



BlueAnt<sup>®</sup>

Supertooth II FAQ



## Supertooth II

### General

1. What is the main difference between the Supertooth and the Supertooth II?
2. What is included in the Supertooth II package?
3. How does the Supertooth II use Bluetooth Technology?
4. How do I handle voice calls when the Supertooth II is connected?
5. Can I transfer an active call back to my phone to continue it there?
6. How many devices can I pair to the Supertooth II?
7. Is my phone compatible?
8. What is the passcode/passkey of the Supertooth II?
9. Can I change the passcode of the Supertooth II?
10. Can I use a standard Nokia charger to charge Supertooth II?
11. Can I use voice activated dialling, if my phone supports it?
12. Can I use the Supertooth II to listen to music on my mobile?
13. Can I use the Supertooth II while it is charging?
14. How often should I charge my Supertooth II?
15. Can I use my Supertooth II with my computer for VOIP applications?
16. Do I need to pair the devices every time I use them together?

### Bluetooth

1. Is it safe to use Bluetooth devices? I have heard they can allow unauthorized connections.
2. Can somebody else take control of my Supertooth II if they are in range?
3. What is the difference between Handsfree and Headset Bluetooth Profiles?
4. How do I know if my devices are connected?
5. How far can my mobile be from the Supertooth II and still remain connected?
6. Can other electrical devices cause interference with Bluetooth?
7. If I cup my hand over a Bluetooth device the signal strength and quality suffers. Why does this happen?

## Troubleshooting

1. Am I using the correct pairing Mode according to my phone?
2. Why won't my Supertooth II go into pairing mode?
3. Is my Supertooth II charged?
4. Why can't I hear any sound from the Speaker?
5. Why is my Supertooth II sound noisy and distorted?
6. Why will my Supertooth II not connect when turned on or comes into range (10m)?
7. My Supertooth II worked great but now it won't connect. What can I do?
8. Why does my phones battery not last as long as it used to?
9. I am having trouble pairing a second phone. What can I do?
10. How can I stay near the Supertooth II but not have calls diverted through it?
11. My phone says "Bluetooth Module not found". What can I do?
12. I have a PDA phone that pairs to the Supertooth II but has trouble transferring calls. How can I fix this problem?



## **General**

### **1. What is the main difference between the Supertooth and the Supertooth II?**

The Supertooth II has longer battery life meaning even less charging is required, an improved microphone cartridge that pivots 210 degrees for optimal placement, and a brushed aluminum casing with a sleek euro design, It comes with two magnetic attachment clips so you can easily swap between vehicles if required.

### **2. What is included in the Supertooth II package?**

In the box is the Supertooth II, a Wall Charger, a Car Charger, a Headset Earpiece, 2 x Magnetic Sunvisor Clip Attachment and a User Manual which includes specific instructions for most mobile phones.

### **3. How does the Supertooth II use Bluetooth technology?**

Bluetooth is used to send and receive voice signals between your mobile phone and the Supertooth II. It allows the Supertooth II to control phone calls on your mobile phone remotely.

### **4. How do I handle voice calls when the Supertooth II is connected?**

For incoming calls simply press the Pickup/Hangup button on the Supertooth.

For outgoing calls press the Pickup/Hangup button once to activate voice dialing. Press for 3 seconds to redial the last number, or dial as per normal from your phone and the call will transfer to the Supertooth II. To terminate a call press the Pickup/Hangup button once.

### **5. Can I transfer an active call back to my phone to continue it there?**

Yes, simply close the microphone arm on the Supertooth II and the call will transfer back to the phone.

## **6. How many devices can I pair to the Supertooth II?**

The Supertooth II can store pairing information for 2 different devices and connect to either when requested depending on which is in range and which was connected last. The Supertooth II can only connect to one phone at a time. To connect to the second phone the first must be disconnected.

## **7. Is my phone compatible?**

If your phone has Bluetooth it more than likely supports a Handsfree or Headset Bluetooth profile, and so will work with the Supertooth II. Check your phones manual or our compatibility list on the BlueAnt website for up to date information.

