FAQ – PRESENCE™
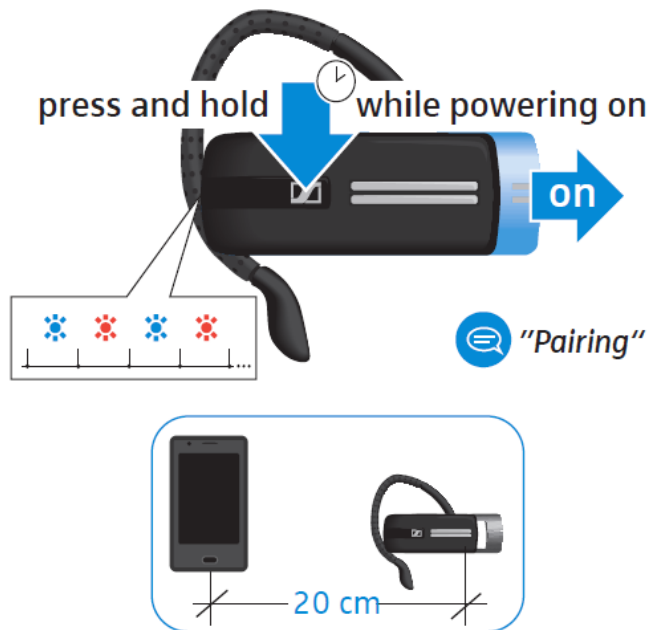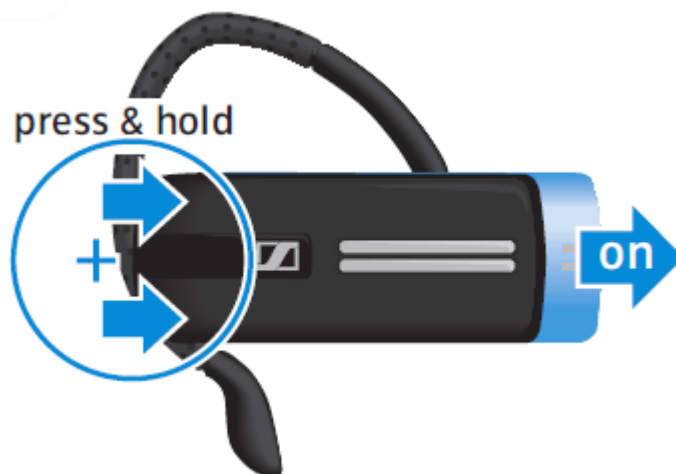
Q: How do I pair PRESENCE™ with my mobile phone?

A: Bring PRESENCE™ into pairing mode. Set mobile phone to search for devices.

Q: How do I 'Factory Reset' PRESENCE™?

A:

Q: Are there unique ring tone settings for different devices... ie... ring tone A for Lync and ring tone B for Iphone?
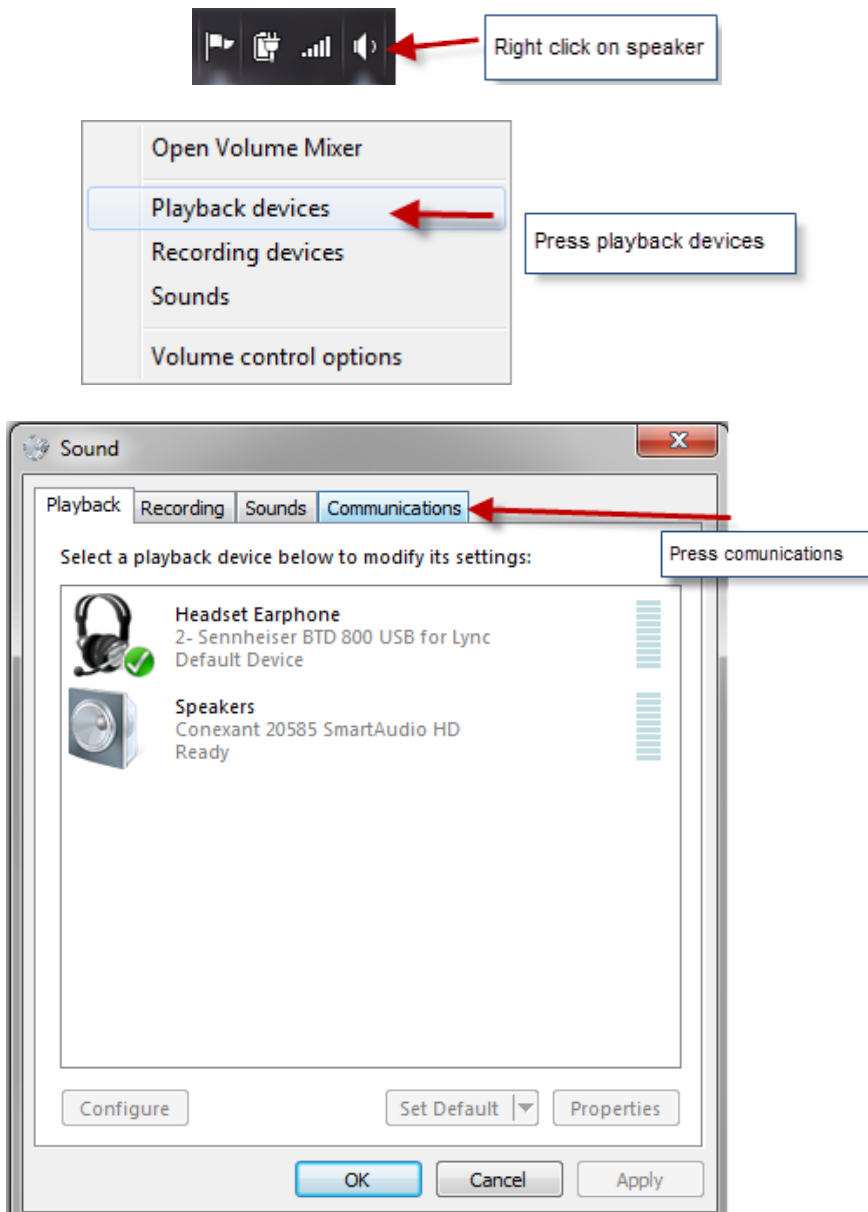
A: Mobile phone ring tones are transmitted directly via the A2DP profile, whereas ie. Lync ring tone is fixed. If the mobiles ring tone is not used the headset will inform which one of your devices is ringing together with the headset ring tone.
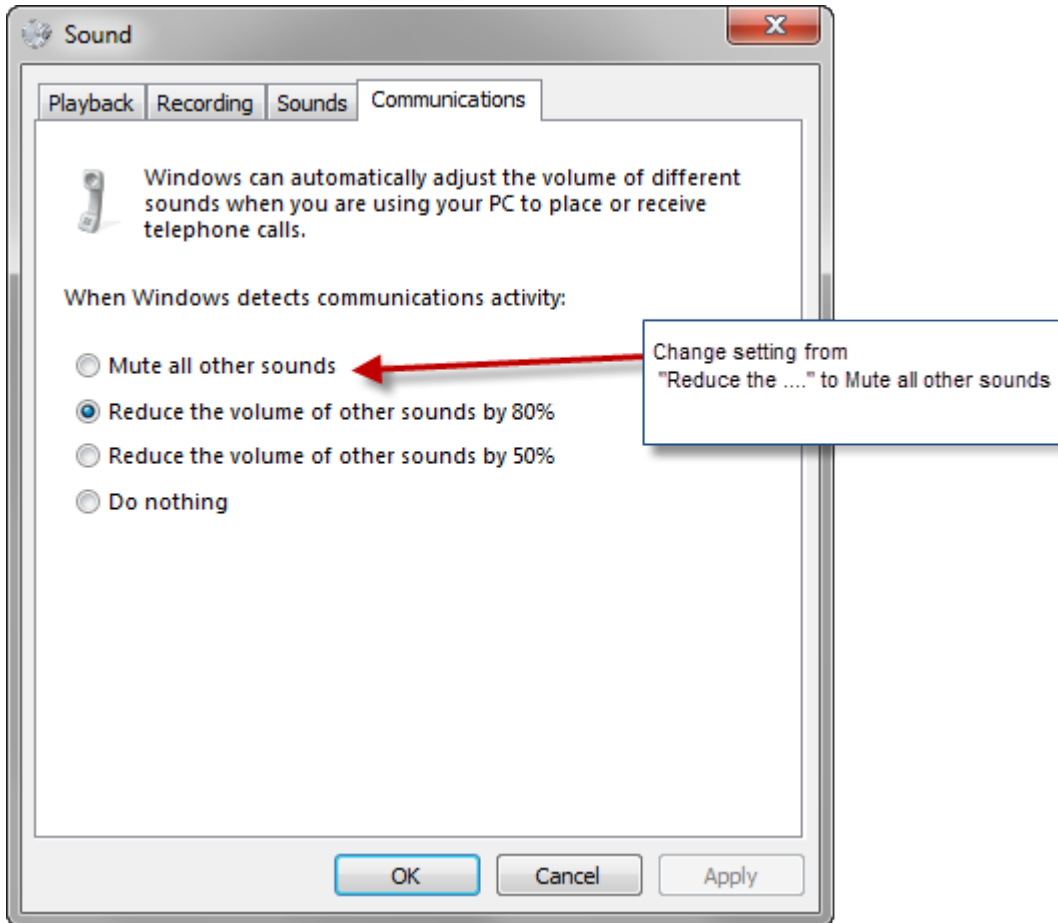
Q: Can I upgrade the firmware of the PRESENCE™?

