



**Plantronics Discovery® 925**  
**User Guide**

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## Welcome

Thank you for purchasing the Plantronics Discovery® 925 earpiece. This guide contains instructions for setting up and using your new earpiece.

△ Please refer to the Safety Information in this booklet for important product safety information prior to 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](http://www.plantronics.com/support) or call 1-866-363-BLUE (2583).

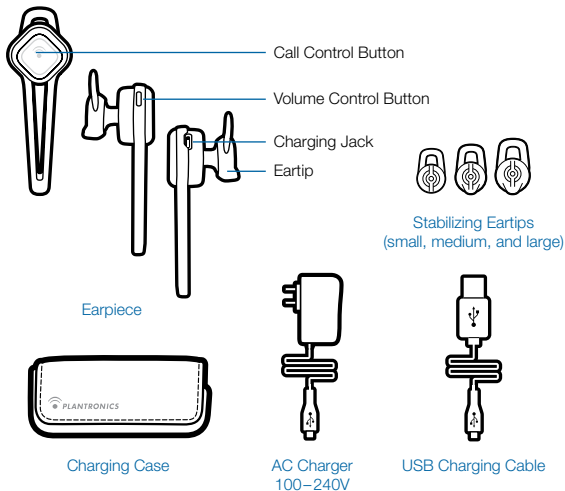
**NOTE** If you are considering returning this earpiece, please contact the Technical Assistance Center first.

## Registering Your Product

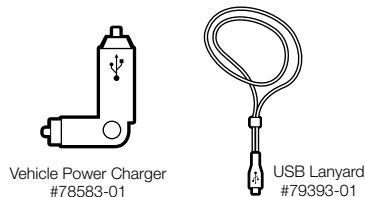
Visit [www.plantronics.com/productregistration](http://www.plantronics.com/productregistration) to register your product online so we can provide you with the best service and technical support.

**NOTE** For pairing your Earpiece, your PIN code, or “Passkey,” is 0000.

## Package Contents and Features



## Product Name & Number Accessories\*



\* Not included. To order, please contact your Plantronics supplier or go to [www.plantronics.com](http://www.plantronics.com)

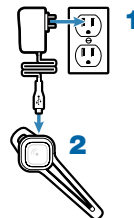
## Charging Your Earpiece

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

### CHARGING TIME

3 hours ..... Full charge using  
AC or USB

1 hour ..... Minimum charge  
before first use

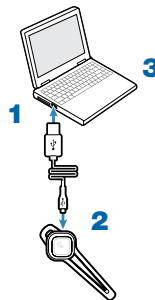


### Option A: Using the AC Charger

- 1 Plug the AC charger into a power outlet.
- 2 Connect the AC charger to the charging jack on the earpiece.

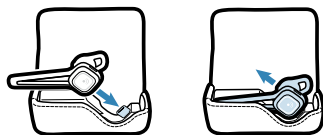
### Option B: Using the USB Charger

- 1 Connect USB charger to the USB port on a computer or laptop.
- 2 Connect the USB charger to the charging jack on the earpiece.
- 3 Turn the computer or laptop on.



⚠ **WARNING** Do not use your earpiece while it is connected to the charger.

## Charging Your Earpiece



### CHARGING TIME

3 hours .....Full charge using charging case

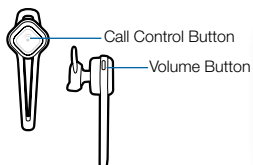
1 hour .....Minimum charge before first use

### Option C: Using the Charging Case

Open the cover of the case. Align the charging jack on the earpiece with the micro USB connection in the case. Gently push the earpiece onto the micro USB connection until you feel it click into place.

**IMPORTANT** Incorrect removal of the earpiece from the case will damage the micro USB port in the case. To properly remove the earpiece, use your thumb to gently push the earpiece in a diagonal, not vertical, direction away from the micro USB connector.

### Checking the Battery Level of Your Earpiece

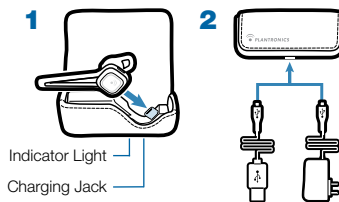


### CHARGE INDICATOR LIGHTS

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

With the earpiece on, simultaneously press and hold the call control button and the volume button for about 2 seconds. The indicator light flashes red to show the charge level.

## Charging Your Earpiece



### CHARGING TIME

9 hours....Full charge using USB

3 hours....Full charge using AC

The charging case provides one full charge to your earpiece before the battery within the case requires charging. While the case is charging, the indicator light on the bottom of the case flashes red. When fully charged, the indicator turns off.

### Recharging the Charging Case

#### 1 To check the battery status of the charging case, you must connect the earpiece to the case.

If the earpiece does not begin charging mode (indicator light slowly flashes red) then both the earpiece and case need recharging.

