YAMAHA

User Guide

Truly Wireless Earphones
TW-E5A

EN

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Notice

About this Documentation

Trademarks

The trademarks used in this documentation are as follows.

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Notice regarding the contents of this documentation

- This documentation is a user's guide intended for the following readers.
  - Those who will use this product
- This documentation classifies precautions and other matters as follows.

- ⚠ **WARNING**

  This content indicates *"risk of serious injury or death."*

- ⚠ **CAUTION**

  This content indicates *"risk of injury."*

- **NOTICE**

  Indicates points that you must observe in order to prevent product failure, damage or malfunction and data loss, as well as to protect the environment.

- **NOTE**

  Indicates notes on instructions, restrictions on functions, and additional information that may be helpful.

- All illustrations and screens shown in this documentation are for explanatory purposes.
- All company names, product names and other such listings in this documentation are the registered trademarks or trademarks of their respective companies.
- Software may be revised and updated without prior notice.

Handling this product

Waterproof performance

The waterproof performance of the body of these earphones is compliant with IPX5 standards. However, the charging case is not waterproof.

Product failures caused by water ingress due to incorrect handling are not covered by the warranty. Use caution regarding the following to avoid electric shock or product failure.

About IPX

- IPX refers to a product's "liquid ingress protection" as cited in JIS C 0920 (the harmonized standard of IEC 60529), "Degrees of protection provided by enclosures (IP Code)".
- These are provisions that guarantee the performance of a product in fresh water or tap water at room temperature. This does not guarantee equivalent performance in warm water, seawater or the like.

- **Earphones**
  - The waterproof performance of the body of these earphones is compliant with IPX5 standards. The earphones are protected by direct jets of water from all directions.

- **Charging case**

  The charging case and the included USB power cable are not waterproof. Use caution regarding the following.
  - Thoroughly wipe off any moisture that gets on the earphones before placing them back in the charging case.
  - Do not handle the charging case with wet hands.
  - Do not use these earphones where there is a lot of moisture or where they are exposed to water, such as in the bath/shower or outdoors when it is raining.

Battery-related notes

The lithium-ion battery contained in this product is a consumable item. To extend the life of the battery as long as possible, use caution regarding the following.

- If the product is not used for a long period of time, the charging time may get longer.
- If you need to store this product for a long time, be sure to charge it around once every six months. Storing the product for a long time without charging it may degrade the batteries, which could make it impossible to recharge them.

Product Overview

Advantages of this product

This product is a set of wireless earphones that connect to Bluetooth devices such as a portable music player or smartphone.

High-definition playback of sound from Bluetooth devices

This product supports the Qualcomm aptX™ and AAC codecs.

Supports Qualcomm TrueWireless™ Stereo Plus (TWS+)

This product supports TrueWireless Stereo Plus-compatible Bluetooth devices, offering more stable connectivity.

AMBIENT SOUND function

The sounds around you will be mixed together with the playback sound. This feature is convenient when you want to listen to music while being careful of what is going on around you, such as while you are walking, when you want to briefly talk with someone and so on.

LISTENING CARE feature

This product features LISTENING CARE, which lets you enjoy rich sound quality even at low volumes.

Focusing on the characteristics of the human ear where the low- and high-end sounds become harder to hear at lower volumes, as well as how things sound differently in different listening environments, this feature corrects the sound balance for the optimal sound to match the volume. By rendering a natural sound that's easy to listen to, this feature reduces the load on your ears caused by excessive levels.

Smartphone feature support

You can use this product to talk on the phone and start up the voice assistant while connected to this product.

Dedicated smartphone app: Headphones Controller

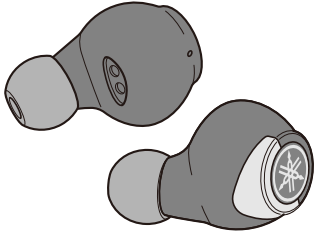Use the Headphones Controller app to configure more detailed settings.

Related links

- "About the app for earphones/headphones" (p.33)
- "Automatically adjust the sound quality according to the volume" (p.37)
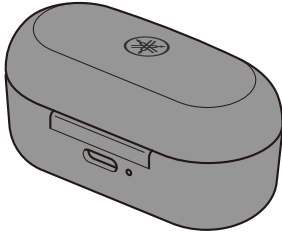- "Making ambient sounds easier to hear" (p.38)

Accessories

Make sure that all of the accessories are included with this product.
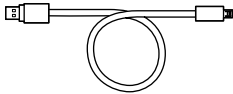
Earphones (main units)

Charging case

USB power cable (30 cm; type C to A)

Eartips (LL, L, M, S, SS; one set each)

| LL | L | M | S | SS |
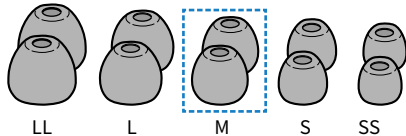
(already attached to the earphones)

Silicone sleeves (L, M, S; one set each)

| L | M | S |
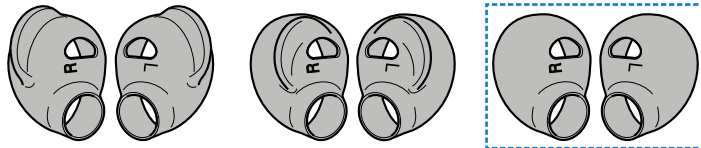
(already attached to
the earphones)

Quick Start Guide

User Guide (Basic)

Safety Brochure

Part names

Below is an explanation of the parts of the earphones.
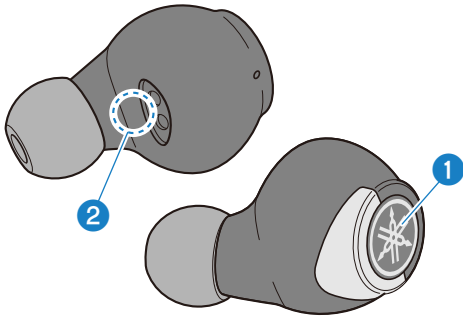
❶   **Function key (L, R)**

❷   **Indicator**

NOTE

The earphones use built-in microphones to capture ambient sounds and conversations.

Part names (charging case)
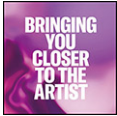
Below is explanation of the parts of the charging case.
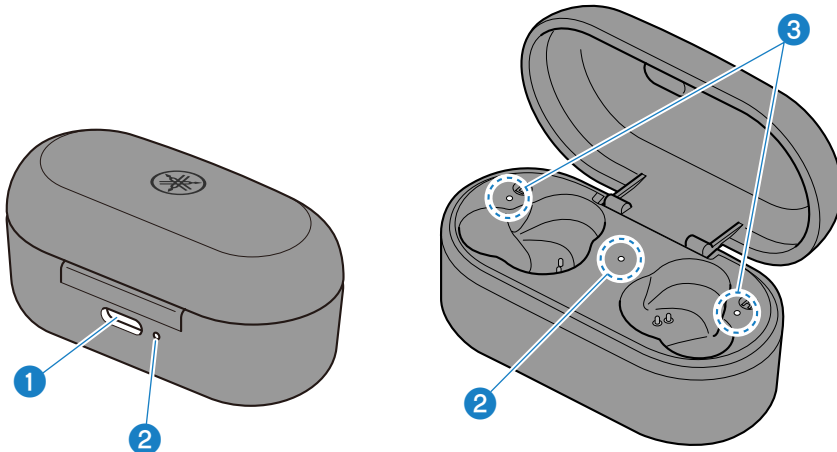
❶ Charging connector

Plug the USB power cable into the connector for charging.

❷ Indicator (charging case)

Shows the remaining battery power of the charging case, and the charging status.

❸ Indicators (on earphones)

Shows the charging status of the earphones.

NOTE

The charging case contains a battery for charging the earphones.

Charging and Powering

Charging the earphones

Charge the earphones before use.

