



**PLANTRONICS**  
SOUND INNOVATION™

→ ● ● ● → USER GUIDE

# PLANTRONICS .AUDIO™ 920

BLUETOOTH® HEADSET SYSTEM



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Thank you for choosing the Plantronics .Audio™ 920 Bluetooth® Headset System. To get the most from your new headset solution, we recommend that you take the following steps:

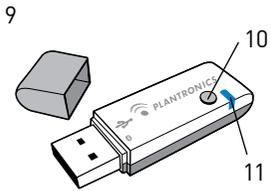
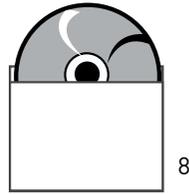
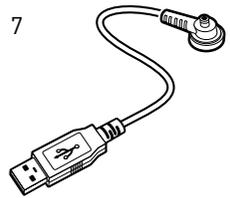
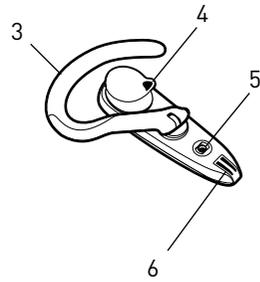
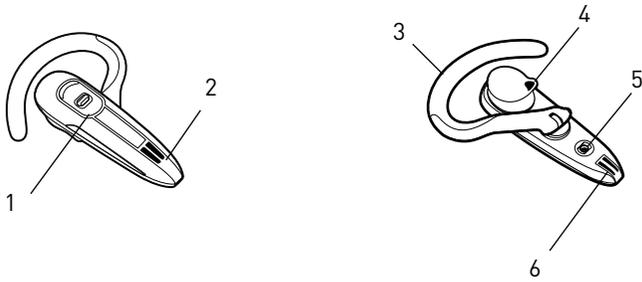
1. Read this User Guide, including all the safety information at the end of this guide, before you use your headset.
2. If you need assistance, please do the following:
  - Follow the steps in the “Troubleshooting” section on page 17.
  - Contact the Plantronics Technical Assistance Center at [www.plantronics.com/support](http://www.plantronics.com/support).
3. Visit [www.plantronics.com/productregistration](http://www.plantronics.com/productregistration) to register your headset solution online so we can provide you with the best possible service and technical support.

**NOTE:** If you are considering returning the product, please contact the Technical Assistance Center first at 800-544-4660 Ext. 5538. Open from Sunday 3 PM to Friday 5 PM PST, except major US holidays.

## WHAT IS BLUETOOTH?

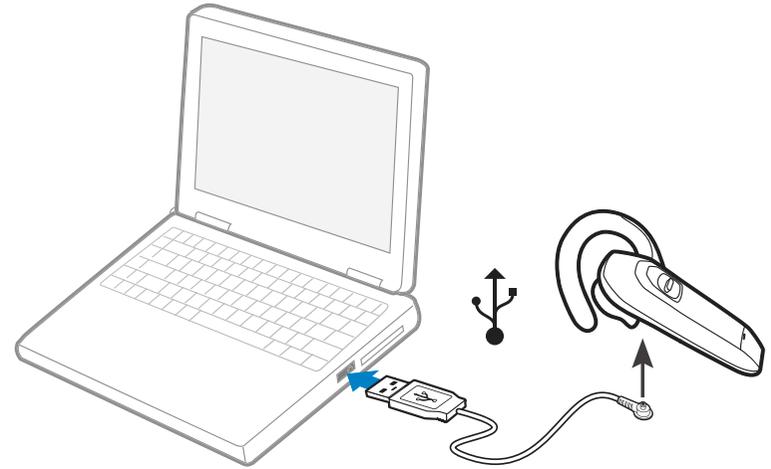
*Bluetooth* wireless technology provides a way for devices to communicate with each other using short-range radio frequency instead of wires. Any two *Bluetooth* devices can communicate as long as they both have *Bluetooth* turned on, they are within range and they have been paired--a quick “handshake” process that connects the two devices.

*Bluetooth* range is up to 33 feet (10 metres). Obstructions, such as walls or other electronic devices, can cause interference or shorten the effective range. For optimal performance, place your headset and phone on the same side of your body.



1. Call control button
2. Wind screen
3. Adjustable ear loop
4. Ear tip
5. Charging jack
6. Noise canceling microphone
7. Headset USB Charging Cable
8. PerSonoCall® Software CD
9. USB Bluetooth Adapter BUA-100
10. Pairing/Connect Button
11. Indicator Light

 Please refer to the separate Safety Instructions for important product safety information prior to installation or use of the product.