#### 2 Plug either the AC charger or the USB charger to power source before connecting to the charging jack on the bottom of the case.

If you disconnect the power source from the case after 10 minutes of charging you must then wait at least 60 minutes before reconnecting a power source to resume the charging cycle.

**NOTE** If recharging with the AC charger, the charging case will feel warm to the touch during the charging cycle. Once fully charged, the case will cool down. See "Safety Information" on page 16 for more information.

## Pairing Your Earpiece

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

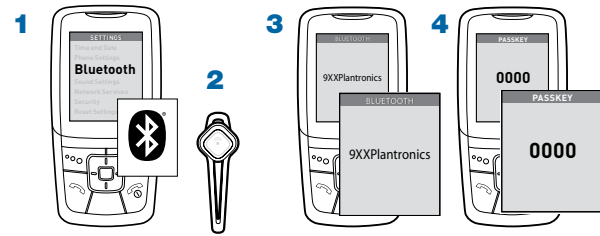
To see a demo of the pairing process, visit [www.plantronics.com/EasyToPair](http://www.plantronics.com/EasyToPair).

### Plantronics QuickPair™ Technology

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

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

## Pairing Your Earpiece



### How to Pair Your Phone with Your Earpiece 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 earpiece on.

Press and hold the call control button until the indicator flashes red/blue. The earpiece is now in pairing mode.

If you don't see the red/blue flash, press and hold the call control button to turn your earpiece 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 earpiece.

For most phones, select Settings/Tools > Connections > Bluetooth > Search > 9XXPlantronics. See your phone's user guide for more information.

#### 4 When prompted for the PIN code or Passkey, enter 0000.

Pairing is successful when the indicator on your earpiece flashes blue. Your earpiece is now connected and ready to use.

## Adjusting the Fit

For optimal voice clarity, point the boom towards the corner of your mouth.



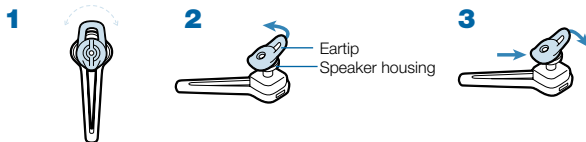
Correct Fit



Incorrect Fit

### How to Install a Different Gel Eartip

If the earpiece does not feel stable, the eartip needs adjusting or it may be the wrong size for your ear. The earpiece comes with the medium eartip installed, but you can replace it with the optional small or large eartip provided.



#### 1 Remove the eartip from your ear.

Rotate the eartip on the earpiece to position the stabilizer to rest comfortably in your ear. If the earpiece still feels unstable, then remove the ear-piece from your ear and change the eartip to a different size.

#### 2 To remove the eartip, gently pull the stabilizer loop of eartip off of the speaker housing.

#### 3 To fit a new eartip, position the eartip over the speaker housing with the stabilizer pointed away from the microphone boom and gently press the eartip onto speaker housing.

## Earpiece Controls

**Turn on the earpiece** Press and hold the call control button for 2 seconds until the indicator glows blue. If earpiece flashes red 3 times when you turn on the earpiece then the battery is very low and should be recharged.

**NOTE** When your earpiece is in standby mode, the indicator is off. To confirm that your earpiece is on, press any button. You should see a blue light flash.

**Turn off the earpiece** Press and hold the call control button for 4 seconds until the indicator glows red. When power is off, indicator stays off.

**NOTE** If you're wearing the earpiece, you hear ascending tones when the power turns on and descending tones when the power turns off.

**Answer or reject a call**

When your earpiece rings, tap the power button once; you should hear 1 low tone.

To reject a call and send the caller to voice mail, press the call control button for 2 seconds.

**NOTE** Your phone may ring before your earpiece rings. Wait until you hear the ring in your earpiece to press the call control button and answer the call.

**End a call**

During active call, tap the call control button.

**Make a call**

When the earpiece is paired to your phone and in range, enter phone number on your phone and press send. The call automatically transfers to your earpiece.

**Transfer a call between earpiece and phone**

During an active call, press and hold the call control button for 2 seconds. You will hear a single low tone followed by a double low tone.

## Earpiece Controls

**Turning the multipoint feature on** To prolong battery life, the multipoint feature is turned off by default. To turn on feature, see “Turning the Multipoint Feature On and Off” on page 13.

**Turn off the online indicator** Press and hold the volume button for 4 seconds while the earpiece is on. Blue light will dim over 2 seconds. Repeat action to activate online indicators. Blue light will brighten over 2 seconds. You will hear a single low tone, silence, and then a double low tone.

**Adjust the volume** During an active call, tap the volume button. There are 3 volume settings. Each tap will increase the volume until maximum is reached and you hear two low tones. Tapping again will drop volume to minimum setting and subsequent taps will increase volume until maximum is again reached.

