Q2 USER GUIDE

Read Me to Get the Most Out of Your Device...

Contents

ENGLISH

BlueAnt

Introduction

Welcome to the BlueAnt Q2: the voice controlled smart Bluetooth headset for smartphone users.

With the Q2 you can make outgoing calls and answer incoming calls using just your voice, and you will always know who is calling without looking at your phone because the Q2 will read out the caller's name or number.

Multi-Function Button (MFB)

Microphones

Indicator Light

Vol +

Vol -
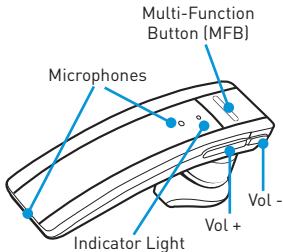
Charge Your Q2

Your Q2 has been given an initial partial charge to get you started, but for best results we recommend you fully charge it using the supplied USB cable and adaptor.

> You should charge the Q2 whenever it announces that the battery is **Very Low**. The Q2 will switch itself off automatically when the Q2 battery runs out.

> A full charge takes about 3-4 hours.

> During charging, the indicator light flashes red.

> When the light goes white, the charge is complete.

Switching the Q2 On and Off

There is a hardware power switch next to the charging port on the back of the Q2.

Slide the switch across to turn the Q2 on or off.

Charging port

Hardware power switch (off position)
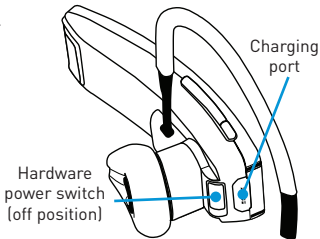
Pair the Q2 with your Phone

To use the Q2 you need to pair it with your phone.

1. Slide the hardware power switch across to turn the Q2 on and then put the Q2 in your ear.

2. If this is the first time you have used the Q2 it will go straight to pairing mode. The voice prompts will start to talk you through the pairing process.

   For subsequent pairings, click the **MFB** and wait for the Q2 to ask you to **Say A Command**. Then say **Pair Me**.

3. Follow the voice prompts to pair the Q2 with your phone. The pairing code is **0000** (four zeros).

Transfer your Phonebook

Once the pairing is complete your Q2 will attempt to transfer the contacts from your phonebook so that it can announce the names of incoming callers.

Note: If your phone prompts you to allow a connection to the Q2, you **must** select "YES" or "OK".

BlackBerry®

If you are using a BlackBerry smartphone you may see a message like this one.

Select "Don't ask this again" so that a tick appears in the box, and then choose "YES".

Android™

On Android devices a message about the phonebook transfer may appear in the notifications area at the top of the screen.

In order to transfer your contacts you must swipe your finger over this message and accept the phonebook transfer request from the Q2.

Automatic Transfer Not Supported

Some phones do not support automatic phonebook transfers. If this is the case on your phone the Q2 will announce that it cannot transfer the contacts automatically.

See **"Manually Transferring your Phonebook Contacts to the Q2" on page 14** for help.

Accept connection request from BlueAnt Q2?

YES

NO

✓ Don't ask this again

Phonebook Access Request

Notification shown on Android devices
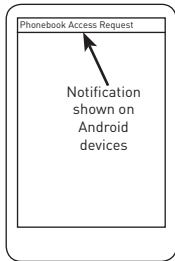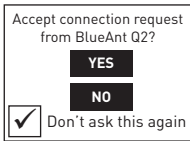
Wearing Your Q2

You can wear your Q2 in either ear. For best results:

> Rotate the ear gel as shown here.
> Make sure that the headset is angled towards your mouth.

LEFT EAR   **RIGHT EAR**
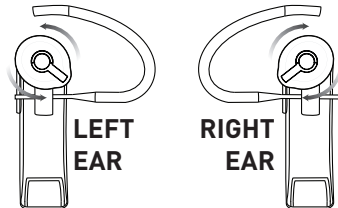
Changing the Ear Bud

Your Q2 is supplied with a choice of ear buds in different sizes so that you can choose the one that fits best. If you want to change the ear bud, remove the attached one by gently lifting it away from the Q2.

Gently press the replacement ear bud onto the Q2 and push it firmly to secure it in place.

Stabilizing Ear Buds

The optional stabilizing ear buds allow you to wear the Q2 with or without an ear hook. Your Q2 is supplied with a choice of sizes.

Use Your Voice to Control the Q2

The Q2 is voice controlled. Simply click the **MFB** and wait for the Q2 to ask you to **Say A Command**.