> **NOTICE**
> - The charging case is not waterproof. Thoroughly wipe off any moisture that gets on the earphones before placing them back in the charging case.
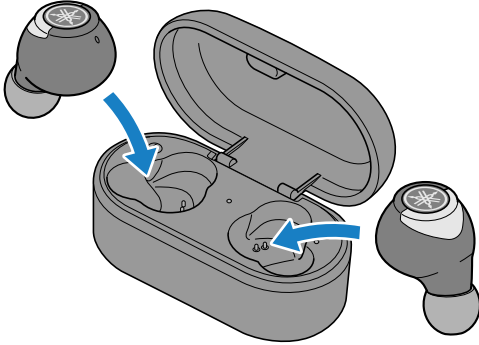
1 **Open the charging case lid.**

2 **Place the earphones in the charging case.**

3 **Close the charging case lid.**

The indicator lights up as follows during charging, and turns off when charging is completed.

Earphone (L) — Red

Orange

Earphone (R) — Red

Back — Orange

13
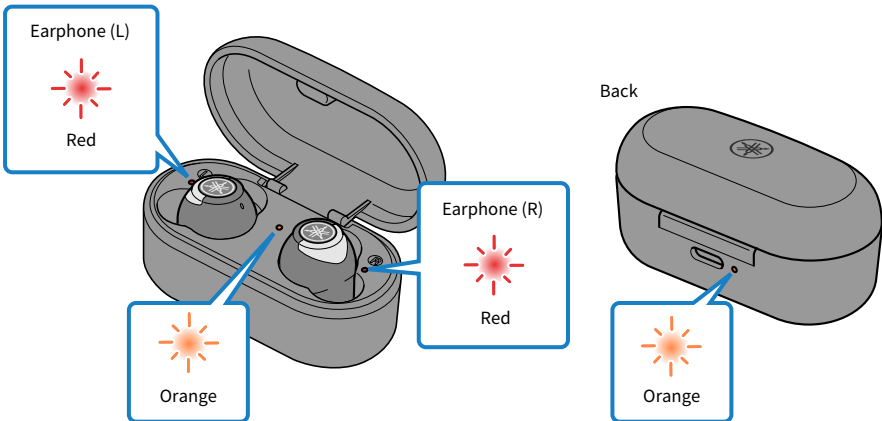
NOTE

- When the remaining battery power of the charging case is completely depleted while charging the earphones, the earphones will turn on.
- When the remaining battery power on the charging case is low, the indicator on the charging case will flash. When this happens, charge the charging case.
- The earphones will not charge if they are not properly stored inside the compartment of the charging case. Make sure that the earphones are fully inserted into the charging case, as shown in the following illustration.

Correctly inserted   Not fully inserted
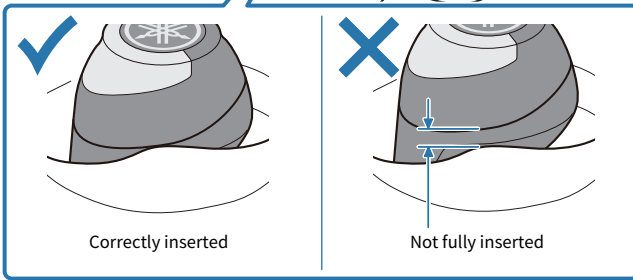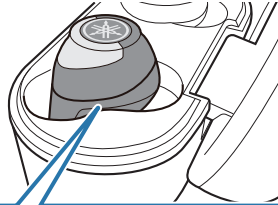
Charging the charging case

Charge the charging case.

Make sure to use the USB power cable that was included with this product. Also, when using a USB power adaptor, be sure that the adaptor is compatible with 5 V DC (at least 0.5 A) commercially available power output.

Orange
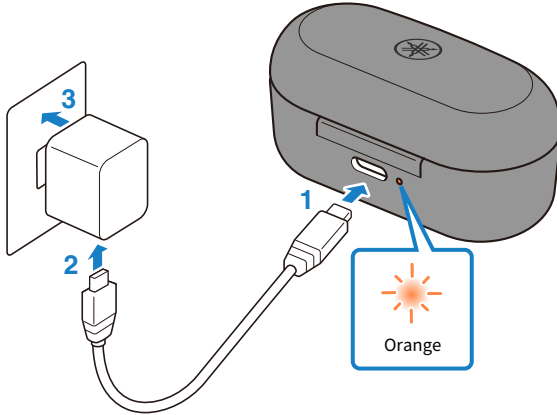
1 Plug the USB power cable into the charging case.

2 Plug the USB power cable into the USB power adaptor.

3 Plug the USB power adaptor into the power outlet.

Charging will begin.

The charging case indicator lights up when charging, and turns off when charging is completed.

NOTE
- You can also charge the earphones while the charging case is charging. In this case, the indicator on the charging case will show the charging status of the charging case.
- You may not be able to charge if you use a USB power cable other than the one included with this product.
- You may charge from the USB port on your computer instead of using a USB power adaptor.
- This product's power will turn off during charging. You will not be able to operate or play music at this time.

NOTICE
- When charging this product inside of China, be sure to use a USB power adaptor that is approved by CCC.

Turning the power on

Turn the power on.

1 **Remove the earphones from the charging case.**

The indicator lights up as shown below, and the power turns on.
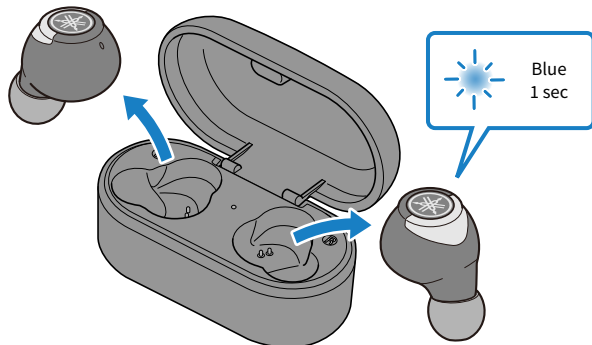
Blue
1 sec

NOTE

If the earphones have been removed from the charging case or if they do not turn on when removed from the charging case, hold down the function key on each earphone (L, R) until their indicators light up blue.

Blue
1 sec

2 sec
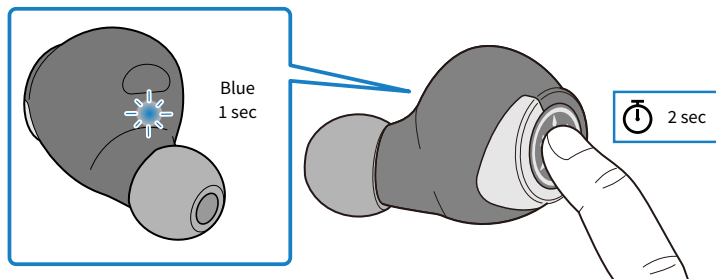
Related links

"Checking the remaining battery power" (p.18)

Turning the power off

Turn the power of this product off.

1 **Place the earphones in the charging case.**

The earphone power will turn off, and the product will enter charging mode.
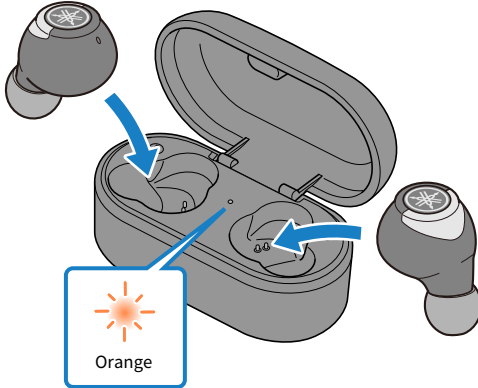
Orange

NOTE

- If the earphones have been removed from the charging case, hold down the function key on each earphone (L, R) until their indicators light up red. You will hear the "Power Off" audio message in the earphones.