**⚠ WARNING** Do not use headphones/Earpieces 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](http://www.plantronics.com/healthandsafety) for more information on Earpieces and hearing.

## 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 you called** Tap the call control button twice. You will hear two low tones.

**Voice activated dialing** When the earpiece is on, press and hold the call control button for 2 seconds until you hear 1 low tone.

## Range

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

The earpiece 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 Earpiece is paired.

## Indicator Lights and Tones

	Light	Tone
Status check	1 blue flash	1 tone
Charging	1 red flash every 10 seconds	None
Fully charged	None	None
Low battery	2 red flashes for 2/3 full battery	None
Very low battery	3 red flashes every 10 seconds	3 high tones every 10 seconds
Pairing	Red and blue flashes	1 low tone
Paired	Blue flashes	1 low tone
Turning on	Solid blue for 2 seconds	Ascending tones
Turning off	Solid red for 4 seconds	Descending tones

## Indicator Lights and Tones

	Light	Tone
Incoming call	3 blue flashes every 2 seconds	3 rapid low tones every 2 seconds
Answer call	1 blue flash	1 low tone
Call in progress	1 blue flash every 2 seconds	None
Volume up or down	1 blue flash for each volume adjustment	1 tone with volume corresponding to volume level 2 low tones to indicate maximum volume level reached
End call	1 blue flash	1 low tone
Missed call	3 purple flashes every 10 seconds for 5 minutes	None
Out of range	None	1 high tone
Back in range	Flashes to match current earpiece state	1 low tone
Turning on multipoint	2 blue flashes	None
Turning off multipoint	1 blue flash	None

**NOTE** By default, the online indicator is turned on. To turn off the online indicator, see “Earpiece Controls” on page 8.

## Troubleshooting

**My earpiece does not work with my phone.**

Make sure the earpiece is fully charged.  
Make sure earpiece is paired with the Bluetooth phone you are trying to use.  
See “Pairing Your Earpiece” on page 4.

**My phone did not locate the earpiece.**

Turn both your phone and earpiece off and on, and then repeat the pairing process on page 4.

**I could not enter my PIN code.**

Turn both your phone and earpiece off and on, and then repeat the pairing process on page 4.  
**Your PIN code, or Passkey, is 0000.**

**I cannot hear caller/dial tone.**

The earpiece 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 earpiece is out of range. Move the earpiece closer to the Bluetooth phone.  
Your earpiece battery is drained. Charge your battery. See “Charging Your Earpiece” on page 1.  
The listening volume is too low. Incremental tapping of the volume button will adjust volume. See instructions for adjusting the volume in “Earpiece Controls” on page 8.  
Make sure that the eartip fits properly. See “Adjusting the Fit” on page 6.



## Troubleshooting

Audio quality is poor.	Make sure that earpiece is sitting correctly in ear with boom pointing towards corner of mouth. See "Adjusting the Fit" on page 6.
Callers cannot hear me.	Your earpiece is out of range. Move the earpiece closer to the Bluetooth phone. See "Range" on page 9.
The eartips do not fit my ear.	Try a different size eartip. See "Adjusting the Fit" on page 6.
My earpiece falls out of my ear.	Make sure that Earpiece is sitting correctly in ear with boom pointing towards corner of mouth. See "Adjusting the Fit" on page 6.
My eartip needs to be cleaned.	Remove the eartip from the earpiece and wash it in warm soapy water and dry thoroughly. When the eartip is completely dry, put it back on your earpiece.

## Using More Than One Bluetooth Phone

Plantronics Discovery 925 supports **multipoint technology**, which allows you to use one earpiece with two different Bluetooth mobile phones.

### How to Turn the Multipoint Feature On and Off

To use more than one phone, you must turn the multipoint feature on. When this feature is off, your earpiece can connect to only one Bluetooth phone.

- 1 With your earpiece turned off, press and hold the volume and call control buttons simultaneously until earpiece turns on and indicator flashes blue 2 times.**
- 2 To pair earpiece to a second phone, see "Pairing Your Earpiece" on page 5.**

**NOTE** To turn the multipoint feature off, repeat step 1. The indicator flashes blue 1 time to indicate multipoint is off.

### How to Initiate a Call

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

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

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 earpiece.

- 1 Press the call control button once to hang up the existing call.**
- 2 Press the call control button again to answer the new call from the other phone.**

**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.

## Product Specifications

Talk Time*	Battery enables up to 5 hours
Standby Time*	Battery enables up to 175 hours with multipoint feature OFF Battery enables up to 100 hours with multipoint feature ON
Charge Time	Charging headset using AC = 3 hours Charging headset using USB = 3 hours Charging headset using the case = 3 hours Charging the case using AC = 3 hours Charging the case using USB = 9 hours
Range	Up to 33 feet (10 meters)
Earpiece Weight	8 grams
Battery Type	Headset: Lithium ion polymer Charging Case: Nickel-metal hydride
Storage/Usage Temperature	50F–104F (10C – 40C)
Version	Bluetooth 2.0 + EDR (Enhanced Data Rate)
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.

