Bluetooth headset for phone calls

Presence



Instruction manual



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Important safety information

- Read this instruction manual carefully and completely before using the product.
- Always include this instruction manual when passing the product on to third parties.
- Do not use an obviously defective product.

Preventing damage to health and accidents

- Do not listen at high volume levels for long periods of time to prevent hearing damage.
- Always maintain a distance of at least 3.94" (10 cm) between the ear cups and the cardiac pacemaker or implanted defibrillator since the product generates permanent magnetic fields.
- Keep the product, accessories and packaging parts out of reach of children and pets to prevent accidents and choking hazards.
- Do not use the product in an environment that requires your special attention (e.g. in traffic).
- Do not wear the headset during charging since the rechargeable battery can get warm.

Preventing damage to the product and malfunctions

- Always keep the product dry and do not expose it to extreme temperatures (hairdryer, heater, extended exposure to sunlight, etc.) to avoid corrosion or deformation.
- Only use attachments/accessories supplied or recommended by Sennheiser.
- > Only clean the product with a soft, dry cloth.
- Only use the product in environments where wireless Bluetooth® transmission is permitted.

Intended use/Liability

The Presence headset is an accessory for mobile phones, softphones and any other Bluetooth compliant device with a "hands free profile" (HFP), a "headset profile" (HSP) and an "advanced audio distribution profile" (A2DP). It is intended for wireless communication via Bluetooth connection.

It is considered improper use when this product is used for any application not named in this instruction manual.

Sennheiser does not accept liability for damage arising from abuse or misuse of this product and its attachments/accessories.

Sennheiser is not liable for damages to USB devices that are not consistent with the USB specifications.

Sennheiser is not liable for damages resulting from the loss of connection due to flat or overaged rechargeable batteries or exceeding the **Bluetooth** transmission range.

Safety instructions for rechargeable batteries

In extreme cases, abuse or misuse of rechargeable batteries can lead to:



WARNING

- explosion,
- fire development, • heat generation or
- smoke or gas development.

X	Dispose of products with built-in rechargeable batteries at special collection points or return them to your specialist dealer.	OFF 	Switch rechargeable battery-powered products off after use.
	Only use rechargeable batteries recommended by Sennheiser and the appropriate chargers.	- 🖘	When not using rechargeable batteries for extended periods of time, charge them regularly (about every 3 months).
	Only charge rechargeable batteries at ambient temperatures between 10 °C/50 °F and 40 °C/ 104 °F.		Do not heat above 70 °C/ 158 °F, e.g. do not expose to sunlight or throw into a fire.

The Presence Bluetooth headset

The stylish new Presence Bluetooth headset is the wireless solution for phone calls with mobile phones and softphones with superb sound quality. It features WindSafe and PureSpeak technology to filter away background noise and enhance voice quality, thus providing crystal clear speech.

Bluetooth

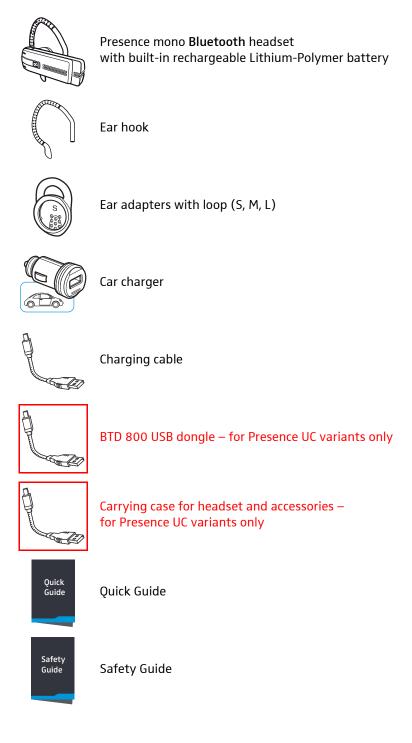


The headset complies with the Bluetooth 4.0 standard and is compatible with all Bluetooth 1.1, 1.2, 2.0, 2.1, 3.0 and 4.0 devices with a "hands free profile" (HFP), a "headset profile" (HSP) and an "advanced audio distribution profile" (A2DP). The headset provides wireless freedom to give hands-free convenience with your mobile phone.