A: The software 'Sennheiser Updater' can handle firmware updates, if any are present.

Q: If I listen to music from the computer, and receive a softphone call, the music keeps playing at a lower level. How do I remove the music?

A:

Q: How do I turn the voice prompt off/on?

A: You can toggle the voice prompt off/on (default is 'on'). **"Hold down vol+ and vol- at the same time for 5-7 seconds when not in a call"** Release the buttons directly after you hear the 3rd beep. You will hear "voice off/on"
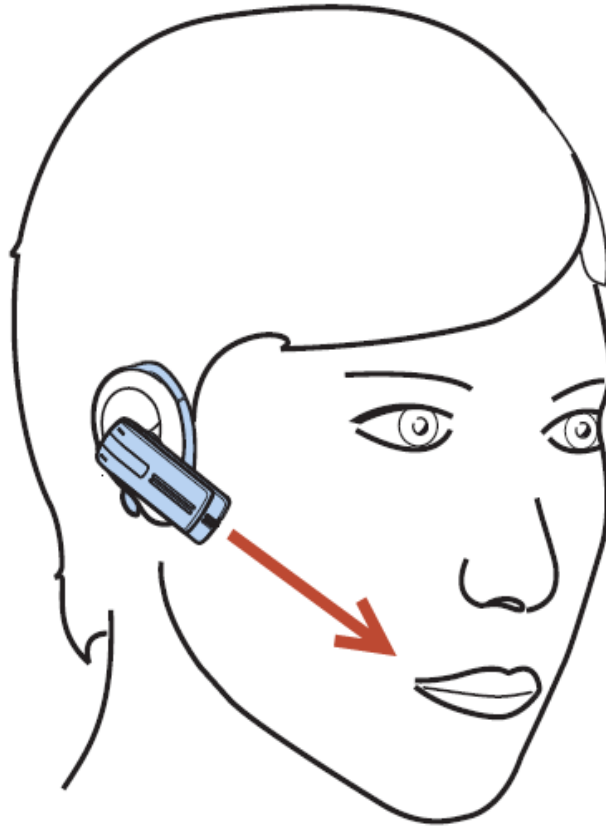
Attention: Holding the same buttons as mentioned above for between 1.5 and 3 seconds swaps the volume keys.

Q: How do I get the best noise cancellation for the microphone?

A: Make sure that the PRESENCE™ points towards your mouth. The 3 microphones enable precise directionality which is used for WindSafe and SpeakFocus to filter out background noise and enhance voice quality thus providing outstanding speech intelligibility.

Q: What should I do if the person I am talking to has difficulty hearing me?

A: Make sure that the Presence points towards your mouth.

Q: What is SAR and what is the value for PRESENCE™?

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. For Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station.

Typical this is measured in two different ways – an EU and US standardized method. This gives two different values which cannot be directly compared. The maximum value for the US standard (FCC) is less than 1.6 W/kg 1 and for the EU standard (CE) it is less than 2.0 W/kg.

The SAR value for PRESENCE™ is = 0.016 W/kg (FCC) and 0.00751 W/kg (CE)

For comparison the average values for most mobile phones are about 0.5 W/kg(CE) and average values for most DECT phones are about 0.1 W/kg(CE)