



BlueParrott M500-XT User Manual



blueparrott GN
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Made in Vietnam
MODEL: OTE985



Declaration of Conformity can be found on
www.jabra.com/doc

1. Welcome.....	5
2. Overview.....	6
2.1 Included accessories	
3. How to wear.....	7
3.1 Selecting an EarGel	
3.2 How to get the perfect fit	
4. How to charge.....	9
5. How to connect.....	11
5.1 Power on	
5.2 Power off	
5.3 Pair with your smartphone	
6. How to use	13
6.1 What the buttons do	
6.2 The BlueParrott Button™	
6.3 Multiple call handling	
6.4 Voice control	
6.5 Multipoint mode	
6.6 Update firmware	
6.7 Reset the headset	
6.8 Clear the list of paired devices	
7. BlueParrott App.....	20

8. Support 21

8.1 FAQ

8.2 How to care for your headset

8.3 How to clean your headset

1. Welcome

Thank you for using the BlueParrott M500-XT.
We hope you will enjoy it!

BlueParrott M500-XT features

- **Customizable BlueParrott Button™** -
Program for mute, access second paired mobile device or Push-to-Talk
- **Walk and talk** - Roam up to 300ft/100m from paired Bluetooth devices
- **All-day conversations** - Up to 11 hours of talk time with convenient USB-C charging
- **Blocks out 93% of background noise** -
2 microphones for crystal-clear calls

2. Overview

Multi-function button

Power on (*press*) / off (*long press*)

Pairing (*double press*)

Voice assistant
(*hold and release*)

Answer/end call (*press*)

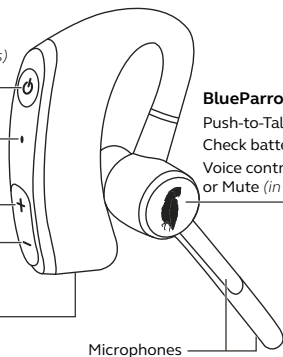
Reject call (*hold*)

Status LED

Volume up

Volume down

USB-C charging port



BlueParrott Button™

Push-to-Talk

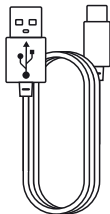
Check battery level

Voice control (*standby*)
or Mute (*in a call*)

*The BlueParrott Button™ is customizable using the BlueParrott App.

2.1 Included accessories

USB cable



EarGels



Small

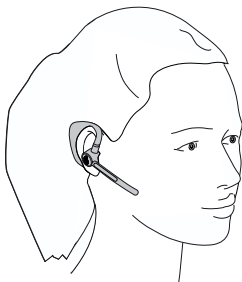


Medium
(*pre-mounted on the headset*)

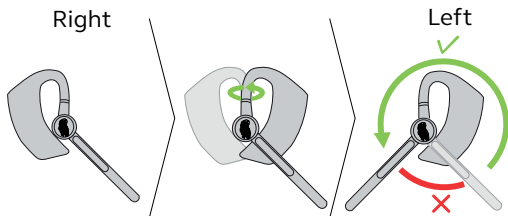


Large

3. How to wear



The headset can be worn on the left or right ear.



To wear the headset on the other ear, rotate the microphone horizontally to the other side. Then move the microphone up and over and point it towards your mouth.

3.1 Selecting an EarGel

It is important to wear the headset with the most comfortable EarGel size for your ears. This will ensure the best audio experience.



Small



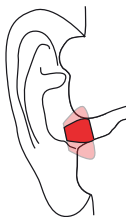
Medium



Large

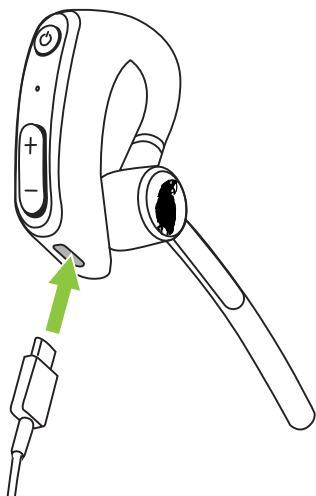
3.2 How to get the perfect fit

For the best audio quality and comfort, the EarGel should fit firmly in your ear, but should not be squeezed into your ear canal.

