



# BlueParrott B550-XT User Manual

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# SAFETY INFORMATION

**IMPORTANT SAFETY NOTE:** Prolonged exposure to high volume levels can damage your hearing. To avoid injury, set the volume to the lowest comfortable level. If you experience ringing in your ears, or voices sound muffled, stop using the headset. Avoid turning up the volume to block noisy surroundings. It's possible for your ears to adapt to volume that is too high, and this could result in permanent hearing damage without any noticeable discomfort.

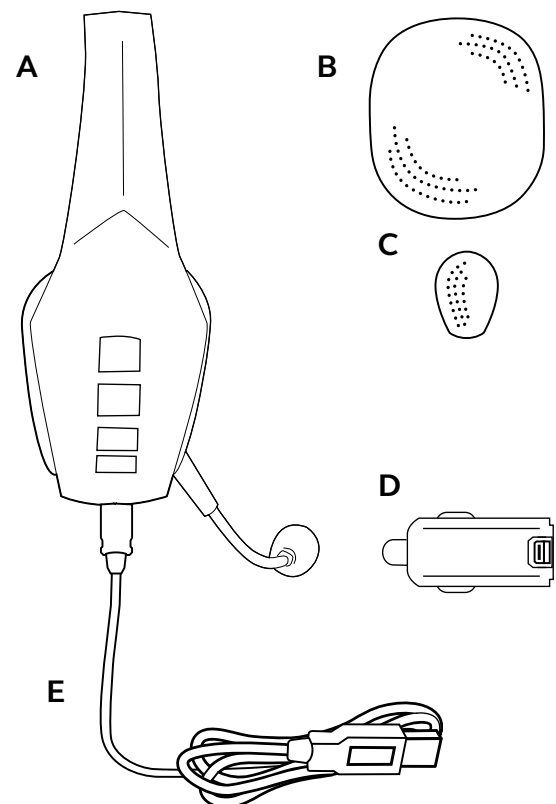
- Check with local and state laws regarding cell phone/headset usage while operating a motor vehicle.
- Do not immerse any part of this product in water.
- Plastic bags and small parts may cause choking if ingested. Keep them away from small children and pets.
- Use only the power cords included with this product.
- Avoid temperatures exceeding 140° F or 60° C (may cause equipment failure).

# PACKAGE CONTENTS

- A. B550-XT Headset with Leatherette Ear Cushion\*
- B. Spare Foam Ear Cushion\*
- C. Spare Microphone Windscreen
- D. USB Car Charger
- E. USB Charging Cable
- F. Quick-Start Guide\*\*
- G. Warranty and Compliance Document\*\*