1 sec
Red

5 sec
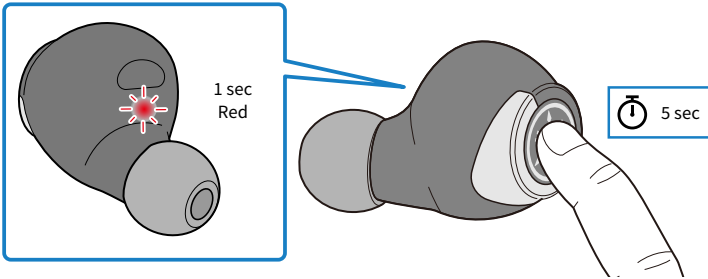
- When the remaining battery power is low, the indicator will flash red three times when the power is turned on. If this happens, charge this product.
- When the remaining battery power of the charging case is depleted, the earphones will not turn off even when they are placed in the charging case. If this happens, use the function keys on each earphone to turn them off.

Checking the remaining battery power

After this product are turned on, you can check how much battery power is left from the flashing indicator and the audio message.

- Audio messages:
  - Battery High: plenty of charge remaining
  - Battery Medium: moderate charge remaining
  - Battery Low: small amount of charge remaining
- Indicator (on earphone):
  - Flashes three times (red): small amount of charge remaining

Connections

Registering a Bluetooth device (pairing)

When first connecting this product to a Bluetooth device, follow the steps below to register (pair) this product with that device.

1 Set this product to pairing mode.

First, remove the earphone (R) and wait until the LEDs are lit as shown in the illustration below. Next, remove the earphone (L). The earphone (R) will enter pairing standby mode.
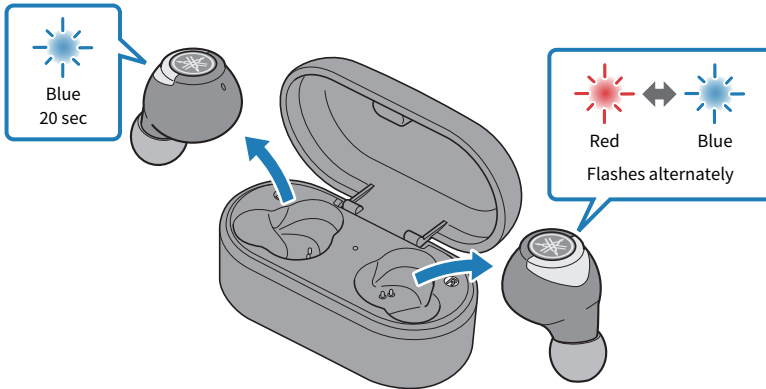
NOTE

If both earphones are alternately flashing red/blue, they cannot be successfully registered (paired). Place both earphones back into the charging case and take them out again.

2 Activate the Bluetooth function on the Bluetooth device.

A list of Bluetooth devices that can be connected will be shown.

3   **Select this product from this list on your Bluetooth device.**

If successfully connected, you will hear the "Pairing Successful" audio message.

The indicator on the earphone will light up as shown below.

Blue
20 sec

Next, you will see a message to register (pair) the other earphone. Follow the instructions to register (pair).
The other earphone may be listed as "Headset," depending on the Bluetooth device.

NOTE

- Pairing standby mode will automatically end after about two minutes. To register again, start from step 1.
- Up to 3 devices can be registered with this product. From the 4th device on, older registrations will be deleted (the oldest is deleted first).
- If a passkey is required when connecting, input "0000".
- You can also set the earphones in registration (pairing) mode by disconnecting the earphones with the connected Bluetooth device.

Related links

- "Registering (pairing) a different Bluetooth device" (p.21)
- "Connecting to a Bluetooth device" (p.24)
- "Disconnecting from a Bluetooth device" (p.25)
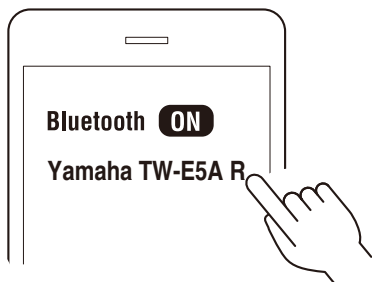- "About the app for earphones/headphones" (p.33)

Connections > Registering (pairing) a different Bluetooth device

Registering (pairing) a different Bluetooth device

Follow the steps below to register (pair) another Bluetooth device. [q01]

1   **Keep pressing the function key on each earphone (L, R) until their indicators light up red.**

The power will turn off.
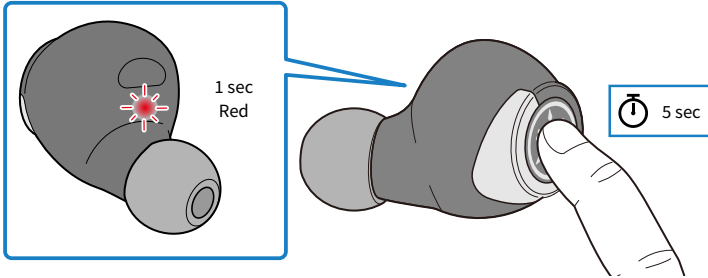
2   **Keep pressing the function key on the earphone (R) until its indicator lights up as shown below.**

You will hear the "Pairing" audio message in the earphone, and the earphone will enter registration (pairing) standby mode.

21
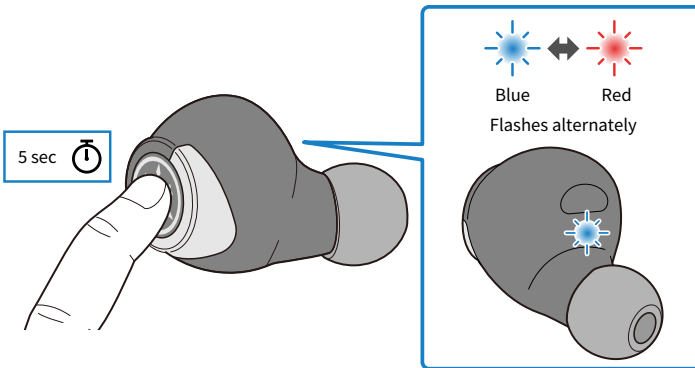
3 **Keep pressing the function key on the earphone (L) until its indicator lights up as shown below.**

You will hear the "Power On" audio message in the earphones.

Blue
1 sec

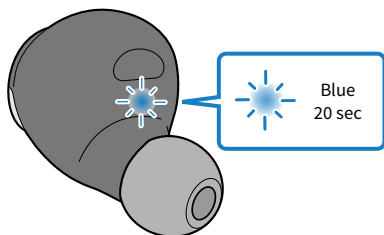2 sec
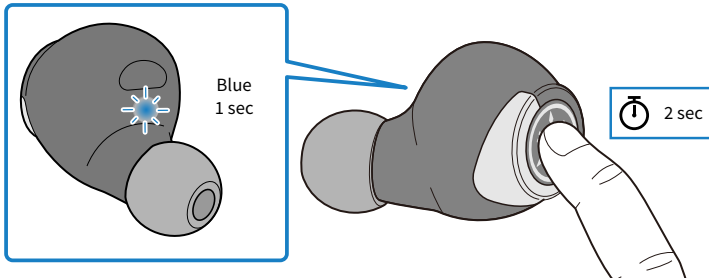
4 **Activate the Bluetooth function on the Bluetooth device.**

A list of Bluetooth devices that can be connected will be shown.

5 **Select this product from this list on your Bluetooth device.**

Bluetooth **ON**

Yamaha TW-E5A R

If successfully connected, you will hear the "Pairing Successful" audio message.

The indicator on the earphone will light up as shown below.

Blue
20 sec

Next, you will see a message to register (pair) the other earphone. Follow the instructions to register (pair).
The other earphone may be listed as "Headset," depending on the Bluetooth device.

NOTE

- Pairing standby mode will automatically end after about two minutes. To register again, start from step 1.
- Up to 3 devices can be registered with this product. From the 4th device on, older registrations will be deleted (the oldest is deleted first).
- If a passkey is required when connecting, input "0000".
- You can also set the earphones in registration (pairing) mode by disconnecting the earphones with the connected Bluetooth device.

Related links

- "Connecting to a Bluetooth device" (p.24)
- "Disconnecting from a Bluetooth device" (p.25)
- "About the app for earphones/headphones" (p.33)

Connecting to a Bluetooth device

This product connects to Bluetooth devices with which it has already been registered (paired).