USB Charging

Before you use your headset for the first time, charge it for at least 1 hour. It takes approximately 2 hours to fully charge your headset.

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

Check the charge level

When you turn on the headset, the indicator flashes red to show the charge level.

Red Flashes	Battery Level
 1	Less than 1/3 full
 2	1/3 to 2/3 full
 3	More than 2/3 full

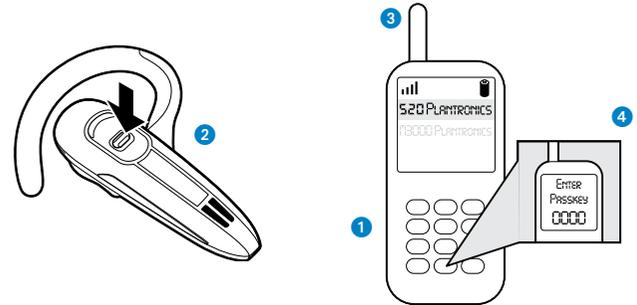
## Powering USB Bluetooth Adapter



The USB *Bluetooth* adapter is automatically powered on upon inserting into the USB port of the computer. If your USB port on the computer is hard to access, you can use a USB extension cable (not included).

**NOTE:** The USB Bluetooth adapter is automatically active with the current paired headset upon powering on.

## Pairing Headset with Bluetooth Phone



Before using your headset for the first time, you must pair it with your *Bluetooth* phone or device. Be sure the headset is fully charged. For set up and pairing instructions with *Bluetooth* devices other than mobile phones, please consult your *Bluetooth* device user guide.

Turn on both devices.

1. Turn ON the *Bluetooth* feature on your phone.

**TIP:** For most phones, select Settings/Tools >Connections > *Bluetooth* > On. See your phone's user guide for more information.

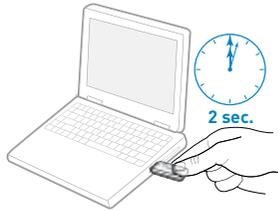
2. Turn the headset off by pressing and holding the call control button until the indicator turns red and then turns off.
3. Turn the headset back on by pressing and holding the call control button until the indicator flashes red/blue. The headset is now in pairing mode.
4. Use the commands on your phone to locate your headset.

**TIP:** For most phones, select Settings/Tools > Connections > *Bluetooth* > Search > 520Plantronics. See your phone's user guide for more information.

5. When prompted for the password, enter 0000.

When pairing is successful, the indicator on your headset flashes blue. Your headset is now connected and ready to use.

## Pairing Headset with USB Bluetooth Adapter



**NOTE:** The headset and USB Bluetooth adapter are paired to each other at the factory. However, if you have purchased a USB Bluetooth adapter separately, or if you wish to use a replacement headset with your existing adapter, the units must be paired.

Power on the headset. Insert the USB *Bluetooth* adapter in the USB port of your computer.

1. Put headset into pairing mode as described in previous section.
2. Pinch the pairing/connect button for at least 2 seconds until adapter flashes red and blue and begin pairing with your *Bluetooth* headset.

**NOTE:** Take caution when manually pairing the USB adapter. Do not press hard. Please “pinch” with both fingers rather than push on the adapter to avoid damage to the adapter or USB port.

Plantronics PerSonoCall® software provides the link between your *Bluetooth* headset and the internet calling application on your computer. PerSonoCall software provides the ability to remotely detect and answer/end a call from your internet calling application via the headset call control button.

1. With the CD inserted, go to the PerSonoCall main screen and click on “Install the PerSonoCall Software.”
2. Your internet calling may require you to choose which audio device you wish to use. Please refer to internet calling application documentation for details.

**NOTE:** When the USB Bluetooth adapter is installed, it becomes the default audio device in your computer. You can set preferences manually in the Windows® operating system through the Sounds and Audio Devices option in the Control Panel.

**NOTE:** Once installed we recommend that you set PerSonoCall to launch whenever the Windows® operating system starts.

## System Tray Icons

After installing the software, one of the four system tray icons will appear in the tray bar at the bottom of your screen showing status of headset communication with PerSonoCall.

