

**Plantronics BackBeat Go**

# Plantronics BackBeat GO Bluetooth Wireless Stereo Headset User Manual

Model: BackBeat Go

## 1. INTRODUCTION

The Plantronics BackBeat GO is an ultralight Bluetooth wireless stereo headset designed for audio playback and communication. These earbuds offer a compact and wire-free audio solution, compatible with most Bluetooth-enabled phones, tablets, and MP3 players. They are engineered to provide stereo sound for music, media, and calls.

Key features include:

- Sound-isolating earbuds for rich stereo audio.
- Digital noise reduction for clear call quality.
- Flat, tangle-resistant cable for ease of use.
- Multiple eartip sizes and optional stabilizers for a secure and comfortable fit.
- Inline controls for managing calls, track selection, and volume adjustment.
- Up to 4.5 hours of listening and talk time.
- Onscreen battery meter for compatible devices.
- Compatibility with any Bluetooth-enabled mobile phone or device.



## 2. PACKAGE CONTENTS

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Verify that all items are present in your package:

- Plantronics BackBeat GO Earbuds
- AC Charger
- Three sizes of cushioned eartips (Small, Medium, Large)
- Optional clip-on stabilizers



Image 2.1: BackBeat GO earbuds shown with included eartips and stabilizers.

## 3. SETUP

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### 3.1. Charging the Headset

Before initial use, fully charge your BackBeat GO headset. Connect the AC charger to the charging port on the headset. The LED status indicator will blink every 10 seconds while charging. A full charge provides up to 4.5 hours of listening/talk time or up to 10 days of standby time.

### 3.2. Achieving a Secure Fit

The BackBeat GO comes with three sizes of cushioned eartips (Small, Medium, Large) and two clip-on stabilizers to ensure a comfortable and secure fit. Experiment with different sizes to find the best fit for your ears. A proper fit is essential for optimal sound quality and to keep the earbuds in place during activity.

1. Select the eartip size that creates a comfortable seal in your ear canal.
2. Attach the optional clip-on stabilizers if desired, positioning them to rest against the inner curve of your ear for added stability.

### 3.3. Bluetooth Pairing

To connect your BackBeat GO headset to a device:

1. Ensure the headset is charged and turned off.
2. Press and hold the power button on the inline controller until the LED indicator flashes red and blue, indicating pairing mode.
3. On your smartphone, tablet, or MP3 player, enable Bluetooth and search for available devices.
4. Select "Plantronics BackBeat GO" from the list of found devices.

5. If prompted, enter "0000" for the passcode.
6. Once paired, the LED indicator will stop flashing and remain solid blue.

For Android devices running 3.0 ("Honeycomb") or 4.0 ("Ice Cream Sandwich"), the Plantronics MyHeadset app can facilitate one-tap pairing and display the headset battery meter. For iPhone and iPad users, the headset battery meter automatically displays on screen.



Image 3.1: BackBeat GO headset paired with a smartphone.



Image 3.2: BackBeat GO headset paired with a tablet.

## 4. OPERATING INSTRUCTIONS

### 4.1. Inline Controls

The BackBeat GO features an inline controller for convenient management of audio and calls:

- **Power Button:** Press and hold to power on/off.
- **Play/Pause Button:** Press once to play or pause music.
- **Volume Up/Down Buttons:** Press to adjust audio volume.
- **Track Skip:** Double-press the Volume Up button to skip to the next track. Double-press the Volume Down button to go to the previous track.
- **Call Management:** Press the Play/Pause button to answer or end a call. Press and hold to reject a call.
- **Microphone:** The integrated inline microphone captures your voice for clear communication during

calls.

## 4.2. Battery Status

The headset provides an onscreen battery meter for Apple iPhone and iPad devices. For Android devices, the Plantronics MyHeadset app can display the battery level. Additionally, the headset will provide an audible warning when the battery level is low.

## 5. MAINTENANCE

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To ensure the longevity and optimal performance of your Plantronics BackBeat GO headset, follow these maintenance guidelines:

- **Cleaning:** Regularly wipe the earbuds and cable with a soft, dry, lint-free cloth. Avoid using harsh chemicals or abrasive materials.
- **Storage:** When not in use, store the headset in a cool, dry place, away from direct sunlight and extreme temperatures.
- **Water Resistance:** The headset features P2i coating for sweat and water resistance. While it can withstand splashes and sweat, it is not designed for submersion in water. Avoid exposing it to heavy rain or prolonged water contact.
- **Charging:** Use only the provided AC charger or a compatible charger to prevent damage to the battery.

## 6. TROUBLESHOOTING

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If you encounter issues with your BackBeat GO headset, refer to the following common solutions:

### 6.1. Headset Does Not Power On

- Ensure the headset is fully charged. Connect it to the AC charger and allow sufficient time for charging.
- Verify that the power button is pressed and held correctly until the LED indicator illuminates.