Then immediately say one of the voice commands loudly and clearly.
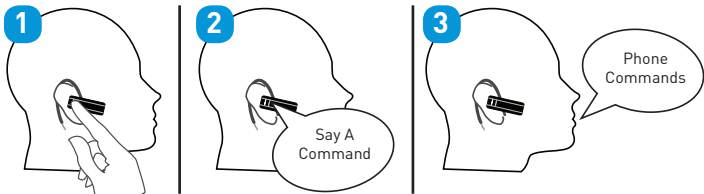
1 Say A Command

2 Say A Command

3 Phone Commands

Use Your Voice to Make Phone Calls

Click the **MFB** and wait for the Q2 to ask you to **Say A Command**, then:

> Say **Phone Commands** to activate the voice dial feature on your phone (if your phone supports voice dialing).

> Say **Redial** to redial the last number you called on your phone.

> Say **Call Back** to call back the last call you received on the Q2.

Use Your Voice to Answer Calls

When the phone rings, wait for the prompt to ask you if you want to take the call, and then say **Answer** or **Ignore**. Or:

> To accept the call click the **MFB** once.

> To reject the call double click the **MFB**.

During a call, click the **MFB** to end the call.

Voice Commands

When you want to do something, just click the **MFB**, wait for the Q2 to ask you to **Say A Command**, and then say one of the following commands:

> Am I Connected? — The Q2 will check if your phone is connected, and attempt to connect if it is not.

> Call Back — Calls back the last incoming call received on the Q2.

> Check Battery — Tells you the battery level on the Q2.

> Favorites — Wait for the Q2 to ask you **Which Favorite?** then say one of the following:

Information	**Movies**	**Navigate**	**News**
Sports	**Stock Quotes**	**Traffic**	**Weather**

Please Note: The availability of **Favorites** depends on your location and mobile carrier. In the US, this function dials the Bing™ 411 service.

If you are located outside the US, please see **www.blueantwireless.com** for details on which services are available in your location. Call charges may apply to this call.

> **Pair Me** — Puts the Q2 into pairing mode. Any connected phone will be disconnected.

> **Phone Commands** — Activates your phone's voice dialing feature (if supported). Depending on your phone model, you may need to record voice tags on the phone to use this feature.

> **Redial** — Redials the last outgoing call made on the connected phone.

> **Sensitivity Level** — Configures the sensitivity of the Q2's voice recognition.

> **LED Light** — Turns the LEDs on or off. When the LEDs are set to off, they still light up when you turn the Q2 on or off, but will not flash at other times.

> **Update Phonebook** — Updates your phonebook contacts on the Q2. If you add contacts to your phone, or change the numbers associated with existing contacts, then you will need to use this command to transfer the updated contacts to the Q2.

> **What Can I Say?** — Reads out a list of all the commands available on the current menu.

Transferring your Phonebook Contacts to the Q2

Your Q2 uses Text to Speech technology (TTS) to read out the name of the person who is calling you. To do this, the Q2 needs to store a copy of your phonebook contacts.

Automatically Transferring your Phonebook Contacts to the Q2

When you pair your phone with the Q2 it will attempt to transfer the phonebook contacts automatically. The Q2 stores up to 2,000 contacts per paired device.

Tip: If you want to cancel the phonebook transfer, click the **MFB**.

Manually Transferring your Phonebook Contacts to the Q2

Some phones do not support automatic phonebook transfers: if this is the case on your phone the Q2 will instruct you to start sending contacts manually. To do this:

1. Wait to be prompted to start sending contacts to the Q2.

2. Go to your phonebook and select the contacts you want to send to the Q2. Choose the option to "Mark All" or "Select All" if this is available on your phone (if this is not available, you will need to transfer each contact individually).

3. Select the option on your phone to "send" or "beam" contacts, business cards, or v-cards via Bluetooth, and select the Q2 from the list of Bluetooth devices. See your phone's manual for help with this step.

Note: some phones do not support phonebook transfers at all. If this is the case, the Q2 will read out the caller's number instead (providing your phone and carrier support caller ID).

Updating your Phonebook Contacts on the Q2

If you add or change entries in your phonebook then you need to update the contacts on your Q2 by doing the following.

1. Click the **MFB**, and wait for the Q2 to ask you to **Say A Command**.

2. Say **Update Phonebook**.

3. The Q2 will attempt to transfer your phonebook automatically. If this is not possible on your phone then you will be prompted to upload the contacts manually.

Listening to Audio

The Q2 supports A2DP audio streaming. If your phone supports the A2DP profile then simply start playing music or any other audio (including turn-by-turn directions from a GPS application on your phone) and it will automatically transfer to the Q2.