- : No headset detected
- : Headset detected, no radio link to USB *Bluetooth* adapter
- : Headset detected, and radio link to USB *Bluetooth* adapter active
- : Headset detected, and radio link to USB *Bluetooth* adapter is locked on

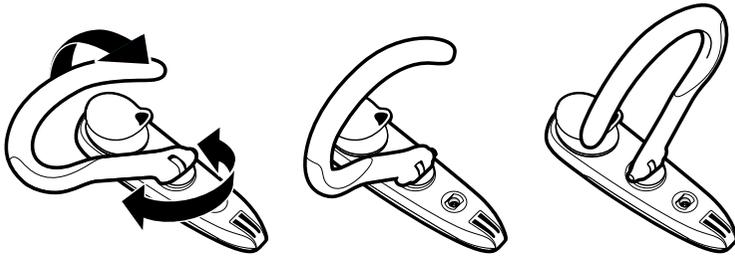
## Configuration and status

- Right click on the headset system tray icon and choose “Options.” This will bring up the PerSonoCall Basic Options and Current Status Screens.

Refer to online application help for explanation details on the PerSonoCall software.

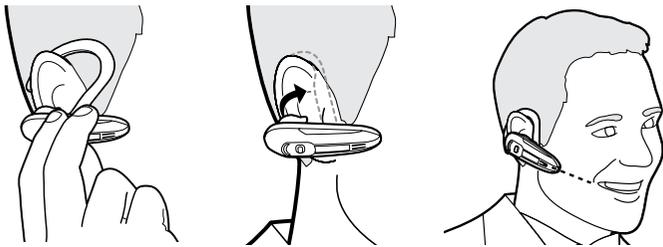
## PROPER FIT

1. Lift the ear loop.
2. Swivel the ear loop to the right to wear it on your left ear, or swivel it to the left to wear it on your right ear.



3. Place the ear loop behind your ear.
4. Rotate the headset so that the speaker rests comfortably in your ear.
5. Align the microphone with the corner of your mouth.

**TIP:** Callers can hear you best when you point the microphone towards the corner of your mouth.



## HEADSET CONTROLS

Action	Steps
Turn on the headset	Press and hold the call control button until the indicator glows blue. The indicator then flashes red up to three times to show you the battery charge level.
Turn off the headset	Press and hold the call control button until the indicator glows red. When the power is off, the indicator stays off.
Answer a call	Briefly press the call control button.
Reject a call	Press the call control button until you hear a long tone.
End a call	Briefly press the call control button.
Make a call	The call automatically transfers to your headset after you enter the number on your phone and press send.
Adjust volume	Push the call control button up to increase the listening volume or down to decrease the volume.
Transfer a call from the headset to the phone	Press and hold the call control button until you hear a long low tone.
Transfer a call from the phone to the headset	Briefly press the call control button.

## Tips

- If you're wearing the headset, you hear ascending tones when the power turns on and descending tones when the power turns off.
- 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.
- For best performance, position your phone on the same side of your body as your headset.
- To quickly re-connect to your recently used device that is within range, briefly press the call control button.
- To cancel an outgoing call, briefly press the call control button.

## USING YOUR HEADSET

### Answering/Ending/Making Calls with PerSonoCall on an Internet calling application

**To make a call**, simply dial the number via your internet calling application.

**To answer or end a call**, press the call control button.

When using PerSonoCall, the radio link between the headset and the USB *Bluetooth* adapter will only be active during a call. This is the default setting intended to preserve the battery life of the headset. However, you may wish to have the radio link active when not on a call so you can listen to other audio sources, such as streaming audio on your PC.

**NOTE:** Locking the radio link on for extended periods of time will significantly reduce the standby and talk time of the headset.

#### For internet calling applications Not Compatible with PerSonoCall

Check the PerSonoCall compatibility list at [www.plantronics.com/personocall](http://www.plantronics.com/personocall) for the most current information on internet calling application compatibility.

If your internet calling application is not currently supported by PerSonoCall, remote detection and answer/end via the headset does not function. Pressing the call control button on the headset will only open and close the radio link providing audio; you must answer the call from the internet calling application.

## INDICATOR LIGHTS

### HEADSET INDICATOR LIGHTS

Action	Light	Tone
Charging	Solid red	None
Fully charged	None	None
Low battery	Double red flash every 10 seconds	2 high tones every 30 seconds
Pairing	Flashes red and blue	1 low tone
Paired	Flashes blue	1 low tone
Turning on	Solid blue for 2 seconds	Ascending tones
Standby	Blue flash every 10 seconds	None
Missed call	Flashes purple every 10 seconds	None
Out of range	None	1 high tone
Back in range	1 blue flash	1 low tone
Turning off	Solid red for 4 seconds	Descending tones

**TIP:** To reset the missed call indicator, press the call control button once.

### BLUETOOTH USB ADAPTER INDICATOR LIGHTS

Action	Light
Disconnected from the Headset	Flashes Purple
Connected to the Headset	Solid Blue
Radio Link Active	Flashes Blue
Pairing Mode	Flashes red and blue

## RANGE

To maintain a connection, keep your headset within 33 feet (10 metres) 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.

