BlackBerry

BlackBerry Wireless Headset HS-500

User Guide

Contents

Be safe!

Before you use your BlackBerry® Wireless Headset HS-500, visit www.blackberry.com/go/accessories to read the *Safety and Product Information* booklet.

> Important: In some countries, there might be restrictions on the use of mobile devices or Bluetooth® enabled devices. You are responsible for knowing and complying with local laws and regulations.

Drive safely!

WARNING: Driving a vehicle requires your full attention to road conditions, weather, and vehicular traffic. It is important to set up your BlackBerry® Wireless Headset HS-500 prior to driving. Using this hands-free accessory may cause you to be distracted and may put you, your passengers, and occupants of other vehicles at risk of suffering bodily injury, death and/or loss of property. You should only use the hands-free accessory where permitted by law and when you will not be distracted from the proper operation of your motor vehicle.

Basics

Components

Ear hook

Call control key

Charging port

Earpiece

On   Off

Power key

Extra earpiece
with stablizing
loop (three sizes)
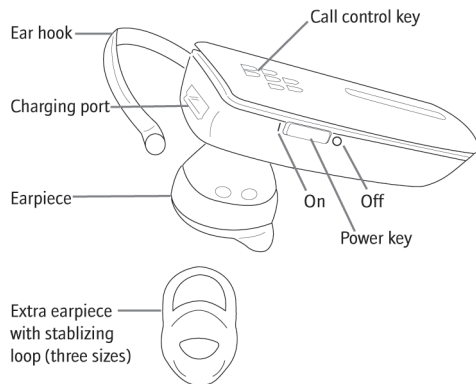
About the BlackBerry Wireless Headset HS-500

The BlackBerry® Wireless Headset HS-500 is a Bluetooth® enabled device that provides hands-free calling for your BlackBerry device. With the headset, you can also listen to audio files on your BlackBerry device. You can pair the headset with two Bluetooth enabled devices at the same time.

The headset is designed to be compatible with BlackBerry micro-USB charging accessories.

The headset is designed to be compatible with third-party Bluetooth enabled devices. For more information, see the documentation for your third-party Bluetooth enabled device.

About automatic volume control

When you use the BlackBerry® Wireless Headset HS-500 for the first time, you can use the volume controls on your BlackBerry device to set the volume to a comfortable listening level. When the noise level of your environment changes, the headset is designed to increase or decrease the volume to a comfortable listening level automatically so that you do not have to adjust the volume manually. If you want to readjust the volume manually, you can use the volume controls on your BlackBerry device.

Charge the BlackBerry Wireless Headset HS-500 with a USB cable

Before you use the BlackBerry® Wireless Headset HS-500 for the first time, you must charge it for at least 1 hour.
1.   Connect the small end of the micro-USB cable to the charging port on the headset.
2.   Connect the larger end of the micro-USB cable to the USB port on a computer.

Charge the BlackBerry Wireless Headset HS-500 with a vehicle power adapter

1.   Connect the small end of the BlackBerry® Micro-USB Vehicle Power Adapter - 12V to the charging port on the BlackBerry® Wireless Headset HS-500.
2.   Plug the large end of the vehicle power adapter into your vehicle's power outlet.

About using the BlackBerry Wireless Headset HS-500 with a GPS enabled BlackBerry device

If your BlackBerry® device supports GPS technology and if there is a third-party location-based application installed on your BlackBerry device that provides driving directions, the BlackBerry® Wireless Headset HS-500 is designed to announce these directions to you when you pair it with your BlackBerry device.

Pairing the BlackBerry Wireless Headset HS-500 with Bluetooth enabled devices

Turn on or turn off the BlackBerry Wireless Headset HS-500

Perform one of the following actions:

- To turn on the BlackBerry® Wireless Headset HS-500, slide the **Power** key to the **On ( )** position.
- To turn off the BlackBerry Wireless Headset HS-500, slide the **Power** key to the **Off ( )** position.

When you turn on the BlackBerry Wireless Headset HS-500 for the first time, it is in pairing mode.

Pair the BlackBerry Wireless Headset HS-500 with your BlackBerry device

Before you can use your BlackBerry® Wireless Headset HS-500, you must pair it with your BlackBerry device. When you turn on the headset for the first time, the headset is in pairing mode.

For information about how to pair a third-party Bluetooth® enabled device with your BlackBerry Wireless Headset HS-500, see the documentation that came with your third-party Bluetooth enabled device.

1. If the headset is not in pairing mode, press and hold the **Call control** key for 5 seconds or until the LED flashes blue and red.
2. On your BlackBerry device, on the Home screen, click the **Manage Connections** icon.
3. Click **Set Up Bluetooth**.
4. Click **Search**.
5. Click **BlackBerry HS-500**.
6. Type the passkey **0000**.
7. Press the **Enter** key.

After you pair your BlackBerry device with your headset for the first time, you can add your headset to the list of trusted devices on your BlackBerry device so that your BlackBerry device does not prompt you to connect to the headset each time that you turn on the headset. For more information, click the **Help** icon on the Home screen of your BlackBerry device.

