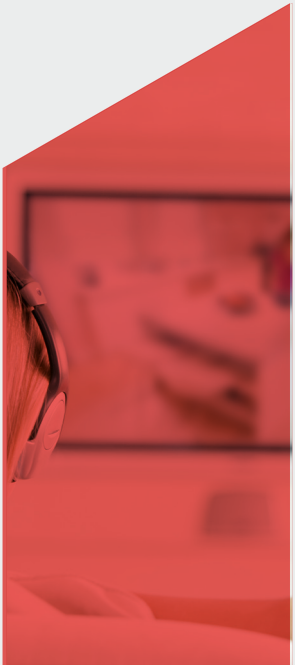
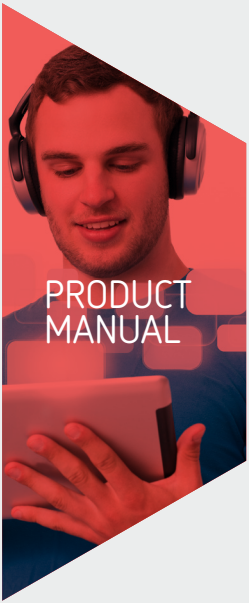
# HCA-10MB

AROUND-EAR
BLUETOOTH
HEADSET
WITH MICROPHONE

POLSEN™





PRODUCT
MANUAL

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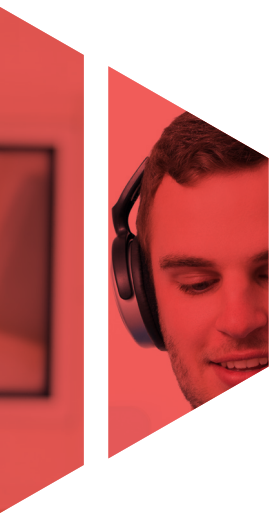


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# THANK YOU FOR CHOOSING POLSEN.

This Bluetooth headset makes it easy for you to wirelessly play your music and manage your phone calls. Ideal for use with your Bluetooth-enabled mobile phone, you can connect it to nearly any compatible Bluetooth device, including computers and MP3 players. It's simple to set up and operate, and it features a unique multifunction-button/control-dial system for audio playback and call functions. The headset delivers clear, dynamic sound with cushioned around-ear cups that provide isolation, allowing you to enjoy your music in comfort without extraneous distractions.

Among the benefits you'll enjoy:

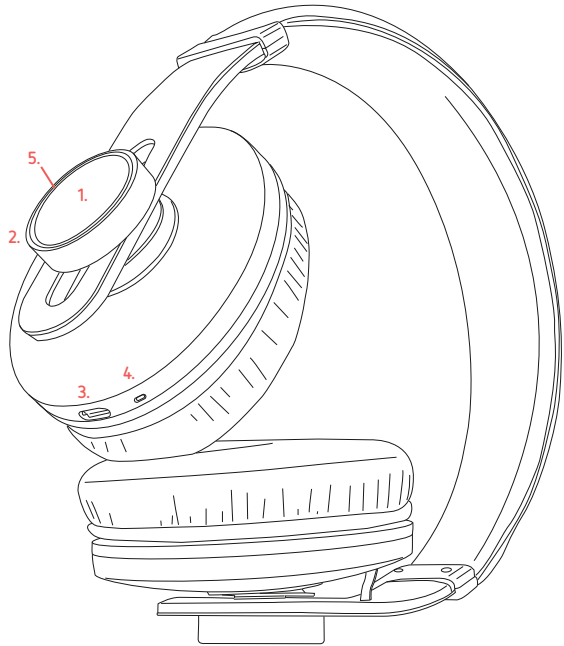
- Control audio playback: play/pause, next/last track, and volume control
- Manage phone calls: send, accept, ignore, and redial
- Audio switch function: switch the audio from the headset to your phone mid-call without interrupting the Bluetooth connection
- Internal USB-rechargeable battery