As you move out of range, audio quality degrades. When you are far enough away to lose the connection, you hear a high tone in the headset. The headset attempts to reconnect after 30 seconds. If you move back in range later, 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.

## MULTIPOINT

Plantronics Audio .920 supports multipoint technology, which allows you to switch between two different Bluetooth audio devices. This enables you to use one headset between two different phones.

### Pair another Bluetooth device

Repeat the pairing steps with the new device.

### Initiate a call

The headset initiates a call on the device you most recently connected to. To use the second phone, initiate the call using the controls on the second phone. The second phone forms a link with the headset.

### Answer a call

An incoming call from either phone rings through to your headset.

- To answer a call, press the call control button.

### Answer a call while talking on the other device

To answer the second call, the first call must be terminated. There is no function for placing one call on hold while answering another call from the headset.

- Press the call control button once to hang up the existing call, and then press the call control button again to answer the new call from the other phone.
- Wait for the beep and then answer the second call by pressing the call control button again.

If you choose not to answer the second call, and you have voice mail on the second device, the call will go to voice mail.

## HANDS-FREE FEATURES

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

Action	Steps
Redial the last number you called	Press the call control button twice. You hear a high tone after each press.
Voice activated dialing	When the headset is on, press and hold the call control button for about 2 seconds until you hear 1 low tone.
Reject a call	When your headset rings, press and hold the call control button for about 2 seconds until you hear 1 low tone.

**TIP:** When you reject a call the caller goes to voice mail.

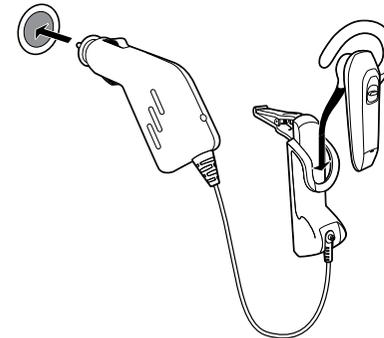
## ACCESSORIES AVAILABLE FOR PURCHASE



USB charging cable  
model # 69519-01



Vehicle power charger  
model #69520-01



Vent clip cradle  
model #72323-01

To order, please contact your Plantronics supplier or go to [www.plantronics.com](http://www.plantronics.com).

Talk time*	Battery enables up to 8 hours
Standby time*	Battery enables up to 180 hours
Charge time	2 hours for full charge
Range	Up to 33 feet (10 metres)
Headset weight	16 grams
<b>Power requirements</b>	
Battery type	Lithium ion polymer
Storage/	50F-104F (10C - 40C)
Usage Temperature	
Version	Bluetooth 2.0
Bluetooth Profiles:	Headset Profile (HSP) for talking on the phone.  Hands-free Profile (HFP) for talking on the phone and operating the phone.

\* Performance may vary by device. Headset can last up to four days without charging, based on average talk time of 1.5 hours per day.