*\*Remove Leatherette Ear Cushion before attaching Foam Ear Cushion.*

*\*\*Not pictured.*



*Images are not shown to scale.*

## GLOSSARY OF TERMS

**On:** Headset is on, but there is no connection to the phone (red light will flash).

**MFB:** Abbreviation for “Multifunction Button.”

**Multipoint Mode:** Multipoint Mode allows you to connect and switch between two Bluetooth devices.

**Paired:** Two Bluetooth devices agree to communicate with one another.

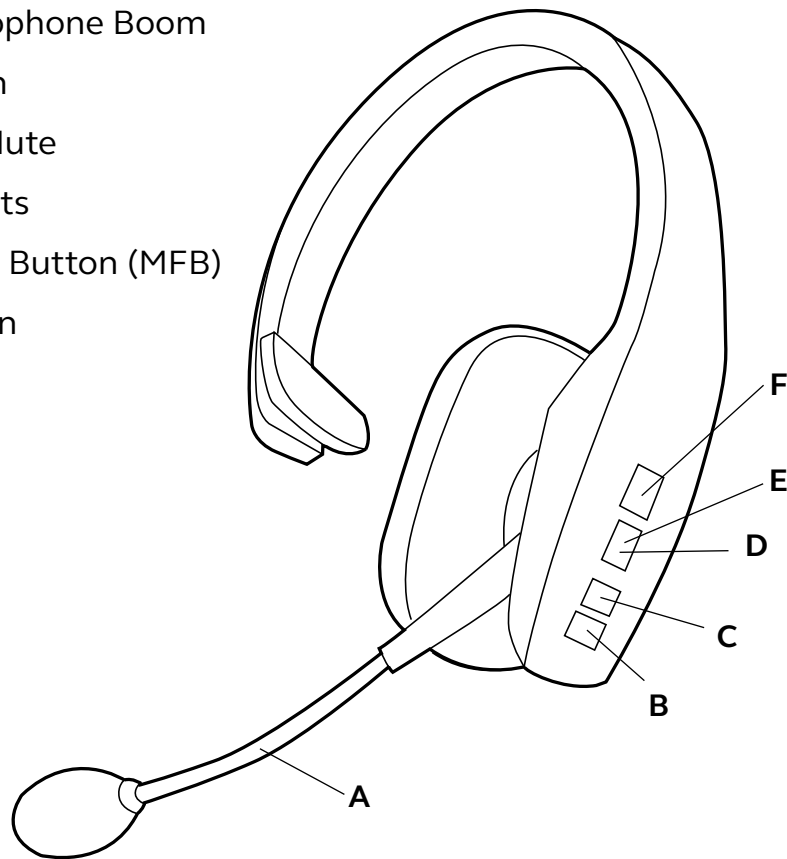
**Standby Mode:** Headset is on, Bluetooth link is active, and the user is not on a call (blue light will flash).

**Talk Mode:** Headset is in use with the cell phone while the cell phone is on an active call (blue light will flash).

**A2DP:** Advanced Audio Distribution Profile is a Bluetooth protocol for streaming audio other than call audio, e.g. music or GPS directions.

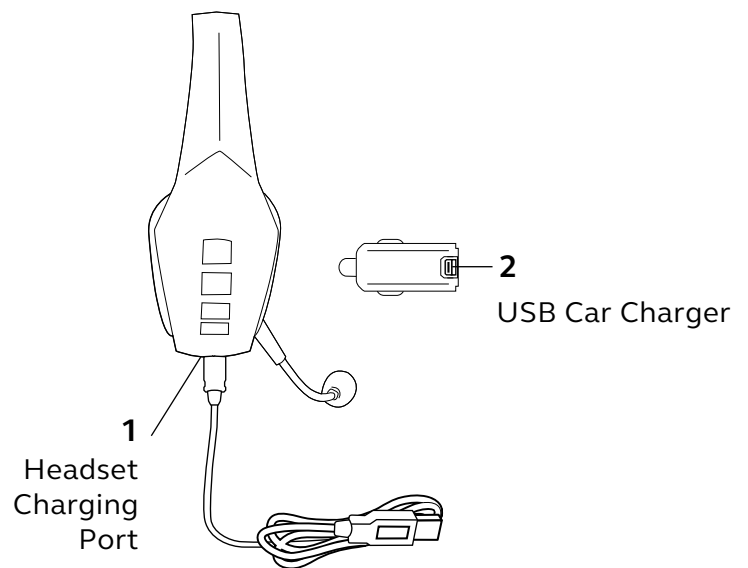
# HEADSET OVERVIEW

- A. Flexible Microphone Boom
- B. Volume Down
- C. Volume Up/Mute
- D. Indicator Lights
- E. Multifunction Button (MFB)
- F. Parrott Button



# CHARGING THE HEADSET

Connect the USB charging cable into the headset's USB charging port. If the headset is not fully charged, the indicator will turn red. When the indicator turns blue and stays blue, the unit is fully charged. A *fully discharged* battery will need approximately 3.5 hours to achieve a complete charge.