Additional features of the Bluetooth headset

- WindSafe technology intelligent wind noise reduction using three digital microphones working in synergy and filtering away unwanted wind noise
- PureSpeak technology adaptive noise reduction system which is optimized for noisy environments e.g. in a car, outdoors or in the office
- Echo-free conversations digital echo cancellation eliminates all echoes while you are talking
- Easy call control with just one hand, you can quickly take or end calls and adjust the volume to suit you best
- HD quality sound crystal-clear, detailed and transparent sound reproduction due to large wideband speaker (11 mm) and extended frequency response
- Lightweight comfort headset weighs only 16 grams
- Flexible wearing style wear left or right, use with or without ear hook
- Long talk time talk to business partners and friends for up to 10 hours, with up to 12 days of standby time
- Headset battery level indicator displayed on Apple iPhone® screen
- Noise dependent volume control automatic, adaptive volume adjustment for optimized speech intelligibility and sound quality

Package contents



A list of accessories can be found on the Presence product page at www.senncom.com. For information on suppliers, contact your local Sennheiser partner: www.senncom.com > "Sales Partner"

i

Product overview

Presence headset



* You can swap the +/- assignment of the Volume buttons (see page 18) If, for example, you want to wear the headset on the left ear instead of the right (see page 14).

Charging accessories





(1) Charging cable

1 Car charger

Overview of pictograms

Meaning of the pictograms for pressing a button

Pictogram	Meaning
	Briefly press this button.
2x	Double-press this button.
55	Keep this button pressed for 5 seconds.

Meaning of the pictograms for the flashing of the LED

Pictogram	Meaning
*	This pictogram symbolizes a flashing.
<u> </u>	This pictogram symbolizes a time interval.

Examples of some of the pictograms that are used throughout this instruction manual:

Pictogram	Meaning
* * * *	The LED flashes.
3s	The LED flashes once every 3 seconds.
★ ★ ★ 1s ⊥	The LED flashes 3 times per second.

The pictogram "i"



Notes marked with the pictogram "i" provide important information on the use of the headset.

Overview of the LED indications

Meaning during operation

LED	Meaning
* * *	Headset switches on
* * *	Headset switches off
* * * *	Headset is in pairing mode
* * *	Pairing was successful
***	Pairing has failed or has been cancelled
2s 2s 2s	Connectable state, not connected

Once the headset is successfully connected, the LED goes off.

Meaning during calls

LED	Meaning
* * * *	Incoming call
* * * *	Incoming call + rechargeable battery is weak

Meaning during charging

LED	corresponds to a talk time of			
1x 🙀	less than 1 hour			
1x 🔅	between 1 and 2 hours			
2x 🙀	between 2 and 4 hours			
3x 其	between 4 and 10 hours			
*	max. 10 hours; battery is fully charged			

After 5 minutes, the LED goes off. Press the multi-function button to check the battery charge level. When the battery is fully charged, the LED lights up blue constantly.



Multi-function button			
Press the			
button	Function	Page	
	Accepts a call	19	
	Ends a call	19	
JEYE	Transfers a call from the mobile phone to the headset	19	
	Accepts an incoming call and ends the active call (managing two calls)	21	
	Ends the active call and makes the call on hold active (managing two calls)	21	
	Cancels redialing	20	
	Cancels voice dialing	20	
	Retrieves information on the remaining talk time	17	
B	Rejects a call	19	
	Rejects the incoming call and continues the active call (managing two calls)	21	
	Voice dialing	20	
	Transfers a call from the headset to the mobile phone	20	
	Redials the last number	20	
	Accepts an incoming call and puts the active call on hold (managing two calls)	21	
	Toggles between two calls (managing two calls)	21	
	Changes to pairing mode	12	