Problem	Solution
My headset does not work with the internet calling application I am using on my PC. (I cannot answer or disconnect from the headset call button).	<p>Check compatibility list on <a href="http://www.plantronics.com/personocall">www.plantronics.com/personocall</a> to ensure your internet calling application is compatible for remote answer and disconnect.</p> <p>Headset battery needs to be charged. See page 5.</p> <p>Headset is not paired to the USB <i>Bluetooth</i> adapter. See page 7.</p> <p>When a PC goes into standby or hibernation, the USB <i>Bluetooth</i> adapter no longer is powered on. Be sure your PC is in an active state.</p> <p>Be sure PerSonoCall software is installed and running. See page 9.</p>
I've plugged in the USB Bluetooth adapter but my headset does not respond to button presses	<p>Headset is not paired to the USB <i>Bluetooth</i> adapter. See page 7.</p> <p>Headset may be out of range of the USB <i>Bluetooth</i> adapter. Move closer to adapter until the headset is within range. Range varies with office environment.</p> <p>When a PC goes into standby or hibernation, the USB <i>Bluetooth</i> adapter no longer is powered on. Be sure your PC is in an active state.</p>
I've installed PerSonoCall and the USB Bluetooth adapter but the system tray icon shows a red X (denoting no connection).	Headset is not paired to the USB <i>Bluetooth</i> adapter. See page 7.
I cannot hear caller.	<p>Headset is not paired to the USB <i>Bluetooth</i> adapter. See page 7.</p> <p>The USB <i>Bluetooth</i> adapter is not set as the default audio device. Use the Audio settings in Windows® under Sounds and Audio Devices to select "Plantronics BT Adapter" as the audio device.</p> <p>Listening volume is too low. Press the volume up button on the headset. See page 11</p>
Callers cannot hear me.	<p>Headset is muted. Press the mute button on headset to unmute the microphone.</p> <p>Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.</p> <p>The USB <i>Bluetooth</i> adapter is not set as the default voice device. Use the Voice settings in Windows® under Sounds and Voice Devices to select "Plantronics BT Adapter" as the voice device.</p>
Sound in headset is distorted. I can hear echo in headset.	<p>Lower the listen volume on your internet calling application until the distortion disappears.</p> <p>Adjust volume on headset. See page 11.</p>
The other headset I was using to listen to music does not work any more.	The USB <i>Bluetooth</i> adapter will set itself as the default audio device in Windows®. Use the Audio settings in Windows® under Sounds and Audio Devices to change the device used for audio.

My headset stops responding to button presses. Headset battery may be dead, so be sure the headset is fully charged. See page 5.

When a PC goes into standby or hibernation, the USB *Bluetooth* adapter no longer is powered on. Be sure your PC is in an active state.

Battery talk time or standby time is significantly degraded even after a full charge.

Battery may be deteriorating. Call your supplier or Plantronics.

The headset radio link is locked on. Be sure you do not lock the radio link on for long periods of time as it will significantly reduce standby and talk time of the headset. See page 12.

I hear beeps in the headset.

One beep every 10 seconds is caused by a low battery warning. Recharge battery by returning headset to the charging stand for one to three hours until indicator light turns blue.

One beep is an out of range warning. Move closer to the USB *Bluetooth* adapter.

Two beeps every 30 seconds indicate your mute is on. Press the mute button once to turn mute off.

My headset does not work with my phone.

Ensure that the headset is fully charged.

Make sure headset is paired with the phone you are trying to use.

Headset was not in discovery mode when mobile phone menu selections were made. See "Pairing" on page 7.

Incorrect menu selections were made on your mobile phone. See "Pairing" on page 9.

Your phone did not locate the headset

Turn both your phone and headset off and on, and then repeat the pairing process on page 7.

I could not enter my password

Turn both your phone and headset off and on, and then repeat the pairing process on page 7.

I cannot hear caller/dialing tone.

The headset is not turned on. Press the call control button for approximately 2 seconds until you hear a tone or see the indicator glow blue.

Your headset is out of range. Move the headset closer to the phone or Bluetooth device.

Your headset battery is drained. Charge your battery. See "Charging" on page 5.

The listening volume is too low. Push the call control button up to increase the sound you hear in the headset.

Visit our Web site at [www.plantronics.com/support](http://www.plantronics.com/support) for technical support including frequently asked questions, compatibility and accessibility information. The Plantronics Technical Assistance Center (TAC) is also ready to assist you on 866-363-BLUE (2583).

## REGULATORY NOTICES

### FCC REQUIREMENTS PART 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:  
1. This device may not cause harmful interference, and

2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception which can be determined by turning the radio or television off and on, the user is encouraged to try to correct interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on another circuit.
4. Consult the dealer or an experienced radio/TV technician for help.

**NOTE:** Modifications not expressly approved by Plantronics, Inc. could void the user's authority to operate the equipment.

The antenna used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

#### FCC REGISTRATION INFORMATION — Part 68

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA. On the exterior of this equipment is a label that contains a product identifier in the format US:AAAEQ##TXXXX. If requested, this information must be provided to your telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible jack that is also compliant. See installation instructions for details.

The REN is useful to determine the quantity of devices you may connect to your telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, contact your local telephone company. For product approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ### are the REN without the decimal point. [For example, 03 represents a REN of 0.3.] For earlier products, the REN is separately shown on the label.

If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this unit, for repair or warranty information, please contact customer service at (800) 544-4660. If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved.

**DO NOT DISASSEMBLE THIS EQUIPMENT:** It does not contain any user serviceable components.

We recommend the installation of an AC surge arrester in the AC outlet to which this equipment is connected. Telephone companies report that electrical surges, typically lighting transients, are very destructive to customer terminal equipment connected to AC power sources.