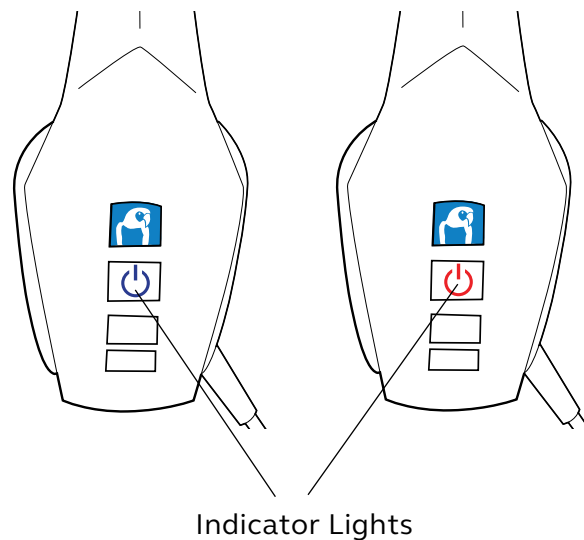


## Battery Power Indicators

While charging, the MFB's indicator light shows the level of battery power on your B550-XT as follows:

**Blue light:** Fully charged. Over 24 hours' talk time.

**Red light:** Less than a full charge.



## CHARGING THE HEADSET (continued)

### Operation While Using the Charger/Adapter

The B550-XT headset will operate from battery power or from power supplied via the USB cable.

**NOTE:** *Do not attach the USB cable to a powered USB port mid-call. This will cause the headset to reset, and the call will be sent back to the phone.*

When the headset is operating from the battery, all indicator lights and sounds will function as described in this guide.

When the headset is operating from power supplied via the USB cable, the headset—including the audio indicators—will function as described in this user guide. However, the MFB lights will indicate the battery charge status.

While the headset is on the charger, press the MFB long enough to power the unit on. The headset should reconnect automatically unless your phone is set to “always ask” for connection requests.

After the battery is fully charged, the MFB charge light will turn blue and stay blue as long as a powered USB cable is connected to the headset.

# GETTING STARTED

## On/Off/Standby

**Turn Headset On:** Hold down the MFB for approximately 2-3 seconds until you hear a voice prompt, “power on.” The red light will flash once every second.

**Turn Headset Off (conserves battery power):** Hold down the MFB for approximately 4–5 seconds until you hear a voice prompt “power off.” A red light will flash 4 times and the headset will turn off.

**Standby Mode:** Once the headset is turned on (after the initial pairing), it will attempt to connect to the last device that it was paired with, putting itself into Standby Mode.

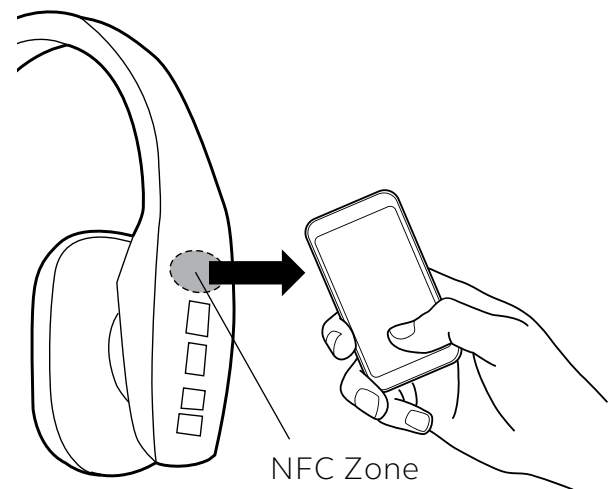
## Pairing with a Phone

When you turn your B550-XT on for the first time, or if its Paired Device List has been cleared, it will go into pairing mode automatically. You can pair the headset using NFC or manually.

### NFC (One-Touch) Pairing

1. Make sure that NFC is enabled on your cell phone.
2. Place the NFC zone of your cell phone against the NFC zone of the headset and hold them together until your cell phone registers the headset.
3. Follow the prompts on your cell phone to complete pairing.

