

BlueParrott C400-XT

Why is there no audio in my BlueParrott headset when I answer an incoming call on my smartphone?

There is no audio in your headset if you answer a call on the smartphone (Windows or iOS) because the audio stays in the smartphone. To transfer the call audio, press and hold the **Volume Down** button until the audio transfers to the smartphone. Repeat the step to transfer audio back to your headset.

To get the audio directly in your headset, answer an incoming call on the headset by pressing the **Multi-function** button. Some smartphones provide an option to set up automatic transfer of the audio for an incoming call to a headset.