## Exposure to RF Radiation

The internal wireless radio operates within the guidelines found in radio frequency safety standards and recommendations, which reflect the consensus of the scientific community. Independent studies have shown that the internal wireless radio is safe for use by consumers. Visit [www.plantronics.com](http://www.plantronics.com) for more information.

## Industry Canada Radio Equipment

The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met. Operation is subject to the following two conditions: [1] this device may not cause interference, and [2] this device must accept any interference, including interference that may cause undesired operation of the device. "Privacy of communications may not be ensured when using this telephone." This product meets the applicable Industry Canada technical specifications of the RSS210.

# WARRANTY

## LIMITED WARRANTY

- This warranty covers defects in materials and workmanship of products manufactured, sold or certified by Plantronics which were purchased and used in the United States.
- The warranty lasts for one year from the date of purchase of the products.
- This warranty extends to you only if you are the end user with the original purchase receipt.
- We will at our option, repair or replace the products that do not conform to the warranty. We may use functionally equivalent reconditioned/refurbished/remanufactured/pre-owned or new products or parts.
- To obtain service in the U.S., contact Plantronics at (866) 363-BLUE (2583).
- THIS IS PLANTRONICS' COMPLETE WARRANTY FOR THE PRODUCTS.
- This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Please contact your dealer or our service center for the full details of our limited warranty, including items not covered by this limited warranty.

## Important Safety and Operational Information

Please read the following safety and operational instructions before using your *Bluetooth* headset. Keep these instructions for future reference. When using your *Bluetooth* headset, these basic safety precautions and warnings should be followed to reduce the risk of fire, electric shock, injury to persons and damage to property.

This symbol  identifies and alerts the user to the presence of important safety warnings.

### WARNINGS

- CHILDREN. Never allow children to play with the product – small parts may be a choking hazard.
- Check local laws regarding use of a mobile phone and headset while driving. If you use the headset while driving, ensure your attention and focus remain on driving safely.
- Observe all signs that require an electrical device or RF radio product to be switched off in designated areas, such as hospitals, blasting areas, potentially explosive atmospheres and aircraft. On aircraft, obey the airline regulations for use of wireless equipment.
- To reduce the risk of electric shock, explosion or fire use only the supplied charger or Class 2 AC adapter to charge the headset. Ensure that the voltage rating (e.g. 120v, 60 Hz) corresponds to the power supply you intend to use.
- Do not disassemble the AC adapter as this may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock or fire when the product is subsequently used.
- Do not insert anything into the product because this may cause damage to the internal components or cause injury to you.
- Avoid contact with liquids. Do not locate this product near water, for example, near a bath or sink, in a wet cellar or near a swimming pool.

- Discontinue use of product and contact Plantronics if the product overheats, has a damaged cord or plug, if the product has been dropped or damaged, or if the product has come into contact with liquids.
- Exposure to high volume sound levels may damage your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use your headset or headphones with the volume set at moderate levels and avoid prolonged exposure to high volume sound levels. The louder the volume, the less time is required before your hearing could be affected. You may experience different sound levels when using your headset or headphones with different devices. The device you use and its settings affect the level of sound you hear. If you experience hearing discomfort, you should stop listening to the device through your headset or headphones. To protect your hearing, some hearing experts suggest that stop listening to the device through your headset or headphones. To protect your hearing, some hearing experts suggest that you:
  1. Set the volume control in a low position before putting the headset or headphones on your ears.
  2. Limit the amount of time you use headsets or headphones at high volume.
  3. Avoid turning up the volume to block out noisy surroundings.
  4. Turn the volume down if the sound from the headset or headphones prevents you from hearing people speaking near you. See [www.plantronics.com/healthandsafety](http://www.plantronics.com/healthandsafety) for more information on headsets and hearing.

### BATTERY WARNINGS

To reduce the risk of fire or injury to persons, read and follow these instructions.

- Charge the headset according to the instructions supplied with the unit.
- Do not expose the battery to high temperatures.
- Do not puncture or otherwise damage the battery. The cell contains corrosive materials which may damage eyes and skin and may be toxic if swallowed.
- Do not short-circuit the battery, as this may result in a sudden rise in temperature.
- Do not incinerate the battery.
- Never put batteries in mouth. If swallowed, contact your physician or local poison control center.
- Dispose or recycle the battery according to local and regional regulatory requirements.



### Plantronics, Inc.

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