## **8. What is the passcode/passkey of the Supertooth II?**

The Passcode for the Supertooth II is "0000".

## **9. Can I change the passcode of the Supertooth II?**

No. The passkey is inbuilt and cannot be changed.

## **10. Can I use a standard Nokia charger to charge the Supertooth II?**

Yes, you can use a standard Nokia charger to charge the Supertooth II. Compatible chargers are AC-1, ACP-12 and LCH-12

## **11. Can I use voice activated dialing if my phone supports it?**

Yes the Supertooth II supports voice activated dialing if your phone also supports it. Check your phones user manual for information on setting this up.

## **12. Can I use the Supertooth II to listen to music from my mobile?**

Some mobiles can send music to the Supertooth II using the Handsfree profile but it will be a mono signal and sound a bit like an AM radio.

## **13. Can I use the Supertooth II while it is charging?**

Yes you can use the Supertooth II as per normal while it is charging. You cannot pair a new device while charging.

**14. How often should I charge my Supertooth II?**

You should charge the Supertooth when the Charge Indicator turns Red.

The battery will last for about 33 days on standby and much longer if the Supertooth II is switched off in between uses.

**15. Can I use my Supertooth II with my computer for VOIP applications?**

Yes, you can connect the Supertooth II to a PC or Mac that supports the Headset or Handsfree profile. To do this you need to have Bluetooth enabled in your computer by using a Bluetooth USB Dongle or having a computer that has Bluetooth inbuilt. Depending on the Bluetooth Software the connection process is different. Simply put the Supertooth II into Pairing mode, then search for it using your computers Bluetooth Software. Enter the Passkey "0000" then start the Headset/Handsfree service.

**16. Do I need to pair the devices every time I use them together?**

No, the pairing process is required only once for each phone. If you pair more than two phones the first will be deleted and pairing will need to be done again.



## **Bluetooth**

### **1. What is Bluetooth Wireless Technology?**

Bluetooth Wireless Technology is a short-range communications technology using encryption for high security data/voice transmission

### **2. Can somebody else take control of my Supertooth II if they are in range?**

No, the Supertooth II can only connect to previously paired devices that have been authenticated.

### **3. What is the difference between Handsfree and Headset Bluetooth Profiles?**

Handsfree Profile allows for extra features to be used with a mobile phone. Some features that Handsfree profile enables are voice dial, redial and call transfer. These particular features are not available using Headset profile. Handsfree Profile also allows for a slightly better call quality.

### **4. How do I know if my devices are connected?**

When Bluetooth is turned ON in your phone you will see a Bluetooth symbol appear on your main screen that changes slightly (colours invert or arrows appear) when connected to the Supertooth II. Some phones show a Headset or Car symbol to notify you that the devices are connected.

### **5. How far can my mobile be from the Supertooth II and still remain connected?**

The Supertooth II will remain connected within a range of 10 metres (30 ft). Sound quality may start to deteriorate after about 7 metres depending on your environment.

### **6. Can other electrical devices cause interference with Bluetooth?**

Bluetooth technology employs a technique called 'frequency hopping' to constantly change the frequency at which it sends data, thus reducing interference with wireless devices like

wireless LAN's and cordless landline phones. However, noise interference can occur if the Bluetooth device is used in close proximity with a microwave. Check if there are any such devices in the surroundings, and if so keep the distance between the Supertooth II and such devices to at least 5 - 10m. Usually, any interference will only cause a slight crackling sound. The frequency of Bluetooth is much higher than that of radio station bands.

**7. If I cup my hand over a Bluetooth device the signal strength and quality suffers. Why does this happen?**

Bluetooth signals are radio waves and do not need line of sight to operate. But, radio waves cannot travel through water and as the human body is made up of mostly water they cannot travel through it. Therefore, your hand will create a barrier causing slight interference and a loss of signal quality.