Overview of buttons



Volume buttons

Button	Duration	Function	Page
Press one of the volume buttons		During an active call: Increases/reduces the speaker volume During music reproduction: Increases/reduces the audio volume In idle mode (no active call or music reproduction): Increases/reduces the volume for the ring tone , the beeps and the voice prompts	18
Press both volume buttons		During an active call: Mutes/unmutes the headset's micro- phone	21
Press both volume buttons		Toggles between the two connected Bluetooth devices when not in an active call.	_
Press both volume buttons		In idle mode (no active call or music reproduction): Reverses the function of the Volume +/- buttons	18
Press both volume buttons		In idle mode (no active call or music reproduction): Disables/enables the voice prompts – voice prompts: "Voice on"/ "Voice off"	-

Putting the headset into operation

Charging the headset battery



WARNING Danger of injury!

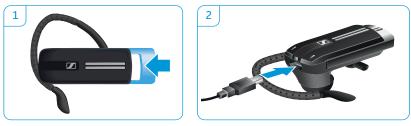
Wearing the headset when charging can cause burns and injuries.Do not wear the headset when charging.

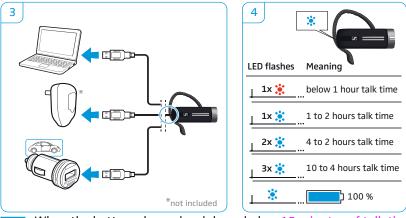


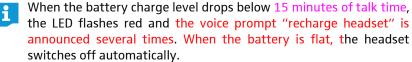
A complete charging cycle takes about 1 hour and 20 minutes. Before using the headset for the first time, charge the rechargeable battery for a complete charging cycle without interruption.

A charging time of	corresponds to a talk time of	LED flashes
approx. 10 min	less than 1 hour	1x 🙀
approx. 20 min	between 1 and 2 hours	1x 其
approx. 40 min	between 2 and 4 hours	2x 🔅
approx. 80 min	between 4 and 10 hours	Зх 其

- 1 Take off the headset and switch it off (see page 16).
- 2 Connect the smaller plug of the charging cable to the USB socket of the headset.
- 3 Connect the USB plug of the charging cable to the USB socket of your computer, the car charger or the power supply unit (not included).
- 4 The battery is being charged. The LED flashes depending on the battery charge level. After 5 minutes, the LED goes off. Press the multi-function button to check the battery charge level. When the battery is fully charged, the LED lights up blue constantly.









Battery level indicator displayed on Apple iPhone

When the headset is paired with an iPhone, the iPhone screen shows an additional battery level indicator for the headset.

Pairing the headset with Bluetooth devices

CAUTION

Danger of malfunction!

The transmitted radio waves of mobile phones can impair the operation of sensitive and unprotected devices.

Only make calls with the headset in locations where wireless Bluetooth transmission is permitted.

The headset complies with the **Bluetooth 4.0 standard**. In order that data can be transmitted wirelessly using **Bluetooth** technology, you have to pair your headset with **Bluetooth** devices that support the "hands free profile" (HFP), the "headset profile" (HSP) and the "advanced audio distribution profile" (A2DP).

The headset can save the connection profiles of up to eight **Bluetooth** devices with which it has been paired. After switch-on, the headset automatically tries to connect to the two last connected **Bluetooth** devices.

If you pair the headset with a ninth **Bluetooth** device, the saved connection profile of the first **Bluetooth** device will be overwritten. If you want to reestablish a connection with the first **Bluetooth** device, you have to pair the headset again.



paired +

connected

paired

Using the headset with a PC and a Bluetooth USB dongle

To use the headset with a softphone, you either require a PC supporting **Bluetooth** or you will need an additional **Bluetooth** USB dongle. These dongles are wireless stereo audio transmitters and receivers that enable a **Bluetooth** connection.

