



ATH-AC5TW

Wireless Open-Ear Headphones

User Manual

English

Safety precautions

Although this product was designed to be used safely, failing to use it correctly may result in an accident. To ensure safety, observe all warnings and cautions while using the product.

Cautions for the headphones

- Do not use the product near medical equipment. Radio waves may affect cardiac pacemakers and medical electronic equipment. Do not use the product inside medical facilities.
- When using the product in aircraft, follow airline instructions.
- Do not use the product near automatic control devices such as automatic doors and fire alarms. Radio waves may affect electronic equipment and cause accidents due to malfunction.
- Do not disassemble, modify or attempt to repair the product to avoid electric shock, malfunction or fire.
- Do not subject the product to strong impact to avoid electric shock, malfunction or fire.
- Do not handle the product with wet hands to avoid electric shock or injury.
- Disconnect the product from a device if the product begins to malfunction, producing smoke, odor, heat, unwanted noise or showing other signs of damage. In such a case, contact your local Audio-Technica dealer.
- Do not allow the product to get wet to avoid electric shock or malfunction.
- Do not put foreign matter such as combustible materials, metal, or liquid in the product.
- Do not cover the product with a cloth to avoid fire or injury by overheating.
- Follow applicable laws regarding mobile phone and headphone use if using headphones while driving.
- Do not use the product in places where the inability to hear ambient sound presents a serious risk (such as at railroad crossings, train stations, and construction sites).
- Store the product out of the reach of small children.
- To prevent damage to your hearing, do not raise the volume too high. Listening to loud sound for an extended period may cause temporary or permanent hearing loss.
- Discontinue use if skin irritation results from direct contact with the product.
- If you begin to feel unwell while using the product, discontinue use immediately.
- If you develop an itch from wearing the product, discontinue use.

Cautions for charging case

- Do not disassemble, modify or attempt to repair the product to avoid electric shock, malfunction or fire.
- Do not subject the product to strong impact to avoid electric shock, malfunction or fire.
- Do not handle the product with wet hands to avoid electric shock or injury.
- Disconnect the product from a device if the product begins to malfunction, producing smoke, odor, heat, unwanted noise or showing other signs of damage. In such a case, contact your local Audio-Technica dealer.
- Do not allow the product to get wet to avoid electric shock or malfunction.
- Do not put foreign matter such as combustible materials, metal, or liquid in the product.
- Do not cover the product with a cloth to avoid fire or injury by overheating.
- Do not charge the product if water or foreign matter is inside the battery jack or USB charging cable. Doing so may cause corrosion, heat generation, smoke, fire, or other malfunction or electric shock in the battery jack or USB charging cable.

Safety precautions

- Do not charge the battery if the terminal of the USB charging cable is bent, loose, or damaged. Doing so may cause heat generation, smoke emission, fire or electric shock.
- When charging, make sure to use the included USB charging cable.
- Do not charge with devices that have quick-charge functionality (with a voltage of 5 V or more). Doing so may cause the product to malfunction.
- Do not store the product in direct sunlight, near heating devices, or in hot, humid, or dusty places because such storage could cause malfunction or defect.
- Do not put the product close to fire because that could cause deformation or malfunction.
- Do not use benzine, paint thinners and electrical contact cleaner, etc. because use of such material could cause deformation or malfunction.

Cautions for rechargeable battery

The headphones and charging case are equipped with a rechargeable battery (lithium-ion battery).

- If battery fluid gets into eyes, do not rub them. Rinse thoroughly with clean water such as tap water and consult a doctor immediately.
- If battery fluid leaks, do not touch fluid with bare hands. If fluid remains inside the product, it may cause malfunction. If battery fluid leaks, contact your local Audio-Technica dealer.
 - If fluid gets in your mouth, gargle thoroughly with clean water such as tap water and consult a doctor immediately.
 - If your skin or clothing comes in contact with fluid, immediately wash the affected skin or clothing with water. If you experience skin irritation, consult a doctor.
- To avoid leakage, generation of heat or explosion:
 - Never heat, disassemble or modify the battery, nor dispose of it in a fire.
 - Do not attempt to pierce with a nail, hit with a hammer or step on the battery.
 - Do not drop the product or subject it to strong impact.
 - Do not get the battery wet.
- Do not use, leave or store the battery in the following places:
 - Area exposed to direct sunlight or high temperatures and humidity
 - Inside of a car under the blazing sun
 - Near heat sources such as heat registers
- Charge only with the included USB cable to avoid malfunction or fire.
- The internal rechargeable battery of this product cannot be replaced by the user. The battery may have reached the end of its service life if the usage time becomes significantly shorter even after the battery has been fully charged. If this is the case, the battery needs to be repaired. Contact your local Audio-Technica dealer for repair details.
- When the product is disposed of, the built-in rechargeable battery needs to be discarded properly. Contact your local Audio-Technica dealer to learn how to properly dispose of the battery.