**Note:** *NFC and One-Touch Pairing are dependent on your cell phone. The size and sensitivity of your phone’s NFC zone and the specific way to connect the headset may vary between devices.*





## GETTING STARTED (continued)

### Manual Pairing

If the B550-XT has already been paired with another device and you are not going to use NFC Pairing, you will need to put it into Pairing Mode manually:

### Placing Headset into Pairing Mode

#### By Voice:

Activate headset voice recognition by saying “Hello BlueParrott” (if configured for Voice Command), or by pressing the Parrott Button, or by pressing and holding the Volume Up button. Then, after the “Say a command” voice prompt, say “pair mode.” The headset will enter pairing mode and be visible for pairing to devices for 120 seconds.

#### Using Buttons:

With the headset powered off, press the MFB until the light rapidly flashes blue and you hear the audio prompt “power on.” *Keep holding* the MFB for approximately 10 seconds until you hear “Pair Mode.”

The headset will be visible for pairing to devices for 120 seconds.

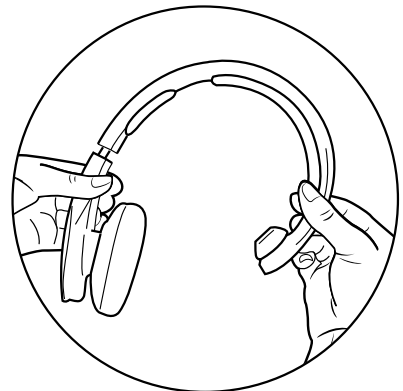
### Pairing to a Cell Phone

1. Make sure that other Bluetooth devices are turned off or out of range.
2. Place the headset into pairing mode.
3. Put your cell phone in Bluetooth Search/Scan Mode per the manufacturer’s instructions.
4. Select “BlueParrott B550-XT” to pair. (Passcode is “0000” if needed.)
5. Accept the phone book access request to enable caller ID in the headset.
6. When connected, the headset will give you the voice prompt, “Your headset is connected.”

### Wearing and Adjusting the B550-XT

To get the best performance from our noise-canceling technology, position the microphone near the corner of your mouth. Positioning is important; small adjustments in microphone placement can improve performance.

1. Place the headset on your head.
2. Position the speaker directly on your ear. You can slide the headband in or out of the side support to find the best fit for stability and comfort.
3. Position the microphone about one finger’s width away from your face at the corner of your mouth. The boom will rotate so you can position the microphone correctly with the speaker on either ear.



# GETTING STARTED (continued)

## Making/Taking Calls

The headset must be on and connected with your phone.

### Making a Call

1. Dial the desired number on your phone.  
You will hear the call in the headset.
2. To end the call, press the MFB once.  
The call will end and the headset will enter standby mode.

### Answering a Call

#### By Voice:

1. When you receive a call, you will hear ringtones in the headset, or the caller ID. Say “answer” to answer the call.
2. To end the call, press the MFB once, or say “BlueParrott end call”.  
The call will end and the headset will enter standby mode.

#### Using Buttons:

1. When you receive a call, you will either hear ringtones in the headset, or the caller ID. Press the MFB once to answer the call.
2. To end the call, press the MFB once. The call will end and the headset will enter standby mode.

### Rejecting a Call

#### By Voice:

1. To reject an incoming call, say “ignore.” You will hear two descending tones and the call will be transferred to your voicemail (if available).

#### Using Buttons:

1. To reject an incoming call, press and hold the MFB for two seconds. You will hear two descending tones and the call will be transferred to your voicemail (if available).

# VOICE COMMANDS

The B550-XT is always listening and will recognize English voice commands, enabling you to handle incoming calls without touching the headset.