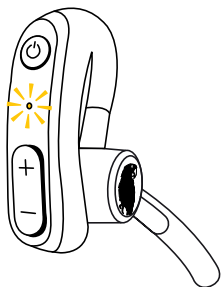


4. How to charge

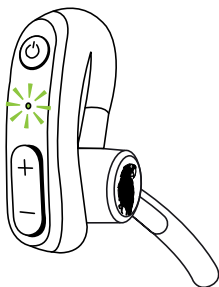
To charge the headset, connect the USB-C charging cable to the headset's charging port. It is recommended to charge the headset using the supplied charging cable. It takes up to 120 minutes to fully charge the battery.



While charging, the LED indicator shows the charging status. Yellow indicates the headset is charging. Green indicates the headset is fully charged.



Charging

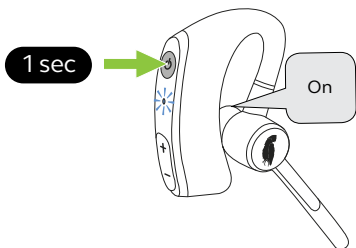


Fully charged

5. How to connect

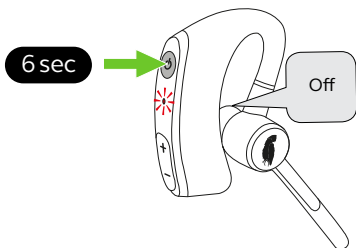
5.1 Power on

Press and hold the **Multi-function** button for 1 second until the LED flashes blue and you hear “On”.



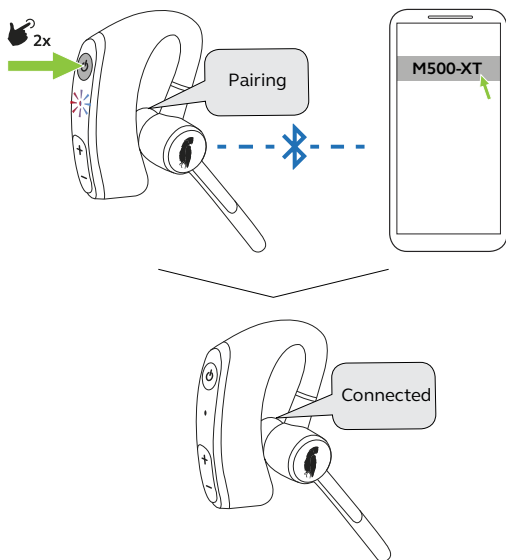
5.2 Power off

Press and hold the **Multi-function** button for 6 seconds until the LED flashes red and you hear “Off”.

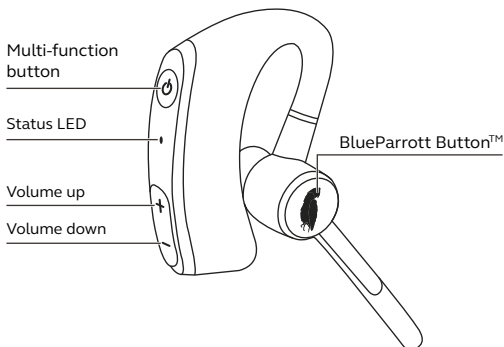


5.3 Pair with your smartphone

1. Ensure the headset is powered on.
2. Double-press the **Multi-function** button until you hear "Pairing" and the LED flashes red and blue. The headset is now ready to pair.
3. Go to the Bluetooth menu on your smartphone and select the **M500-XT** from the list of available devices.
4. You will hear "Connected" when the headset and your smartphone are successfully connected.



6. How to use



*The BlueParrott Button™ is customizable using the BlueParrott App.

6.1 What the buttons do

	
	Answer call Press the Multi-function button, say "Answer" or swivel the microphone down
	End call Press the Multi-function button
	Reject call Press and hold the Multi-function button or say "Ignore"
	Activate Voice Assistant (i.e. Siri, Google Assistant) Hold and release the Multi-function button when not on a call



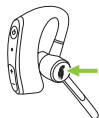
Adjust volume

Press the **Volume up** or **Volume down** button, when listening to music or on a call.



Redial last number

Press and hold the **Multi-function** button and **Volume down** button



Mute/un-mute microphone

Press the **BlueParrott Button™** when on a call.