If the phone rings the audio will mute. You can use your voice to answer or ignore the call. Or:

> Click the **MFB** to accept the call.

> Double click the **MFB** to ignore the call.

The audio will resume when the call ends.

If you want to exit A2DP streaming mode to do something else, click the **MFB**. The Q2 will ask you to **Say A Command**. If you do not say a command within a few seconds the music will resume playing.

Reconnecting to the Q2

If you take your phone out of range of the Q2 for more than 2 minutes, the Q2 will go into "sleep mode" to save battery. When you bring your phone back into range, simply click the **MFB** to reconnect.

Alternatively, use the hardware switch to turn the Q2 off whenever you are not using it. The Q2 will automatically reconnect to your phone if the phone is in range when you switch the Q2 on.

Depending on your phone, this may take a few seconds. Please ensure that Bluetooth is enabled on your phone.

Using 2 Phones with the Q2 (Multipoint)

Up to 2 devices can connect to the Q2 at the same time. If either phone rings, you can answer it with the Q2.

Use the **Pair Me** command to put your Q2 back into pairing mode to pair another phone. Any currently connected phone will be disconnected during pairing, so you will need to reconnect afterwards.

Which Phone is Used for Calls?

When you have two phones connected to the Q2 at the same time you can always answer an incoming call on either phone.

If you initiate a call through the Q2 (for example by saying **Phone Commands**) then the call takes place on the **primary phone**: the one that connected to the Q2 first.

Note: Only the primary phone can play music through the Q2 via A2DP.

Multiple Calls (Call Waiting)*

If you receive an incoming call while you are already on a call the Q2 will play a tone to alert you.

> Hold **Vol +** for about 1 second to put your current call on hold and answer the incoming call.

> Hold **Vol –** for about 1 second to end the current call and answer the incoming call.

> Once you have a call on hold, you can switch between calls by holding **Vol +** for about 1 second.

Note: If one of the calls ends, some phones do not automatically resume the held call. If this happens, hold **Vol +** for about 1 second to release the hold and resume the other call.

Tip: If you are using multipoint, both phones remain connected during calls so you can also use these controls to switch between calls on both phones.

* To use this feature, your phone and network must support call waiting.

Resetting the Q2

If you are having problems with the Q2, you can reset it and start again.

Resetting the Q2 will clear all the stored pairing settings on the Q2, delete any stored contact details and put the device back into pairing mode.

To reset the Q2:

1. Delete any existing pairing information from your phone and turn the phone off and back on again to clear the phone memory.

2. Make sure the Q2 is switched on but not connected to any phones.

3. Click **Vol +**, **Vol –** and the **MFB** together. Note that you need to quickly press and release all three buttons at the same time (do not hold down the buttons as this will not reset your device).

4. The Q2 will announce that it has been reset.

5. Now use the hardware switch to turn the Q2 off and back on again.

You will now need to pair your phone with the Q2 again.

Troubleshooting

Using Phone Commands and Voice Dialing

When you use the command **Phone Commands** your Q2 activates your phone's voice dial function. Your phone **must** support "voice dialing over Bluetooth".

This feature is supported by the iPhone 3GS (iOS 3.1+) and iPhone 4, most BlackBerry smartphones, and most Android devices running Android 2.2 and above.

Once you have activated the voice dial feature, **you are using your phone's voice recognition software**. **Please check your phone manual** for help on getting the most out of this feature and to find out what commands your phone supports, as well as any limitations of your phone's voice recognition software.

I Cannot Transfer my Phonebook to the Q2

In order to transfer your phonebook to the Q2, your phone must support either the Phonebook Access Profile (PBAP), AT commands, or the Object Push Profile (OPP). If your phone does not support any of these Bluetooth profiles, then you will not be able to copy your contacts to the Q2. When you receive a call, the Q2 will read out the caller's number instead (providing your phone and carrier support caller ID).

Some phones support phonebook transfers but do not support doing them automatically. If this is the case on your phone then you will need to manually send the contacts to the Q2, as described in **"Manually Transferring your Phonebook Contacts to the Q2" on page 14**.

If you are having problems transferring your phonebook to the Q2, please see our knowledgebase on **www.blueantwireless.com**. This contains extensive troubleshooting tips for phone-specific issues relating to the phonebook transfer process.

Names Announced in the Wrong Order (Last Name, First Name)

Depending on how your phone is configured, you may find that the Q2 reads out names the wrong way round. If this is happening, you can resolve it by changing the setting on your phone that controls the display and sort order of your contacts.*

The exact setting to change depends on your phone. For example, Apple iPhone users should go to the "Settings" menu, select "Mail, Contacts, Calendars" and then change both the "Sort Order" and "Display Order" to "First, Last".

