

**Model:**  
HK500,  
HK500+

### AT A GLANCE

the important bits, quick and easy

### CHARGE IT

let's get you up and running

To charge your headset, plug the Type C cable into the headset's Type C port and connect to Type C power source.

**Note:** Fully charge the headset before you use it.

**Tip:** To save battery power, turn off the headset when you're not using it.

**Caution:** Your battery is designed to last the life of your device. It should only be removed by a recycling facility. Any attempt to remove or replace your battery will damage the device, void your warranty, and could cause injury.

### CONNECT & GO

let's get you connected

#### EASYPAIR™ METHOD

- Turn on Bluetooth on your device.
- Turn on your headset and follow the voice prompts.
- Select "HK500/HK500+" from the smart phone Bluetooth menu.
- When the device and headset connect, you'll hear "connected".

### COMFORT

what feels best on you

Choose your most comfortable fit ear tip.

### BASICS

standard features, advanced quality

To answer a call	short press MPFB	To pause/play	press MPFB once to pause and press again to play.
To reject a call	press volume down 2 seconds	To pairing mode	press MPFB 5 seconds to enter into pairing mode when headset is in on mode
To end a call	short press MPFB	To reset	press MPFB and volume down 5 seconds
To change call volume	press volume up and volume down button	To Sway call ongoing	press MPFB once
To mute or unmute a call	press volume down 2 seconds during the call and press volume up 2s to unmute.	To reject incoming call, put ongoing call on hold	press MPFB once
To last track	press volume down 2 seconds when headset is in music state	To reject incoming call, continue ongoing, receive waiting call	press and hold volume down
To next track	press volume up 2 seconds	To switch calls	press MPFB once
		To end current call	double press MPFB

**Notes:**

- Some features are phone/network dependent.
- Using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the laws and drive safely.

### STATUS LIGHT

If light shows...	your headset is...
power on	blue flashes 1 second
power off	red flashes 2 seconds
pairing	red & blue flashes alternately
on standby	blue flashes once every 5 seconds
charging	steady red
fully-charged	steady blue
low battery	red flashes once every 5 seconds

### ADVANCED

More clever stuff

#### SECOND DEVICE

Do you use two phones? Or maybe a phone and a tablet? Connect with both of them.

- Pair the first device with your headset as normal (see "CONNECT & GO" on page 4).
- Turn off the Bluetooth™ feature on the first device.
- Now pair the second device with your headset as normal.
- Once paired, to connect with both devices simply turn them on.

### SETTINGS

#### Restore Factory Settings:

Reset default factory settings on your headset.

**Caution:** This feature erases all device pairing information stored on the headset.

**MultiPoint:** Connect your headset to two devices.

### Safety Instructions for use

To avoid hearing damage, keep the volume at a moderate level. Avoid listening to music at loud volume levels for prolonged periods of time as this may cause permanent hearing damage or hearing loss. Your hearing is delicate and highly sensitive so please listen to your music responsibly. For more information visit the Deafness Research Foundation [www.drf.org](http://www.drf.org).

Don't use HK500/HK500+ when it is unsafe to do so. For example, while operating a vehicle, cycling, crossing a road, or any activity which requires your attention and ability to hear.

You should be aware of your surroundings and use HK500/HK500+ responsibly.

### Help & more

**Note:** If you're watching video while using your earbuds, your audio may be slightly out of sync with your video.

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### General Information

#### Consumer Products and Accessories Limited Warranty ("Warranty")

Thank you for purchasing this Motorola branded product manufactured under license by Meichou Guo Wei Electronics Co. LTD ("MGZW").

**What Does this Warranty Cover?**

MGZW warrants that this Motorola branded product ("Product") is free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Warranty is your exclusive warranty and is not transferable.

**Who is covered?**

MGZW or its authorized distributor at all locations and within a commercially reasonable time, will at no charge repair or replace any Product or Accessories that do not conform to this Warranty. We may use functionally equivalent reconditioned/rebuilt/pre-owned or new Products, Accessories or parts.

**What Other Limitations Are There?**

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, IN NO EVENT SHALL MOTOROLA OR MGZW BE LIABLE WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES. TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Product Covered	Length of Coverage
Consumer Products	One (1) year from the date of the product's original purchase by the first consumer purchaser of the product.
Consumer Accessories	<b>Ninety (90) days</b> from the date of the consumer's original purchase by the first consumer purchaser of the product.
Consumer Products and Accessories that are Replaced or Rebuilt	<b>The balance of the original warranty or for Ninety (90) days</b> from the date returned to the Consumer, whichever is longer.

Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitations on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.

### Exclusions

**Normal Wear and Tear:** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Abuse & Misuse:** Defects or damage that result from (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sweat, salt, or the like, extreme heat, or food; (c) use of the Product or Accessories for commercial purposes or subjecting the Product or Accessories to abnormal usage or conditions; or (d) other acts which are not the fault of MOTOROLA or MGZW, are excluded from coverage.

**Use of Non-Motorola Branded Products and Accessories:** Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

**Unauthorized Service or Modification:** Defects or damages resulting from service, testing, adjustment, replacement, maintenance, alteration or modification in any way by someone other than MOTOROLA, MGZW or its authorized service centers, are excluded from coverage.

### Altered Products:

Products or Accessories with (a) serial numbers or date tags that have been removed, altered or defaced; (b) known faults or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.

**Communication Services:** Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.

**How to Obtain Warranty Service or Other Information?**

To obtain service or information, please visit:

[motorola.com/support](http://motorola.com/support)

You will receive instructions on how to ship the Product or Accessories at your expense and risk, to a MGZW Authorized Repair Center.

To obtain service, you must include: (a) the Product or Accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product; (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product; (d) a written description of the problem; and, most importantly, (e) your address and telephone number.

### Disposal of the Device (environment)

At the end of the product life cycle, you should not dispose of the product with normal household waste. Take this product to a collection point for the recycling of electrical and electronic equipment.

The symbol on the product, user's guide and/or box indicates this.

Some of the product materials can be re-used if you take them to a recycling point. By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment.

Please contact your local authorities in case you need more information on the collection points in your area.

The following CE compliance information is applicable to Motorola products that carry one of the following CE marks:

Hereby, MGZW declares that this product is in compliance with:

Changes or modifications not approved by the party responsible for compliance could void the user's warranty to operate the equipment.

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- The device may not cause harmful interference, and
- The device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** 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 the equipment does cause harmful interference, you may be required to take one or more corrective actions, such as re-orienting the equipment or part of it, use of one of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device contains lithium-ion battery(ies) which comply with applicable Safety and Electrical Development Canada license requirements. Canada applicable safety approvals (radio approval, battery safety, Canada's health and safety) are included in this device. This device may not cause interference.

- This device must not cause interference.
- This device must accept any interference, including interference that may cause undesired operation of the device.

**Lithium-ion battery approval de licence Canada:** Ce dispositif est conforme aux exigences de licence applicables au Canada en matière de sécurité et de développement électrique. Le Canada applicable aux approbations (radio, sécurité de la batterie, santé et sécurité du Canada) est inclus dans ce dispositif. Ce dispositif peut ne pas causer d'interférence.

- Ce dispositif ne doit pas produire d'interférence.
- Ce dispositif doit accepter toute interférence, y compris l'interférence qui peut causer un fonctionnement indésirable du dispositif.

SIZE:65X80MM