## 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 and Canada.

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 1-866-363-BLUE (2583). To obtain service in Canada call (800) 540-8363.

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 earpiece and accessories. Please keep these instructions for your reference. Additional warnings may be present on the product, packaging, or in the user instructions.

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

## GENERAL:

Operating and storage temperature is 10°C to +40°C (50°F to +104°F)

## WARNINGS

Exposure to high volume sound levels or excessive sound pressure may damage your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use your earpiece 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 earpiece 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 earpiece. To protect your hearing, some hearing experts suggest that you:

1. Set the volume control in a low position before putting the earpiece on your ears.
2. Limit the amount of time you use earpiece at high volume.
3. Avoid turning up the volume to block out noisy surroundings.
4. Turn the volume down if the sound from the earpiece prevents you from hearing people speaking near you.

See [www.plantronics.com/healthandsafety](http://www.plantronics.com/healthandsafety) for more information on earpiece and hearing.

- Use of an earpiece that covers both ears will impair your ability to hear other sounds. Use of such an earpiece while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and is illegal in most regions.
- Check local laws regarding use of a mobile phone and earpiece while driving. If you use the earpiece while driving ensure your attention and focus remain on driving safely.
- Observe all signs and instructions that require an electrical device or RF radio product to be switched off in designated areas, such as gas/refueling stations, hospitals, blasting areas, potentially explosive atmospheres, or aircraft.

- Keep all products, cords, and cables away from operating machinery. As with all corded products, there is a danger of strangulation if a cord should become wrapped around your neck.
- This product is not a toy. Never allow children to play with the product—small parts may be a choking hazard.
- Install and use eartips and earbuds in accordance with the instructions provided. Do not force eartips or earbuds down the ear canal. If either becomes lodged in the ear canal, seek medical attention immediately.
- Ensure eartips and earbuds are kept clean and free of ear wax buildup to maintain the specified product performance.
- Applying excessive pressure to the earpiece may injure the outer ear. Do not wear the earpiece while sleeping or in other situations where pressure may be exerted against the earpiece.
- Do not disassemble or insert anything into the product or charger because this may cause damage to the internal components or cause injury to you.
- If the product or charger: overheats; has a damaged cord or plug; has been dropped or damaged; has been dropped into water, disconnect any charger from its supply, discontinue use of the product and contact Plantronics.
- Prevent rain, moisture or other liquid from coming into contact with the product to protect against damage to your earpiece or injury to you. This warning is not applicable for ruggedized or sports products which are designed to withstand contact with moisture.

## CHARGING WARNINGS

- To reduce the risk of electric shock, explosion or fire, use only the charger supplied by Plantronics to charge the product. Do not use the chargers with other products or for any other purpose. Ensure that the voltage rating corresponds to the local mains or power supply you intend to use.
- If your earpiece is designed to be charged with your mobile phone charger using a custom adapter, use only mobile phone chargers approved and provided by your mobile phone manufacturer.
- Charge the earpiece according to the instructions supplied with the unit.
- Ensure the mains (AC Power) socket-outlet for the charger is located near the equipment and is easily accessible.

**BATTERY WARNINGS**

To avoid the risk of explosion, fire or leakage of toxic chemicals, please observe the following warnings:

- Do not dispose of the product or battery in a fire. The battery cells may explode.
- Do not open or mutilate the battery. There may be corrosive materials which can cause damage to eyes or skin and may be toxic if swallowed.
- Always store batteries where children cannot reach them.
- If your product has a non-replaceable battery, do not attempt to open the product or remove the battery.
- If your product has a replaceable battery, use only the battery type supplied by Plantronics. Observe the correct polarity when installing the battery. Remove the battery if it will not be used for an extended period; remove a spent battery promptly.
- If your product is designed to be recharged from a non-rechargeable battery: use only the battery type specified in the product instructions; **do not use a rechargeable battery.**
- Do not allow any battery or its holder to contact metal objects such as keys or coins.

**RECYCLING:** Your product and batteries must be recycled or disposed of properly. Contact your local recycling center for information on proper disposal.

**FCC REQUIREMENTS PART 15**

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
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.

**EXPOSURE TO RADIO FREQUENCY RADIATION**

This device and its antenna must not be collocated or operated in conjunction with any other antenna or transmitter. To comply with FCC RF exposure requirements, only use supplied antenna. Any unauthorized modification to the antenna or device could void the user's authority to operate this device.