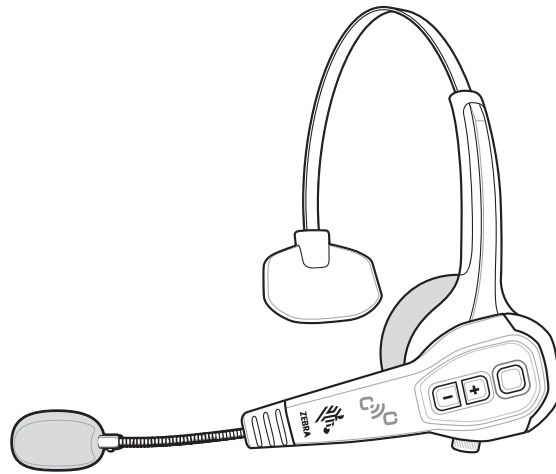
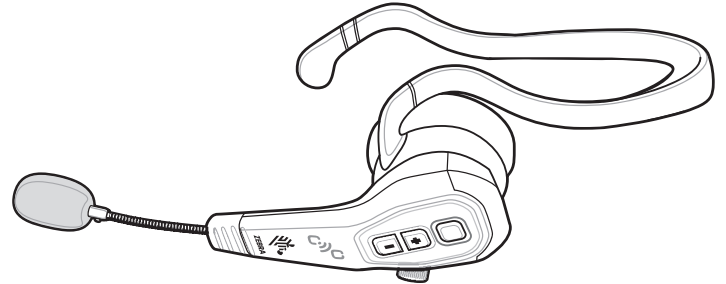




HS3100



Rugged Bluetooth Headset

User Guide



HS3100 RUGGED BLUETOOTH HEADSET USER GUIDE

MN-002774-06EN

Rev. A

June 2022

Revision History

Changes to the original guide are listed below:

Change	Date	Description
Rev A - 01	09/2016	Initial Release
Rev A - 02	11/2016	Update to remove Mute Microphone
Rev A - 03	01/2020	Update to add Maintain Headset in a Freezer Environment
Rev A - 04	11/2020	Update to add Mute the Microphone and Perform a Hardware Reset
Rev A - 05	12/2020	Updates related to Freezer, Refrigerated, and Condensing Environments
Rev A - 06	06/2022	Update to add in- A2DP profile" in Bluetooth feature in table B -1 on page B2

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ABOUT THIS GUIDE

Introduction

This guide provides information about using the HS3100 Rugged Bluetooth Over-the Head (OTH) and Behind-the-Neck (BTN) Headsets.

✓ **NOTE** Pictures in this guide are samples and can differ from the actual headset.

Chapter Descriptions

Topics covered in this guide are as follows:

- [Chapter 1, Getting Started](#), provides an overview, features, and getting started.
- [Chapter 2, Pairing the Headset](#), explains the various ways to pair the headset.
- [Chapter 3, Adjusting the Headset](#), explains how to adjust the headset for proper fit and maximum comfort during use.
- [Chapter 4, Using the Headset](#), provides basic instructions for using the headset.
- [Chapter 5, Maintenance and Troubleshooting](#), includes instructions on replacing parts, safety and battery guidelines, cleaning the headset and troubleshooting solutions for potential problems.
- [Appendix A, Accessories](#), describes the accessories available for the headset.
- [Appendix B, Technical Specifications](#), provides the technical specifications for the headset.

Notational Conventions

The following conventions are used in this document:

- “tablet” refers to the Zebra tablet.

- *Italics* are used to highlight the following:
 - Chapters and sections in this guide
 - Related documents
- **Bold** text is used to highlight the following:
 - Dialog box, window and screen names
 - Drop-down list and list box names
 - Check box and radio button names
 - Icons on a screen
 - Key names on a keypad
 - Button names on a screen.
- Bullets (•) indicate:
 - Action items
 - Lists of alternatives
 - Lists of required steps that are not necessarily sequential.
- Sequential lists (e.g., those that describe step-by-step procedures) appear as numbered lists.

Related Documents

The following document provides more information about the HS3100 Rugged Bluetooth Headset.

- ***HS3100 Rugged Bluetooth Headset Quick Start Guide***, p/n MN-002762-xx- describes how to adjust, use, and maintain the headset and also includes required regulatory information.

For the latest version of this guide and all guides, go to: <http://www.zebra.com/support>.

Service Information

If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at: <http://www.zebra.com/support>.

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software type and version number.

Zebra responds to calls by email, telephone or fax within the time limits set forth in support agreements.

If your problem cannot be solved by Zebra Customer Support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your Zebra business product from a Zebra business partner, contact that business partner for support.

CHAPTER 1 GETTING STARTED

Headset Overview

The HS3100 Rugged Bluetooth Headset comes in two configurations; Over-the-Head (OTH) and Behind-the-Neck (BTN) headbands.



NOTE This guide applies to both the OTH and BTN headband models, unless otherwise noted.

