

Plantronics BackBeat GO FAQs – (April 3rd, 2012)

Q – Does the BackBeat GO let me hear music and other audio from my smartphone or tablet?

A – Yes, it supports the A2DP Bluetooth profile and will play music if the phone (or connected device) also supports the A2DP profile.

Q - Does the BackBeat GO need an ear loop?

A – The earbuds fit snugly into each ear, but an optional stabilizer can be added to tuck inside each ear and increase stability (one-size fits all).

Q – Is the BackBeat GO a replacement for the BackBeat 903+ model?

A – No. The BackBeat GO is smaller and lighter, blocking more external sound than the 903+ model because of the occluded eartips that come in S, M, and L. The thin, flat cable is another design difference between the product models.

Q – Does the BackBeat GO have a mute function?

A – Yes. When you are on call, simultaneously press the “+” and “-” buttons on the in-line controller. When your call audio is muted, you will hear a beep every 30 seconds to remind you that you cannot be heard by your caller.

Q – Where is the charging port on this headset?

A – Under a rubber cover in the right ear bud (side closest to the inline control). There is a small groove that lets you open the cover.

Q- What is the product operating and storage temperature?

A - 32°F - 104°F (0°C – 40°C).

Q- How long does it take to fully charge?

A – It takes a maximum of 2.5 hours (depending on battery level at charging time).

Q – Can I replace the battery myself?

A – No, the battery is not replaceable.

Q- How much does the headset weigh?

A - 13 grams (0.458 ounces).

Q – Does the BackBeat GO support Multipoint?

A - BackBeat GO does not support multipoint connectivity, so it can only recognize and remember one paired device at a time.

For example, each time you switch from using your smartphone to your tablet, you will need to establish a new pairing with your BackBeat GO earbuds. For some phones and tablets, if reconnection by selecting “PLT_BBTGO” from the list of known devices does not work at first try, you need to delete “PLT_BBTGO” from the list and try a new pairing.

Q- Does the product feature Voice Alerts?

A – No, it does not. The product uses lights and beeps to notify the user of certain status conditions (for example, low battery level).

Q- What kind of microphone does the product have?

A – It features a single, omni-directional microphone.

Q- Does the product support Wideband stereo?

A – No, it does not.

Q- How do I clean the eartips and speaker screen?

A – Use a dry cotton swab to wipe clean the eartip and fabric screen that covers the speaker. Do not get it wet with water or any other cleaning solution.

Q- Where can I buy more eartips and/or stabilizers for this product?

A – You can buy a spare “Fit Kit” at www.plantronics.com. The Part Number is 87709-01.

Q- Does the product support a graphical battery meter on smart phones / devices?

A – Yes, it supports a battery meter on iOS devices (iPhones) and Android devices as follows:

- *Headset battery meter automatically shows onscreen for iPhone and iPad*
- *MyHeadset app enables a battery headset meter on Android 3.0 tablets, and Android 4.0 phones and tablets*