## PRECAUTIONS ⚠⚠

- Please read and follow these instructions and keep this manual in a safe place.
- Keep this product out of the reach of children.
- Be mindful of your surrounding environment when using this product. Do not use this product while driving an automobile, operating machinery, or performing other tasks that require your undivided attention.
- Keep this product away from pacemakers and similar implanted devices. This product's internal magnets may cause harmful interference.
- Exposure to high sound levels can cause permanent hearing loss. Avoid listening at high volumes for extended periods of time.
- This product is not water resistant. Keep it away from rain, snow, humidity, and general moisture. Do not use this product if it becomes wet.
- Do not use or store this product in flammable conditions (such as environments containing flammable gases or liquid chemicals). This can damage the headset, start a fire, or cause an electrical shock.
- Do not expose this product to open flames or dispose of it in a fire. Doing so can cause the internal battery to explode.
- Do not store or use this product at temperatures above 113°F (45°C).
- Clean this product with only a soft, dry cloth.
- In order to prolong the headset's battery life, turn off the headset after use.
- To avoid damaging the headset, turn it off before extended periods of disuse, and charge the battery at least once every 12 months.
- All photos are for illustrative purposes only.

# OVERVIEW

1. Multifunction button
2. Control dial
3. USB Micro-B charging port
4. Microphone
5. Status LED
6. USB Standard-A male to Micro-B male charging cable



## CHARGING THE HCA-10MB

Before using the HCA-10MB for the first time, you will need to charge it. To charge the HCA-10MB, use the included USB cable to plug the headset into a USB power source. The USB power source can be your computer or a USB power adapter (not included).

When the HCA-10MB is charging, the status LED will glow red. When charging is complete, the status LED will glow white. Charging time should take approximately three hours.

**Note:** Before using the HCA-10MB for the first time, charge it for at least six hours.

## TURNING ON THE HCA-10MB

To turn on the HCA-10MB, press and hold the multifunction button. The headset will emit a beep upon powering on. The status LED will glow white and then blink red once. The headset will then proceed to emit a couple of beeps, and the status LED will continue to blink white.

To turn off the HCA-10MB, press and hold the multifunction button until the headset emits a series of descending tones, and the status LED glows white and then powers off.

**Low-power warning:** When battery power is low, the status LED will flash red, and the headset will emit three successive beeps.

# PAIRING AND CONNECTING

The first time you use the HCA-10MB with your device, you will need to pair them. Pairing registers the headset with your device and saves the headset's Bluetooth profile for future use. After pairing, you will be able to automatically connect the HCA-10MB to your device. This makes it faster for you to connect the headset and your device in the future.

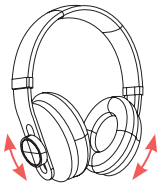
**To pair the HCA-10MB with your device, follow these steps:**

1. Make sure the headset is powered off.
2. Press and hold the multifunction button for approximately eight seconds, until the headset emits two beeps and the status LED alternately flashes white and red. The headset is now discoverable.
3. On your device, enter Bluetooth settings and search for Bluetooth devices.
4. Select "HCA-10MB" when it appears on the list of discovered Bluetooth devices.

   **Note:** If your device requires you to enter a code in order to pair it with the headset, enter 0000 (four zeroes).
5. After successfully pairing and connecting, the headset will emit two beeps, and the status LED will blink white.

**Note:** For more information on your device's Bluetooth capabilities, consult your device's user manual.

## WEARING THE HEADSET



Wear the headset with the controls on your right side.

Adjust the headset's fit by gently sliding the ear cups up and down in their headband slots.

## CONTROLLING AUDIO PLAYBACK

You can use the HCA-10MB to wirelessly control audio playback on your Bluetooth-enabled device.

**Note:** Some devices require you to open the music player or select a song. For more details, consult your device's instruction manual.