After changing the setting, you **must** use the **Update Phonebook** command to update the contacts on your Q2.

* Some phones do not allow you to adjust the order. If this is the case the Q2 will read the names in whatever order it receives from the phone.

The Q2 Does Not Announce the Caller's Name

The Q2 will only announce the name if the caller's name and number are stored in your phonebook and have been transferred to the Q2 (on most phones your phonebook is automatically transferred when you pair your phone).

If you make any changes to your phonebook after pairing then you must use the **Update Phonebook** command to update the details on the Q2.

The Q2 will not read out the caller's name or number if the caller withholds their number.

The Q2 Reads Out the Wrong Name

If the Q2 is reading out the wrong name then it is likely that you have changed the contacts in your phone without updating the contacts on the Q2. If you make any changes to your phonebook, use the **Update Phonebook** command to copy these changes to the Q2.

How Many Contacts Can I Store on the Q2?

The Q2 can store up to 2,000 phone numbers for each paired device.

Each number stored in your phonebook counts towards this limit. For example, if you have a business, home, and mobile number stored for one of your contacts, then this counts as 3

separate entries.

My Phone Does Not Reconnect to the Q2

If your phone always prompts you to confirm whether you want to accept the connection from the Q2, then you should configure your phone to treat the Q2 as a "trusted connection" or a "trusted device". The exact option to change will depend on your phone model, but you need to go to the Bluetooth menu and locate the Q2 in the list of paired devices, then configure the Q2 to be an "authorized device" or add it to your phone's list of "trusted devices". If your phone has an option to "always allow" the connection or "don't ask again", select this option.

My Phone Prompts me for a Code when I Pair the Q2

Enter the code **0000** (four zeros).

The Q2 Does Not Respond to my Voice Commands

If you are having trouble getting the Q2 to respond to your voice commands, try the following tips:

> Say your command as soon as possible after the Q2 asks you to **Say A Command**.

> When you have an incoming call, you must wait for the Q2 to finish asking you if you want to

Answer or **Ignore** the call before saying the command.

> Make sure you say the command clearly, speaking at a consistent speed.

> If the Q2 does not respond, repeat the command.

> Speak louder than any background noise.

> Try changing the Q2's sensitivity level. This setting determines how precisely the words that you say need to match the speech patterns that the Q2 has been configured to recognize. You can change it by using the **Sensitivity Level** command.

Alternatives to Voice Control

As well as using the voice commands, you can use the following button combinations to control your Q2:

Q2 Function	Do This	When
Enter pairing mode	Hold the **MFB** for about 1 second	Q2 must be switched on but not connected to any phones.
Cancel pairing mode	Click the **MFB**	Pairing mode.

Q2 Function	Do This	When
Update phonebook	Hold the **MFB** for about 3 seconds	Q2 must be connected to your phone but not on a call.
Answer a call	Click the **MFB**	Phone ringing.
End a call	Click the **MFB**	During an active call.
Reject a call	Double click the **MFB**	Phone ringing.
Redial	Hold **Vol +** for 1 second	Q2 must be connected to your phone but not on a call.
Hold active call and switch to incoming or held call	Hold **Vol +** for 1 second	During an active call, with either another call on hold or a ringing incoming call.
End active call and answer a new incoming call	Hold **Vol –** for 1 second	During an active call with a ringing incoming call.

Q2 Function	Do This	When
Call conference	Hold the **MFB** for about 3 seconds	During an active call with a call on hold.

Specifications

> Bluetooth version 2.1 + EDR

> Operating Range: Up to 10 meters

> Talk Time: Up to 5 hours

> Charging Time: 3 - 4 hours

> Supported Profiles: HFP 1.5, A2DP 1.2

> Frequency: 2.4 GHz

> Standby Time: Up to 100 hours

> Battery Type: Rechargeable Lithium Ion

Help and Support

If you are having trouble getting the Q2 to work, please visit **www.blueantwireless.com** for online help, support, and troubleshooting tips.

Please contact us before returning the Q2 to a store and we will help you through any difficulty you may have.

Terms and Conditions

By using this product, you are agreeing to BlueAnt's terms and conditions, available at **www.blueantwireless.com** and on the supplied warranty information card.

Please protect your ears. All BlueAnt devices are designed to reach volumes of up to 100 decibels. Prolonged use at high volumes may affect your hearing capacity and may result in noise induced hearing loss (NIHL). Please read the enclosed safety card for information about the safe use of BlueAnt products.

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