When you turn the power on, they will search for the last Bluetooth device to which they were connected, and connect automatically.
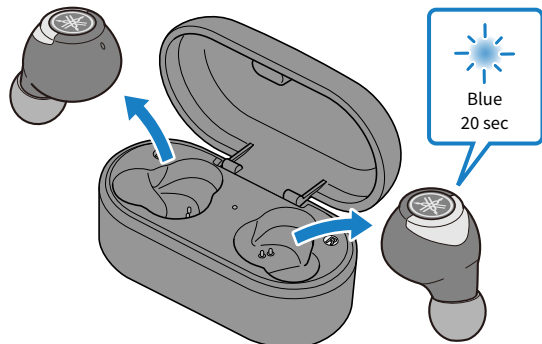
If they do not automatically connect, the earphones will enter connection/registration (pairing) standby mode. Initiate the connection to the earphones from your Bluetooth device.

If successfully connected, you will hear the "Connected" audio message. The indicator will display as shown below.

NOTE

- Either the left or right earphone will connect to a Bluetooth device, according to their remaining battery power. The earphones will appear in the list shown on the Bluetooth device as shown below.
  - Earphone (L): Yamaha TW-E5A L
  - Earphone (R): Yamaha TW-E5A R
- The other earphone may be listed as "Headset," depending on the Bluetooth device.
- This product connects to a single Bluetooth device, and cannot connect to multiple devices at the same time.

Related links

- "Registering a Bluetooth device (pairing)" (p.19)
- "Disconnecting from a Bluetooth device" (p.25)
- "About the app for earphones/headphones" (p.33)

Disconnecting from a Bluetooth device

Follow the steps below to disconnect a Bluetooth device.

- Disconnect the earphones by operating the Bluetooth device.
  - The earphones will enter the standby mode for a connection/registration (pairing) with a Bluetooth device.
- Turn the Bluetooth device's power off.
  - The earphones will enter the standby mode for a connection/registration (pairing) with a Bluetooth device.
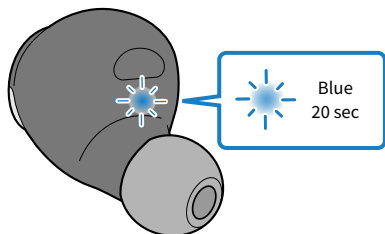- Turn the power of this product off.

Related links

- "Registering a Bluetooth device (pairing)" (p.19)
- "Connecting to a Bluetooth device" (p.24)
- "About the app for earphones/headphones" (p.33)

Wearing this product

Putting the earphones on

Check the markings on the earphones for the left and right sides to make sure they are worn in the correct ear, and insert them into your ear.

Move the earphones to adjust them so that they fit your ears when you put them on.
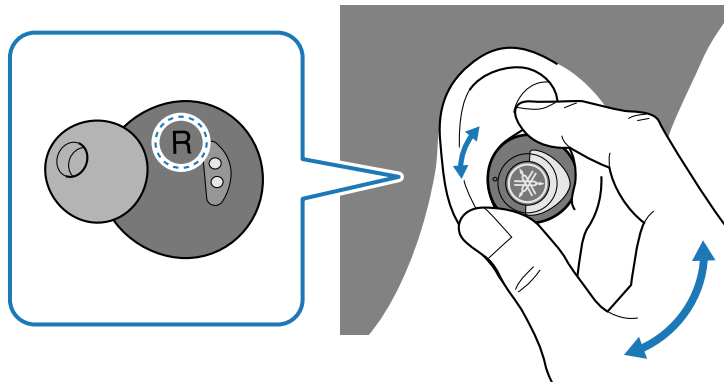
If the earphones seem like they might come loose when you shake your head a little while wearing them, try using different silicone sleeves. This will help prevent them from falling out.
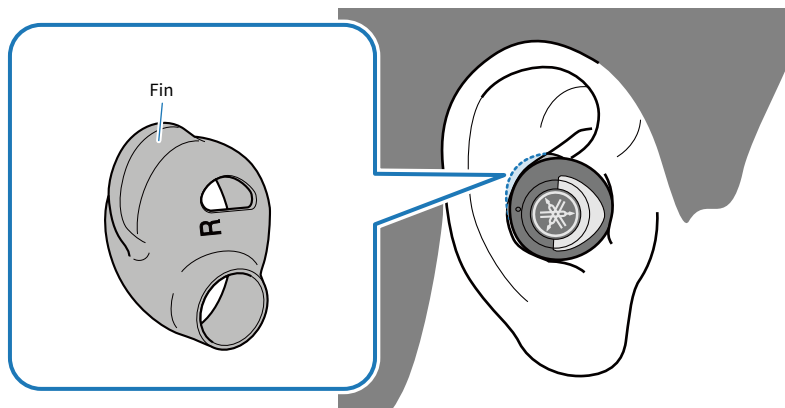
Related links

- "Replacing the eartips" (p.27)
- "Replacing the silicone sleeves" (p.28)

Replacing the eartips

You will be able to listen to your music with better sound by using eartips that match your ears. When putting the earphones on, use the eartips that keep out ambient sounds as much as possible while the music is stopped.
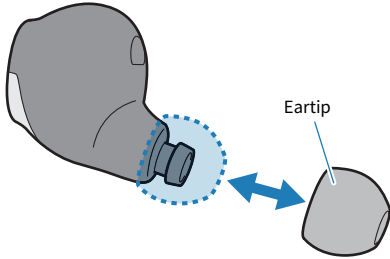
Eartip

NOTE

5 sizes of eartips are included with this product. The earphones come pre-attached with M-size eartips.

⚠ **CAUTION**

- Do not use broken eartips and do not wear the earphones without eartips. Doing so may damage your ears.
- Firmly attach the eartips. Failure to do so may cause them to come loose inside your ears, which may damage your ears. If an eartip comes loose inside your ear, consult a physician.
- Once removed, keep the eartips out of reach of children, to avoid them being accidentally swallowed.

Replacing the silicone sleeves

Replace the silicone sleeves as shown below. Using silicone sleeves that fit your ears will make them stay in your ears better.
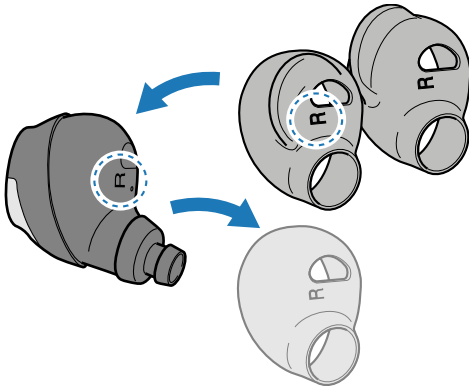
NOTE

- The left and right silicone sleeves are different.
- 3 kinds of silicone sleeves are included with this product. The earphones come pre-attached with S-size silicone sleeves.

> ⚠️ **CAUTION**
>
> - Once removed, keep the silicone sleeves out of reach of children, to avoid them being accidentally swallowed.

Operating this Product

Adjusting the volume

Follow the steps below to adjust the volume.
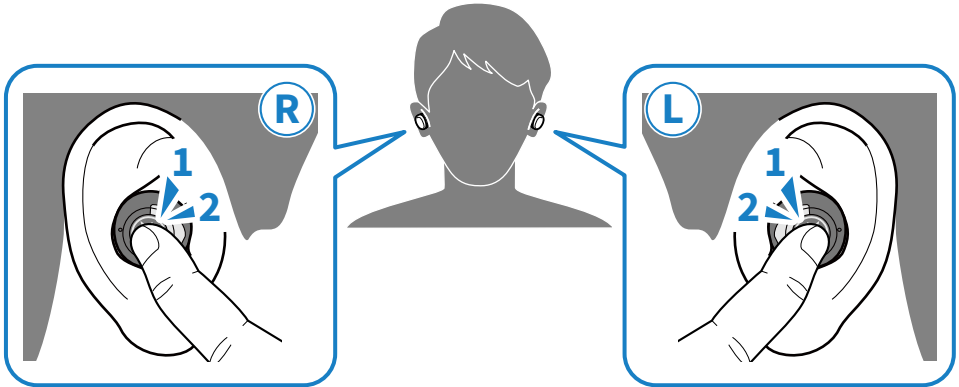
- Turn the volume up
  Press the function key on earphone (R) twice.
- Turn the volume down
  Press the function key on earphone (L) twice.