The HS3100 headset is ideal for the following applications:

Industries

- Warehousing
- Distribution
- Transportation and Logistics
- Manufacturing

Environments

- Freezers
- Refrigerated and condensing
- Outdoor Yards
- Airports
- Seaports
- Railway Yards

Headset Configurations

Table 1-1 *Headset Configurations*

Model	Configuration	Includes
HS3100-OTH	Over-the-Head Headband Left or Right Side Boom Placement	HS3100 Boom Module OTH Headband Windscreen Battery
HS3100-BTN-L	Behind-the-Neck Headband Left Side Boom Placement	HS3100 Boom Module BTN Headband Windscreen Battery

Over-the-Head (OTH) Features

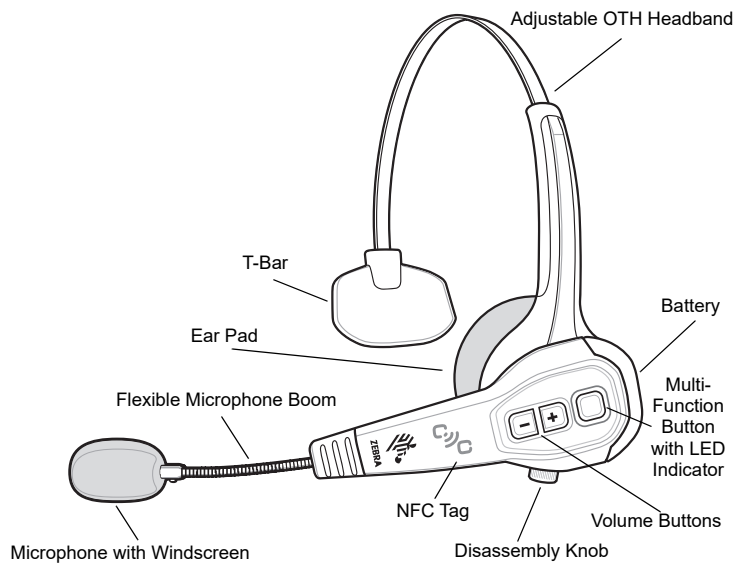


Figure 1-1 *HS3100-OTH Bluetooth Headset*

Behind-the-Neck (BTN) Features

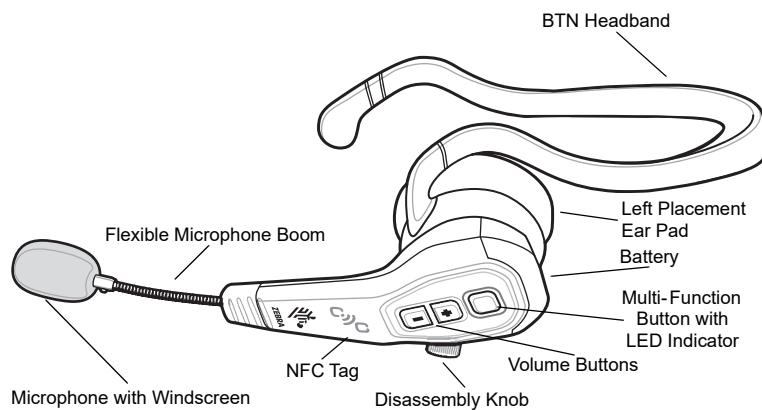


Figure 1-2 *HS3100-BTN-L Bluetooth Headset*

Unpacking

Carefully remove all protective material from the headset and save the shipping container for later storage and shipping.

Verify the following items are in the box:

- Headset:
 - Headband Module
 - Boom Module
- Battery
- Quick Start Guide

Inspect the equipment for damage. If any equipment is missing or damaged, contact the Zebra Support Center immediately. See [Service Information on page ii-vi](#) for contact information.

Charging

The headset batteries are charged in a toaster which uses either a one slot cradle or a five slot cradle.

Charging Configurations

Table 1-2 Charging Configurations

Model	Includes
Battery Toaster 1 Slot-SE Cradle	1-Slot Base Cradle Toaster Cup PS000084A01 adapter plus CBL-DC-388A1-01 DC cable
Battery Toaster 5 Slot-SE Cradle	5-Slot Base Cradle Toaster Cup 4 WT/WT Charging Cups PS000086A01 adapter plus CBL-DC-381A1-01 DC cable

Connect the Charger

✓ **NOTE** Ensure that you follow the guidelines for battery safety described in [Battery Safety Guidelines on page 5-6](#).

The 8-Slot Battery Charger charges up to eight spare batteries.

To connect the charger:

Connect one end of the power supply to the charging base and the other end into the outlet.

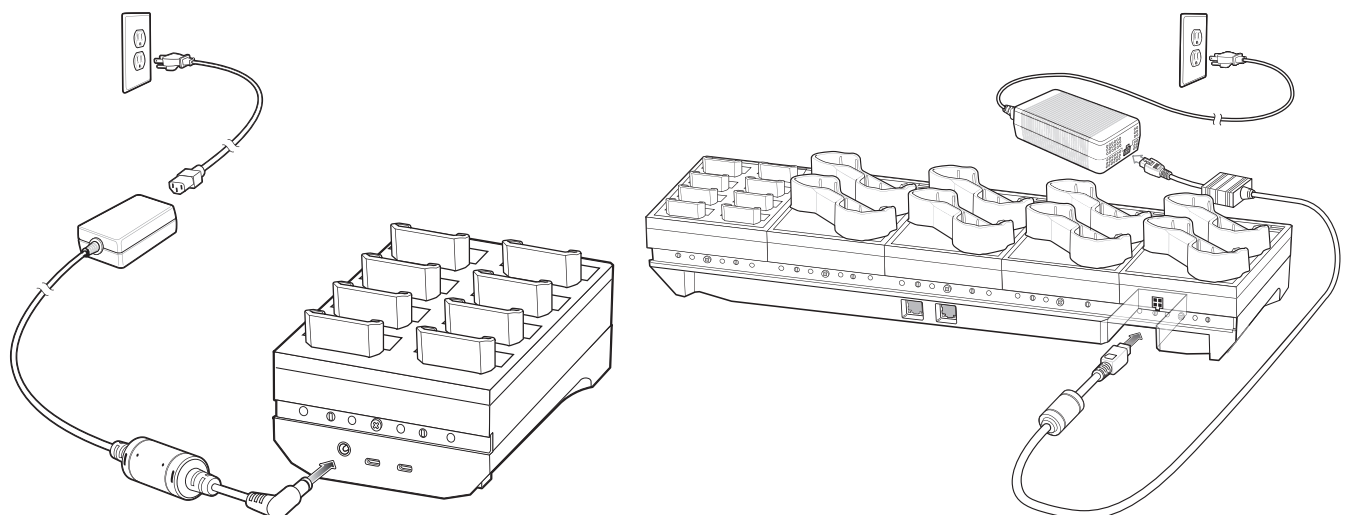


Figure 1-3 Battery Toaster 1 Slot - SE Cradle and Battery Toaster 5 Slot - SE Cradle

Charge the Battery in the Battery Charger

Although the batteries come partially charged, it is recommended to fully charge them before first use. Allow up to three and a half hours for a full charge.