With the headset powered on and connected to your phone, say “**Hello BlueParrott**” to initiate voice commands. Alternatively, press the Parrott button to manually activate voice commands. The headset will reply with “**Say a command**”. For a list of available commands, say “**What can I say?**”

## Voice Commands Available:

**Phone command** – Activates the voice assistant on the connected device; Siri or Google Now

**Answer** – Answers an incoming call

**BlueParrott end call** – End the current call

**Ignore** – Rejects the incoming call and sends it to voicemail (if available)

**What can I say?** – Provides a list of available commands

**Pair mode** – Puts the headset into pairing mode

**Am I connected?** – Verifies that the headset is connected to a device

**Check battery** – Checks battery levels in the headset and paired device (if applicable)

**Redial** – Redials the last outgoing call

**Callback** – Calls the last incoming call (if # available)

**Cancel** – Cancels voice command

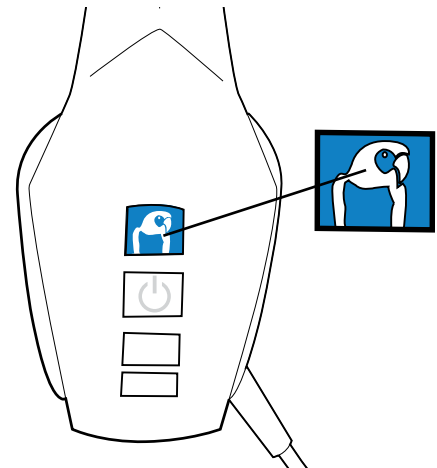
## PARROTT BUTTON

As provided from the factory, the Parrott Button provides an easy way to mute the headset on a call and activates voice commands when not. However, you can also configure the button for other functions, such as a speed dial button for a dedicated phone number, or to launch a particular application on your phone.

If the Parrott Button is reconfigured to provide a different function, voice commands can still be activated by pressing and holding the Volume Up button.

To change the Parrott Button functions, you will need to download the BlueParrott app for your phone (Android or iOS) or PC.

Go to **[www.blueparrott.com](http://www.blueparrott.com)** for updates and more information.



# ADVANCED FEATURES AND FUNCTIONS

## Multiple Device Pairing and Multipoint Mode

The B550-XT has pairing memory for up to eight (8) devices. The headset can also use Multipoint Mode, which means that it can be connected to and toggle between two Bluetooth devices. You do not have to do anything to enable Multipoint Mode.

### Using the B550-XT in Multipoint Mode

1. To use the headset in Multipoint Mode, first make sure the headset is paired with both your devices.
2. With both devices in range and with their Bluetooth enabled, turn the headset on.
3. As each Bluetooth device connects to the headset, you will hear the voice prompt, “Your headset is connected.”

The B550-XT will monitor both phones and enable you to answer a call on either one using the headset.

If you are on a call and the other device receives a call, you will hear a notification in the headset.

## Proximity Pairing

Proximity Pairing is an alternative method of pairing where the headset initiates the pairing process instead of your phone.

1. Make sure the headset is powered on and not connected to another device.
2. Set your phone so it is “discoverable,” or visible to other devices.
3. Quickly press the MFB and the Volume Down button, if headset is not already in pair mode.
4. You should hear the voice prompt “pair mode” in the headset.
5. The headset lights should now be alternating red and blue.
6. The headset initiates pairing activity, and the incoming pairing request must be accepted on the phone. **NOTE:** This may include entering the pin number “0000” (four zeros).

# ADVANCED FEATURES AND FUNCTIONS (continued)

## Additional Features and Functions

### Last Number Redial

#### By Voice:

You can use voice commands to dial both the last outgoing and last incoming call.

- To redial the last **outgoing** call, activate voice command and say “redial.”
- To call back the last **incoming** call, activate voice command and say “callback.”

#### Using Buttons:

To redial the last **outgoing** call that was dialed from the cell phone, press and hold the Volume Down button for approximately 1 second. A beep will be heard and the phone will redial the last number.

### Call Waiting

If you are on an active call and a second call comes in, you will hear a low tone notification in the headset. Where supported by your phone, you can either accept the incoming call and end the active call, or accept the incoming call and place the active call on hold.

- To accept the incoming call and end the active call, press the MFB once to end, and then press it once again to answer.
- To accept the incoming call and place the active call on hold, quickly press the MFB twice.

### Rejecting a Call

#### By Voice:

To reject an incoming call by voice when not on another call, say “ignore.”