## Troubleshooting

### 1. Am I using the correct pairing Mode according to my phone?

It is of most importance to establish whether your mobile phone uses Handsfree or Headset Modes for Pairing, and to use the appropriate mode when pairing the Supertooth II. If both are available, use Handsfree. (To find out refer to the table in the User Manual, or in the Bluetooth section of your phones manual).

### 2. Why won't my Supertooth II go into pairing mode?

Follow through the specific instructions according to your phone in the Supertooth II Manual.

Be clear about the extra step required to enter Headset Mode. The Supertooth II sometimes requires a few seconds to establish a connection. Please be patient while devices are searching.

Also you cannot enter pairing mode if the Supertooth II is charging.

### 3. Is my Supertooth II charged?

A Green light on the Charge Indicator means the Supertooth II is fully charged. A Red light means the battery is low and the unit needs a charge. An alternating Red/Green light means the Supertooth II is charging.

### 4. Why can't I hear any sound from the Speaker?

Make sure the Volume control knob is turned up when making the connection or making a call. This is the simplest solution but often is the most correct.

### 5. Why is my Supertooth II sound noisy and distorted?

Turn the Supertooth II Volume knob down to a level that does not give echo or feedback.

Turn the volume down on your phone.

Some people like to have their phone ring loudly, but this may cause distortion when transferred to the Supertooth II speaker. In your phone, set up a Profile with lower ringing volumes and keypad tones and activate when using with Supertooth II. (see your phones user manual for instructions on setting up profiles).

Also, you may have low antenna strength from your phone network which may cause signal drop outs or disruption.

#### **6. Why will my Supertooth II not connect when turned on or comes into range (10m)?**

Make sure you are using the correct profile for your phone - Headset or Handsfree.

Some phones will not connect to Supertooth II immediately when in range and will require the user to press the Pick-Up/Hang-Up key on the Supertooth II once to establish a connection.

#### **7. My Supertooth II worked great but now it won't connect, what can I do?**

As newer phones are like mini-computers, they may become corrupt over time and you may need to reset them every so often (at least once a week is good). Simply switch off your phone remove the battery for a few seconds, replace and reboot. The Supertooth II should now connect. If not, remove existing pairing and re-pair the devices.

#### **8. Why does my phone's battery not last as long as it used to?**

When you switch Bluetooth ON, your phone searches for Bluetooth devices in the area. This will use more battery power than without Bluetooth ON. The Supertooth II has a standby mode it enters when connected to your phone so that it minimizes battery loss. This allows the Supertooth II to have such outstanding battery life as well as reducing the power required by the phone.

#### **9. I am having trouble pairing a second phone. What can I do?**

When Pairing a second mobile phone, make sure the first is off or out of range.

You will overwrite the first paired device by pairing a third device to the Supertooth II. The pairing rule is... first in first out.

If you cannot connect to a previously paired and connected phone, go to the Bluetooth menu in the phone and select the Supertooth II and Press Connect.. Some phones may require this if it is the second phone used. You do not have to repair the devices just manually connect.

**10. How can I stay near the Supertooth II but not have calls diverted through it?**

The Supertooth II will remain connected within a range of 10 meters so if you are staying near the device but want to take calls through the phone simply switch the Supertooth II off by closing the Microphone arm.

**11. My phone says “Bluetooth Module not found”. What can I do?**

This means that your phone cannot find its internal Bluetooth chip for some reason. Restarting your phone should fix this problem. If not please contact your mobile phone manufacturer.

**12. I have a PDA phone that pairs to the Supertooth II but has trouble transferring calls. How can I fix this?**

Go to the phone manufacturers website and download and install the latest ROM software for your device. Many new PDA phones are software upgradeable and fixes are made available for problems such as this.

This is especially the case with newly released devices.

**13. I have read all the solutions in this document but I still cannot get my Supertooth II to work properly. What can I do?**

Please make an enquiry ([click here](#)) or call the BlueAnt Customer Service Team on 1300 669 049 (AUS) or 0800 443 122 (NZ)