To charge the battery:

Insert the battery into the charger with the contacts facing forward.

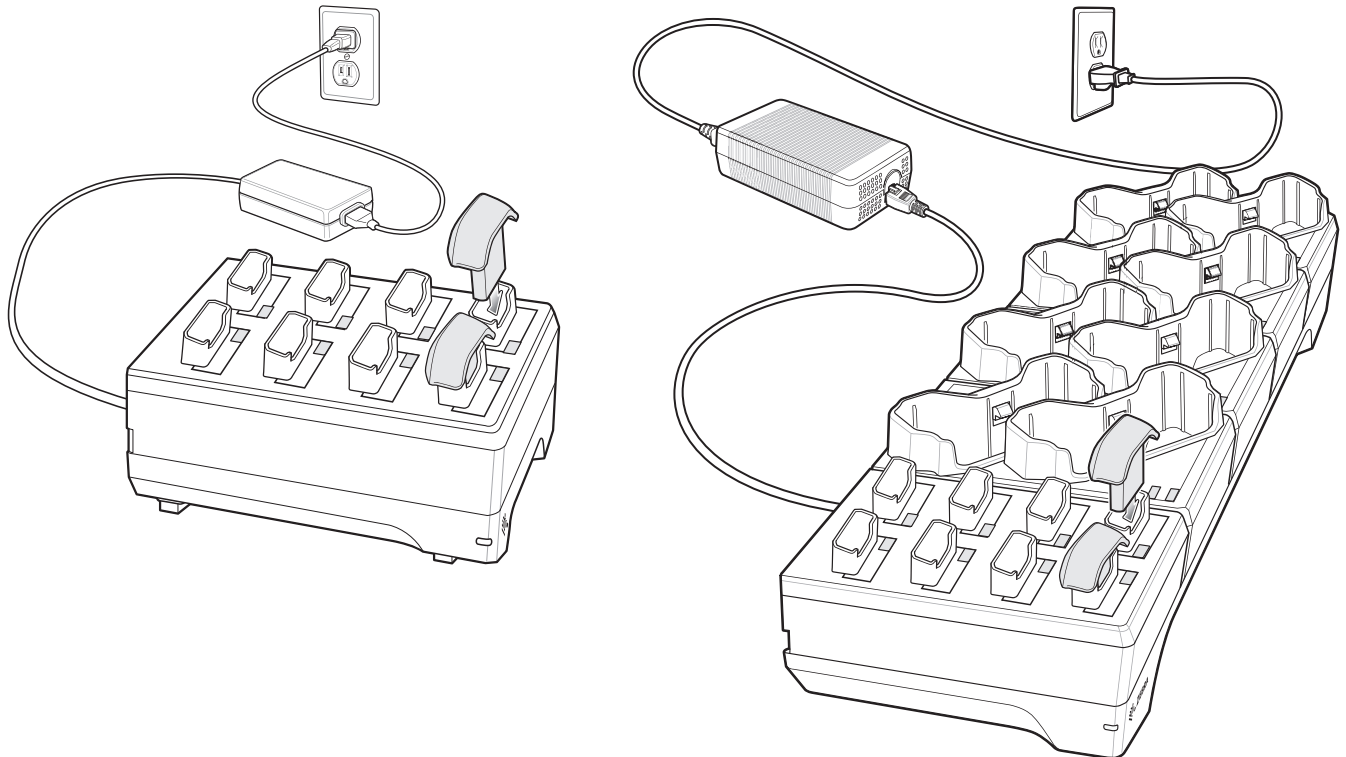


Figure 1-4 Charging the Battery in 8-Slot Battery Charger or 8-Slot Battery Charger with 8-Slot-WT6000 Charger

Each battery slot has a battery status indicator displaying the charging status.

Battery Charge LED Status

Table 1-3 Battery Charge LED Status

Mode	Description
Charge Fault	Fast blinking red
Charging (Healthy)	Solid Amber
Charge Complete (Healthy)	Solid Green

Insert the Battery in the Headset

To insert the battery:

1. Insert the battery with the contacts facing outward into the battery slot.
2. Push the battery into the slot until it is firmly secure.

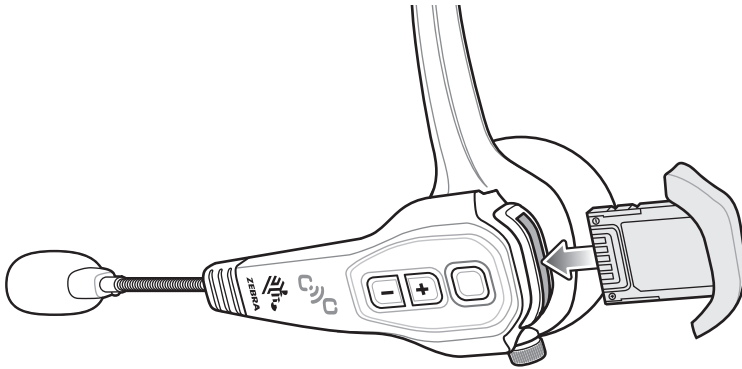


Figure 1-5 *Insert the Battery*

Power On the Headset

To turn the power on:

1. Press the Multi-Function button (MFB).
2. Wait for the headset LED to illuminate blue and flash three times.

The headset is ready to use.