#### Using Buttons:

To reject an incoming call manually when not on another call, press and hold the MFB for 1-2 seconds.

### Phone Voice Control (e.g. Siri, Google Now)

Press the MFB once while the headset is in standby mode to initiate voice command functions on your phone. Support for this is phone dependent. See your phone’s user guide for more information.

## ADVANCED FEATURES AND FUNCTIONS (continued)

### Muting

By default, the Parrott Button will act as a mute on calls (unless it has been configured for another function). The Volume Up button will also function to control mute.

- Unless otherwise configured, quickly pressing the Parrott Button while on a call will mute the headset. Press again to unmute.
- To use Volume Up to mute the headset microphone while on a call, press and hold the Volume Up button for 1-2 seconds. To unmute, press and hold the button again for 1-2 seconds.
- While muted, a reminder tone will sound every 10 seconds.

### Transferring Audio

To transfer audio from the headset to the cell phone while on a call, press and hold the Volume Down button for 1-2 seconds. The audio will transfer to the phone. Repeat to transfer audio back to the headset. When audio is transferred to the phone, the light on the headset will be off until audio is transferred back to the headset.

### Turning Headset Indicator Lights On/Off

A *quick* press of the Volume Up and Volume Down buttons together will turn the headset indicator lights off. Repeat to turn the indicator lights on.

When powering on the headset, the indicator lights will return to the factory default state.

## ADVANCED FEATURES AND FUNCTIONS (continued)

### **Reset Headset Paired Devices List**

This will reset, or clear the headset's internal paired devices list. The headset must be on to perform this function.

1. Power on the headset. It does not matter if it connects to any devices.
2. Hold the headset near your ear and press and hold the Volume Up and the Volume Down buttons together for approximately 6-10 seconds until two low tones and/or the "Pair mode" voice prompt are heard.
3. Power off the headset. The pairing memory is now clear and will need to be paired to any desired devices before it can be used with them.

### **Reset Parrott Button Defaults**

This will reset or clear the headset's internal paired devices list and will also restore the Parrott Button's factory defaults (voice command and mute). The headset must be on to perform this function.

1. Power on the headset. It does not matter if it connects to any devices.
2. Press and hold the Parrott Button and the Volume Down buttons together for approximately 6-10 seconds until you see two quick purple flashes on the MFB.
3. The headset Parrott Button is reset, the pairing memory is now clear and the unit will power off. The headset will re-enter pairing mode.
4. Follow the pairing process to re-pair the headset to your cell phone/device.

### **Updating and Configuring**

To update the the headset firmware or change configuration settings and certain Parrott Button options, download the BlueParrott Updater software from

**[blueparrott.com/software/blueparrott-updater](http://blueparrott.com/software/blueparrott-updater)**



# FUNCTIONS & INDICATORS TABLES

## Standby Mode Functions

Function	Button/Duration of Press	LED Indicator	Audio Indicator	Voice Indicator
Power On	MFB (1-2 seconds)	3 fast blue flashes	NONE	"Power on"
Power Off	MFB (2-3seconds)	4 fast red flashes	NONE	"Power off"
Enable Pairing Mode	MFB (5-15 seconds)	Alternating red and blue flash	1 tone every 10 seconds	"Pair Mode"
Volume Up	Volume Up (quick press)	NONE	1 short tone	NONE
Volume Down	Volume Down (quick press)	NONE	1 short tone	NONE
Initiate Headset Voice Commands	Parrott Button (quick press) or Volume Up (1-2 seconds)	NONE	NONE	"Say a command"
Phone Voice Control (Start/End)	MFB (quick press)	NONE	1 tone	NONE
Last Number Redial	Volume Down (1-2 seconds)	NONE	1 short tone	NONE
Disable LEDs	Volume Up/ Volume Down (quick press)	NONE	1 short tone	NONE
Enable LEDs	Volume Up/ Volume Down (quick press)	LEDs active	1 short tone	NONE
Reset Paired Devices	Volume Up/ Volume Down (5-6 seconds)	NONE	2 low tones	"Pair Mode"
Reset Parrott Button	Parrott Button/ Volume Down (6-9 seconds)	2 fast purple flashes followed by alternating red and blue flash	NONE	"Pair Mode"
Voice Commands	Hello BlueParrott	NONE	NONE	"Say a command"