### 6.2. Cannot Pair with Device

- Make sure the headset is in pairing mode (LED flashing red and blue).
- Ensure Bluetooth is enabled on your device and it is discoverable.
- Move the headset closer to your device.
- Try deleting "Plantronics BackBeat GO" from your device's Bluetooth list and re-pairing.
- Restart both the headset and your device.

### 6.3. No Sound or Poor Audio Quality

- Check the volume levels on both the headset and your connected device.
- Ensure the headset is properly paired and connected to your device.
- Verify that the eartips provide a good seal in your ear canal. Adjust the eartip size if necessary.
- Move away from potential sources of interference (e.g., Wi-Fi routers, other Bluetooth devices).

### 6.4. Callers Cannot Hear Me

- Ensure the microphone is not obstructed.
- Check the microphone settings on your connected device.
- Confirm the headset is selected as the audio input device during calls.

## 7. SPECIFICATIONS

<b>Model Name</b>	BackBeat Go
<b>Brand</b>	Plantronics
<b>Connectivity Technology</b>	Bluetooth 2.1 + EDR
<b>Bluetooth Profiles</b>	A2DP (audio streaming), AVRCP (music controls)
<b>Speaker Size</b>	6mm neodymium speakers
<b>Listening/Talk Time</b>	Up to 4.5 hours
<b>Standby Time</b>	Up to 10 days
<b>Item Weight</b>	13 grams (0.459 ounces)
<b>Product Dimensions</b>	1.18 x 0.55 x 1.34 inches
<b>Water Resistance</b>	P2i coated for sweat and water resistance
<b>Included Components</b>	AC Charger, S/M/L Eartips, Clip-on Stabilizers
<b>UPC</b>	017229139350

## 8. WARRANTY AND SUPPORT

For warranty information, technical support, or further assistance, please refer to the official Plantronics website or contact their customer service department. Keep your proof of purchase for warranty claims.

You can find more information and support resources at the official Plantronics website:

[www.plantronics.com](http://www.plantronics.com)

### Related Documents - BackBeat Go

 Headset pairing guide How to pair a Bluetooth headset Article ID: 01 Version: 1.0 Last updated: 01/01/2018 I don't know the model of my Plantronics Bluetooth headset. How can I pair it to my mobile device? If you are using a Plantronics Bluetooth headset, you can pair it to your mobile device using the pairing function. To do this, you will need to have a copy of the pairing code. This code is usually located on the back of the headset or in the instruction manual. Once you have the pairing code, you can follow the steps in the pairing guide to pair your headset to your mobile device. If you are using a Plantronics Bluetooth headset and the pairing code is not available, you can contact Plantronics customer support for assistance. Comments: <ul style="list-style-type: none"><li>• <a href="#">Comment 1</a> (1 comment)</li><li>• <a href="#">Comment 2</a> (2 comments)</li></ul> 	<p><a href="#">Plantronics Bluetooth Headset Pairing Guide</a></p> <p>Learn how to pair your Plantronics Bluetooth headset with your mobile device. This guide covers various Plantronics headset models and provides step-by-step instructions for successful Bluetooth pairing.</p>
 BackBeat PRO 2 BackBeat PRO 2 Special Edition User Guide 	<p><a href="#">Plantronics BackBeat PRO 2 User Guide: Setup, Features, and Pairing</a></p> <p>User guide for Plantronics BackBeat PRO 2 and BackBeat PRO 2 Special Edition headphones. Learn about setup, Bluetooth pairing, NFC, call management, ANC, sensors, and the Plantronics HUB app.</p>

 BackBeat PRO/ BackBeat PRO+ User Guide	<p><a href="#">Plantronics BackBeat PRO/PRO+ User Guide: Wireless Noise-Canceling Headphones</a></p> <p>Official user guide for Plantronics BackBeat PRO and BackBeat PRO+ wireless headphones. Learn setup, features, pairing, ANC, and support for your noise-cancelling Bluetooth headset.</p>
 BackBeat GO 600 Series User Guide	<p><a href="#">Plantronics BackBeat GO 600 Series User Guide</a></p> <p>This user guide provides instructions for the Plantronics BackBeat GO 600 Series wireless headset, covering pairing with devices, charging, basic operations like managing calls and music, and features for locating the headset.</p>
 Plantronics Savi 700 Series Upgrade Guide Comparison Savi 700 Series and Savi 8200 Series	<p><a href="#">Plantronics Savi 700 vs. Savi 8200 Series Upgrade Guide</a></p> <p>A comparison guide detailing the features, benefits, and specifications of the Plantronics Savi 700 Series and the newer Savi 8200 Series DECT headset systems for enterprise use, highlighting key differences and upgrade paths.</p>
 BackBeat GO 410 Series User Guide	<p><a href="#">Plantronics BackBeat GO 410 Series User Guide</a></p> <p>User guide for the Plantronics BackBeat GO 410 Series wireless earbuds, covering setup, pairing, features, and support.</p>