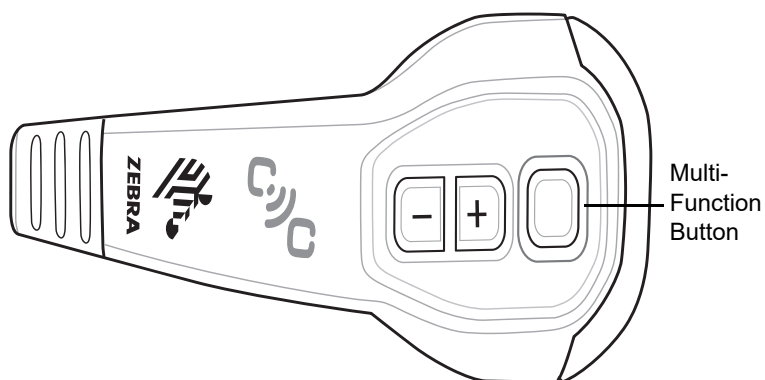


Figure 1-6 *Power On Headset*

MFB Actions and Headset States

Table 1-4 *MFB Actions and Headset States*

Condition	Action	Headset State
Headset in Low Power Mode	Press Multi-Function Button for two seconds	Headset goes into Pairing Mode or in Connected state
Headset in Low Power Mode	Press Multi-Function Button for three seconds	Headset goes into Pairing Mode
Headset is ON or Connected	Press Multi-Function Button for two seconds	Headset goes into Low Power Mode

LED Indicator and Headset Status

Table 1-5 *LED Indicator and Headset Status*

LED Indicator	Headset Status
Three Blue Flashes	Power On
Three Red Flashes	Power Off
Blue and Red Alternate Flashes	Pairing Mode
Slow Blue Flash	Connected
Steady Blue	Not Connected
Slow Two Red Flashes	Low Battery

CHAPTER 2 PAIRING THE HEADSET

Methods of Pairing the Headset

The headset can be paired with other Bluetooth devices in the following ways:

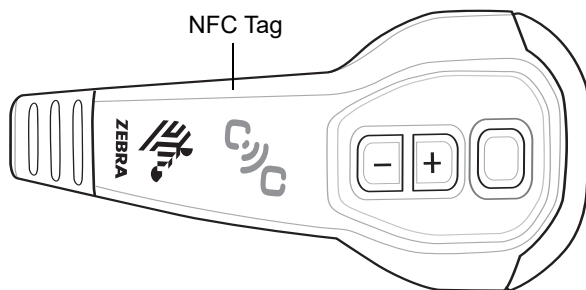


Figure 2-1 *NFC Pairing*

- Standard Bluetooth pairing where the headset is discovered by the host.
- Bypassing device discovery using a multi-modal interface:
 - Scan-to-pair - the host gets the headset MAC address through a scan and connects with it.
 - Tap-to-pair - with hosts having an NFC reader, the host gets the MAC address through NFC and connects with it.

CHAPTER 3 ADJUSTING THE HEADSET

Introduction

This chapter explains how to adjust the headset for the proper fit and maximum comfort during use.

Position the Boom

To position the boom:

Rotate the boom for left side or right side placement.



CAUTION Do not rotate the boom beyond the stop point.

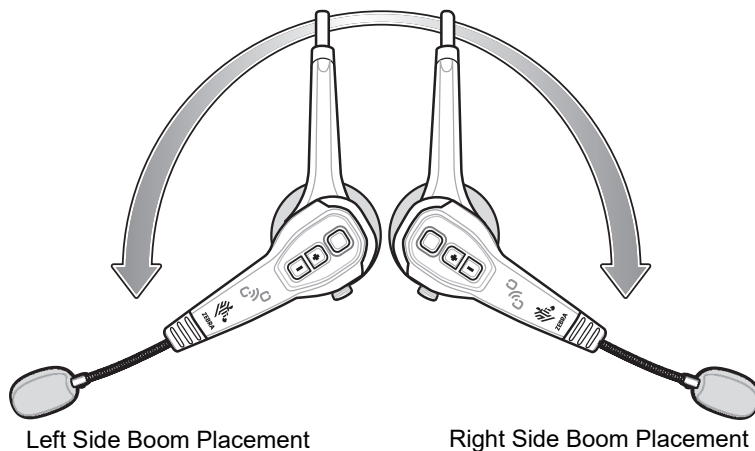


Figure 3-1 *Position the Boom*



NOTE Applies to OTH model. The BTN model has only left side boom placement.

Adjust the OTH Headband

To adjust the OTH headband:

1. Squeeze the headband for a tighter fit to the head.
Notice that the headband clicks as it is positioned into place.
2. Position the ear pad in the center of the ear.
3. Position the T-Bar above the ear, half way between the top of the ear and the top of the head.

