



BlueAnt<sup>®</sup>

V1 Voice Control Headset FAQ



## V1 Voice Control Headset

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General

**1. Is my phone compatible?**

If your phone has Bluetooth it more than likely supports a Handsfree or Headset Bluetooth profile, and so will work with the V1. Check your phones manual for up to date information.

**2. What is the passcode/passkey of the V1?**

The Passcode for the V1 is "0000".

**3. Can I connect more than one device to my V1 at the same time?**

No, the V1 can store pairing information for 8 phones but can connect to only one phone or device at a time.

**4. My V1 worked great but now it won't connect. What can I do?**

As newer phones are increasingly like mini-computers, they may become corrupt over time and you may need to reset them every so often (at least once a week is good). Simply switch off your phone remove the battery for a few seconds, replace and reboot. The V1 should now connect. If not, remove existing pairing and re-pair the devices.

**5. I am having trouble pairing a second phone. What can I do?**

When pairing a second mobile phone, make sure the first is off or out of range. If you cannot connect to a previously paired and connected phone, go to the Bluetooth menu in the phone, select the V1 and Press Connect. Some phones may require this if it is the second device used. You do not have to re-pair the devices just manually connect.

**6. The incoming caller ID does not play and I cannot answer the call using my voice. Why?**

Some phones that support in-band ringtones do not send the caller ID number to the headset on an incoming call. In-band ringtones basically mean the ability of your phone to play a MP3 or music file instead of a standard ringtone. If you wish to use the Voice Answer feature you will need to use a standard ringtone.

**7. Phone commands (Your phone's inbuilt voice dialing if it has it) are not successful every time. What can I do?**

Using your headset to record the voice tags can enhance the recognition rate. Please refer to the user guide of your phone. Noisy environments can affect voice recognition. Record your voice commands in a quiet environment.

**8. How do I upgrade the firmware for my V1?**

Log onto the support section of our web site [www.blueantwireless.com](http://www.blueantwireless.com) and follow the links to download the V1 upgrade instructions and the V1 Upgrade zip files. Unzip both files to your computer then follow the instructions to upgrade the firmware.

**9. Can I transfer an ongoing call back to my phone to continue it there?**

Yes. Simply short press the Volume Up & Volume Down buttons simultaneously to disconnect from the V1 and transfer the call to the phone.

**10. I have read all the solutions in this document but I still cannot get my V1 to work properly. What can I do?**

Log onto our website for more extensive troubleshooting and FAQ, make an enquiry to [customercare@myblueant.com](mailto:customercare@myblueant.com) or call the BlueAnt Nth America Customer Service Team on 1 866 891-3032. For Australia, please make an enquiry to [customercare@blueantwireless.com](mailto:customercare@blueantwireless.com) 1300 669 049.