

Headset muting/unmuting by itself

If your headset continuously says "muted, un-muted" repeatedly, you'll need to reset the proximity sensors in the headset. Follow these steps:

There are two ways to reset the headset sensors.

1. With your headset powered on, charge your headset on the charge stand for 10 seconds
2. Press and hold both the Mute and Play/pause buttons for more than 4 seconds until the LEDs flash purple twice, being careful to not touch the earcup padding or allow it to come in contact with surfaces

Alternatively, you may opt to disable the sensors. You can disable these by holding both the Mute and Call buttons for more than 4 seconds until the LED flashes purple then red. Repeat to reactivate; the LED flashes purple then blue.

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