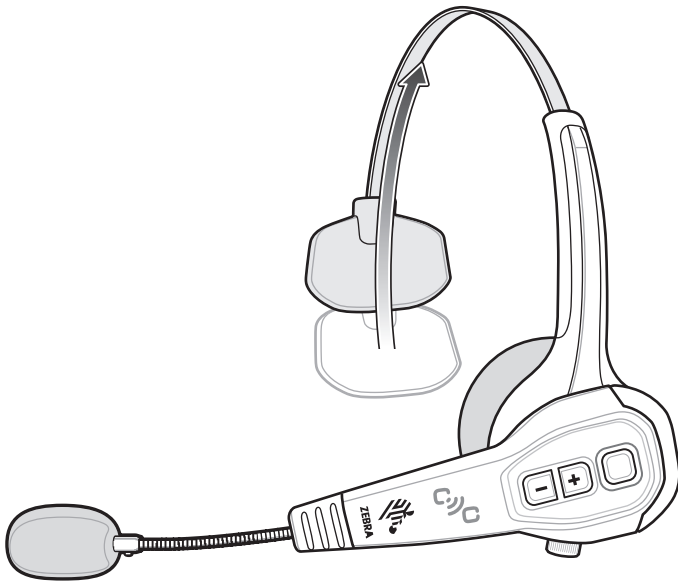


Figure 3-2 *Adjust the OTH Headband*

Adjust the Microphone

To adjust the microphone:

Position the microphone icon so that it is facing your mouth.

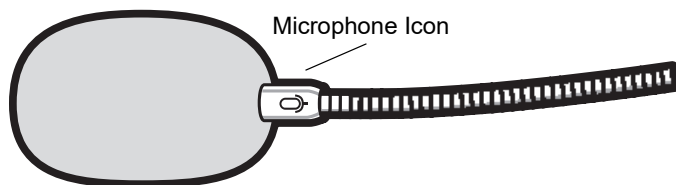


Figure 3-3 *Adjust the Microphone*

Adjust the Microphone Boom

To adjust the microphone boom:

Place the microphone two finger's width away from the corner of your mouth, so it is slightly to one side.



Figure 3-4 *Adjust the Microphone Boom*

CHAPTER 4 USING THE HEADSET

Introduction

This chapter provides basic instructions for using the headset.

Mute the Microphone

To mute the microphone:

Place the microphone boom in the upright position.



Figure 4-1 *Mute the Microphone*

Adjust the Volume

To adjust the volume:

Press the Volume Up (+) or Volume Down (-) buttons as desired.

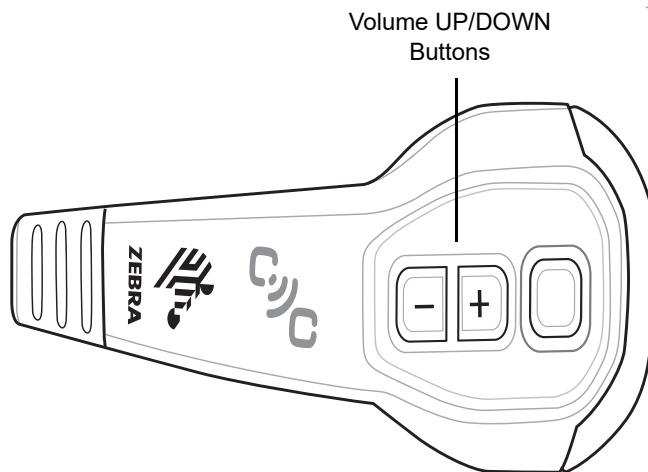


Figure 4-2 *Adjust the Volume*

Audio Tones

The following transitions and states are associated with the audio tones listed.

Table 4-1 *Audio Tones*

Transition or State	Audio Tones
Start Pairing	Two short low tones
Successful Pairing	Three rising tones
Headset Connected	One tone
Link Lost	Two low tones followed by a high tone
Low Battery	Two short tones every two minutes until shutdown
Mute	Two descending tones
Un-mute	Two rising tones
Power Up	Four tones
Power Down	Four descending tones

CHAPTER 5 MAINTENANCE AND TROUBLESHOOTING

Introduction

This chapter includes instructions on replacing parts and accessories, safety and battery guidelines, cleaning and storing the headset and provides troubleshooting solutions for potential problems during operation.

Maintaining the HS3100 Headset

For proper maintenance and maximum operating use and comfort, various parts and accessories can be replaced.

Replace T-Bar

To replace the T-Bar:

1. Pull and remove the T-Bar off the headband.

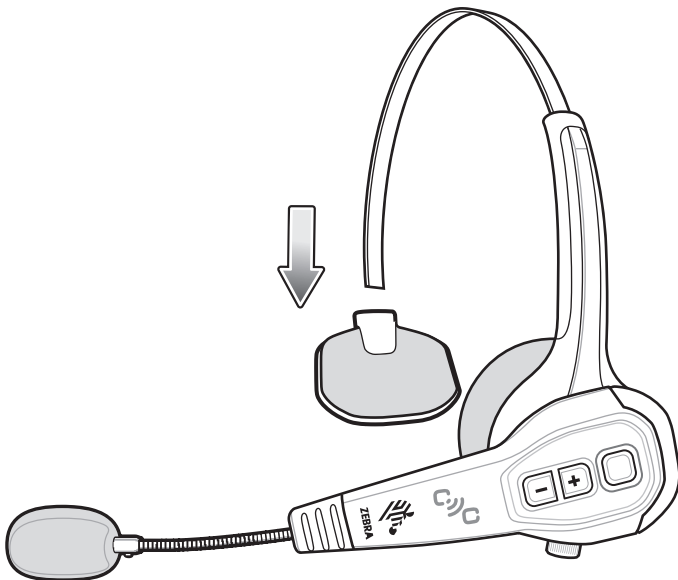


Figure 5-1 Remove T-Bar

2. Align the T-Bar slot with the end of the headband and push the replacement T-Bar on the headband until firmly secured.