The BTD 800 USB **Bluetooth** USB dongle is supplied together with the Presence UC variants. **Bluetooth** USB dongles for the other Presence variants are available from your Sennheiser partner (e.g. BTD 500 USB).

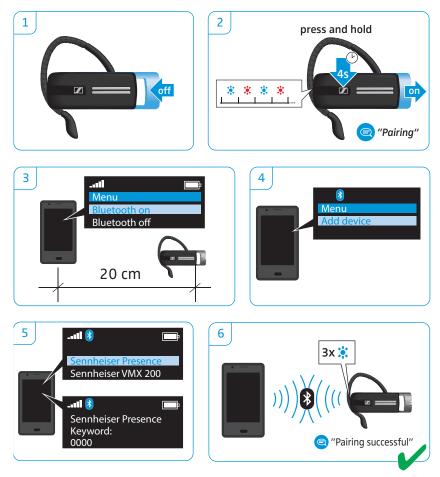
- To use the headset with a **Bluetooth** USB dongle:
- Plug the Bluetooth USB dongle into the USB port of your PC.
- Follow the instructions in the next chapter, as well as those given in the instruction manual of your Bluetooth USB dongle.



Pairing the headset with a Bluetooth device

The following chapter describes, by way of example of a mobile phone, how to pair the headset with a **Bluetooth** device. In case of deviation, proceed as described in the instruction manual of your mobile phone.

- 1 Switch the headset off (see page 16).
- 2 Keep the multi-function button pressed and gently pull the power on/ off slider away from the headset. The LED alternately flashes blue and red. The headset is in pairing mode.
- 3 Enable the **Bluetooth** visibility on your mobile phone.
- 4 On the mobile phone, start a search for Bluetooth devices. All available devices in the proximity of the mobile phone are displayed.
- 5 From the found Bluetooth devices, select "Sennheiser Presence" to establish a Bluetooth connection to the headset. If necessary, enter the default PIN code "0000".
- 6 Once the headset is paired with the mobile phone, the LED goes off.

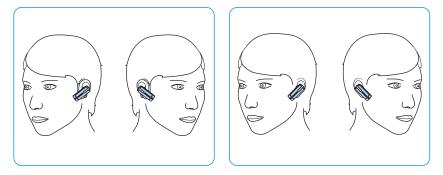


If pairing is not successful within 5 minutes, the headset automatically returns to connectable mode. Repeat the pairing procedure.

Using the headset

Individually adjusting the headset and wearing it

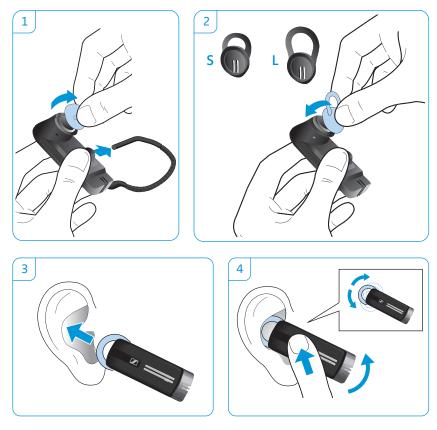
For an optimized and individual wearing comfort, the headset can be worn on your left or right ear in two different ways, e.g. with or without the ear hook.



Wearing the headset with ear adapter

The ear adapter with loop is supplied in 3 different sizes: S, M, L. Select the size that fits your ear.