NOTE

When connecting to a device (such as a smartphone) on which the volume can be adjusted, you can also adjust the volume using that device.

Listening to music

You can operate this product using the function keys during playback as follows.
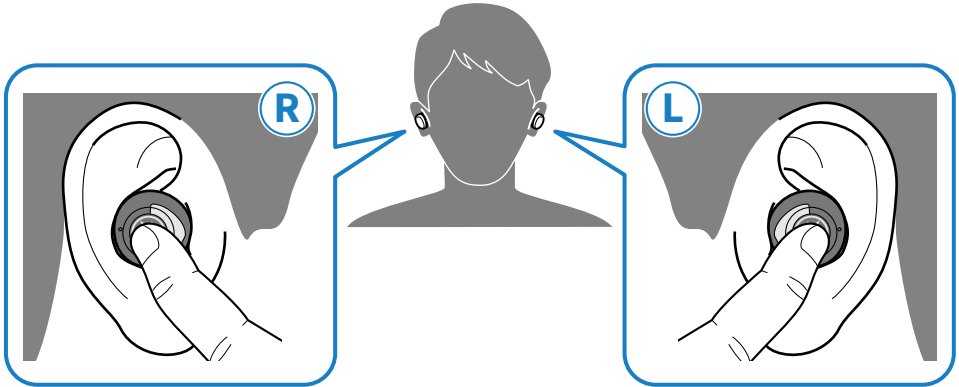
- Pause or restart playback
  Press the function key on earphone (L) or (R).
- Skip to the next song
  Hold down the function key on earphone (R) until you hear a "beep" sound (about two seconds).
  Take your finger off the key once you hear the beeping sound.
- Go back to the beginning of the song, or skip to the previous song
  Hold down the function key on earphone (L) until you hear a "beep" sound (about two seconds).
  Take your finger off the key once you hear the beeping sound.
- Turning the AMBIENT SOUND on/off:
  Press the function key on the earphone (L) three times in a row.
  When the AMBIENT SOUND feature is enabled, you will hear the "Ambient Sound" audio message in the earphones. When the AMBIENT SOUND feature is disabled, you will hear the "Off" audio message in the earphones.

NOTE
- To select a song for playback, operate your Bluetooth device.
- You can also switch the AMBIENT SOUND using the Headphones Controller app.

Related links
- "Adjusting the volume" (p.29)
- "Making ambient sounds easier to hear" (p.38)

Receiving a phone call

When connecting to a Bluetooth device (such as a smartphone) that has phone call functionality, you can talk using this product. Operate this product as follows.
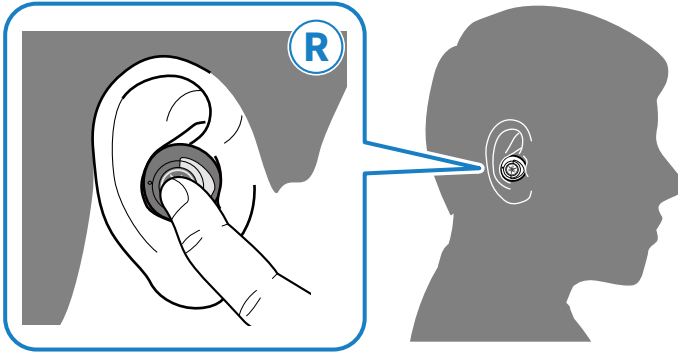
- Receive a phone call
  Press the function key on earphone (R).
- End a phone call
  Press the function key on earphone (R) during the call.
- Ignore a call
  Hold down the function key on earphone (R) for at least two seconds when the call is coming in.
  Take your finger off the key once you hear the beeping sound.

NOTE

When a call is coming in, any music being played will be paused. Music playback will automatically resume when the call ends or you ignore the call.

Related links

"Adjusting the volume" (p.29)

Using the voice assistance feature on your smartphone

When connecting this product to a Bluetooth device that supports a voice assistance feature such as Siri or Google Assistant, you can control the voice assistant with this product.
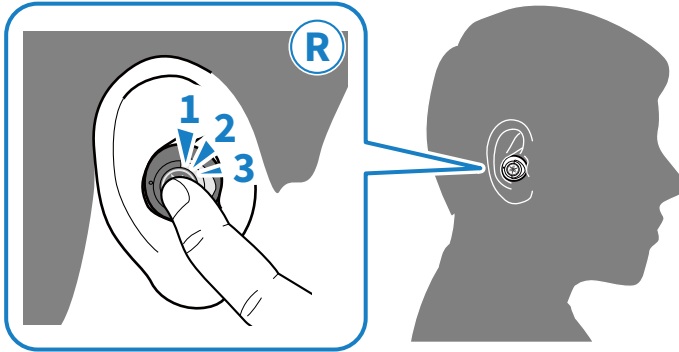
1   Press the function key on earphone (R) three times.

The voice assistant will start, and you can operate it using your voice.

NOTE

- The operations for the voice assistant feature will vary depending on your Bluetooth device. See the user's manual of your Bluetooth device for details.
- To finish listening to the voice assistant, operate your Bluetooth device.

Settings

About the app for earphones/headphones

The Headphones Controller smartphone app is a dedicated app for getting the best sound quality from your Yamaha earphones or headphones.

This app will let you do the following.

- Show the status of your earphones/headphones (such as remaining battery power)
- Make detailed settings on your earphones/headphones

Install the app from the App Store (iOS devices) or from Google Play (Android devices).

See the information about the app on each store for details.

NOTE

The functions are different for the left and right earphones, so their respective remaining battery levels may vary.

Related links

- "Automatically adjust the sound quality according to the volume" (p.37)
- "Making ambient sounds easier to hear" (p.38)
- "Setting the auto-standby time" (p.39)

List of settings (main screen)

The settings that you can make on the main screen of the Headphones Controller app are shown below.

NOTE

The app screen may differ, depending on your product.

- LISTENING CARE

  Turns LISTENING CARE (a feature that automatically adjusts the sound quality according to the volume) on/off.

- AMBIENT SOUND

  This sets the balance between the playback and ambient sound.

- Auto Power-Off Timer

  Sets the time it takes for the power to turn off after Bluetooth has been disconnected.

Related links

- "About the app for earphones/headphones" (p.33)
- "List of product settings (menu)" (p.35)
- "Automatically adjust the sound quality according to the volume" (p.37)
- "Making ambient sounds easier to hear" (p.38)
- "Setting the auto-standby time" (p.39)

List of product settings (menu)

The settings that you can make on the menu of the Headphones Controller app are shown below.

NOTE

The app screen may differ, depending on your product.

- Confirm Firmware Update
  Checks whether new firmware has been released, and performs updates.
- User Guide
  Accesses the User Guide
- License Information
  Displays the software license information for Headphones Controller.
- End User License Agreement
  Displays the Terms of Use for Headphones Controller.