Notes on use

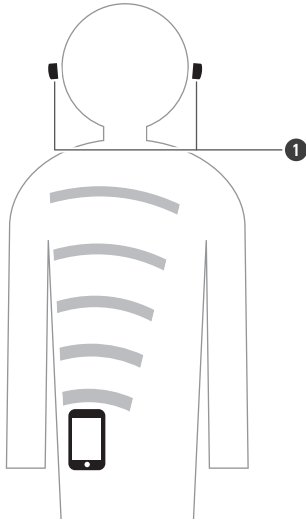
- Be sure to read the connected device's user manual before use.
- Audio-Technica will not be liable in any way for any loss of data in the unlikely event that such losses should occur while using the product.
- On public transportation or in other public places, keep the volume low so as not to disturb other people.
- Turning the volume up too high may cause sound to leak.
- Minimize the volume on your device before connecting the product.
- When using the product in a dry environment, you may feel a tingling sensation in your ears. This is caused by static electricity accumulated on your body, not by product malfunction.
- Do not subject the product to strong impact.
- Do not bend the product excessively or forcefully change its shape.
- Do not store the product in direct sunlight, near heating devices, or in hot, humid, or dusty places. Additionally, do not allow the product to get wet.
- When the product is used for a long time, the product may become discolored due to ultraviolet light (especially direct sunlight) and wear.
- If the charging case is placed in a bag while the USB charging cable is still connected, the USB charging cable may become caught, severed, or broken.
- Make sure to hold the plug when connecting and disconnecting the USB charging cable. The USB charging cable may become severed or an accident may occur if you pull on the cable itself.
- When you are not using the USB charging cable, disconnect it from the charging case.
- When you are not using the product, store it in the included charging case.
- This product can be used to talk on the phone only when using a mobile telephone network. Support for telephony apps that use a mobile data network is not guaranteed.
- If you use the product near an electronic device or transmitter (such as a mobile phone), unwanted noise may be heard. In this case, move the product away from the electronic device or transmitter.
- If you use the product near a radio antenna, noise may be heard in the radio signal. In this case, move the product away from the radio antenna.
- To protect the built-in rechargeable battery, charge it at least once every 6 months. If too much time passes between charges, the life of the rechargeable battery may be reduced, or the rechargeable battery may no longer be able to be charged.
- Charge the product in a well-ventilated place (10 to 35°C (50 to 95°F)) away from direct sunlight. Otherwise, the battery may deteriorate, possibly resulting in shorter periods of continuous use or may fail to charge.
- If the headphones are wet, wipe them with a dry cloth before placing them in the charging case. The charging case is not water-resistant (drip-proof). Do not charge the product if the headphones are wet.
- Operate the touch sensor with one finger. Operating with a sharp-tipped object, such as a ballpoint pen or pencil, may result not only in incorrect operation, but also damage to the touch sensor.
- Do not touch the touch sensor with your fingertips. Doing so may cause your fingernail to break.
- If the product does not operate at all or as intended when touched, check to make sure that your other fingers, parts of your hand, or clothing items are not in contact when touching. Also, the product may not operate correctly if you are wearing gloves or if your fingertips are too dry.
- The product may not operate correctly if the touch sensor is dirty from sweat. Remove the dirt before operating the product.

About water-resistant (drip-proof) performance

- The water-resistant (drip-proof) specification of this product applies only to the headphones, not the charging case.
- The water-resistant (drip-proof) performance is designed to protect the headphones if they get wet from rain, etc. (equivalent to IPX4). JIS/IEC protection grade IPX4 means that the product is protected against exposure to flying water from all directions.
- The headphones cannot be used underwater.
- The headphones cannot be used in hot and humid places, such as bathrooms.
- The headphones are not waterproof. Submerging them in water may cause damage.
- The headphones may not function properly if they become wet. Wipe the headphones with a dry cloth, shake them multiple times to remove any excess water, and allow the headphones to dry thoroughly before use.

For a more comfortable Bluetooth communication experience

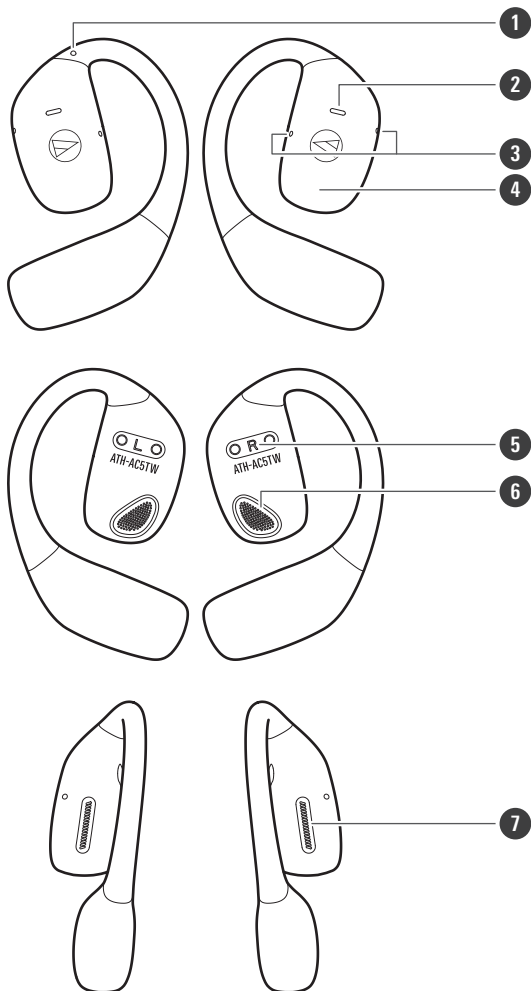
The effective communication range of this product varies depending on obstructions and radio wave conditions. For a more enjoyable experience, please use the product as close as possible to the Bluetooth device. To minimize noise and sound disruptions, avoid placing your body or other obstacles between the product's antenna and the Bluetooth device.



1 Antenna

Part names and functions

Headphones



1 Protrusion

The L (left) side has a protrusion for distinguishing between the left and right.

2 Touch sensor

Use to play/pause music and answer phone calls.

3 Microphone

4 Indicator lamp

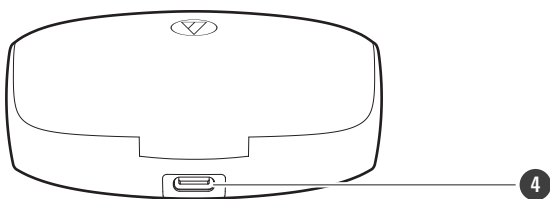
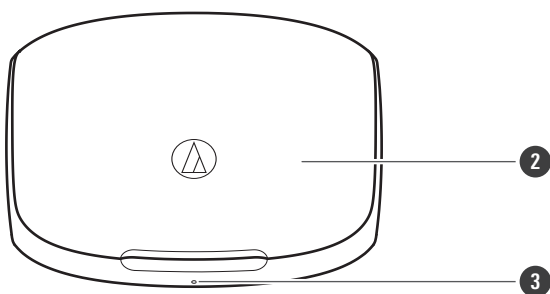
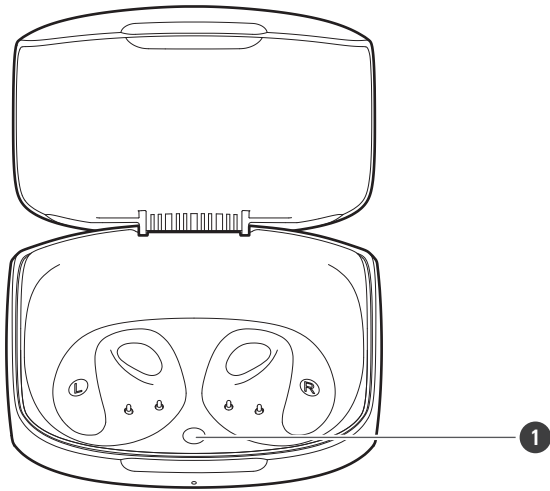
Displays the operating status and battery level of the headphones.

5 L/R (left/right) indicator

6 Speaker

7 Vent

Charging case



1 Reset button

2 Cover

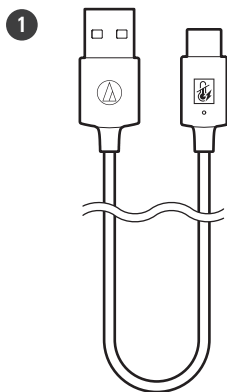
3 Indicator lamp

Lights/flashes when charging the charging case. Also displays the battery level of the charging case.

4 Battery jack

Use to connect the included USB charging cable and charge the product.

Accessories

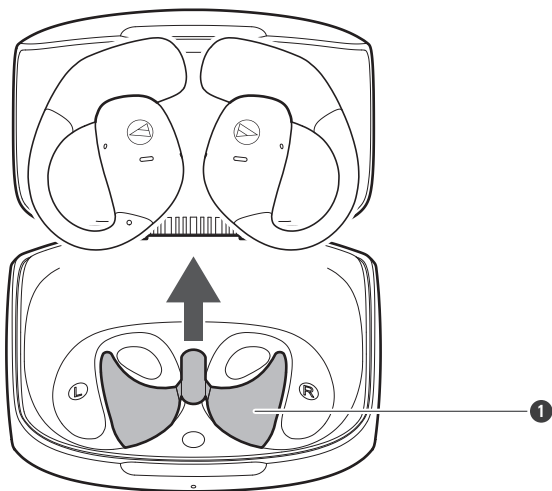


1 USB charging cable (50 cm (20"), USB Type-A / USB Type-C™)

The USB charging cable is equipped with an overheat protection function.

Removing the insulation sheet

Remove the insulation sheet before use.



1 Insulation sheet

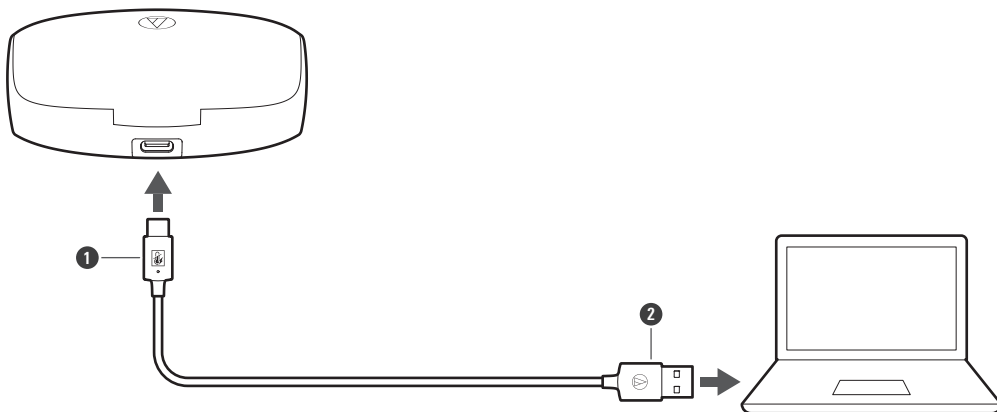
Charging the battery

- Fully charge the battery when using for the first time.
- When the rechargeable battery is running low, the voice guidance will play the message “Low battery”, and the indicator lamp will change from white to orange. Charge the battery as soon as possible.
- It takes about 2 hours to fully charge the headphones, and about 2 hours to fully charge the charging case. (Charging times may vary depending on usage conditions.)
- Charge the product in a well-ventilated place (10 to 35°C (50 to 95°F)) away from direct sunlight. Charging outside the normal charging temperature range may result in failure to charge or longer charging time. Also, the battery may deteriorate, possibly resulting in shorter periods of continuous use or failure to charge.

Charging the headphones and charging case

1 Connect the included USB charging cable (USB Type-C side) to the battery jack of the charging case.

- The included USB charging cable is designed for exclusive use with the product. Do not use any other USB charging cable.
- When inserting the USB charging cable into the USB port or battery jack, insert it directly (horizontally).



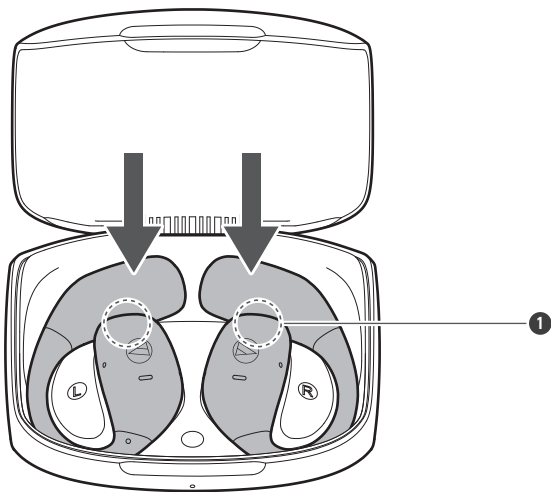
① USB Type-C

② USB Type-A

2 Place the headphones in the charging case.

- When charging the headphones, make sure the indicator lamps on the headphones light up. If they do not light up, remove the headphones and place them in the case again.

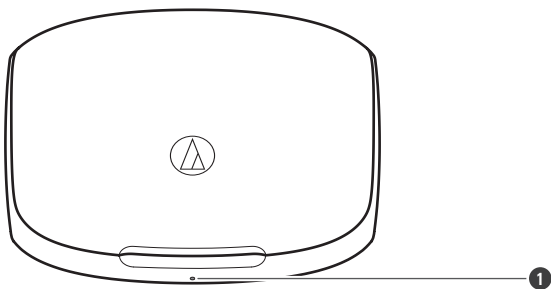
Charging the battery



1 Indicator lamp

3 **Connect the included USB charging cable (USB Type-A side) to the computer to start charging.**

- While charging, the indicator lamp on the charging case lights/flashes as follows. (It may take several seconds for the indicator lamp to light.)



1 Indicator lamp

Indicator lamp	Status
Flashing orange -> Flashing white	Charging (The indicator lamp flashes orange when the battery level is low and changes to white as the battery level increases.)
Lights in white for 10 seconds, and then turns off.	Charging complete

4 **When charging is complete, disconnect the USB charging cable (USB Type-A side) from the computer.**

5 **Disconnect the USB charging cable (USB Type-C side) from the battery jack on the charging case.**

Charging the battery



- When charging, make sure to use the included USB charging cable. The product may not charge with cables other than the included USB charging cable.
- Always make sure the headphones are not wet before charging. The headphones may not operate correctly or may not turn on if they are wet. Wipe the headphones with a dry cloth, shake them multiple times to remove any excess water, and allow the headphones to dry thoroughly before charging.
- If sweat or other moisture is left on the charging terminal of the headphones or charging case, it can cause corrosion of the charging terminal and make charging impossible. After using the headphones, be sure to gently clean the charging terminal with a dry, soft cloth or cotton swab.

USB charging cable

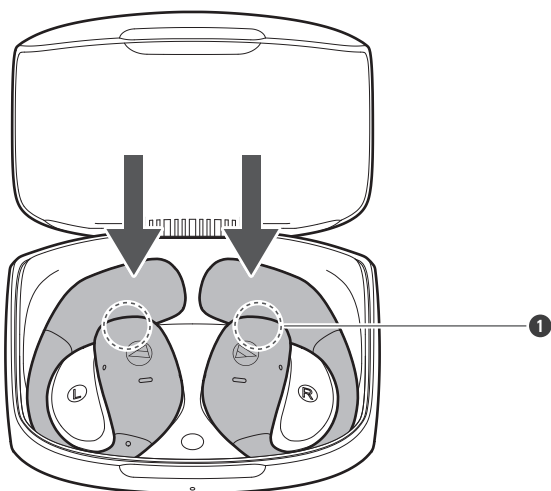
The included USB charging cable is equipped with an overheat protection function. Charging will stop if abnormal heat generation is detected due to charging being performed with water or foreign matter inside the charging case battery jack or USB charging cable. To prevent electric shock or malfunctions due to reasons such as heat generation, smoke emission and fire, make sure to use the included USB charging cable when charging the product.

Charging headphones without the USB charging cable

A rechargeable battery is built into the charging case. If you have charged the charging case, you can charge the headphones without using the USB charging cable.

1 Place the headphones in the charging case.

- While charging, the headphone indicator lamps light as follows. (It may take several seconds for the indicator lamps to light.)
- When charging the headphones, make sure the indicator lamps on the headphones light up. If they do not light up, remove the headphones and place them in the case again.



1 Indicator lamp

Charging the battery

Indicator lamp	Status
Lights in white	Charging
Off	Charging complete / Charging case battery has no power



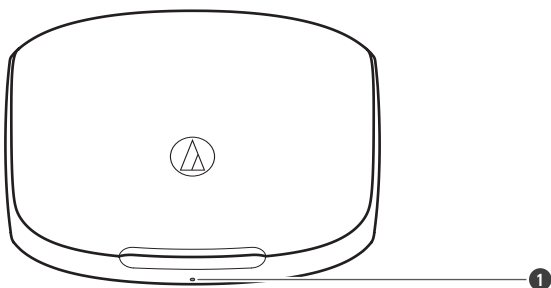
- If sweat or other moisture is left on the charging terminal of the headphones or charging case, it can cause corrosion of the charging terminal and make charging impossible. After using the headphones, be sure to gently clean the charging terminal with a dry, soft cloth or cotton swab.

Checking the battery level of the charging case

When opening/closing the cover of the charging case, the indicator lamp flashes to indicate the battery level of the charging case.

1 Open/close the charging case cover.

- The indicator lamp flashes as follows. The color of the indicator lamp indicates the battery level.



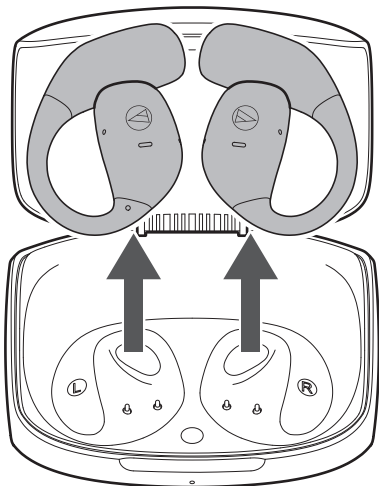
1 Indicator lamp

Indicator lamp	Status
Flashes orange slowly (once)	Battery level is low.
Flashes white slowly (once)	Battery level is sufficient.
Flashes orange quickly (twice)	Battery is discharged. Charge the charging case.

Power supply ON/OFF

Turning on the product

- 1 Remove the headphones from the charging case.



» The power will turn on automatically and the indicator lamps on the headphones will light in white and then flash.

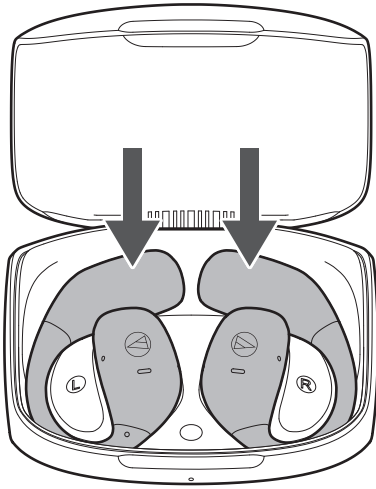


- It is also possible to turn on the power using only the headphones. With the headphones removed from the charging case, touch and hold (about 4 seconds) the touch sensor.
- It may take several seconds for the indicator lamps to light.

Turning off the product

- 1 Place the headphones in the charging case.

Power supply ON/OFF



» The power will turn off automatically.



- It is also possible to turn off the power using only the headphones. With the headphones removed from the charging case, touch and hold (about 4 seconds) the touch sensor.

Auto power off function

The product automatically turns off after 5 minutes of not being connected to a Bluetooth device.

Connecting via Bluetooth

To connect the product to a Bluetooth device, the product needs to pair (register) with the device.

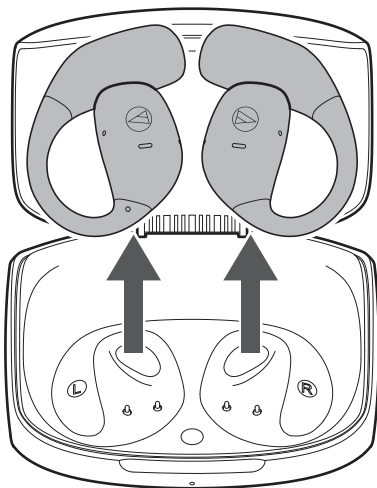
Pairing a Bluetooth device

- Read the user manual for the Bluetooth device.
- Place the Bluetooth device within 1 m (3.3') of the product to perform pairing correctly.

Pairing for the first time

1 Remove the headphones (L (left) and R (right)) from the charging case.

- The indicator lamps on the headphones will light in white, and then flash.

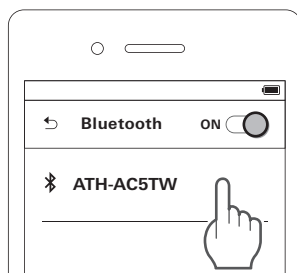


2 Use your Bluetooth device to begin the pairing process and search for the product. When your Bluetooth device finds the product, "ATH-AC5TW" will be displayed on the device.

- For information about using your Bluetooth device, refer to the device's user manual.

3 Select "ATH-AC5TW" to pair the product and your Bluetooth device.

- Some devices may ask for a passkey. In this case, enter "0000". The passkey may also be called a passcode, PIN code, PIN number, or password.



Connecting via Bluetooth

» The headphone indicator lamps will turn off. This indicates pairing was successfully completed.

Pairing with a second or later Bluetooth device

- 1** Once the indicator lamp lights in white after both headphones (L (left) and R (right) sides) are placed in the charging case (with battery remaining), press and hold (for about 2 seconds) the reset button on the charging case.
 - 2** When the indicator lamps on both headphones light in orange, release the button.
 - The indicator lamps on both headphones flash in white.
- » The product will switch to the "searching for devices" (pairing mode) state and you will be able to pair with the desired second or later Bluetooth device. Then perform the same operations as Steps 2 and 3 in "Pairing for the first time" (p. 15).

About pairing

When connecting a new Bluetooth device, you need to pair it with the product. Once the Bluetooth device and the product are paired, you do not need to pair them again. The product supports multipairing, in which a connection history is saved. However, in the following cases you will need to pair again even if the Bluetooth device was paired once:

- If the product is deleted from the Bluetooth device's connection history.
- If the product is sent out for repair.
- If the product is reset.

Multipoint function

The product supports multipoint, which allows two Bluetooth devices to be connected at the same time. While you are listening to music with one device, you can answer a call that comes in from the other device. It is convenient if you have two smartphones, for example.

- Audio-Technica does not guarantee the operation of all combinations of Bluetooth devices.

Connecting using multipoint

- 1** Pair with the first Bluetooth device.
- 2** After pairing with the first device is completed, place both headphones (L (left) and R (right) sides) in the charging case (with battery remaining). Then after the indicator lamp on the headphones lights in white, press and hold (about 2 seconds) the reset button on the charging case.

Connecting via Bluetooth

3 The headphones will switch to “searching for devices” (pairing mode). Perform pairing with the second Bluetooth device.

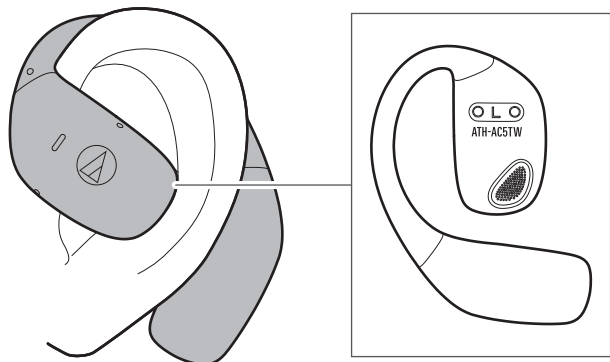
4 Turn on the Bluetooth feature of the first Bluetooth device, and connect to “ATH-AC5TW.”



- If the product does not connect, restart its power.
- Up to two Bluetooth devices can be connected at the same time with multipoint. To connect a third Bluetooth device, disconnect one of the connected devices.
- Music cannot be played back on two devices at the same time. If music is playing on the first Bluetooth device, playback will not be switched even if music is played on the second device. The music playing on the first device must be stopped to play music from the second device.

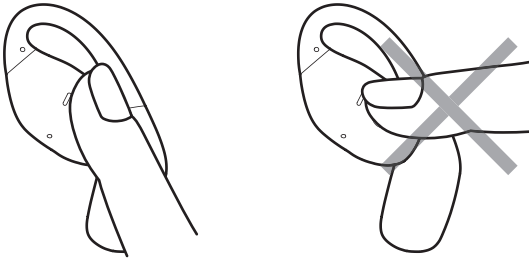
Wearing the product

Place the side of the product marked “L” (left) onto the left ear and the side marked “R” (right) onto the right ear. After putting the product on, adjust the position so that you can hear music and voices clearly.



Touch sensors

The product has touch sensors. When performing operations, touch the sensors using the pad of your finger, not the fingertip.



- Operate the touch sensor with one finger. Operating with a sharp-tipped object, such as a ballpoint pen or pencil, may result not only in incorrect operation, but also damage to the touch sensor.
- Do not touch the touch sensor with your fingertips. Doing so may cause your fingernail to break.
- If the product does not operate at all or as intended when touched, check to make sure that your other fingers, parts of your hand, or clothing items are not in contact when touching. Also, the product may not operate correctly if you are wearing gloves or if your fingertips are too dry.
- The product may not operate correctly if the touch sensor is dirty from sweat. Remove the dirt before operating the product.

Using the product

The product can use Bluetooth wireless technology to connect to your device and play music, receive phone calls, etc. Use the product for whichever of these purposes suits your needs. Note that Audio-Technica cannot guarantee the operation of displays, such as the battery level display, or applications via Bluetooth devices.

Listening to music

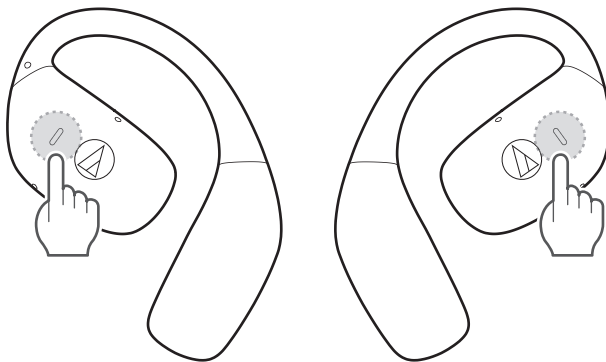
- To connect for the first time, pair the product and your device via Bluetooth wireless technology. If you have already paired the product and your Bluetooth device, turn on the Bluetooth device's Bluetooth connection before turning on the product.
- Use your Bluetooth device to start playback, referring to the device's user manual as necessary.

1 Remove the headphones from the charging case and place them in your ears.

2 Start playback on your Bluetooth device.

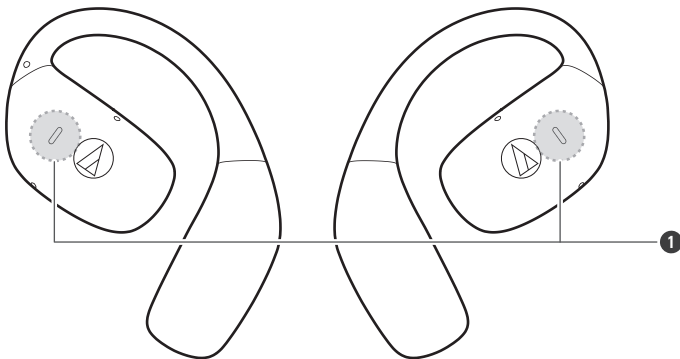
3 To pause music, touch the touch sensor on the L (left) or R (right) side headphone.

- Playback will be started or paused with every touch.
- Playback and pause can be done from either the L (left) or R (right) side headphone.



- It is not possible to adjust the volume from the headphones. To adjust the volume, operate the Bluetooth device.
- Listening to music is also possible with only one headphone by removing only one side from the charging case and putting it in your ear.

L (left) or R (right) side headphone touch sensor operations



1 Touch sensor

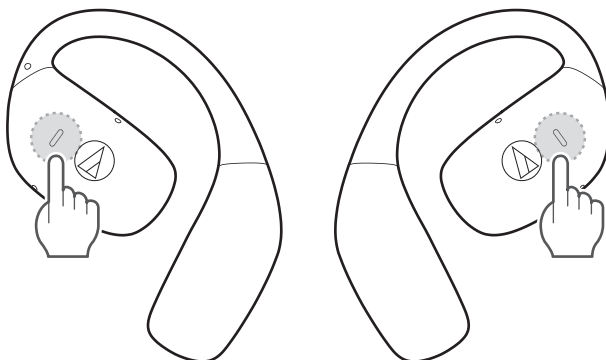
Operation	Function
Touch	Starts or pauses playback.

- The controls explained above may not be available on some smartphones.

Talking on the phone

If your Bluetooth device supports telephone features, you can use the product to talk on the phone.

- 1 Remove the headphones from the charging case and place them in your ears.**
- 2 Make/receive calls with your Bluetooth device.**
 - When your Bluetooth device receives a phone call, the product sounds a ringtone.
 - If a call is received while you are listening to music, music playback is paused.
- 3 Touch the touch sensor on the headphones (L (left) or R (right) side) to answer incoming calls.**
 - Calls can be answered from either the L (left) or R (right) side headphone.



Using the product

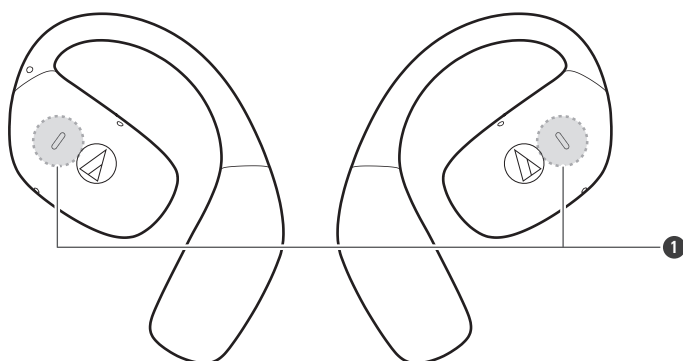
4 To end a call, touch and hold (about 2 seconds) the touch sensor on the L (left) or R (right) side headphone.

- Calls can be ended from either the L (left) or R (right) side headphone.
- If the call was received while listening to music, playback is resumed.
- Music playback may not be resumed on some Bluetooth devices. In this case, music playback must be started manually.



- It is not possible to adjust the volume from the headphones. To adjust the volume, operate the Bluetooth device.
- Making/receiving calls is also possible with only one headphone by removing only one side from the charging case and putting it in your ear.
- Not wearing the product properly while talking on the phone may cause your voice to be too quiet for others to hear.

L (left) or R (right) side headphone touch sensor operations



1 Touch sensor

Operation	Function
Touch	Receiving a call: Answers the call.
Touch and hold (about 2 seconds)	Receiving a call: Rejects the call. Making a call: Cancels the call. During a call: Ends the call.

- The controls explained above may not be available on some smartphones.

Indicator lamps on the headphones

Pairing

Status	Indicator lamp display pattern
Searching for devices	○ - ○ - ○ . . . Flashing white (gradually lighting up)

Connecting

Status	Indicator lamp display pattern
Connecting	○ ---- ○ ---- ○ . . . Flashing white in 5-second intervals
Music is playing	-- -- -- -- . . . Off

Battery level

Status	Indicator lamp display pattern
Battery level is low	White in the pairing or connection status turns orange.

Voice guidance

The product plays English voice guidance in the following situations.

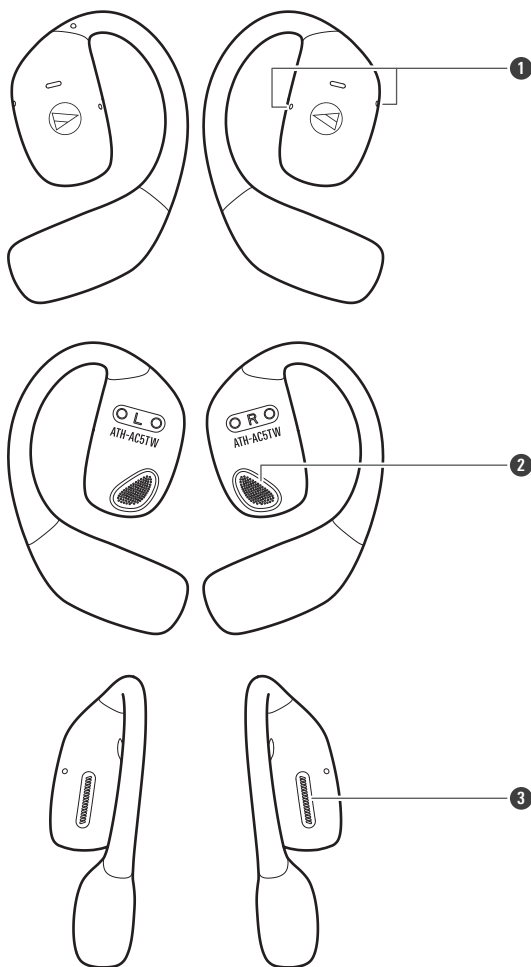
Situation	Voice guidance
Battery level is low	Low battery

Cleaning

Get into the habit of regularly cleaning the product to ensure that it will last for a long time. Do not use alcohol, paint thinners, or other solvents for cleaning purposes.

Cleaning the headphones

- To clean the headphones, wipe with a dry cloth.
- The headphones may not operate correctly or may not turn on if they are wet. If any moisture remains in the openings such as the speaker, microphone, or vent (see figure), place the headphones on a dry cloth and shake several times to remove any moisture, and then allow the headphones to dry thoroughly before use.



- 1 Microphone
- 2 Speaker
- 3 Vent



- If the product will not be used for an extended period of time, store it in a well-ventilated place free from high temperatures and humidity.

Cleaning the charging case / USB charging cable

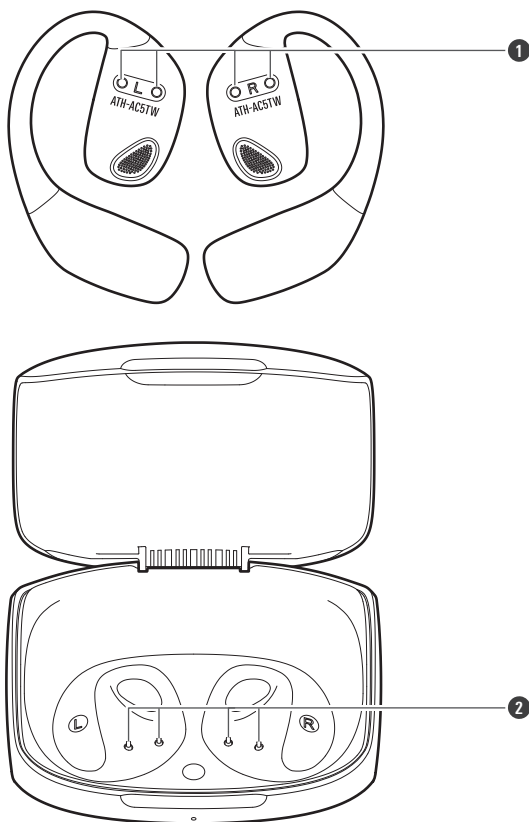
- Wipe any dirt off the charging case with a dry cloth.
- Immediately wipe off any moisture such as sweat that has splashed onto the charging case battery jack, the charging terminals, etc. Failure to do so may result in a malfunction due to corrosion.
- Wipe away any perspiration or dirt from the USB charging cable with a dry cloth immediately after use. Failure to clean the cable may cause it to deteriorate and harden over time, resulting in malfunction.
- If the USB terminal of the USB charging cable is dirty, wipe it off with a dry cloth.



- If the product will not be used for an extended period of time, store it in a well-ventilated place free from high temperatures and humidity.

Cleaning the charging terminal

- If sweat or other moisture is left on the charging terminal of the headphones or charging case, it can cause corrosion of the charging terminal and make charging impossible. After using the headphones, be sure to gently clean the charging terminal with a dry, soft cloth or cotton swab.
- If the headphone power cannot be turned on/off, or if charging is not possible, cleaning the charging terminal may improve the situation.



① Headphone charging terminal

Cleaning

- 2 Charging case charging terminal

Forced pairing mode / reset

If the product does not connect to a device (forced pairing mode)

If pairing cannot be cancelled or is not successful, you can use forced pairing mode to perform pairing again.

- 1** Once the indicator lamp lights in white after both headphones (L (left) and R (right) sides) are placed in the charging case (with battery remaining), press and hold (for about 2 seconds) the reset button on the charging case.
- 2** When the indicator lamps on both headphones light in orange, release the button.
 - The indicator lamps on both headphones flash in white.

» The product will switch to the “searching for devices” (pairing mode) state and you will be able to pair with your desired Bluetooth device.



- If the procedure cannot be completed as expected, repeat the procedure again.

If the product operates abnormally (reset)

Reset the product.