# FUNCTIONS & INDICATORS TABLES (continued)

## Standby Mode Functions

Function	Button/Duration of Press	LED Indicator	Audio Indicator	Voice Indicator
Establish Service Level Connection	MFB (quick press)	Fast blue flash	1 long tone	“Your headset is connected”
Start Proximity Pairing	MFB & Volume Down (quick press)	Alternating red and blue flash	Long low tone every 5 seconds for 60 seconds	“Pair Mode”
Proximity Pairing Timeout	NONE	NONE	2 short tones (after 60 seconds)	NONE
Answer/Ignore (On/Off)	Volume Up/ Volume Down/ Parrott Button (2 quick presses)	NONE	NONE	No Caller ID announcement. Incoming call just rings w/ no Answer/Ignore option
Proximity Sensor Disable	Parrott Button/ Volume Up (8-10 seconds)	5 fast blue flashes	NONE	“Hello BlueParrott” will work on or off user’s head
Proximity Sensor Enable	Parrott Button/ MFB (8-10 seconds)	2 purple flashes	NONE	“Hello BlueParrott” will only work on user’s head

\*Standby time may be reduced from approximately 16 days (400 hours), to approximately 8 days (200 hours) if you choose to disable the Proximity sensor.

# FUNCTIONS & INDICATORS TABLES (continued)

## In-Call Functions

Function	Button/ Duration of Press	LED Indicator	Audio Indicator	Voice Indicator
Volume Up	Volume Up (quick press)	NONE	1 short tone	NONE
Volume Down	Volume Down (quick press)	NONE	1 short tone	NONE
Mute (On/Off)	Parrott Button (quick press) unless configured otherwise	NONE	1 tone	NONE
Mute (On/Off)	Volume Up (1-2 seconds)	NONE	1 tone	NONE
Mute Reminder	NONE	NONE	1 tone (every 10 seconds)	NONE
Answer a Call	MFB (quick press) or say “answer”	Blue light flashes slightly slower	2 rising tones	NONE
End a Call	MFB (quick press) or say “BlueParrott end call”	Blue light flashes slightly faster	2 falling tones	NONE
Reject a Call*	MFB (1-2 seconds) or say “ignore”	NONE	2 falling tones	NONE
Transfer Audio	Volume Down (1-2 seconds)	NONE (LEDs go out until call ends, or audio transferred back to headset)	1 long tone	NONE
Incoming Call Hold	MFB (2 quick presses)	NONE	NONE	NONE
Accept Held Incoming Call	MFB (quick press)	NONE	NONE	NONE
Reject Held Incoming Call	MFB (1-2 seconds)	NONE	2 falling tones	NONE

*\*Sends call to voicemail (if available)*

## FUNCTIONS & INDICATORS TABLES (continued)

### Notifications

Notification	Button/ Duration of Press	LED Indicator	Audio Indicator	Voice Indicator
Mute Reminder	NONE	NONE	1 tone (every 10 seconds)	NONE
Headset Connects to Device	NONE	Blue light, fast flash	NONE	"Your headset is connected"
Disconnect from Device	NONE	Red light, slow flash	NONE	"Your headset is disconnected"
Out of Range (Link Loss)	NONE	Red light, slow flash	1 short tone	NONE
Low Battery	NONE	Red light, 2 fast flashes	Double tone	"Battery low" every 60 seconds
Connect A2DP	NONE	Blue MFB (quick, double-flash)	NONE	"Your headset is connected"
Proximity Pairing Timeout	NONE	NONE	2 short tones (after 60 seconds)	NONE



[blueparrott.com/support](https://blueparrott.com/support)