



ATH-CK1TW

Wireless 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.
- 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 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).
- The product effectively shields external sound, so you may not hear sound around you clearly while wearing the product. Adjust the volume to a level where you can still hear background sound and monitor the area around you while listening to music.
- 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.
- When removing the product from your ears, check to make sure the eartips are still attached to the main unit. If the eartips become lodged in your ears and you are unable to remove them, consult a physician at once.
- 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.

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.
- 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.
- 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

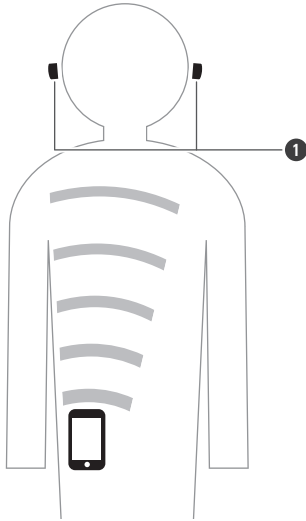
- Be sure to read the connected device's user manual before use.
- Audio-Technica will not be liable in any way for any loss of data in the unlikely event that such losses should occur while using the product.
- On public transportation or in other public places, keep the volume low so as not to disturb other people.
- 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 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.
- If you use eartips other than those included, the headphones may not fit into the charging case, or may not charge. Be sure to use the included eartips.
- When using the product, select the eartips that fit your ears best, and wear the product securely.
- 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 TV or radio antenna, noise may be seen or heard in the television or radio signal. In this case, move the product away from the TV or 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.

Waterproof performance

- The waterproof performance of the product is designed to prevent the ingress of liquids from sweating during operation and simple washing (equivalent to IPX5/7). JIS/IEC protection grade IPX5 means that the headphones are protected against exposure to water jets. JIS/IEC protection grade IPX7 means that the headphones are protected from being affected by immersion in water. The headphones cannot be used in hot and humid places, such as bathrooms.
- The headphones are not completely waterproof. Do not intentionally submerge or use the headphones in water. Also, do not expose the headphones to liquids other than sweat and water (such as soapy water).
- The waterproof specification of this product applies only to the headphones. The charging case is not waterproof.
- Although the headphones have waterproof capabilities equivalent to IP5/7, the part where the sound comes from is not waterproof.
- 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

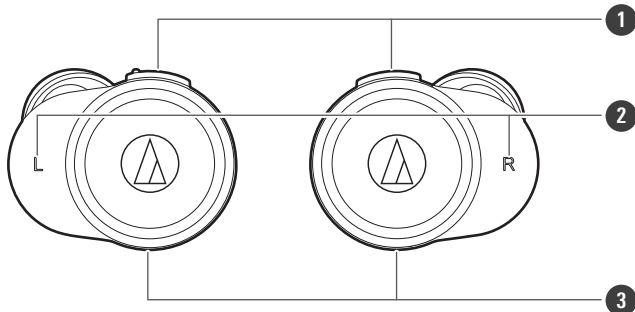
The effective communication range of this product varies depending on obstructions and radio wave conditions. For a more enjoyable experience, please use the product as close as possible to the Bluetooth device. To minimize noise and sound disruptions, avoid placing your body or other obstacles between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



1 Antenna

Part names and functions

Headphones



1 Multifunction button

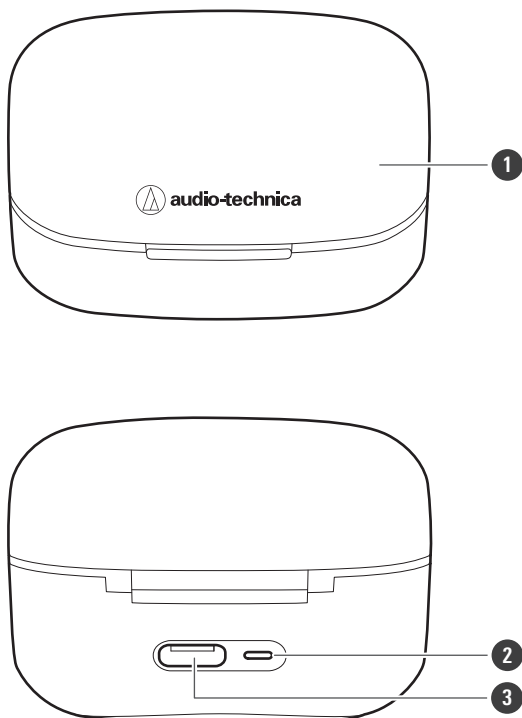
Use to play/pause music and answer phone calls. Also use to adjust the volume (+/-).
The L (left) side has a protrusion for distinguishing between the left and right.

2 L/R (left/right) indicator

3 Indicator lamp

Displays the operating status and battery level of the headphones.

Charging case



1 Cover

2 Charging indicator lamp

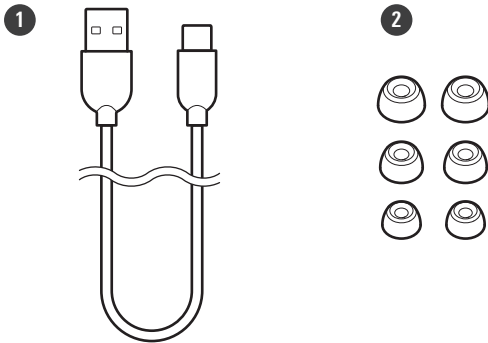
Lights/flashes when charging the charging case.

Part names and functions

3 Battery jack

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

Accessories



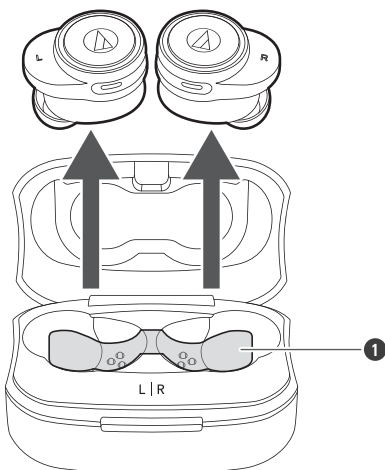
1 USB charging cable (30 cm (12\"/>

2 Eartips (XS, S, M, L)

At the time of purchase, the M-size eartips are attached to the product.

Removing the insulation seal

Remove the insulation seal before use.



1 Insulation seal

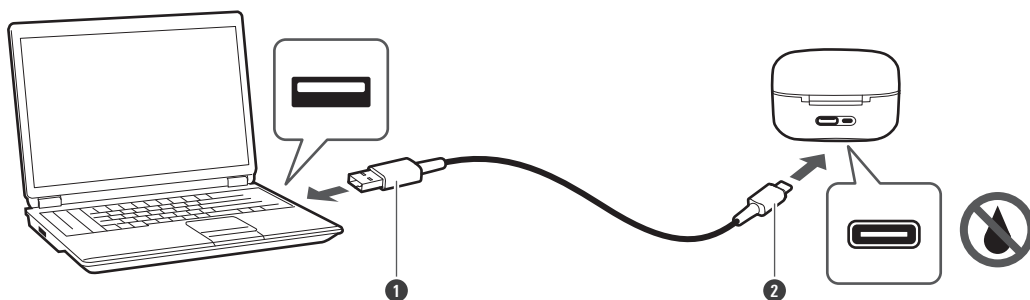
Charging the battery

- 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 flash in red. Charge the battery as soon as possible.
- It takes about 3 hours to fully charge the headphones, and about 3 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. The battery may also become deteriorated, 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.

- 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).
- Do not charge the product when it is wet. Doing so may result in malfunction.

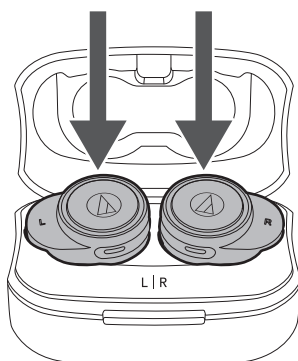


① USB Type-A

② USB Type-C

2 After placing the headphones in the charging case, close the cover.

- 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

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

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

Charging indicator lamp	Status
Flashing white	Charging
Lights in white for 10 seconds, and then turns off.	Charging complete
Flashing white quickly	Charging error ^[1]

[1] 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.

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 product's battery jack.



- 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.

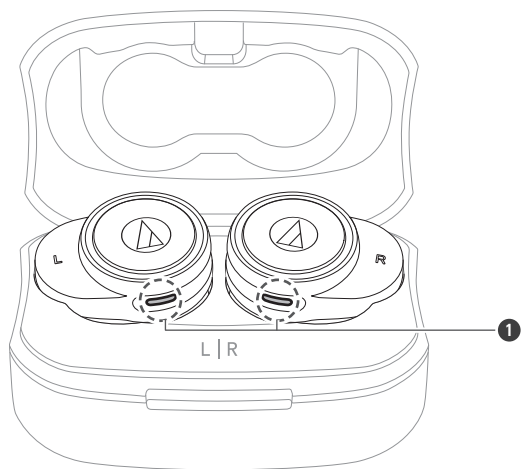
Charging headphones without the USB charging cable

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 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.

Charging the battery



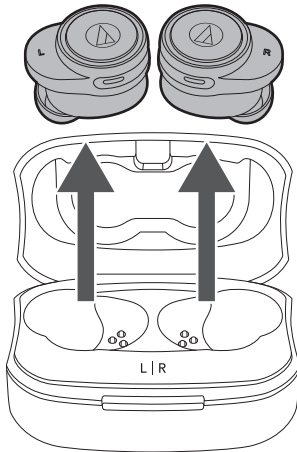
1 Indicator lamp

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

Power supply ON/OFF

Turning on the product

- 1 Remove the headphones from the charging case.



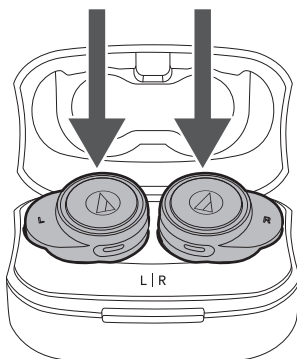
» The power will turn on automatically, and the indicator lamps will light in white and then flash. Voice guidance is played.



- Press and hold (for about 2 seconds) the multifunction buttons to turn the power on manually.
- It may take several seconds for the indicator lamps to light.
- See "Voice guidance" (p. 21) for more information on voice guidance.

Turning off the product

- 1 Place the headphones in the charging case.



» The power will turn off automatically.



- Press and hold (for about 4 seconds) the multifunction buttons to turn off the power manually (while pressing and holding the multifunction buttons, you will hear a confirmation sound once after about 2 seconds, but keep pressing and holding until the power is turned off).

Connecting via Bluetooth

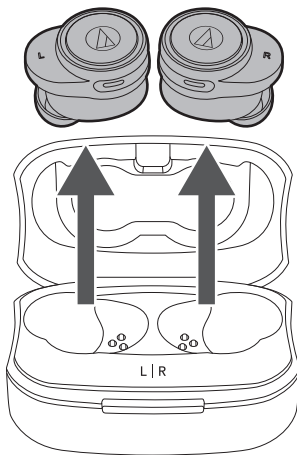
To connect the product to a Bluetooth device, the product needs to pair (register) with the device.

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.
- Wear the product to hear voice guidance during pairing.

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

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

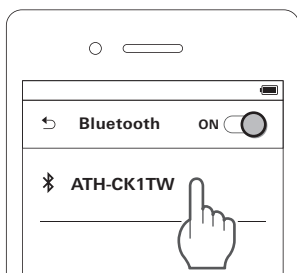


2 Use your Bluetooth device to begin the pairing process and search for the product. When your Bluetooth device finds the product, "ATH-CK1TW" will be displayed on the device.

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

3 Select "ATH-CK1TW" 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.



» The voice guidance will play the message "Bluetooth connected", and the indicator lamp will flash slowly in white. This indicates pairing was successfully completed.

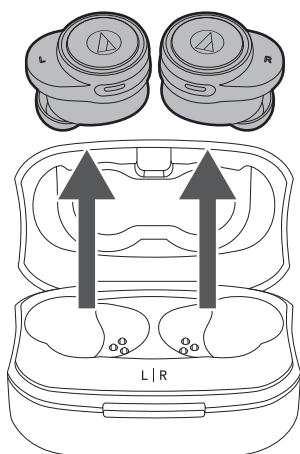
Connecting via Bluetooth

Pairing with Fast Pair

In one touch, the product enables quick, effortless Bluetooth pairing with your Android devices. You can even check to see where you last placed it.



- 1 Turn on the Bluetooth function on an Android device configured with a Google account.**
- 2 Remove the headphones (L (left) and R (right)) from the charging case and bring them close to the Android device.**



- 3 Touch the pairing notification that appears on your Android device.**

» The voice guidance will play the message “Bluetooth connected” when pairing is complete. The indicator lamps will begin flashing slowly in white.

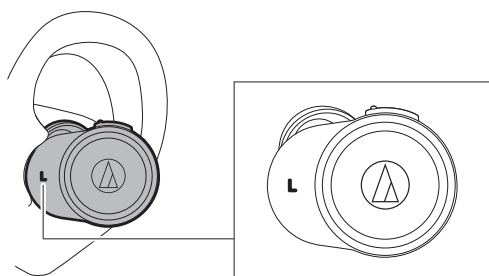
About pairing

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.

Wearing the product

Insert the side of the product marked “L” (left) into the left ear and the side marked “R” (right) into the right ear.



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.

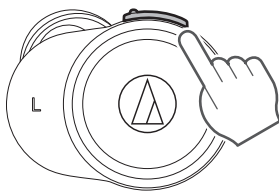
Listening to music

- 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 Press the multifunction button on the L (left) side headphone once or twice in a row to adjust the volume (up or down).



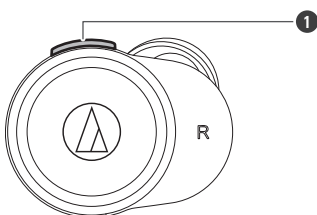
4 To pause music, press the multifunction button on the R (right) side headphone.

- Playback will be started or paused with every press.



- 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. When you use only one headphone, some functions are not available depending on which side is worn. Use the Bluetooth device for operation in such cases.

R (right) side headphone multifunction-button operation



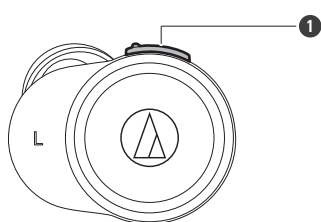
1 Multifunction button

Using the product

Operation	Function
Press	Starts or pauses playback.
Press (twice)	Plays the next track.
Press (three times)	Plays the previous track / returns to the start of the track.

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

L (left) side headphone multifunction-button operation



- 1** Multifunction button

Operation	Function
Press	Increases the volume by 1 level. ^{[1][2]}
Press (twice)	Decreases the volume by 1 level. ^{[1][2]}

[1] A beep is heard each time the volume is increased/decreased by 1 level.

[2] The volume control of some Bluetooth devices may not work well with the product.

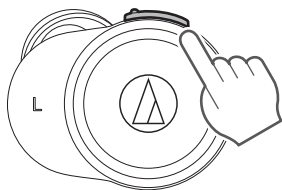
- The controls explained above may not be available on some smartphones.

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 To receive a call, press the multifunction button on the L (left) or R (right) side headphone.**
 - Calls can be answered from either the L (left) or R (right) side headphone.
- 4 Press the multifunction button on the L (left) side headphone once or twice in a row to adjust the volume (up or down).**

Using the product



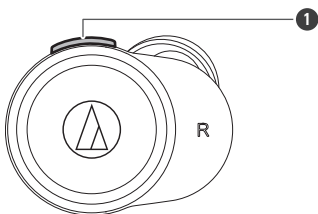
5 To end the call, press and hold (about 2 seconds) the multifunction button on the L (left) or R (right) side headphone and release your finger when you hear a confirmation sound.

- 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.



- 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. When you use only one headphone, some functions are not available depending on which side is worn. Use the Bluetooth device for operation in such cases.

R (right) side headphone multifunction-button operation

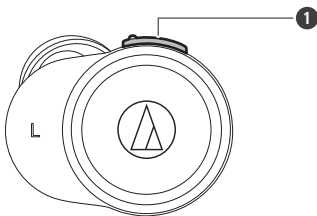


1 Multifunction button

Operation	Function
Press	Receiving a call: Answers the call.
Press and hold (about 2 seconds) and release your finger when you hear a confirmation sound.	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.

L (left) side headphone multifunction-button operation



1 Multifunction button

Operation	Function
Press	Receiving a call: Answers the call. During a call: Increases the call volume by 1 level.
Press (twice)	During a call: Decreases the call volume by 1 level.
Press and hold (about 2 seconds) and release your finger when you hear a confirmation sound.	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.

Low latency mode

Low latency mode reduces sound delay when playing games or watching videos.

- Bluetooth communication can be easily affected by obstacles and radio wave conditions. Turn this mode off in such situations.

1 Press and hold (about 2 seconds) the multifunction button on the L (left) side headphone and release your finger when you hear the confirmation sound.

» With every pressing and holding, the voice guidance will play the message “Low latency mode” or “Low latency mode off”, and low latency mode will be switched ON/OFF.



- Low latency mode cannot be switched ON/OFF during a call.

Speech recognition feature

Activation of the speech recognition feature (such as Google Assistant or Siri) may be possible depending on your device.

Using the product

- 1** Press and hold (about 2 seconds) the multifunction button on the R (right) side headphone and release your finger when you hear the confirmation sound.

» The speech recognition feature (such as Google Assistant or Siri) is activated.



- The speech recognition feature cannot be activated during a call.

Auto power off function

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

Indicator lamp display

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	The indicator lamp display changes to flashing red in 40-minute intervals.

Voice guidance

The product plays English voice guidance in the following situations.

Situation	Voice guidance
Power is turned on	Voice guidance varies depending on the battery level: Battery level high Battery level medium Battery level low
Bluetooth is connected	Bluetooth connected
Bluetooth is disconnected	Bluetooth disconnected
Low latency mode ON	Low latency mode
Low latency mode OFF	Low latency mode off
Music is played	Play
Music is paused	Pause
Battery level is low	Low battery
No power due to dead battery	Please recharge

Cleaning

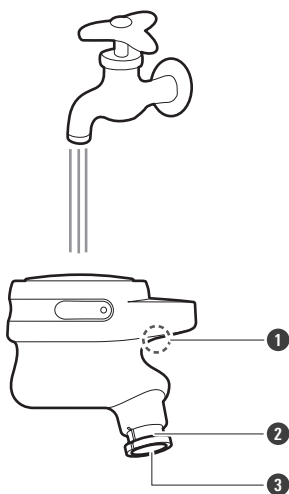
Get into the habit of regularly cleaning the product to ensure that it will last for a long time. Do not use alcohol, paint thinners, or other solvents for cleaning purposes.

Headphones

- Remove the eartips when cleaning the headphones.
- 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.
- Natural oils from the skin are particularly likely to build up on the eartip attachment parts (see figure). If these areas are not cleaned, the eartips can become detached. Clean them regularly. Do not touch the areas where sound is produced as they are delicate. Doing so may result in malfunction.

1 Remove the eartips and wash the headphones with water.

- Do not use soapy water. Wash in fresh water at normal temperature (10 to 35°C (50 to 95°F)) or a gentle flow of tap water.
- Wash the headphone as shown in the figure. Do not apply water directly to the sound reproduction part or the microphone.
- Do not wash with a brush or sponge. Wash by hand.



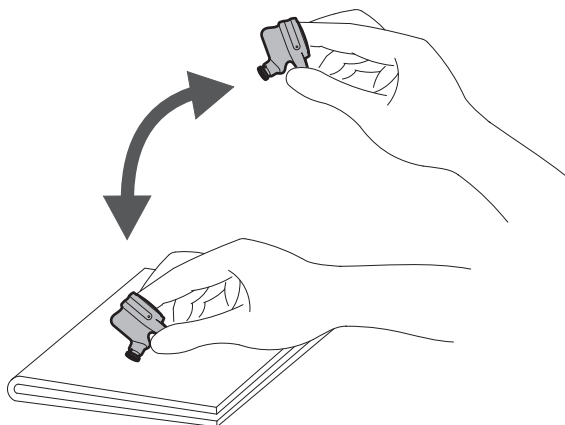
- ❶ Microphone
- ❷ Eartip attachment part
- ❸ Sound reproduction part

2 After washing, wipe any surface moisture thoroughly with a dry, clean, and soft cloth.

3 Hold the headphone firmly, and shake it into a dry cloth until no more water droplets come off.

Cleaning

- Although the headphones have a waterproof rating equivalent to IPX5/7, the sound reproduction parts and the microphones are not water resistant. If any water enters the interior of the headphones, no sound will be reproduced, or sounds may be difficult to hear. In such cases, place a dry cloth on a flat surface as shown in the figure below, and with the sound reproduction part and the microphone respectively facing the bottom, shake the headphone approximately 20 times.



4 Wipe off any water that remains in the gap between the sound reproduction part and the microphone by gently pressing the headphones against a dry, clean, and soft cloth.

- Do not wipe off any water in the gap with a cotton swab, etc.

5 Dry the product thoroughly in a well-ventilated shady location.

- Do not apply hot air such as by using a dryer.



- 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.

Charging case / USB charging cable / eartips

- 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 charging cable is dirty, wipe it off with a dry cloth.
- Clean the eartips by removing them from the headphones and manually cleaning them with a diluted mild detergent. After cleaning, dry before using again.



- 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.

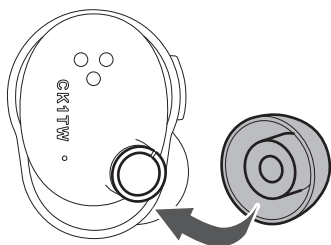
Eartips

Eartip size

The product includes silicone eartips in 4 sizes (XS, S, M, and L). At the time of purchase, the M-size silicone eartips are attached. To ensure the best sound quality, select the eartip size that is best suited for you, and adjust the eartips inside your ears for a snug fit. It may be difficult to hear bass sounds if the eartips do not fit snugly in your ears.

Replacing the eartips

Remove the old eartip and attach the new eartip by pushing it onto the headphone at an angle. Push firmly on the eartip so that the inside of the eartip expands, and push the eartip onto the post as far as it will go.



- Eartips are consumable parts that degrade through storage and use. If the eartips are loose and easily removed or if they appear to have degraded, purchase replacements.



- Periodically remove and clean the eartips as they become dirty easily. Using dirty eartips may cause the headphones themselves to become dirty, resulting in deteriorated sound quality.
- When reattaching eartips that were previously removed, be sure to check that they are securely attached. Injury or illness may occur if the eartips become detached and are left inside the ear.

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.
- When operating, hold the headphones so that they stay in the charging case.

1 About 5 seconds after both headphones (L (left) and R (right) sides) are placed in the charging case (with battery remaining), press and hold (about 6 seconds) the multifunction buttons of both headphones.

2 When the indicator lamps on both headphones light in red, remove the headphones from the charging case.

» 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, remove the headphones from the charging case again and repeat the procedure from the beginning.

If the product operates abnormally (reset)

- Reset the product.
- When operating, hold the headphones so that they stay in the charging case.

1 About 5 seconds after both headphones (L (left) and R (right) sides) are placed in the charging case (with battery remaining), press the multifunction buttons of both headphones twice in a row.

2 Verify that the indicator lamps on both headphones flash white, and then press and hold (at least 6 seconds) the multifunction buttons on both headphones while in the charging case.

- Make sure the indicator lamps on both headphones light in red and then turn white before releasing your fingers.

» Reset is complete.

3 Remove the product from the list of registered devices on your Bluetooth device.

4 Remove the headphones from the charging case again and perform pairing.



- If the procedure cannot be completed as expected, remove the headphones from the charging case again and repeat the procedure from the beginning.

Troubleshooting

Power is not supplied

- Charge the product.

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. 25).
- 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. 25).

No sound is heard / Sound is faint

- Turn on the power of the product and the Bluetooth device.
- Turn up the volume on the product and 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.

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 product and 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.
- Turn off the equalizer settings of the Bluetooth device.
- 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).

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 product and 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.

Charging case cannot be charged

- Securely connect the included USB charging cable and charge the product.
- 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.

Headphones cannot be charged

- Make sure that the product is placed in the charging case correctly.
- Make sure to close the charging case cover when charging.
- Charge the charging case.
- Wipe dirt off the charging terminal with a dry cloth.
- 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	4.9 mm
Sensitivity	98 dB/mW
Frequency response	20 to 25,000 Hz
Impedance	16 ohms

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 5.1
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, HSP
Supported codec	SBC
Supported content protection method	SCMS-T
Transmission band	20 to 20,000 Hz

Other

Power supply	Headphones: DC 3.7 V lithium ion battery Charging case: DC 3.7 V lithium ion battery
Charging time	Headphones: Approx. 3 hours ^{[1][2]} Charging case: Approx. 3 hours ^{[1][2]}
Operating time	Continuous transmission time (music playback): Max. approx. 7 hours ^[1] (headphones) Max. approx. 21 hours ^[1] (if charging case is used in combination)
Weight	Headphones: Approx. 6 g (0.21 oz) (L side), approx. 6 g (0.21 oz) (R side) Charging case: Approx. 34.5 g (1.2 oz)
Waterproof performance	IPX5/7 ^[3]
Operating temperature	5°C to 40°C (41°F to 104°F)
Accessories	USB charging cable (30 cm (12")), USB Type-A / USB Type-C), Eartips (XS, S, M, L)
Sold separately	Eartips

[1] The figures above depend on operating conditions.

[2] Charging may take longer at 10°C (50°F) or below.

[3] Headphones only.

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

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