

TTEC 2KM102S

TTEC 2KM102S Tone Bluetooth Headset User Manual

Model: 2KM102S Tone

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1. PRODUCT OVERVIEW

The TTEC 2KM102S Tone Bluetooth Headset is designed for wireless communication, offering convenience and clear audio. This manual provides instructions for setting up, operating, and maintaining your headset.



*Figure 1: Front view of the TTEC 2KM102S Tone Bluetooth Headset.*

## 2. PACKAGE CONTENTS

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Ensure all items are present in the package:

- TTEC 2KM102S Tone Bluetooth Headset
- Ear Hook
- USB Charging Cable

## 3. SETUP GUIDE

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### 3.1 Charging the Headset

Before first use, fully charge the headset. Use the provided USB charging cable.

1. Connect the small end of the USB charging cable to the charging port on the headset.
2. Connect the larger end of the USB cable to a USB power source (e.g., computer USB port, USB wall adapter).
3. The LED indicator on the headset will show the charging status. Refer to the "LED Indicator" section for details.
4. Once fully charged, disconnect the charging cable.

**Note:** The headset features an integrated rechargeable battery. Charging time may vary.

### 3.2 Pairing with a Device

To use the headset wirelessly, it must be paired with a Bluetooth-enabled device.

1. Ensure the headset is turned off.
2. Press and hold the multi-function button on the headset until the LED indicator flashes red and blue alternately. This indicates pairing mode.
3. On your device (smartphone, tablet, etc.), enable Bluetooth and search for available devices.
4. Select "TTEC Tone" or "2KM102S" from the list of found devices.
5. Once paired, the LED indicator will flash blue periodically, and you may hear a confirmation tone.

**Tip:** For iPhone and iPad users, the battery status of the headset can be monitored on your device's screen.

### 3.3 Multi-Device Pairing

The TTEC Tone headset supports simultaneous connection with two different Bluetooth devices.

1. Pair the headset with the first device as described in section 3.2.
2. Disable Bluetooth on the first device.
3. Put the headset back into pairing mode (LED flashes red and blue).
4. Pair the headset with the second device.
5. Re-enable Bluetooth on the first device. The headset should automatically connect to both devices.

The headset will manage audio from both connected devices, prioritizing incoming calls.



*Figure 2: Side view of the TTEC 2KM102S Tone Bluetooth Headset, showing control buttons.*

## 4. OPERATING INSTRUCTIONS

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### 4.1 Power On/Off

- **Power On:** Press and hold the multi-function button for approximately 3 seconds until the LED flashes blue.
- **Power Off:** Press and hold the multi-function button for approximately 5 seconds until the LED flashes red and then turns off.

### 4.2 Call Management

The multi-function button controls call functions:

- **Answer Call:** Press the multi-function button once when a call comes in.
- **End Call:** Press the multi-function button once during a call.
- **Reject Call:** Press and hold the multi-function button for approximately 2 seconds when a call comes in.
- **Redial Last Number:** Double-press the multi-function button when not on a call.

### 4.3 Volume Control

Use the dedicated volume buttons on the headset:

- **Increase Volume:** Press the Volume Up button (+).
- **Decrease Volume:** Press the Volume Down button (-).

### 4.4 LED Indicator Status

The LED indicator provides visual cues for the headset's status:

- **Flashing Red & Blue:** Pairing mode.
- **Flashing Blue (slowly):** Connected/Standby.
- **Solid Red:** Charging.
- **LED Off (after solid red):** Fully charged.
- **Flashing Red (rapidly):** Low battery.

## 5. MAINTENANCE

Proper care ensures the longevity of your headset.

- **Cleaning:** Use a soft, dry cloth to clean the headset. Do not use abrasive cleaners or immerse in water.
- **Storage:** Store the headset in a cool, dry place away from direct sunlight and extreme temperatures.
- **Battery Care:** To preserve battery life, avoid fully discharging the headset frequently. Charge it regularly, even if not in use for extended periods.

## 6. TROUBLESHOOTING

Problem	Possible Solution
Headset does not turn on.	Ensure the headset is charged. Connect it to a power source using the USB cable.
Cannot pair with a device.	Ensure the headset is in pairing mode (LED flashing red and blue). Make sure Bluetooth is enabled on your device. Move the headset closer to your device. Restart both the headset and your device.
No audio or poor audio quality.	Check the volume levels on both the headset and your connected device. Ensure the headset is within range of your device. Disconnect and re-pair the headset. Check for obstructions between the headset and the device.
Headset disconnects frequently.	Ensure the headset is within the recommended Bluetooth range (typically 10 meters/33 feet). Avoid strong electromagnetic interference. Ensure the headset is sufficiently charged.

## 7. PRODUCT SPECIFICATIONS

Model Name:	Tone
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Model Number:	2KM102S
Brand:	TTEC
Connectivity:	Bluetooth
Device Type:	Bluetooth Headset
Talk Time:	Up to 4 hours
Standby Time:	Up to 100 hours
Multi-point Connection:	Yes, connect to 2 devices simultaneously
Dimensions (L x W x H):	4.5 x 1.7 x 2 cm
Color:	Black
Charging Port:	USB


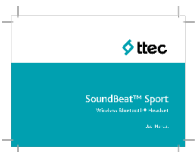

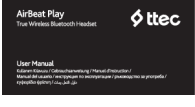
## 8. WARRANTY AND SUPPORT


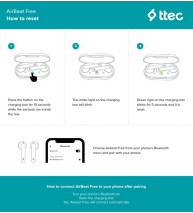
For warranty information and customer support, please refer to the warranty card included with your product or visit the official TTEC website. Keep your purchase receipt as proof of purchase.

**Manufacturer:** ttec

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### Related Documents - 2KM102S

	<p><a href="#">Ttec AirBeat Tone True Wireless Bluetooth Headset User Manual</a></p> <p>Comprehensive user manual for the Ttec AirBeat Tone True Wireless Bluetooth Headset, covering setup, features, specifications, safety, and warranty information.</p>
	<p><a href="#">ttec SoundBeat Sport Wireless Bluetooth Headset User Manual</a></p> <p>Comprehensive user manual for the ttec SoundBeat Sport Wireless Bluetooth Headset, detailing setup, pairing, call management, music control, troubleshooting, and safety guidelines.</p>
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	<p><a href="#">ttec AirBeat Pro2 ANC TWS Bluetooth Headset User Manual</a></p> <p>User manual for the ttec AirBeat Pro2 ANC TWS Bluetooth Headset, detailing features, setup, controls, troubleshooting, and specifications for an immersive audio experience.</p>
	<p><a href="#">Ttec AirBeat Free Reset and Connection Guide</a></p> <p>Learn how to reset your Ttec AirBeat Free earbuds and connect them to your phone via Bluetooth. This guide provides step-by-step instructions for a seamless pairing experience.</p>