



# ELSA USER GUIDE



Talk to a ELSA headphones specialist

**support@nakamichi-usa.com**

for the newest troubleshooting info, visit: [www.nakamichi-usa.com/faq](http://www.nakamichi-usa.com/faq)

## IMPORTANT SAFETY INFORMATION

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Read this user manual carefully and completely before using the product

Always include this user manual when passing the product on to third parties.

Do not use an obviously defective product.

### **Preventing damage to health and accidents:**

Protect your hearing from loud volume levels. Permanent hearing damage may occur when headphones are used at high volume levels for long periods of time. Nakamichi ELSA headphones sound great at low and medium volume levels.

Turn the volume down on your device before placing the headphones on your ears, then turn the volume up gradually until you reach a comfortable listening level.

Keep the headphones at least 10cm/ 3.94" from cardiac pacemakers or implanted defibrillators. The headphones contain magnets that generate a magnetic field which could cause interference with cardiac pacemakers and implanted defibrillators.

Keep the product, accessories and packaging parts out of reach of children and pets to prevent accidents and choking hazards.

Do not use the headphones at any time the inability to hear surround sounds may present a danger to yourself or others (due to the noise cancelling feature), e.g., while riding a bicycle or walking in or near traffic.

Unplug the power supply unit from the wall socket during lightning storms or when it is unused for long periods of time.

To reduce the risk of fire or electric shock, do not expose this product to rain, liquids or moisture.

If you experience small static/electric shocks while your headphones are connected to a device that is connected to a wall socket, your wall socket might be faulty. Consulting an electrician to investigate the wiring of the house/office is strongly recommended.

### **Preventing damage to the product and malfunctions:**

Always keep the product dry and do not expose it to extreme temperatures to avoid corrosion or deformation. The normal operation temperature is from 0°C to 40°C/32°F to 104°F.

Use only attachments/ accessories/ spare parts supplied or recommended by Nakamichi LLC.

Clean the non-fabric parts of the product only with a soft, dry cloth.

Only use the product in environments where Bluetooth® wireless transmission is permitted.

Do not wear the headphones when charging it as the built-in rechargeable battery can get warm.

Use the product with care and store it in a clean, dust-free environment.

Do not operate the product near heat sources.

Do not make unauthorized alterations to this product

### **Intended use/ Liability**

This wireless headphones is designed for use with mobile devices (i.e. mobile music players, mobile phones, tablets, computers) that supports wireless communication via Bluetooth. Compatible Bluetooth devices include those that support the following profiles: Hands Free Profile (HFP), Headset Profile (HSP), Advanced Audio Distribution Profile (A2DP), Audio/Video Remote Control Profile (AVRCP), and Device ID profile (DIP).

It is considered improper use when this product is used for any application not named in the associated user manuals and product guides.

Nakamichi LLC does not accept liability for damage arising from abuse or misuse of this product and its attachments/accessories.

# IMPORTANT SAFETY INFORMATION

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## Safety Instructions for the Built-in Lithium-Polymer Battery Pack.

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### WARNING

In extreme cases, abuse or misuse of the Lithium-Polymer battery pack can lead to:

1. Explosion
  2. