your headset flashes blue. Your headset is now connected and ready to use.

NOTE This headset is equipped with Secure Simple Pairing (SSP). If your phone supports SSP, you will not have to follow step 4; you will instead see a message on your phone alerting you to a successful pairing.

Adjusting the Fit

Right

Left
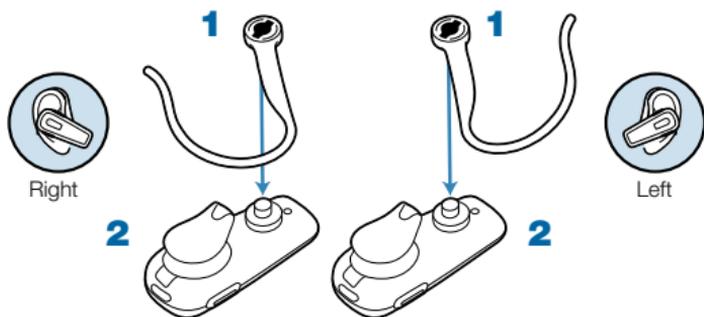
1 To remove the earloop, gently pull up on earloop near the Plantronics name until you hear a snap. To replace, gently snap back onto post.
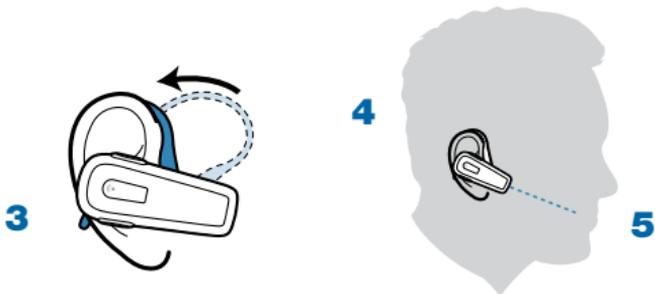
2 Position earloop as shown above.

3 Place the ear loop behind your ear.

4 Rotate the headset so that the speaker/eartip rests comfortably in your ear.

5 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.

Headset Controls

Turn on the headset	Press and hold the call control button until the indicator glows blue. You will hear ascending tones.
Turn off the headset	Press and hold the call control button until the indicator glows red. You will hear descending tones. When power is off, the indicator light stays off.
Answer a call	Tap the call control button.
	When you receive a call, your phone may ring before your headset rings. Wait until you hear the ring in your headset before you press the call control button to answer the call.
Reject a call	When phone rings, press and hold the call control button until you hear a single low note.
Make a call	Enter number on your phone, press send, and the call is automatically transferred to headset. There is no need to press the call control button.
Adjust the volume	Tap the volume button to increase volume. At the upper limit you will hear two tones. Press again for the lowest volume level. (There are five volume levels.)
	⚠ **WARNING** Do not use headphones/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

Transfer a call from headset to phone	While on a call, press and hold the call control button until you hear a single long low tone.
Transfer a call from phone to headset	While on a call, press and hold the call control button until you hear a single short low tone.
Check battery charge	While the headset is on (but not on a call), press and hold the call control and volume buttons. The indicator light will blink red once for a full battery, twice for $2/3$ charge, or three times for $1/3$ charge.
Turn Multipoint on or off (available on Explorer 390 series only)	While the headset is off, press and hold the call control and volume buttons. The indicator light will flash blue twice when Multipoint turns on, or once when it turns off.
Hard reset	While the headset is on (but not on a call), press and hold the call control button while connecting the headset to any charging accessory.

Range

To maintain a connection, keep your headset within 10 meters (33 feet) of the Bluetooth device. If there are obstacles between your headset and the device, 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.

NOTE The headset attempts to reconnect for 30 seconds. If you move back in range after 30 seconds pass, 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.

Using More Than One Bluetooth Phone
[Explorer 390 series only]

Plantronics Explorer 390 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 4 seconds.
The indicator light will flash blue twice. You wlll hear a brief low tone. See steps 1, 3 and 4 of "Pairing Your Headset" on page 4 to pair your headset with your second phone. If not paired in 2 minutes, the headset will automatically exit pairing mode.

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.

Indicator Lights

Headset Status	Headset Indicator Light
Powering on	Steady blue, then intermittent flashes in standby mode.
Powering off	Red appears, then turns off.
Standby	Blue intermittent flashes.
Charging battery	Red solid light. Light indicator turns off when the battery is fully charged and the headset is off.
Low battery	Three red flashes.
Pairing mode	Blue/red alternating flashes while pairing, then blue when successfully paired.
Missed call	Three repeating purple flashes. Press the call control button to cancel the indicator light.
Incoming call	Three repeating blue flashes when ringing.

Hands-Free Features

If your phone and your wireless service provider both support hands-free operation, you can use the following features:

Redial the last number	To activate last number redial, double tap the call control button. You will hear a double tone after each double tap.
Using Voice Dialing	With the headset on, press the call control button for 2 seconds to activate the voice dialing. **NOTE** To use voice-activated dialing, the voice-dialing feature must be enabled on your phone. See your Bluetooth phone manual for instructions.
Reject a call	When receiving an incoming call, press the call control button for 2 seconds to reject the call. You will hear a single low tone when the call has been rejected.

Troubleshooting

My headset does not work with my phone.	Headset was not in pairing mode when mobile phone menu selections were made. See page 5 "Pairing Your Headset."
	Incorrect menu selections were made on your mobile phone. See page 5 "Pairing Your Headset."
I did not enter my PIN code/ passkey.	Your phone may support Secure Simple Pairing and may not require you to enter a PIN code.
	Your phone did not locate the headset. Repeat the pairing process on page 5.
	Incorrect menu selections were made on your mobile phone. Repeat the pairing process on page 5.
Callers cannot hear me, or I cannot hear caller/ dialing tone.	The headset is not turned on or the headset is not connected to mobile phone. Press the call control button for 2 seconds until you hear a beep or see the indicator light glow blue to turn headset on.
	Your headset is out of range. Move the headset closer to the phone or Bluetooth device.
	Your headset battery is drained. Charge your battery using the AC power adapter supplied.
	The listening volume is too low. Press the volume key up (toward the earloop) to increase the sound heard in the headset.
Headset does not charge	The headset is currently in an environment that is either too cold or too hot. Move the headset to an environment where the temperature is between 0 ℃ – 40 ℃ (32 ℉ – 104 ℃).

Product Specifications

Talk Time*	Up to 7 hours, depending on pairing devices
Standby Time*	Approximately 8 days or 192 hours
Charge Time	2 hours
Range	Up to Bluetooth standard 10 meters (33 feet)
Power Requirements	5V DC – 180 mA
Battery Type	Lithium ion polymer (embedded, non-replaceable)
Operating/Charging/ Storage Temperature	0 ℃ – 40 ℃ (32 ℉ – 104 ℉)
Version	Bluetooth 2.1 EDR with Secure Simple Pairing
Supports Bluetooth hands-free and headset profiles.	

* Battery enabled. Performance may vary by the devices you pair with and the number of active pairings. Battery life may be reduced if multipoint functionality is enabled.

For safety information, see the separate "For Your Safety" booklet.

For warranty information, see the separate "2 Year Warranty" leaflet or visit
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U.S. Patents Pending

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