- 1** Once the indicator lamp lights in white after both headphones (L (left) and R (right) sides) are placed in the charging case (with battery remaining), press and hold (for about 10 seconds) the reset button on the charging case.
 - About 2 seconds into pressing and holding the button, the indicator lamps will light in orange and then flash in white. Continue pressing and holding the button.
- 2** When the indicator lamps on both headphones begin flashing orange, release your fingers and remove the headphones from the charging case.

» Reset is complete.
- 3** Remove the product from the list of registered devices on your Bluetooth device, and perform pairing again.



- If the procedure cannot be completed as expected, repeat the procedure again.

Troubleshooting

Headphone power does not turn on

- Charge the headphones.
- When the battery level of the charging case is depleted, the power cannot be turned on/off even when the headphones are removed from or placed in the charging case. Charge the charging case.
- It is also possible to turn on the power using only the headphones. With the headphones removed from the charging case, touch and hold (about 4 seconds) the touch sensor.

Unable to pair

- Confirm that the Bluetooth device communicates using Ver. 2.1+EDR or higher.
- Place the product and the Bluetooth device within 1 m (3.3') of each other.
- Set the profiles for the Bluetooth device. For procedures on how to set profiles, refer to the Bluetooth device's user manual.
- Remove the pairing information for the Bluetooth device then pair the product with this device again.
- Place the headphones in the charging case and close the cover, then remove the headphones and perform the operation again.
- Make sure you are not connected to any other previously connected Bluetooth device. If so, disconnect the product using the previously connected Bluetooth device, and then select the product on the Bluetooth device being connected to. Use forced pairing mode if you are unable to disconnect from a previously connected Bluetooth device. For details, refer to "If the product does not connect to a device (forced pairing mode)" (p. 28).
- Reset the product if it cannot be unpaired, connected, or does not operate as expected even after trying all other solutions. For details, refer to "If the product operates abnormally (reset)" (p. 28).

No sound is heard / Sound is faint

- Turn on the power of the product and the Bluetooth device.
- Turn up the volume on the Bluetooth device.
- Make sure that the product and Bluetooth device are connected by the A2DP (or audio connection).
- Disable pairing for the product and the Bluetooth device, then pair the product with this device again.
- Move away from obstacles between the product and the Bluetooth device, such as people, metal, or walls, and place the product and device closer together.
- Switch the sound output of the Bluetooth device to the product.
- Wear the product properly.

? **Sound only comes out of one headphone**

- Make sure there is battery level remaining.
- Place the headphones in the charging case and close the cover, then remove the headphones and perform the operation again.

? **Sound is distorted / Noise is heard / Sound cuts out**

- Turn down the volume on the Bluetooth device.
- Keep the product away from devices that emit radio waves such as microwaves and wireless routers.
- Keep the product away from TVs, radios, and devices with built-in tuners. These devices can also be affected by the product.
- Remove obstacles between the product and the Bluetooth device and place them closer together. For details, refer to "For a more comfortable Bluetooth communication experience" (p. 5).
- You may be able to improve the connection status by switching the connection codec to SBC. If you are using a connected device such as a smartphone or audio player that can change the connection codec, you may be able to set to SBC on that connected device. For details about the setting procedure, refer to the user manual of your connected device.

? **Cannot hear the voice of the caller / Voice of the caller is too quiet**

- Turn on the power of the product and the Bluetooth device.
- Turn up the volume on the Bluetooth device.
- Confirm that the product and Bluetooth device are connected via HFP (or phone connection).
- Disable pairing for the product and the Bluetooth device, then pair the product with this device again.
- Switch the sound output of the Bluetooth device to the product.
- Wear the product properly.

? **My voice is too quiet for others to hear**

- Wear the product properly. If the product is not oriented correctly, your voice may be too quiet for others to hear.

? **Headphones cannot be charged**

- Make sure that the product is placed in the charging case correctly.
- Charge the charging case.
- Wipe dirt off the charging terminal with a dry cloth.

Troubleshooting

- The charging case or headphones may be hot. Allow the temperature of the product to cool sufficiently before charging in a well-ventilated place (10 to 35°C (50 to 95°F)) away from direct sunlight.



- For details about how to operate your Bluetooth device, refer to the device's user manual.

Specifications

Headphones

Type	Dynamic
Driver	17 mm (0.67") × 12 mm (0.47")
Sensitivity	100 dB/mW

Microphone

Type	MEMS type
Polar pattern	Omnidirectional
Sensitivity	-38 dB (1 V/Pa, at 1 kHz)
Frequency response	100 to 10,000 Hz

Communication specifications

Communication system	Bluetooth version 5.4
Maximum RF output	10 mW EIRP
Maximum communication range	Line of sight - approx. 10 m (33')
Frequency band	2.402 GHz to 2.480 GHz
Modulation method	GFSK, Pi/4DQPSK, 8DPSK
Spread spectrum method	FHSS
Compatible Bluetooth profiles	A2DP, AVRCP, HFP
Supported codec	AAC, SBC
Supported content protection method	SCMS-T
Supported sample rates	44.1 kHz, 48 kHz
Supported bit depth	16 bit
Transmission band	20 Hz to 20,000 Hz

Specifications

Other

Power supply	Headphones: DC 3.7 V lithium ion battery Charging case: DC 3.7 V lithium ion battery
Charging time	Headphones: Approx. 2 hours ^[1] Charging case: Approx. 2 hours (USB charging) ^[1]
Operating time	Continuous transmission time (music playback): Max. approx. 13 hours (headphones) ^[1] , Max. approx. 34 hours (if charging case is used in combination) ^[1]
Weight	Headphones: Approx. 10.5 g (0.37 oz) (L side), approx. 10.5 g (0.37 oz) (R side), Charging case: Approx. 61.5 g (2.2 oz)
Water-resistant (drip-proof) performance	IPX4 ^[2]
Operating temperature	5°C to 40°C (41°F to 104°F)
Accessories	USB charging cable (50 cm (20")), USB Type-A / USB Type-C)

[1] The figures above depend on operating conditions.

[2] Headphones only.

- For product improvement, the product is subject to modification without notice.

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