

# BackBeat PRO 5100

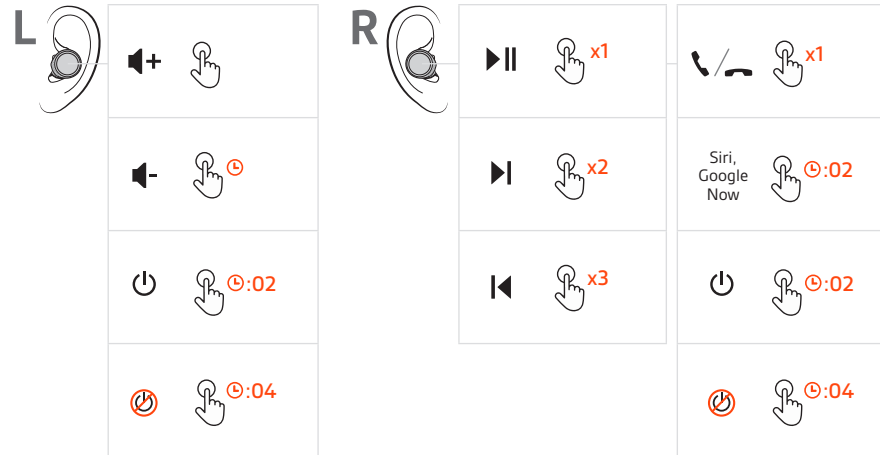
## True Wireless Earbuds

User Guide

# Contents

Controls overview	<b>3</b>
Power and pair	<b>4</b>
Power on the case	<b>4</b>
Pair first time	<b>4</b>
Pair mode	<b>4</b>
Charge	<b>5</b>
Quick charge	<b>5</b>
Check battery level	<b>5</b>
Fit	<b>7</b>
Replace eartips	<b>7</b>
Install the app	<b>8</b>
The Basics	<b>9</b>
Power on/off your earbuds	<b>9</b>
Adjust the volume	<b>9</b>
Play or pause audio	<b>9</b>
Track selection	<b>9</b>
Make/Take/End Calls	<b>10</b>
Use Siri, Google Now	<b>10</b>
Use sensors	<b>10</b>
Mono mode	<b>10</b>
Reconnect	<b>10</b>
More Features	<b>11</b>
DeepSleep mode	<b>11</b>
Connect new earbud	<b>11</b>
Switch controls	<b>11</b>
Troubleshoot	<b>13</b>
Support	<b>14</b>

# Controls overview



<b>Left</b>	<b>Secondary earbud</b>
	<b>Volume up</b> Tap to increase levels (touch sensor)
	<b>Volume down</b> Tap and hold to decrease levels (touch sensor)
	<b>Power on</b> Click and hold 2 seconds
	<b>Power off</b> Click and hold 4 seconds
<b>Right</b>	<b>Primary earbud</b>
	<b>Play/pause</b> * Click 1 time
	<b>Next track</b> * Click 2 times
	<b>Previous track</b> * Click 3 times
	<b>Call answer/end</b> Click 1 time
Siri/ Google Now	Click and hold 2 seconds
	<b>Power on</b> Click and hold 2 seconds
	<b>Power off</b> Click and hold 4 seconds

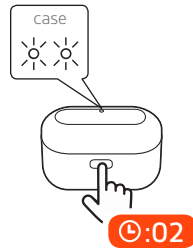
**NOTE** \*Functionality varies by application. May not function with web-based apps.

# Power and pair

## Power on the case

Your charge case is shipped from the factory in a Deepsleep mode to conserve battery. Power on your charge case to power your earbuds for first use.

Click and hold the charge case button for two seconds to power it on. The charge case LEDs light up.



## Pair first time

The first time you take your earbuds out of the charge case, the pairing process begins.

- 1 Take the earbuds out of the case. The LED, located on the right earbud, flashes red and white to indicate pairing mode.