A mute reminder tone will play approx. every 45 seconds to notify that the headset is muted.



Mute/unmute microphone during a call

Swivel the microphone up during a call to mute the microphone. Swivel the microphone down to unmute.

A mute reminder tone will play approx. every 45 seconds to notify that the headset is muted.

6.2 The BlueParrott Button™

By default, the BlueParrott Button™ is set to voice control in standby and mute microphone while you are on a call. However, the button can be configured for other functions, such as Push-to-Talk, access second paired mobile device, check the battery level, or assign a second Multi-function button for the paired mobile devices.

To change the BlueParrott Button™ functionality, use the BlueParrott mobile app (iOS and Android) or the desktop app ([BlueParrott Updater](#)).



6.3 Multiple call handling

The headset can accept and handle multiple calls at the same time.

Multiple call handling



End current call and answer incoming call

Press the **Multi-function** button to end the current call and to answer the incoming call.

Put current call on hold and answer incoming call

Double-press the **Multi-function** button

Reject incoming call when on a call

Press and hold (2 sec) the **Multi-function** button

6.4 Voice control

The headset recognizes English voice commands, enabling call handling without touching the headset.

Press the BlueParrott Button™ (when not on a call) to activate the voice controls.

List of voice controls:

- **“Answer”** – answers an incoming call
- **“Ignore”** – rejects an incoming call and sends it to voicemail (if available)
- **“List commands”** – announces a list of available commands
- **“Pairing”** – puts the headset into pairing mode
- **“Connection status”** – verifies that the headset is connected to a device
- **“Battery status”** – announces battery level for the headset
- **“Cancel”** – cancels Voice control

6.5 Multipoint mode

The headset can pair with 8 smartphones and connect to 2 at once.

To connect to 2 smartphones, use the normal pairing process separately for each smartphone (refer to section 5).

The M500-XT will monitor both smartphones and enable you to answer a call on either one using the headset.

If you are on a call and the other smartphone receives a call, you will hear a notification in the headset.

The voice assistant will be activated on the last connected smartphone.

6.6 Update firmware

The BlueParrott M500-XT can be updated to the latest firmware version using the BlueParrott mobile app (iOS and Android) or the desktop app ([BlueParrott Updater](#)).



6.7 Reset the headset

The headset settings will be reset back to default and the list of paired devices will be cleared.

1. Ensure the headset is powered on.
2. Press and hold (5 sec) both the **BlueParrott Button™** and **Volume down** button until you hear "Resetting product". The LED will rapidly flash pink. The headset goes directly into pairing mode.

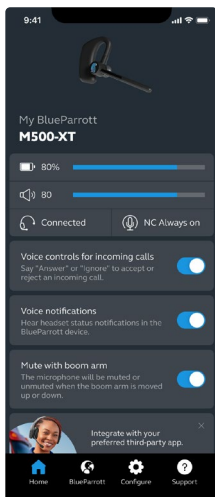
You will need to re-pair the headset with your smartphone.

6.8 Clear the list of paired devices

1. Ensure the headset is powered on.
2. Press and hold (6 sec) both the **Volume up** and **Volume down** buttons. The LED will rapidly flash blue. The headset goes directly into pairing mode.

You will need to re-pair the headset with your smartphone.

7. BlueParrott App



BlueParrott App

Get the most from your headset with our free app



Register device and update firmware

Access support and user guides

Customize BlueParrott Button™

8. Support

8.1 FAQ

View the FAQs on blueparrott.com/supportpages/blueparrott-m500-xt

8.2 How to care for your headset

- To prevent the depletion of the battery lifetime or capacity, avoid storing the headset in hot or cold environments, such as a closed truck in summer or in winter conditions.
- When exposed to water, allow the headset sufficient time to dry. It may take up to one hour for the headset to dry thoroughly and power on.
- Do not store the headset for extended periods of time without recharging it (max. three months).

8.3 How to clean your headset

1. Apply normal dish soap and water to a cloth, making sure to wring out any excess liquid so the cloth is not dripping wet. Use soap and water only; do not use strong cleaning agents.
2. Gently wipe the headset with the wet cloth, making sure the headset is clean with no layer of suds on the surface.
3. Let the headset rest for at least one minute.
4. Wipe the headset clean with a cloth dampened with water only.
5. Allow the product to dry.