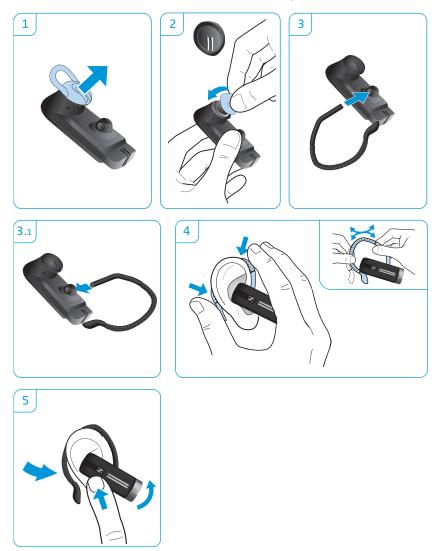
- 1 Remove the ear hook and the ear adapter without loop or the ear adapter with loop from the headset.
- 2 Attach the selected ear adapter with loop to the headset.
- 3 Move the headset to your ear and insert the loop of the ear adapter.
- 4 Adjust the angle of the loop so that the headset fits comfortably and securely in your ear.

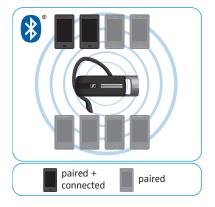


Wearing the headset using the ear hook

If you prefer using the ear hook, always wear it in combination with the ear adapter without loop to ensure optimum wearing comfort.

- 1 Remove the ear adapter with loop.
- 2 Attach the ear adapter without loop to the headset.
- ³ Attach the ear hook to the headset. If you want to change the wearing ear of the headset, attach the ear hook the other way round.
- 4 Move the headset to your ear and guide the ear hook behind your ear.
- 5 Position the headset so that it fits comfortably.





Switching the headset on/off

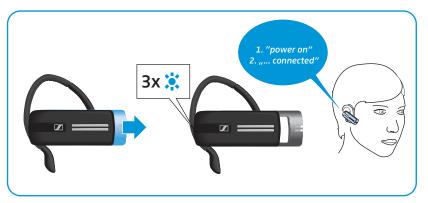
Switching the headset on and connecting it

The headset can save the connection profiles of up to eight Bluetooth devices with which it has been paired ("paired", see page 12). However, only two of the paired Bluetooth devices can be simultaneously connected to the headset ("paired + connected"). After switch-on, the headset automatically tries to connect to the two last connected Bluetooth devices.

- Enable the Bluetooth visibility on one or two of the paired Bluetooth devices. If necessary, disable the Bluetooth visibility on other paired Bluetooth devices in the proximity of the headset.
- Gently slide the power on/off slider away from the headset. The LED flashes blue 3 times. The voice prompt "power on" is announced in the headset.

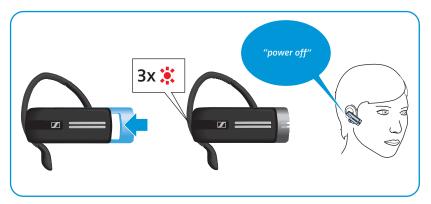
The headset can connect to up to two of the paired mobiles phones or **Bluetooth** dongles. The LED flashes 3 times blue every 2 seconds and goes off once a connection to the first **Bluetooth** device is successfully established. One or several of the following voice prompts are announced in the headset:

- "Phone one connected" for the first mobile phone
- "Phone two connected" for the second mobile phone or
- "Dongle connected" for the **Bluetooth** dongle.



Switching the headset off

Slide the power on/off slider away from the headset. The voice prompt "power off" is announced in the headset and the LED flashes red 3 times. The headset ends the call and switches off.





Connection profiles and volume settings are saved automatically when the headset is switched off.

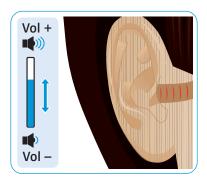


Retrieving information on the remaining talk time

You can retrieve information on the remaining talk time at any time except when you are on a call or listening to music:

Press the multi-function button.

Information announced	LED flashes	Remaining talk time
Between 8 and 10 hours talk time	3x 🙀	8 to 10 hours
Between 4 and 8 hours talk time	3х 🙀	4 atond 8 hours
Between 2 and 4 hours talk time	2x 🔅	2 to 4 hours
Between 1 and 2 hours talk time	1x 🙀	1 to 2 hours
Less than 1 hour talk time	1x 🙀	less than 1 hour
Recharge headset	1x 🔅	less than 15 minutes; automatic voice prompt



Changing the volume

WARNING

Hearing damage due to high volumes!