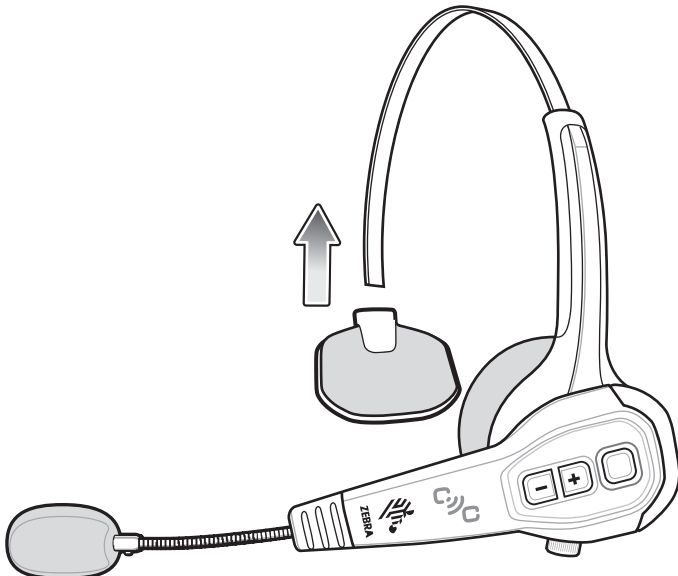


Figure 5-2 Replace T-Bar

✓ **NOTE** Applies to OTH model.

Replace Headband

To replace the headband:

1. Loosen the screw.



Figure 5-3 Loosen Screw

2. Disassemble the headset to replace the headband.

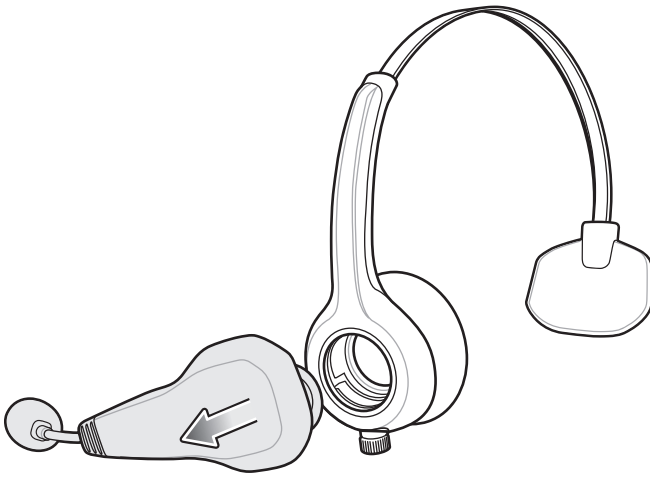


Figure 5-4 *Disassemble headset*

Replace Ear Pad

To replace the ear pad:

1. Firmly grip and pull the ear pad and inner casing.



Figure 5-5 *Remove Ear Pad*

2. Align and snap the new ear pad into position.



Figure 5-6 *Replace Ear Pad*

Remove the Battery

To remove the battery:

Firmly grip the outer battery casing, and pull tightly.

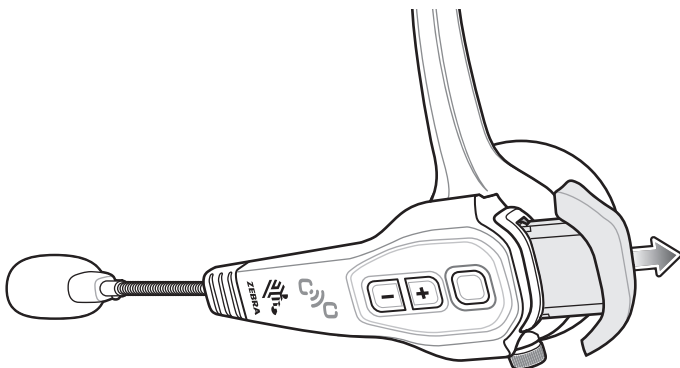


Figure 5-7 *Remove the battery*

Replace Windscreen

To replace the windscreen:

1. Pull and remove the windscreen off the microphone.

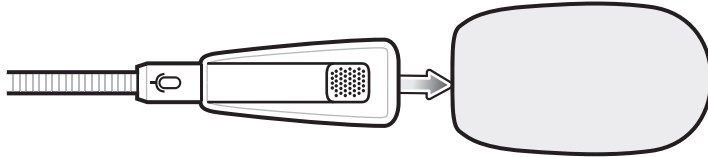


Figure 5-8 *Remove Windscreen*

2. Align and slide the replacement windscreen over the microphone.

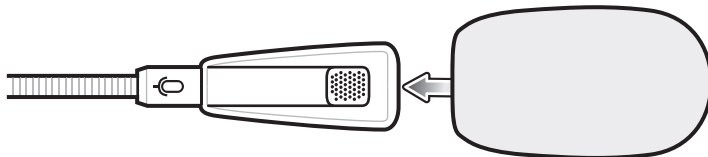


Figure 5-9 *Replace Windscreen*

Maintain Headset in Freezer, Refrigerated, and Condensing Environments

1. When working in freezer, refrigerated, or condensing environments, replace the windscreen every four hours, or when it is wet or frozen.
2. If the microphone stops working, it could be wet. Remove the windscreen, shake the microphone boom, and place a dry windscreen on the microphone boom.

Be careful not to grab the headset by the windscreen or squeeze the wet windscreen while it is on the microphone boom.

Perform a Hardware Reset

You may need to perform a hardware reset if the following occurs:

- The HS3100 is unresponsive
- It is not possible to pair the HS3100 (LED indicator is solid blue)
- The HS3100 is in a locked state (LED indicator is solid red).

Pressing the Multi-Function button by mistake while removing the battery, or removing the battery while powering on the headset, may place the headset in a locked state.