- 2 Activate Bluetooth® on your phone and set it to search for new devices.
  - **iPhone Settings > Bluetooth > On\***
  - **Android™ Settings > Bluetooth: On > Scan for devices\***

**NOTE** \* Menus may vary by device.
- 3 Select "PLT BBPRO5100."
- 4 Select "Pair" or "OK" in the Bluetooth Pairing Request popup window to pair your left earbud. You hear "pairing successful" when the left earbud is paired.

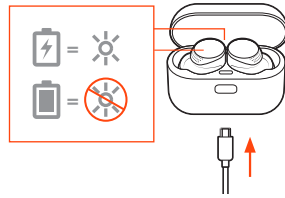
## Pair mode

- 1 With your earbuds powered off, click and hold the right earbud until you hear "pairing." LED flashes red and white.
  - 2 Click and hold the left earbud for 2 seconds until you hear "power on."
  - 3 To pair, select PLT BBPRO5100 in your phone's Bluetooth settings. LED turns off and you hear "pairing successful" and "phone connected" when the right earbud is paired.
  - 4 Select "Pair" or "OK" in the Bluetooth Pairing Request popup window. You hear "pairing successful" when the left earbud is paired.
- NOTE** You can connect your earbuds to only one device at a time.

# Charge

Your earbuds have up to 6.5 hours of listening time. The charge case holds up to 13 hours of additional listening time.

To charge your earbuds, place them in the charge case. Charge the case by plugging it into a computer or USB charging device. For fastest charging, plug them into a wall charger.



**NOTE** If the charge case has no charge, first charge the case separately, then charge the earbuds.

## LEDs on earbuds/case when charging

Earbuds charging	On
Case charging	Flashing
Earbuds fully charged	Off
Case fully charged	Off

### Quick charge

Charge your earbuds for 10 minutes for up to a full hour of listening time.

### Check battery level

- 1 Check your earbud battery level:
  - Listen to the voice prompt when you remove your earbuds from case and put them on.
  - View battery level in BackBeat app. Download at [plantronics.com/software](https://plantronics.com/software).

Voice prompt	Listen time
"Battery high"	3 hours or more
"Battery medium"	1 to 3 hours
"Battery low"	10 minutes to 1 hour
"Battery critical"	Less than 10 minutes

- 2 Check the charge case battery level by pressing the charge case button and viewing the LED inside the case.

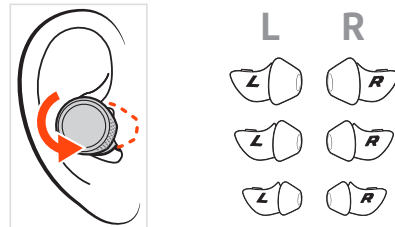
---

Charge case LED	Battery level
○○○	Battery high
○○	Battery medium
●	Battery low
●●●	Battery critical

---

# Fit

Place earbud in your ear. Rotate down and forward for an optimal fit and sound experience.



- 1 Try the 3 eartips to find which size fits you comfortably while blocking external noise.
- 2 Listen to music and select the eartip that gives you the most bass response.
- 3 You may prefer a different size eartip in each ear.

## Replace eartips

Changing the eartips and locking them in place is easy. Left and right are indicated on the earbud and on the eartip.

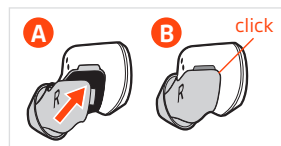
- 1 REMOVE: Loosen the eartip from the earbud with your fingernail and remove.



- 2 REPLACE:

**A Place the eartip on the earbud microphone column and press into place for a secure fit.**

**B The eartip clicks when locked into place.**



# Install the app

Get the most from your earbuds by downloading our free app, BackBeat for iOS/Android.

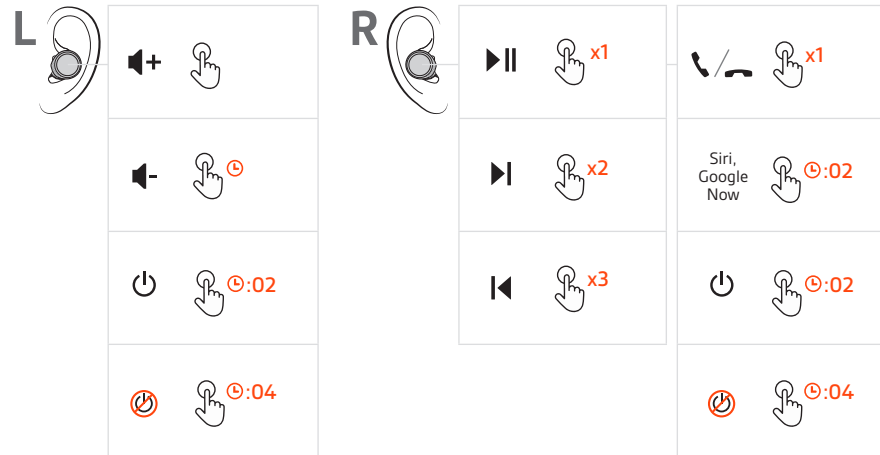
With this app, you can:

- Stream a playlist, use a stopwatch, customize volume settings and more on your earbuds (My Tap)
- Change earbud language
- Turn settings on/off
- Switch earbud controls from the right earbud to the left earbud
- Find MyHeadset
- View the user guide





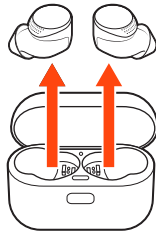
# The Basics



## Power on/off your earbuds

You can automatically or manually power on/off the earbuds.

- **Automatic** Taking the earbuds out of the case automatically powers your earbuds on. Conversely, putting them back in the case automatically powers them off and starts charging them.



- **Manual** Click and hold the earbud button for 2 seconds to manually power it on. To manually power them off, click and hold for four seconds.

**NOTE** Turning off either earbud turns off both earbuds. To power on, power the earbuds on individually.

## Power transfer

If your right earbud loses power, all functions and audio transfers to the left earbud.

## Adjust the volume

The left earbud has a touch sensor button. Only a light touch is required.

- 1 **To increase volume**, tap the left earbud.
- 2 **To decrease volume**, tap and hold the left earbud.

## Play or pause audio

Choose:

- Click the right earbud to pause or resume streaming audio.
- With active sensors, remove one or both earbuds to pause streaming audio. Put on one or both earbuds to resume audio.

**NOTE** Functionality varies by application.

## Track selection

Double-click the right earbud to skip to the next track or triple-click the right earbud to play the previous track.

**NOTE** Functionality varies by application. May not function with web-based apps.

## Make/Take/End Calls

### Answer or end a call

Click the right earbud.

### Answer a second call

First, click the right earbud to end current call, then click the right earbud again to answer new call.

### Mute

On a call, remove both earbuds to mute. Put on one or both earbuds to unmute.

**NOTE** *Requires active sensors.*

## Use Siri, Google Now

Your earbuds support Virtual Personal Assistants (VPA) such as Siri and Google Now.

Click and hold the right earbud for two seconds to use your device's VPA.

## Use sensors

Smart sensors respond when you put on or take off your earbuds. Customize in BackBeat app. Below describes default settings.

With active sensors	putting on earbuds will:	taking off earbuds will:
Mobile call	answer the incoming call (both earbuds)	mute the active call (both earbuds)
Music/media	resume music/media (one or both earbuds)*	pause music/media (one or both earbuds)*

**NOTE** *\*Functionality varies by application. May not function with web-based apps.*

## Mono mode

To use one earbud in mono mode, keep your unworn earbud in the charge case. Primary earbud controls and sensors are activated on your worn earbud.

## Reconnect

With Bluetooth activated and in range, click your right earbud to reconnect to your phone.

# More Features

## DeepSleep mode

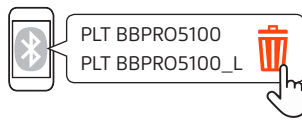
If you leave your earbuds powered on but out of range of your paired device, they conserve power by entering DeepSleep mode after 90 minutes.

To exit DeepSleep mode, power on each earbud.

## Connect new earbud

If you lose one of your earbuds and order a replacement, connecting your new earbud to your existing earbud takes a few easy steps.

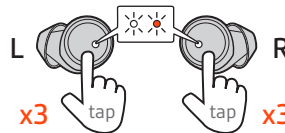
- 1 Delete "PLT BBPRO5100" and "PLT BBPRO5100\_L" from your phone's Bluetooth device list.



- 2 Click and hold each earbud for 2 seconds to power on.



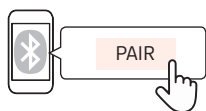
- 3 Tap the left earbud 3 times very quickly within 1 second to connect. LED flashes red and white. Repeat on the right earbud. When successfully connected, both earbuds flash white 3 times.



- 4 After connecting, your earbuds automatically go into pair mode. Your right earbud flashes red and white. To pair to your phone, select "PLT BBPRO5100" in your phone's Bluetooth settings. LEDs turn off and you hear "pairing successful" when the right earbud is paired.



- 5 Select "Pair" or "OK" in your phone's Bluetooth Pairing Request popup window to pair the left earbud. You hear "pairing successful" when the left earbud is paired.



## Switch controls

Your right earbud is the primary earbud by default. It pairs to your phone/audio device and the left earbud automatically connects to the right.

If you prefer having your main earbud controls on your left side, use the Switch Primary Earbud feature in the BackBeat app to make the left earbud the primary earbud. This moves the

Bluetooth connection as well as primary controls to the left earbud and moves the volume and My Tap controls to the right earbud.

# Troubleshoot

- 
- I can't pair my new earbuds to my phone.
- Ensure that you power on the charge case before first use. See [Power on the case](#).
  - The first time you take your earbuds out of the charge case, the pairing process begins automatically. See [Pair first time](#).
  - If your earbuds do not automatically pair to your device, then pair manually. See [Pair mode](#).

- 
- I want to pair to another phone or pair again to the same phone.
- See [Pair mode](#).  
**IMPORTANT** *You can connect your earbuds to one device at a time.*

- 
- I can't hear anything in one or both earbuds.
- Check earbud volume level. See [Adjust the volume](#).
  - Power off and on to reset your earbuds. See [Power on/off earbuds](#).
  - Ensure that your earbuds are powered on and paired to your phone. See [Pair mode](#).

- 
- I can't connect to my paired device or get error messages when I try to connect.
- Reconnect earbuds to your paired device by clicking the right earbud.
  - Ensure that your earbuds are powered on and paired to your phone. See [Pair mode](#).
  - Ensure that your earbud firmware is up-to-date in BackBeat app. Download the app: [plantronics.com/software](https://plantronics.com/software)
  - Delete earbud device listings in your phone's Bluetooth menu (PLT BBPRO5100, PLT BBPRO5100\_L) and pair again. See [Pair mode](#).

- 
- The earbud sensors are not working as expected.
- Understand your earbud sensors. See [Use sensors](#).
  - Power off and on to reset your earbuds. See [Power on/off earbuds](#).
- A call is not automatically answered when I put on both of my earbuds
  - Mute/unmute is not working when I take off/put on my earbuds during a call
  - During a call, mute unexpectedly turns on.
- To use one earbud in mono mode, keep the other earbud in the charge case. See [Mono mode](#).
  - Modify earbud sensor settings in BackBeat app. Download the app: [plantronics.com/software](https://plantronics.com/software)
- TIP** *For best audio performance while exercising, turn off sensors in BackBeat app.*

- 
- How do I connect a replacement earbud to my existing earbud and then pair to my phone?
- See [Connect new earbud](#).
-

# Support

## NEED MORE HELP?

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

**Plantronics, Inc.**

345 Encinal Street  
Santa Cruz, CA 95060  
United States

**Plantronics B.V.**

Scorpius 171  
2132 LR Hoofddorp  
Netherlands

© 2019 Plantronics, Inc. Bluetooth is a registered trademark of Bluetooth SIG, Inc. and any use by Plantronics, Inc. is under license. All other trademarks are the property of their respective owners.

215632-06 (08.19)