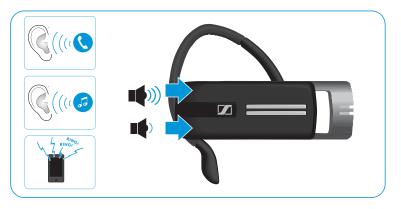
Listening at high volume levels for long periods can lead to permanent hearing defects.

- Set the volume to a low level before putting on the headset.
- Do not continuously expose yourself to high volumes.

You can adjust three independent volume settings for the headset:

- speaker volume: can be adjusted during an active call,
- audio volume: can be adjusted during music reproduction,
- volume for the ring tone, the beeps and the voice prompts: can be adjusted in idle mode (no active call or music reproduction)
- Press the
 - Volume + button to increase the volume.
 - volume button to reduce the volume.

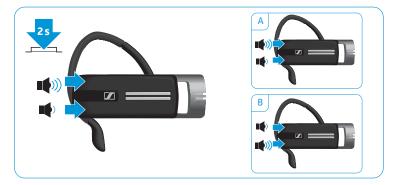
When the minimum or maximum volume is reached, the voice prompt "Volume min" or "Volume max" is announced in the headset. When the voice prompts are disabled, you hear a beep in the headset.



Swapping the +/- assignement of the Volume buttons

You can swap the +/- assignment of the Volume buttons If, for example, you want to wear the headset on the other ear (see page 14).

Keep both Volume buttons pressed for 2 seconds to swap the +/assignment of the buttons. The voice prompt "swap volume keys" is announced in the headset.



Making calls using the headset

Making a call

Dial the desired number on your mobile phone. You hear a beep in the headset.

If your mobile phone does not automatically transfer the call to the headset:

> Press the multi-function button once to transfer the call from the mobile phone to the headset. Alternatively, press a button on your mobile phone (see the instruction manual of your mobile phone).

Accepting/rejecting/ending a call

When you receive a call, the headset announces which of the connected Bluetooth device is ringing:

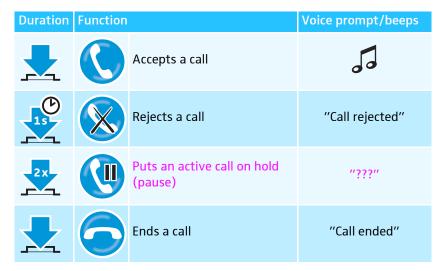
- connected mobile phones: "Phone one" or "Phone two" or
- Bluetooth dongles connected to the PC: "Dongle"

You then hear a ring tone in the headset and the LED flashes blue. If the headset battery is low, the LED flashes red instead of blue.

When you receive a call and your headset is switched off, simply switch your headset on to accept the call.

If you listen to music, the music is paused until you end the call. This function is not supported by all mobile phones.

When the voice prompts are disabled, you hear a beep in the F headset.



Press the multi-function button:



ring, ring



Transfering the call to/from the headset

Once a connection is established, you can transfer the call to/from the headset.

Press the multi-function button:

Duration	Function		Beep(s)
		Transfers a call from the headset to the mobile phone	ð
		Transfers a call from the mobile phone to the headset	ð

Redialing

The redialing function is only supported by mobile phones with a "hands free profile" (HFP).

- Activate the redialing function on your mobile phone.
- Press the multi-function button:

\bigcap	

Duration	Function		Voice prompt
2x	\bigcirc	Redials the last number	"Redialing"
		Cancels redialing	"Redial cancelled"

Voice dialing

The voice dialing function is only supported by mobile phones with a "hands free profile" (HFP). The voice commands and functions depend on the mobile phone or on the app. Besides voice dialing, you can dictate SMS messages or emails.

- Activate the voice dialing function on your mobile phone or activate the corresponding app.

Press the multi-function button:	

Duration	Function		Voice prompt
		Starts voice dialing	"Voice dial"
		Cancels voice dialing	"Call ended"

Say your voice command, e.g. the name of the person you want to call. The mobile phone executes the corresponding function – in this example it dials the number of the person you want to call.

Muting the headset's microphone

Press the Volume + and – button:



Duration	Function		Voice prompt
	X	Mutes the headset's microphone	"Mute on"
		Unmutes the headset's microphone	"Mute off"

Managing multiple calls

You can use the headset simultaneously with two connected **Bluetooth** devices (Multi Connection, see page 16).

Switch the headset on.

The headset automatically tries to establish a connection to the two last connected **Bluetooth** devices.

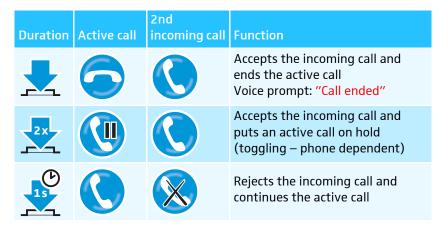
Managing two calls

You can manage two calls:

- from either two different Bluetooth devices or
- from one Bluetooth device.

If you receive a call during an active call:

Press the multi-function button:

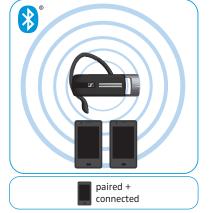




If you put an active call on hold (toggling):

Press the multi-function button again:

Duration	Active call	2nd call put on hold	Function
			Ends the active call and makes the call on hold active (phone dependent)



Cleaning and maintaining the headset

CAUTION

Liquids can damage the electronics of the product!

Liquids entering the housing of the device can cause a short circuit and damage the electronics.

- Keep all liquids far away from the product.
- Do not use any cleansing agents or solvents.

Cleaning the headset

Only use a dry cloth to clean the product.

Storing the headset

If you do not use the headset for extended periods of time:

- Charge the built-in rechargeable battery every 6 months for about 1 hour.
- Store the headset in a clean and dry environment.

If a problem occurs ...

Problem	Possible cause	Possible solution	Page
Headset cannot be switched on	The rechargeable battery is flat.	Recharge the recharge- able battery.	11
No audio signal	The headset is not paired with the mobile phone.	Check if the headset is paired. If necessary, pair the headset with the mobile phone again.	12
	The volume is adjusted too low.	Increase the volume.	18
	The headset is switched off.	Switch the headset on.	16
Headset cannot be paired	The pairing does not work.	Check if the your Bluetooth device supports the HF or HS profile.	-
	The mobile phone is switched off.	Switch the mobile phone on.	-
No voice prompts announced (beeps only)	The voice prompts are disabled.	Enable the voice prompts.	10
Headset does not react to any button press	The operation of the headset is faulty.	Reset the headset to the factory default settings.	23

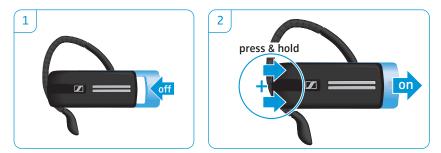
If a problem occurs that is not listed in the above table or if the problem cannot be solved with the proposed solutions, please contact your local Sennheiser partner for assistance.

To find a Sennheiser partner in your country, search at www.senncom.com.

Restoring factory default settings (Reset)

When resetting the headset to the factory default settings, the list of **Bluetooth** devices connected to your headset is deleted.

- 1 Switch the headset off (see page 16).
- 2 Keep both Volume buttons pressed and gently slide the power on/off slider away from the headset. The LED flashes 3 times purple and then alternately blue and red. The headset tries to pair with the **Bluetooth** devices (see page 12).