To perform a hardware reset:

1. Remove the battery.
2. Press the Multi-Function button (MFB) + Volume Up (+).

Safety Guidelines

General Safety Guidelines

- Please read the User Guide carefully and completely before using the product.
- Always keep the product dry and do not expose it to extreme temperatures.
- Use the product with care and store it in a clean, dust-free environment.
- Only use the power supply units intended for use with the product.

Battery Safety Guidelines



CAUTION Risk of explosion if battery is replaced by an incorrect type.
Dispose of batteries according to instructions.

- The area in which the HS3100 headsets are charged should be clear of debris and combustible materials or chemicals. Particular care should be taken where the headset is charged in a non-commercial environment.
- Do not use incompatible batteries and chargers. If you have any questions about the compatibility of a battery or a charger, contact Zebra Support. See [Service Information on page ii-vi](#) for contact information.
- Do not crush, puncture, or place a high degree of pressure on the battery.
- Follow battery usage, storage, and charging guidelines.
- Improper battery use may result in a fire, explosion, or other hazard.
- To charge the headset battery, the battery and charger temperatures must be between 32°F and +113°F (0°C and +45°C).
- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Severe impact from dropping any battery-operated device on a hard surface could cause the battery to overheat.
- Do not short circuit a battery or allow metallic or conductive objects to contact the battery terminals.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Do not leave or store the equipment in or near areas that might get very hot, such as in a parked vehicle or near a radiator or other heat source. Do not place battery into a microwave oven or dryer.
- Battery usage by children should be supervised.
- Please follow local regulations to promptly dispose of used re-chargeable batteries.
- Do not dispose of batteries in fire.
- Seek medical advice immediately if a battery has been swallowed.
- In the event of a battery leak, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
- If you suspect damage to your equipment or battery, call Customer Support to arrange for inspection. See [Service Information on page ii-vi](#) for contact information.

Cleaning the HS3100 Headset

The headset does not require any user preventative maintenance other than cleaning of the keys, microphone and speaker area.

To maintain the headset, it is suggested to adhere to the following guidelines:

- Do not expose the headset to harsh chemicals or cleaning agents.
- Do not immerse the headset in water.
- If the headset becomes dirty, wipe it with a soft damp cloth. Do not use soap, cleaning fluids or chemicals.
- Keep dust, dirt and debris out of the headset battery slot and the battery charger slots.
- When handling the headset battery, keep the battery contacts free of dirt, grease, oil and other substances that can affect the battery from making proper contact with the headset or charger.

All the surfaces that touch a worker's skin or hair, or that a worker breathes into, are easily replaced in the field.

Troubleshooting

This section provides troubleshooting solutions for potential problems during HS3100 operations.

Table 5-1 *Troubleshooting*

Problem	Solution
Operating	
Headset does not turn on	<ul style="list-style-type: none"> - Verify the battery is fully inserted in the headset. - Verify the battery is charged.
Pairing	
Headset does not pair	<ul style="list-style-type: none"> - Verify headset is off when beginning the pairing process. - Verify intended Bluetooth device is on. - Verify headset is within twelve inches of intended Bluetooth device. - Select HS3100 on the Bluetooth device search menu.
Headset appears to be paired but cannot communicate with the intended Bluetooth device	<p>The headset may be connected with an incompatible Bluetooth device.</p> <ol style="list-style-type: none"> 1. Verify the intended Bluetooth device is within twelve inches of the headset. 2. Verify all other non-intended Bluetooth devices are six feet away from the headset. 3. Turn off the headset and start the pairing process again.
Charging Battery	
Battery does not sit properly in the charging slot	<ul style="list-style-type: none"> - Rotate battery and re-insert into the charging slot. The battery cannot be inserted into the cup in the wrong direction.
No LED's light on charger when battery is inserted	<ul style="list-style-type: none"> - Check the power cable connection to the charger. - The battery may be faulty. Replace the battery.

APPENDIX A ACCESSORIES

This appendix provides information about the HS3100-OTH and HS3100-BTN-L accessories.

Parts and Accessories

The following table lists the part numbers for the headsets and available accessories.

Table A-1 *Parts and Accessories*

Part/Accessory	Part Number	Description
Headset and Modules		
HS3100 Bluetooth Headset - OTH	HS3100-OTH	HS3100 Rugged Bluetooth Headset (Over-the-Head Headband) (Includes HS3100 Boom Module and HSX100 OTH Headband Module)
HS3100 Bluetooth Headset - BTN - Left	HS3100-BTN-L	HS3100 Rugged Bluetooth Headset (Behind-the-Neck Headband Left) (Includes HS3100 Boom Module and HSX100 BTN Headband Module Left)
HS3100 Boom Module	HS3100-BOOM-01	HS3100 Boom Module (Includes Microphone Boom, Battery, and Windscreen)
HSX100 BTN Headband Left Module	HSX100-BTN-L-HB-01	HSX100 BTN Headband Left Module (Includes BTN Headband and Ear Pad)
HSX100 OTH Headband Module	HSX100-OTH-HB-01	HSX100 OTH Headband Module (Includes OTH Headband, Ear Pad, and T-Bar with Pad)
Chargers		
8-Slot-Battery Charger	SAC-HS3100-B8-01	Charges up to eight HS3100 batteries

A - 2 HS3100 Rugged Bluetooth Headset User Guide

Table A-1 Parts and Accessories (Continued)