To play or pause your music, press the multifunction button.

To increase the volume of the headset, rotate the control dial forward and hold. To decrease the volume of the headset, rotate the control dial backward and hold.

To skip forward one track, rotate the control dial forward and release. To skip backward one track, rotate the control dial backward and release.

# USING THE CALL FUNCTIONS

Once the HCA-10MB is connected to your mobile phone, you can use it to control your phone's call functions. This makes it easy for you to smoothly handle your phone calls with a single button and without having to reach for your mobile phone.

**To answer a call, follow these steps:**

1. When a call comes in, you will hear your ring tone via the headset, and the status LED will blink white.

   If you are listening to music when a call comes in, the music will pause, and you will hear your ring tone. Your music will resume after the phone call.

   **Note:** When receiving an incoming call, some mobile phones may require you to manually select the Bluetooth headset as the audio source.

2. Press the multifunction button to answer the phone.

To hang up, press the multifunction button again. The headset will emit a beep and hang up.

To redial your mobile phone's most recent outgoing call, press and hold the multifunction button for three seconds and then release. The headset will emit a beep and redial the last number.

To ignore an incoming call, press and hold the multifunction button for two seconds and then release.

**Switch function:** During a phone call, you can switch from the headset to your phone via the headset's multifunction button. This is a convenient way to make a quick swap without disconnecting or turning off the headset or accessing the phone's Bluetooth menu.

**To switch from the headset to your phone, follow these steps:**

1. During a phone call, press and hold the headset's multifunction button until the headset emits a beep. The audio will switch to the phone, and you will be able to use the phone instead of the headset.
2. To switch back to the headset, press and hold the headset's multifunction button. The headset will emit a beep, and you will be able to use the headset again.

# TROUBLESHOOTING

The HCA-10MB headset is easy to set up and use, and it should run smoothly under normal operation. If you happen to experience problems with the headset, this troubleshooting chart should help you solve them.

| Problem | Solution |
|---|---|
| The headset will not turn on. | Make sure the headset is fully charged. |
| The headset will not charge. | Make sure the USB charging cable is fully plugged into both the headset and the USB power source.<br><br>Turn the headset off and disconnect the USB charging cable from the headset and the power source. Reconnect the USB charging cable and try charging the headset.<br><br>If you are using a USB AC adapter, make sure that the adapter is properly plugged into the outlet, and that the adapter and the outlet are operational. Try using a different USB AC adapter or outlet.<br><br>If you are using a computer's USB port for power, make sure that the computer is powered on and that the USB port is operational. Try using a different USB port on the computer.<br><br>Make sure the USB charging cable is reliable. Try using a different USB Standard-A male to Micro-B male cable. |

| Problem | Solution |
| --- | --- |
| My device is unable to pair or connect with the headset. | Make sure the headset is powered on.<br><br>Make sure that the headset is discoverable and that your device is searching for Bluetooth devices.<br><br>The headset or your device may be low on power. Make sure the headset and your device are fully charged.<br><br>The Bluetooth signal between the headset and your device may be weak. Make sure that the headset is within range (32.8′ or 10 m) of your device and that there are no large obstructions between the two.<br><br>Turn off the headset, and then turn it on again.<br><br>Turn off your device, and then turn it on again.<br><br>Delete your device's history of paired Bluetooth devices, and restart your device before making another attempt to pair it with the headset. |

| Problem | Solution |
| --- | --- |
| The headset is connected to my device, but there is no sound coming through the headset. | Make sure that the headset and your device have successfully established a Bluetooth connection.<br><br>Make sure the volume controls on the headset and your device are not set to minimum or mute.<br><br>Turn up the volume on your device.<br><br>Turn up the volume on the headset.<br><br>Make sure you have not switched the audio from the headset to your device.<br><br>If you are attempting to listen to music, your device may require you to open the music player or select a song.<br><br>Disconnect and then reconnect the headset to your device. You may need to restart your device's music player after the headset and your device have successfully established a Bluetooth connection.<br><br>Delete your device's history of paired Bluetooth devices, and then restart your device before making another attempt to pair it with the headset. |