If you are out of the Bluetooth transmission range

Calling is only possible in the **Bluetooth** transmission range of the mobile phone/**Bluetooth** device. The transmission range largely depends on environmental conditions such as wall thickness, wall composition etc. With a free line of sight, the transmission range of most mobile phones and **Bluetooth** devices is up to 10 meters.

If the headset leaves the transmission range of the connected **Bluetooth** device during a call, one of the following voice prompts is announced in the headset:

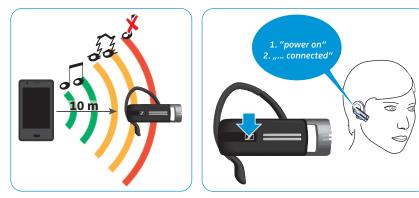
- "Phone one disconnected" for the first mobile phone
- "Phone two disconnected" for the second mobile phone or
- "Dongle disconnected" for the Bluetooth dongle.

If you re-enter the Bluetooth transmission range within these 5 minutes, the connection is re-established and the voice prompt "Phone one connected", "Phone two connected" or "Dongle connected" is announced in the headset.

If you spend more than 5 minutes outside the Bluetooth transmission range, the connection breaks down completely and you have to manually re-establish the connection.

To re-establish a connection to the mobile phone:

- Briefly press the multi-function button. Once the connection is successfully re-established, one or several of the following voice prompts are announced in the headset (for a maximum of 2 devices):
 - "Phone one connected" for the first mobile phone
 - "Phone two connected" for the second mobile phone or
 - "Dongle connected" for the **Bluetooth** dongle.



Specifications

Presence headset

Dimensions (W x H x D) Weight without ear hook Standby time Talk time Charging time Rechargeable battery (built-in) Speaker type Microphone type Audio

Operating temperature range

Operating relative humidity Storage temperature range Storage relative humidity Car charger – model number



Bluetooth

Bluetooth Range Transmission frequency Profiles

Output power

Headset Bluetooth dongle BTD 800 USB **Typical sensitivity** Headset Bluetooth dongle BTD 800 USB approx. 16 g up to 12 days up to 10 hours 1 h 20 min Lithium Polymer; 3.7 V; 120 mA dynamic, neodymium magnet 3 digital MEMS microphones intelligent wind noise reduction, advanced digital background noise reduction and echo suppression +10°C (+50°F) to +40°C (+104°F) 20 to 85%, non-condensing -20°C (-4°F) to +60°C (140°F) 10 to 95%, non-condensing

approx. 55 x 26 x 58 mm

CAWQ02-5.0-150C/SIL-C05050A

version 4.0/class 1 up to 20 m (device dependent) 2402 MHz to 2480 MHz HSP (v1.2), HFP (v1.6), A2DP (v1.2)

6.5 dBm/4.4668359215 mW 8 dBm/ 6.3095734448 mW

86 dBm 87 dBm

Manufacturer Declarations

Warranty

Sennheiser Communications A/S gives a warranty of 24 months on this product. For the current warranty conditions, please visit our website at www.senncom.com or contact your Sennheiser partner.

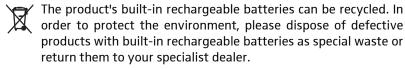
In compliance with the following requirements

• WEEE Directive (2002/96/EC)



Please dispose of this product by taking it to your local collection point or recycling center for such equipment. This will help to protect the environment in which we all live.

Battery Directive (2006/66/EC) •



CE Conformity

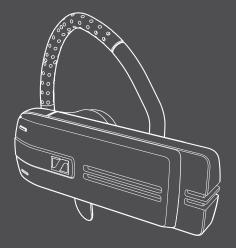
- R&TTE Directive (1999/5/EC)
- EMC Directive (2004/108/EC)
- Low Voltage Directive (2006/95/EC)
- ErP Directive (2009/125/EC)
- RoHS Directive (2011/65/EU)

The CE Declaration of Conformity is available on our website at www.senncom.com.

Before putting the product into operation, please observe the respective country specific regulations!

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