



# **Bluetooth Stereo Headset (MD-HPBT01) FAQ**

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## Setup

### Question 1: How do I replace the earphone covers?

To watch a quick instructional video, go to [www.bestbuy.com/modal](http://www.bestbuy.com/modal), then check under *Modal Resources*.

1. Rotate the earphone covers counterclockwise, then remove them.



2. Replace the earphone covers by placing them on the headset, then rotating them clockwise. Each ear pad is labeled with an **L** (for left) or **R** (for right), along with an arrow. To correctly replace the ear pad, the arrow should be pointed toward the back of the headset (the headband).



**Tip:** If you are struggling to attach the earphone covers with the ear pads, practice attaching them without the ear pads. When you understand how to attach the cover, put the ear pads on, then attach the earphone covers.

## Bluetooth

### Question 2: How do I pair my headset to my Bluetooth device?

Your headset can store pairing information for up to eight Bluetooth devices.

#### Before you pair:

- Make sure that your Bluetooth device supports the Bluetooth V 3.0 protocol and is not paired with another device. See your device's documentation for more information.
- Make sure that your Bluetooth device is within 33 feet (10 meters) of your headset.

#### To pair your headset:

1. With the headset turned off, press and hold (power/talk) for six seconds. Your headset says "Hello," then "Pairing." You must hold (power/talk) until your headset says "Pairing."
2. On your Bluetooth device, turn on Bluetooth, then enter pairing mode. For instructions, see the documentation that came with your Bluetooth device.
3. On your Bluetooth device, select "**MD-HPBT01**" then enter the password "**0000**," if needed. Your headset pairs to your Bluetooth device and the LED blinks blue every two seconds.

### **Question 3: What should do if my Bluetooth device won't pair to my headset?**

- Make sure that your headset battery is fully charged.
- Shorten the distance between your headset and Bluetooth device while pairing.
- Make sure that your headset is in pairing mode. Turn off your headset by pressing , then turn it back on by pressing and holding  for six seconds. Listen through your headset's earphones. It says "Hello," then "Pairing." You must hold  until your headset says "Pairing."
- Make sure that you select "**MD-HPBT01**" on your Bluetooth device.

### **Question 4: How many devices will the headset remember?**

- Your headset can remember pairing information for up to eight Bluetooth devices.

## **Usage**

### **Question 5: How do I know when to charge my headset?**

- Look at the LED on the left ear of the headset to check your battery status:
  - LED blinks continuously red: Low battery
  - LED lights solid red: Battery is charging
  - LED lights solid blue: Battery is done charging
- If you are paired to an iPhone, check the battery indicator at the top of your screen.



### **Question 6: What does the LED mean?**

	<b>Headset status</b>	<b>LED status</b>
<b>Power</b>	Power on	Blue LED flashes
	Turning off	Red LED dims and disappears
	Low battery	Red LED blinks continuously
	Recharging	Red LED stays on
<b>Bluetooth</b>	Recharging complete	Blue LED stays on
	Pairing mode	Blue and red LEDs flash rapidly
	Connection complete	Blue LED blinks every five seconds
<b>Calls</b>	Receiving a call	Blue LED flashes rapidly
	Talking on the phone	Blue LED brightens and dims repeatedly

### **Question 7: What should I do if the buttons on my headset won't work?**

- If the volume buttons aren't working, make sure that your Bluetooth device's volume is set to at least 50%.
- Your headset's battery may be dead. Recharge your headset.
- Depending on your Bluetooth device, some of the headset's functionality may vary.

**Question 8: What should I do if there is no sound or the sound isn't loud enough?**

- The battery may be dead. Recharge the battery.
- Make sure that your headset is paired to your Bluetooth device.
- Make sure that your Bluetooth device's volume is set to at least 50%.
- Make sure that you selected your headphones as the output on your Bluetooth device. You may need to turn off your Bluetooth device's internal speakers.
- Turn up the volume on your headphones.
- Shorten the distance between your headset and the Bluetooth device that it is paired to. The maximum distance is 33 feet (10 meters). However, this distance may be reduced if the signal has to pass through walls or other obstructions.

**Question 9: What should I do if there is static or the audio cuts in and out?**

- Shorten the distance between your headset and the Bluetooth device that it is paired to. The maximum distance is 33 feet (10 meters). However, this distance may be reduced if the signal has to pass through walls or other obstructions.
- Check the battery level of your headphones and Bluetooth device.

**Question 10: When using 3D sound, how do I tell which sound mode I am on?**

- Press and hold ►|| to cycle between five sound modes (see below). The headset beeps once when it switches modes. When it beeps twice, you are back in normal mode.
  - **Normal** - It makes playback of the original sound of music source.
  - **XOME** - Provides comfortable and persistent listening environment by taking distractible sound away from ears and head when using earphones.
  - **Live** - Delivers a natural and soft 3D sound field effect simulating that of a live performance.
  - **Wide** - Provides a panoramic 3D audio image of widely spread main vocal and center-placed instruments.
  - **MEX** - Not only delivers wide stereo sound image, but also enhances low-frequency sound to provide rich and deep bass tones.

**Question 11: What should I do if the microphone is not picking up my voice?**

- Move to a quiet area with less background noise.
- Make sure that your Bluetooth device is paired to your headset. The LED on the left earphone should blink blue every five seconds.

**Question 12: How do I use my headset while on a phone call?**

Feature	Instructions
Voice dial	Press ↗ (power/talk) once. <b>Note:</b> Some phones may not support this feature.
Redial	Press ↗ (power/talk) twice.
Answer a call	Press ↗ (power/talk) once.
End a call	Press ↗ (power/talk) once.
Refuse a call	While your phone is ringing, press (play/pause).
Change the volume	Press + or -.
Transfer a call between connected devices	Press ↗ (power/talk) twice.

## General

### Question 13: How do I reset my headset?

- Press and hold **¶**, **↶**, and **+** (volume up) at the same time. Your headset resets and turns off.

### Question 14: Where can I get more information about my headset or warranty?

- Go to [www.bestbuy.com/modal](http://www.bestbuy.com/modal), then look in the *Modal Resources* section to find your headset's *User Manual*, *Quick Setup Guide*, and warranty.