| Problem | Solution |
| --- | --- |
| The headset is successfully connected to my device, but it only supports the call functions. The audio playback functions are not working, or I can't hear any music. | On some devices, you will need to select the song in the device's media player before playing it via the headset.<br><br>If you are listening to music when a call comes in, the music will pause, and you will hear your ring tone. Your music will resume after the phone call.<br><br>Disconnect and then reconnect the headset to your device. You may need to restart your device's music player after the headset and your device have successfully established a Bluetooth connection.<br><br>Some devices support the call functions but not the audio playback functions. |
| The headphone is emitting sizzling or popping noises, or the sound coming through the headset is intermittent or distorted. | The Bluetooth signal between the headset and your device may be weak. Make sure that the headset is within range (32.8' or 10 m) of your device and that there are no large obstructions between the two.<br><br>The headset or your device may be low on power. Make sure the headset and your device are fully charged.<br><br>If you are streaming from a wireless network, your device's wireless networking signal may be poor. Move the headset and your device away from anything that may cause interference with the wireless networking signal, like a microwave oven or another wireless device. If your device is streaming via a Wi-Fi network, try moving the device closer to the wireless router. |

**Note:** For more information on your specific Bluetooth-enabled device, consult your device's instruction manual.

# SPECIFICATIONS

## HEADPHONES

**RATED POWER** 20 mW per earphone

**FREQUENCY RESPONSE** 80 Hz to 20 kHz

## BLUETOOTH

**BLUETOOTH SPECIFICATION** v4.0 + EDR

**BLUETOOTH PROFILES** HSP 1.2, HFP 1.6, A2DP 1.2, AVRCP 1.4

**WIRELESS RANGE** 32.8′ (10 m)

## GENERAL SPECIFICATIONS

**PLAYBACK TIME** 14 hours

**TALK TIME** 16 hours

**CHARGING TIME** 3 hours

**DIMENSIONS** 6.9″ × 7.2″ × 3.0″ (17.4 × 18.3 × 7.6 cm)

**WEIGHT** 8.3 oz. (236 g)

# ONE-YEAR LIMITED WARRANTY

Polsen provides a limited warranty to the original purchaser that this product is free from defects in materials and workmanship under normal consumer use for a period of one (1) year from the original purchase date or thirty (30) days after replacement, whichever occurs later. Polsen's responsibility with respect to this limited warranty shall be limited solely to repair or replacement, at Polsen's discretion, of any product that fails during normal consumer use. Inoperability of the product or part(s) shall be determined by Polsen. If the product has been discontinued, we reserve the right to replace it with a model of equivalent quality and function.

To obtain warranty coverage, contact Polsen to obtain a return merchandise authorization ("RMA") number, and return the defective product to Polsen, along with the RMA number and proof of purchase. Shipment of the defective product is at the purchaser's own risk.

This warranty does not cover damage or defect caused by misuse, neglect, accident, alteration, abuse, improper installation or maintenance. EXCEPT AS PROVIDED HEREIN, POLSEN MAKES NEITHER ANY EXPRESS WARRANTIES NOR ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. This warranty provides you with specific legal rights, and you may also have additional rights that vary from state to state.

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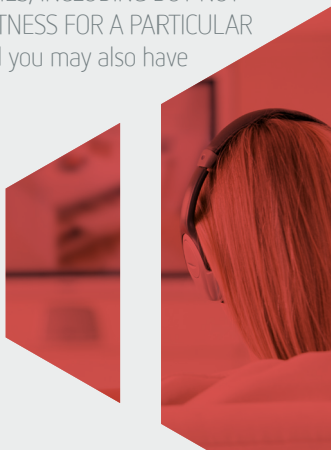
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