About pairing the BlackBerry Wireless Headset HS-500 with two Bluetooth enabled devices

You can pair the BlackBerry® Wireless Headset HS-500 with two Bluetooth® enabled devices such as two mobile devices at the same time. The headset transmits audio for only one of the Bluetooth enabled devices at a time. For example, if you are using the headset for a call on your BlackBerry device and you receive a call on another mobile device that you pair with your headset, the second call is not directed to the headset.

About using the BlackBerry Wireless Headset HS-500 with a BlackBerry device that is paired with another Bluetooth enabled device

The BlackBerry® Wireless Headset HS-500 connects to your BlackBerry device using two different types of Bluetooth® profiles: A2DP and HFP. The headset plays music and connects to calls when you connect it with your BlackBerry device. If you connect your BlackBerry device to both the headset and another Bluetooth enabled device that uses either A2DP or HFP profiles, A2DP and HFP audio is routed to the headset.

Reset the BlackBerry Wireless Headset HS-500

You can reset the BlackBerry® Wireless Headset HS-500 so that when you turn it on again, it is in pairing mode.

1. Turn off the headset.
2. Press and hold the **Call control** key and simultaneously turn on the headset. Continue holding the **Call control** key until the LED is purple.

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Using the BlackBerry Wireless Headset HS-500

Before you use your BlackBerry® Wireless Headset HS-500, make sure that you pair it with your BlackBerry device.

Make a call using voice dialing

To perform this task, your BlackBerry® device must support voice dialing.

For more information about voice dialing, click the **Help** icon on the Home screen of your BlackBerry device.
1.   Press and hold the **Call control** key until you hear two beeps.
2.   Say a voice command.

Answer a call

Briefly press the **Call control** key.

Answer a second call

Depending on your wireless service plan, this feature might not be supported.
Press the **Call control** key quickly.

To return to the first call or to switch between calls, press and hold the **Call control** key until you hear two beeps.

End a call

Press the **Call control** key twice quickly.

Mute a call

During a call, press the **Call control** key quickly.

When mute is turned on, your BlackBerry® Wireless Headset HS-500 beeps periodically.

To turn off mute, press the **Call control** key quickly.
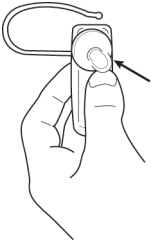
Ignore a call

Press the **Call control** key twice quickly.
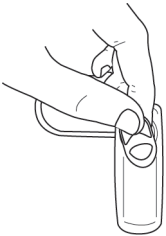
Redial the last phone number

Press the **Call control** key twice quickly.

Change the earpiece

1. Gently pull off the earpiece at its edges.

2. Replace the earpiece with a new earpiece.

If the new earpiece includes a stabilizing loop, you can remove the ear hook from the BlackBerry® Wireless Headset HS-500.

LED notifications

LED	Description
green	**flashing:** The BlackBerry® Wireless Headset HS-500 is turning on or is charging.
	one flash: The BlackBerry Wireless Headset HS-500 is charging but the battery level is low.
	two flashes: The BlackBerry Wireless Headset HS-500 is charging and the battery level has reached approximately 50 percent.
	three flashes: The BlackBerry Wireless Headset HS-500 is charging and the battery level is high but the battery is not fully charged.
	solid: The BlackBerry Wireless Headset HS-500 is fully charged.
blue and red	The BlackBerry Wireless Headset HS-500 is ready to pair with your BlackBerry device.
blue	**one slow flash:** The BlackBerry Wireless Headset HS-500 is connected with your BlackBerry device.
	three quick flashes: You have an incoming call.
	five quick flashes: The BlackBerry Wireless Headset HS-500 is reconnecting with the last device you paired it with.
	flashing: The BlackBerry Wireless Headset HS-500 is connected to a call.
red	**flashing slowly:** The microphone on the BlackBerry Wireless Headset HS-500 is muted.
	flashing quickly: The BlackBerry Wireless Headset HS-500 is no longer connected to your BlackBerry device.
	flashing quickly, followed by a pause: The battery power level for the BlackBerry Wireless Headset HS-500 is low.

Troubleshooting

I cannot pair the BlackBerry Wireless Headset HS-500 with my device

Try performing the following actions:

- You might have accidentally deleted the pairing options that you set for your BlackBerry® Wireless Headset HS-500. Complete the steps for pairing your headset with your BlackBerry device.
- Move your headset 6 to 12 inches away from your BlackBerry device and try pairing again.

I cannot hear anything when I use my BlackBerry Wireless Headset HS-500

Try performing the following actions:

- Turn up the volume on your BlackBerry® device.
- Make sure that your BlackBerry® Wireless Headset HS-500 is turned on and connected to your BlackBerry device.

I hear static noise when I use my BlackBerry Wireless Headset HS-500

If there are any large objects (for example, a wall) between your BlackBerry® Wireless Headset HS-500 and your BlackBerry device, the sound quality of the headset might diminish. The headset is designed to be used within 10 meters (33 feet) of your BlackBerry device, without any large objects in between.

Try performing the following actions:

- Move away from any large objects that might cause interference.
- Keep your headset on the same side of your body as your BlackBerry device.

Glossary

A2DP

Advanced Audio Distribution Profile

HFP

Hands-Free Profile

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