Part/Accessory	Part Number	Description
8-Slot-Battery Charger & 8-Slot-WT6000 Charger	SAC-HS3100-B8W8-01	Charges up to eight HS3100 batteries and up to eight WT6000 devices
Cables		
USB Cable	CBL-HS3100-CUC1-01	USB Type-A 36" (0.9M) Charging and communication cable
Replacement Parts		
8-Slot-Battery Charger Spare Cup	A9310272-003	Mounts on the 8-Slot Battery Charger or the 8-slot Battery Charger & 8-Slot WT6000 Charger
Single Battery	BTRY-HS3100-HS1-01	Replacement HS3100 battery
Battery Pack of 8	BTRY-HS3100-HS1-08	Replacement HS3100 battery (8-pack)
Over-the-Head Headband Pack of 10	KT-HSX100-OTH1-10	Replacement HS3100-OTH headbands (10-pack) (Includes Headband, T-Bar and Ear Pad)
Behind-the-Neck Headband Left Pack of 10	KT-HSX100-BTNL1-10	Replacement HS3100-BTN-L headbands (10-pack) (Includes Headband and Ear Pad)
HSX100 Headset Foam Ear Pad Pack of 20	KT-HSX100-EPF1-20	Replacement foam ear pad (20-pack)
HSX100 Headset Leatherette Ear Pad Pack of 20	KT-HSX100-EPL1-20	Replacement leatherette ear pad (20-pack)
HSX100 Headset Series Microphone Windscreen Pack of 50	KT-HSX100-MWS1-50	Replacement microphone windscreen (50-pack)
T-Bar with Pad Pack of 20	KT-HSX100-TBP1-20	Replacement T-Bar with pad (20-pack)

APPENDIX B TECHNICAL SPECIFICATIONS

This section provides technical specifications for the HS3100 Bluetooth Headset and charging cradles.

HS3100 Technical Specifications

Table B-1 *HS3100 Bluetooth Headset Technical Specifications*

Item	Description
Physical Characteristics	
Weight	4 oz./115 g (with battery)
Wearing Styles	Over-the-head headband Behind-the-neck headband
Field Replaceable Parts	Headband, battery, ear pad, windscreen, T-bar
Power	Li-ion 220 mAh, 3.7V with up to 15 hours of continuous speech use on a single charge using a battery with ≤ 100 charge/discharge cycles
Performance Characteristics	
Speech-Directed Applications	Can work with all Zebra devices running speech recognition and text-to-speech engines for speech-directed applications
Audio	High performance sealed noise canceling microphone with noise immunity greater than 10 dB for high noise environments
Send Frequency Response	50 Hz to 8 kHz
Microphone Sensitivity	-53 dB @ 1 kHz, 1 Pa

Table B-1 HS3100 Bluetooth Headset Technical Specifications (Continued)

Item	Description
Receive Frequency Response	300 Hz to 6 kHz
Speaker Sensitivity	89 dB SPL with 1.0 Vrms @ 1 kHz
Bluetooth	Bluetooth Class II, v 3.0; Bluetooth Hands-free Profile (HFP 1.6), A2DP profile
NFC	NFC tag used for Tap-to-Pair
User Environment	
Zebra Mobile Computers Compatibility	Visit www.zebra.com/hsheadsets for the most current list of compatible mobile computers.
User Interfaces	LED: Bi-color LED for headset status Buttons: Three functional buttons
Operating Temperature	-30°C (-22°F) to +50°C (+122°F)
Storage Temperature	-40°C (-40°F) to +60°C (+140°F) incl. battery -40°C (-40°F) to +70°C (+158°F) excl. battery
Sealing Rating	IEC 60529: IP67
Humidity	5% to 95% non-condensing
Drop Rating	6 ft./1.8 m drop to concrete (36 drops, over operating temperature range)
Tumble Rating	1,000 tumbles @ 0.5 m (room temperature)
Vibration	Since 5-2000Hz, 4g peak, 1 hour per axis; Random 20-2000Hz, 6g RMS or 0.04g2/Hz, 1 hour per axis
Electrostatic Discharge (ESD)	+/-20kV air discharge, +/-10kV contact discharge, +/-10kVdc indirect discharge
Software Compatibility	
Software	TekSpeech Pro 4, Android EMDK

The HS3100 is optimized for real-time two-way speech applications and uses the BT Hands Free Profile. A host connected to HS3100 can remotely control audio volume and microphone gain of the headset.

The HS3100 sends the host its battery information (Serial Number, State of Charge and State of Health), the power state (main or backup battery) and headset information (Serial Number, HW and FW version, and its capabilities).

8-Slot Battery Charger Technical Specifications

Table B-2 8-Slot Battery Charger Technical Specifications

Item	Description
Dimensions	Height: 74.1 mm Width: 97.8 mm Depth: 134.7 mm
Weight	439.8 g
Input Voltage	12 V
Power Consumption	5.82 Watt (Full load), 0.18 Watt (No load)
Operating Temperature	0° C (32° F) to 45° C (113° F)
Storage Temperature	-40° C (-40° F) to 70° C (158° F)
Charging Temperature	0° C (32° F) to 40° C (104° F)
Humidity	10% to 95% RH
Drop	30 inches
Electrostatic Discharge (ESD)	+/- 15 k V air (Certificate) +/- 8 k V Contact and Indirect (Certificate)

8-Slot-Battery Charger & 8-Slot-WT6000 Charger Technical Specifications

Table B-3 8-Slot Battery Charger & 8-Slot-WT6000 Charger Technical Specifications

Item	Description
Dimensions	Height: 87.1 mm Width: 134.7 mm Depth: 488.4 mm
Weight	2.2 kg
Input Voltage	12 V
Power Consumption	60 Watt (Full load), 0.18 Watt (No load)
Operating Temperature	0° C (32° F) to 45° C (113° F)
Storage Temperature	-40° C (-40° F) to 70° C (158° F)
Charging Temperature	0° C (32° F) to 40° C (104° F)
Humidity	10% to 95% RH
Drop	30 inches
Electrostatic Discharge (ESD)	+/- 15 k V air (Certificate) +/- 8 k V Contact and Indirect (Certificate)

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