Related links

- "About the app for earphones/headphones" (p.33)
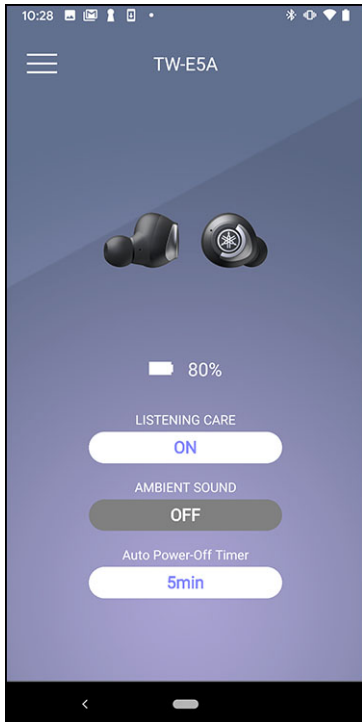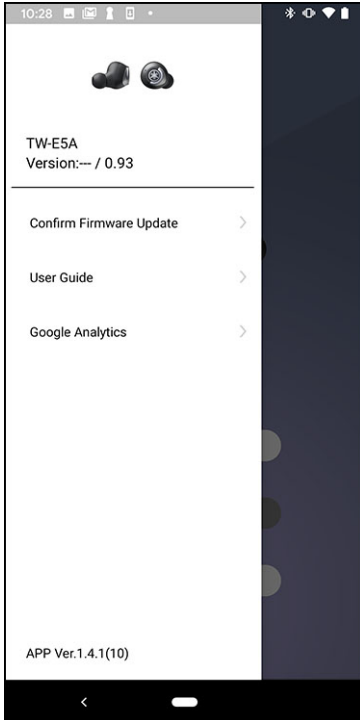- "List of settings (main screen)" (p.34)
- "Automatically adjust the sound quality according to the volume" (p.37)
- "Making ambient sounds easier to hear" (p.38)
- "Setting the auto-standby time" (p.39)

Automatically adjust the sound quality according to the volume

When LISTENING CARE is enabled, this product will automatically adjust the sound quality according to the playback volume.

This feature adjusts the frequency balance, offering rich sound quality playback even at a low volume.

Use the Headphones Controller app to make these settings.

- LISTENING CARE
  Settings
  - ON (default setting): enables LISTENING CARE
  - OFF : disables LISTENING CARE

Related links

- "About the app for earphones/headphones" (p.33)
- "List of settings (main screen)" (p.34)
- "List of product settings (menu)" (p.35)

Making ambient sounds easier to hear

When you enable the AMBIENT SOUND feature, the sounds around you will be mixed together with the playback sound. This feature is useful when you want to listen to music while being careful of your surroundings, such as when you are out walking, when you want to briefly talk with someone and so on.
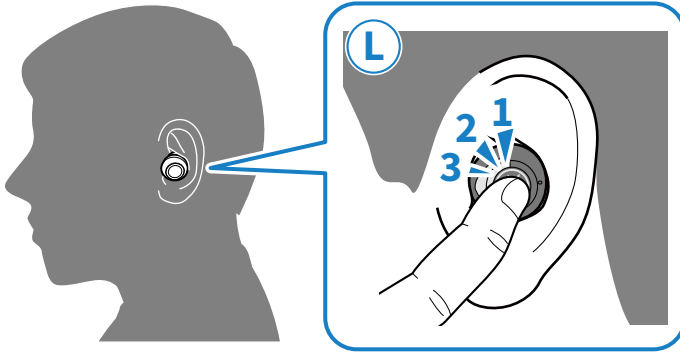
1 Press the function key on the earphone (L) three times.

This will enable/disable the AMBIENT SOUND feature.

- AMBIENT SOUND enable: the sounds around you will be mixed together with the playback sound. You will hear the "Ambient Sound" audio message in the earphones.
- AMBIENT SOUND disable (default setting): this is normal playback mode. You will hear the "Off" audio message in the earphones.

NOTE

- You can also set this feature with the AMBIENT SOUND button in the Headphones Controller app. The settings are as follows.
  - ON: the sounds around you will be mixed together with the playback sound.
  - OFF (default setting): this is normal playback mode.
- Depending on the type of sound you are playing back and what is going on around you, the ambient sound may not be so easy to hear. In this case, pause the playback.
- Do not cover the earphones with your hand. If your hand is covering the mic, the AMBIENT SOUND effect will not work properly, and you may hear noise.

Related links

- "Listening to music" (p.30)
- "List of settings (main screen)" (p.34)
- "List of product settings (menu)" (p.35)

Setting the auto-standby time

This product will automatically shut off when a certain amount of time has passed without a connection from a Bluetooth device. You can set the time it takes for the power to turn off after no connection has been received.

Use the Headphones Controller app to make these settings.

- Auto Power-Off Timer
  Settings
  - 5min (default setting)
  - 30min
  - 1h
  - 3h
  - OFF : continuous (power is not automatically turned off)

Related links

- "Turning the power on" (p.16)
- "About the app for earphones/headphones" (p.33)
- "List of settings (main screen)" (p.34)
- "List of product settings (menu)" (p.35)

Updating the firmware

The firmware on this product can be updated to add new functionality, rectify product issues and so on. Updates are performed using Headphones Controller.

For more details on the contents of updates, see the product information page on the Yamaha website.

NOTICE

For stable data communication between this product and your Bluetooth device, update the firmware in a place where the signal is good.
Do not do the following while the firmware is being updated.

- Placing the earphones in the charging case
- Turning the power of this product off
- Closing the Headphones Controller app, or using another app
- Turning your smartphone off
- Canceling the connection between your smartphone and this product

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1   On the main screen of the Headphones Controller app, open the menu.

2   Tap "Confirm Firmware Update".

If new firmware has been released, you will see instructions on how to perform the update. Install the firmware by following the instructions on the screen.

Related links

- "Charging the earphones" (p.13)
- "Turning the power off" (p.17)
- "About the app for earphones/headphones" (p.33)
- "List of settings (main screen)" (p.34)
- "List of product settings (menu)" (p.35)

Troubleshooting

Read this first

If this product does not operate normally while you are using it, first check the following.

● **Place both earphones back into the charging case and wait for at least 10 seconds, after which you can first take out earphone (R) and then earphone (L).**

● **Make sure that this product have been sufficiently charged.**
  - "Charging the earphones" (p.13)
  - "Charging the charging case" (p.15)

● **Update the firmware of this product to the latest version.**
  - "Updating the firmware" (p.40)

● **Also, check the following.**
  - "No sound can be heard" (p.42)
  - "Sound can only be heard from one earphone" (p.43)
  - "Power will not turn on" (p.44)
  - "The product cannot be charged" (p.45)
  - "Cannot connect to a Bluetooth device" (p.46)
  - "The product does not operate or play back" (p.47)
  - "The sound is distorted, noisy or choppy" (p.48)
  - "Restoring this product to factory defaults (Initialize / Reset)" (p.49)
  - "Problem Still Not Resolved (Customer Support)" (p.53)

No sound can be heard

● **This product are not connected to a Bluetooth device.**

Pair this product.

・ "Connecting to a Bluetooth device" (p.24)

● **The volume is too low.**

Raise the volume.

・ "Adjusting the volume" (p.29)

● **The music stopped playing back.**

Start playback.

・ "Listening to music" (p.30)

● **The eartips don't fit my ears.**

Select eartips that match your ear shape, and make sure that they fit securely.

・ "Replacing the eartips" (p.27)

Sound can only be heard from one earphone

● **The signal may not be coming in clearly, making the connection unstable.**

Move away from wireless devices such as Wi-Fi access points, or appliances that product electromagnetic waves such as microwave ovens.

After placing both earphones into the charging case, take them out again.

● **You may be using a smartphone app that generates sound from only one channel.**

Check whether you can hear sound coming from both left and right channels by playing back sound from a different app.

● **One of the earphones might be turned off.**

Turn the power on.

· "Turning the power on" (p.16)

● **The connection information for the registered Bluetooth device may not be working properly.**

Delete the connection information for that Bluetooth device, and then pair the earphones with the device.

· "Registering a Bluetooth device (pairing)" (p.19)

Power will not turn on

● **There may not be enough battery power left.**

Charge this product.

・ "Charging the earphones" (p.13)

● **The battery power of the charging case may have been depleted while charging the earphones.**

Keep pressing the function key on each earphone (L, R) until their indicators light blue. After this, charge the charging case.

・ "Turning the power on" (p.16)

● **The product is temporarily not functioning in a stable way.**

Place both earphones back into the charging case and wait for at least 10 seconds, after which you can first take out earphone (R) and then earphone (L).

The product cannot be charged

● **This product terminal might be covered up by the silicone sleeve.**

Reattach the silicone sleeve correctly.

・ "Replacing the silicone sleeves" (p.28)

● **Your computer is not turned on (when charging from your computer).**

Turn the power of your computer on, and then charge this product.

● **You may have been using a USB power cable other than the one included with this product.**

Use the included USB power cable to make sure the product correctly charges.

Cannot connect to a Bluetooth device

● **This product and your Bluetooth device may be too far apart.**

Move this product closer to the Bluetooth device.

● **A device that emits electromagnetic waves (such as a microwave oven, access point and so on) might be nearby.**

Do not use this product near other devices that emit electromagnetic waves.

● **The connection information for the registered Bluetooth device may not be working properly.**

Delete the connection information of this product from the Bluetooth device, and then pair this product with the device.

· "Registering a Bluetooth device (pairing)" (p.19)

● **The registration information for the Bluetooth device that was registered on this product may have been deleted.**

Pair this product once more.

· "Registering a Bluetooth device (pairing)" (p.19)

● **This product may already be connected to another Bluetooth device.**

Disconnect that Bluetooth device, and then connect this product with the new device.

The product does not operate or play back

● **This product may be charging.**

You cannot use this product while they are charging. Use the earphones after charging is finished.

● **There is no remaining battery power on this product.**

Charge this product.

- "Charging the earphones" (p.13)
- "Charging the charging case" (p.15)

● **The product is temporarily not functioning in a stable way.**

Place both earphones back into the charging case and wait for at least 10 seconds, after which you can first take out earphone (R) and then earphone (L).

The sound is distorted, noisy or choppy

● **The signal may not be coming in clearly, making the connection unstable.**

Move away from wireless devices such as access points, or appliances that product electromagnetic waves such as microwave ovens.

Try placing the connected Bluetooth device as close to this product as you can.

Devices with wireless network connectivity may transmit signals that obstruct Bluetooth communications. In this case, turn off the wireless network connectivity feature on your Bluetooth device.

● **The product is temporarily not functioning in a stable way.**

Place both earphones back into the charging case and wait for at least 10 seconds, after which you can first take out earphone (R) and then earphone (L).

Restoring this product to factory defaults (Initialize / Reset)

This will restore all settings of this product to their factory defaults.
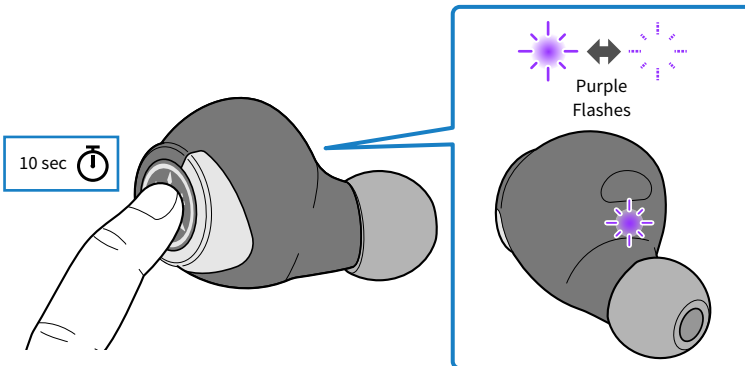
1 **Turn off the power after removing the earphones from their charging case.**

Keep pressing the function key on each earphone (L, R) until their indicators light up red. You will hear the "Power Off" audio message in the earphones.
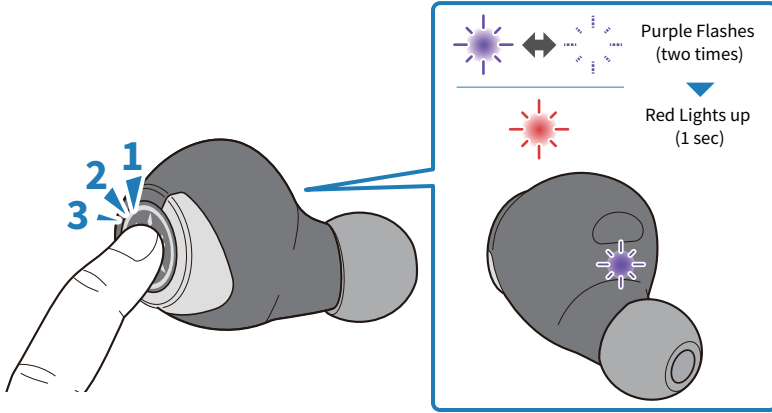
Red
1 sec

5 sec
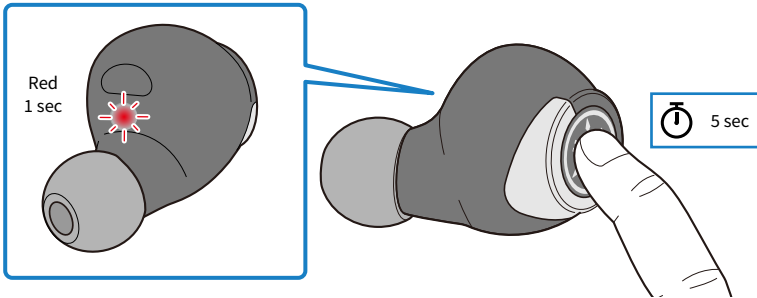
2 **Hold down the function key on earphone (R) for about 10 seconds.**

and the indicator flashes as shown below.
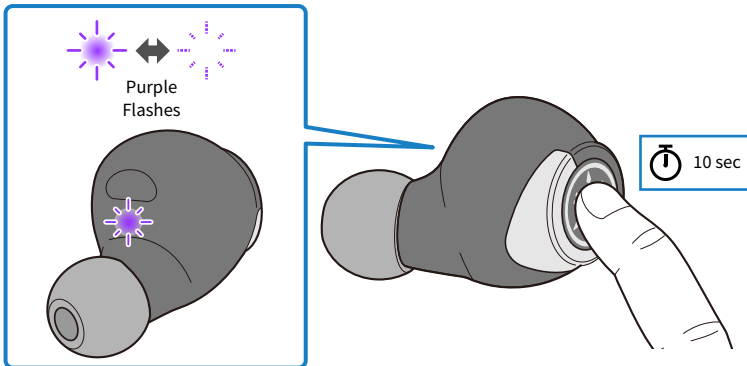
Purple
Flashes

10 sec

49

3 **Once the indicator starts flashing, press the function key on earphone (R) three times within 10 seconds.**

The indicator flashes as shown below, and the power will turn off. You will hear the "Power Off" audio message in the earphones. If the indicator does not stop flashing red, go back and retry the previous step.

4 **Hold down the function key on earphone (L) for about 10 seconds.**

and the indicator flashes as shown below.

5 **Once the indicator starts flashing, press the function key on earphone (L) three times within 10 seconds.**

The indicator flashes as shown below, and the power will turn off. You will hear the "Power Off" audio message in the earphones. If the indicator does not stop flashing red, go back and retry the previous step.
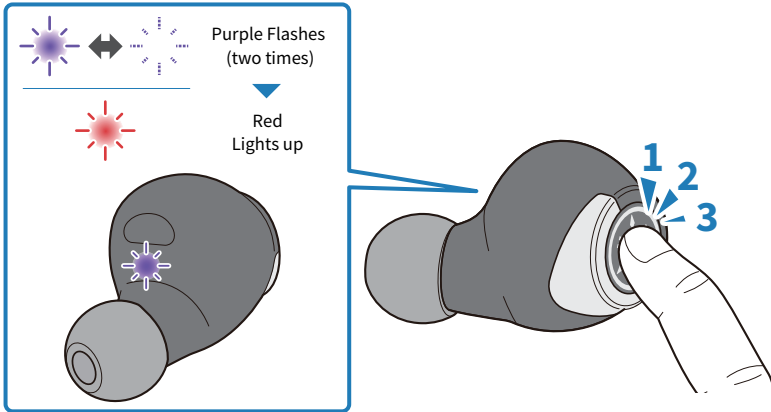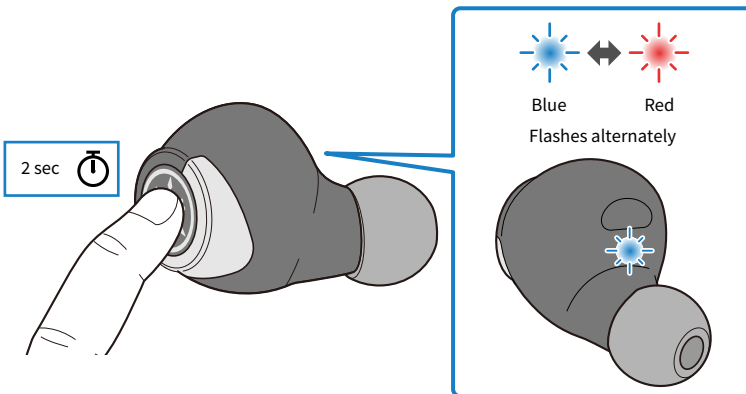

Purple Flashes (two times)

Red Lights up

6 **Hold down the function key on earphone (R) for two seconds. The power will turn on.**

Take your finger off the key once the indicator lights up.

2 sec

Blue   Red

Flashes alternately

7 **Hold down the function key on earphone (L) for two seconds within 10 seconds of doing the previous step. The power will turn on.**

Take your finger off the key once the indicator flashes.

Red and blue
Flashes alternately

2 sec
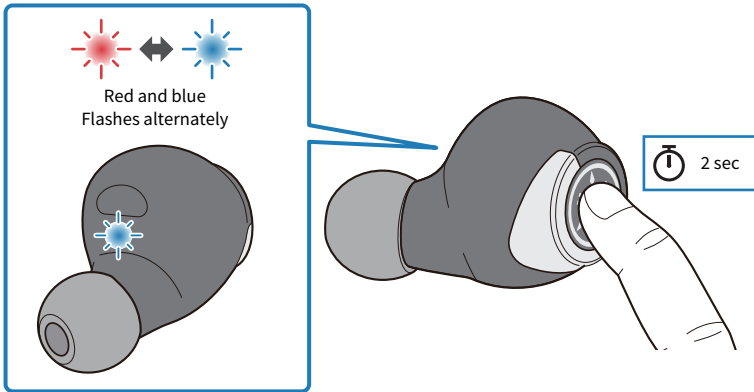
If after several seconds the indicator displays as shown below, initialization was successful. If the indicators are not displaying as shown, try initializing once more from step 1.

Earphone (R)

Earphone (L)

Blue   Red
Flashes alternately

Blue
20 sec
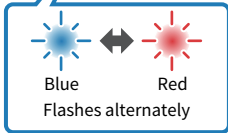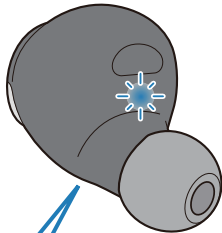
Problem Still Not Resolved (Customer Support)

If the trouble still cannot be solved, please contact us for product support as shown below.
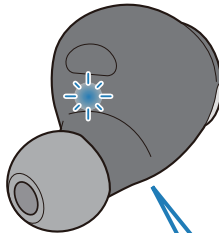
● For customers within Japan

Please contact the store where you purchased this product, or the Product Support Center as listed in the "User Guide (Basic)."

● For customers outside of Japan

Please contact your nearest authorized Yamaha dealer or service center.

Appendix

Specifications

The specifications of this product are as shown below.

- Driver type
  - Dynamic
- Driver unit
  - 6.2 mm
- Frequency range
  - 20–20,000 Hz
- Bluetooth version
  - 5.0
- Supported profiles
  - A2DP, AVRCP, HFP, HSP
- Supported codecs
  - SBC, AAC, Qualcomm® aptX™
- Supported content protection (Japan only)
  - SCMS-T
- RF output power
  - Class 1
- Maximum communication range
  - 10 m (without obstructions)
- Maximum number of pairable devices
  - 3

Rechargeable battery

- Internal rechargeable battery
 - Lithium-ion battery
- Charging time (to full capacity)
  - Earphones: approx. 2 hours
  - Charging case: approx. 2 hours
- Continuous playback time
  - Approximately 6.5 hours
- Number of charging cycles available with charging case (when charging case is fully charged)
  - Approx. 3 times
- Charging temperature
  - 0–+40 °C

General

- Waterproof rating
  - IPX5
- Weight
  - 7.0 g (per earphone)

List of operations

The main operations of this product are as shown below.
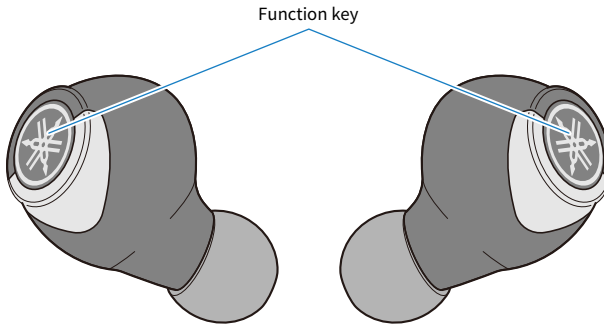
Function key

Power

- Power on
  - ・ Function key (hold down for two seconds)
- Power off
  - ・ Function key (hold down for five seconds)

Volume

- Volume up
  - ・ Function key on earphone (R) (press quickly, two times in a row)
- Volume down
  - ・ Function key on earphone (L) (press quickly, two times in a row)

Music playback

- Pause/play
  - ・ Function keys on earphone (L) or (R)
- Skip to the next song
  - ・ Function key on earphone (R) (hold down until you hear a "beep" sound)
- Go back to the beginning of the song (while in the middle of the song), or back to the previous song (when at the beginning of a song)
  - ・ Function key on earphone (L) (hold down until you hear a "beep" sound)

Selecting the modes

- Switching AMBIENT SOUND on/off
  - ・ Function key on earphone (L) (press quickly, three times in a row)

Phone calls

- Receive a phone call
  - ・ Function key on earphone (R)
- End a phone call
  - ・ Function key on earphone (R)
- Ignore a call
  - ・ Function key on earphone (R) (hold down for at least two seconds)

Other functions

- Start pairing
  - ・ With the power off, hold down the function keys on the earphones (L and R) (R: five seconds; L: two seconds)
- Start voice assistant
  - ・ Function key on earphone (R) (press quickly, three times in a row)

List of indicator displays and audio messages

The indicator displays and audio messages on this product are shown below.

Product indicator display

- Power on
  - Lights up for 1 second (blue) and turns off
- Remaining battery power notifications
  - Flashes red three times: small amount of charge remaining
- Standby mode for pairing with Bluetooth device
  - Flashes (between red and blue alternately)
- Searching for paired Bluetooth device
  - Not lit
- Finished connecting to Bluetooth device
  - Lights up (blue, for approx. 20 sec) and turns off
- Power off
  - Lights up for 1 second (Red) and turns off

Indicator display when charging

- Charging
  - Lights up (red)
- Charging completed
  - Not lit

Charging case indicator display

When the charging case is not connected to a power source

- While charging the earphones
  - Lights up
- Earphones charging completed
  - Not lit
- Small amount of battery charge remaining in charging case
  - Flashes

When the charging case is connected to a power source

(Earphone charging status is not displayed)

- While charging the charging case
  - Lights up
- Finished charging the charging case
  - Not lit

Audio messages

- Battery High
  - ・ Plenty of battery charge remaining
- Battery Medium
  - ・ Moderate battery charge remaining
- Battery Low
  - ・ Small amount of battery charge remaining
- Power Off
  - ・ Power off
- Pairing
  - ・ Start device registration (pairing)
- Pairing Successful
  - ・ Pairing successful/finished connecting
- Pairing Failed
  - ・ Pairing unsuccessful
- Connected
  - ・ Finished connecting to Bluetooth device
- Disconnected
  - ・ Disconnected from Bluetooth device
- Ambient Sound
  - ・ AMBIENT SOUND enabled
- Off
  - ・ AMBIENT SOUND disabled (normal playback mode)

Related links

- "Charging the charging case" (p.15)
- "Turning the power on" (p.16)
- "Turning the power off" (p.17)
- "Checking the remaining battery power" (p.18)
- "Registering a Bluetooth device (pairing)" (p.19)
- "Connecting to a Bluetooth device" (p.24)

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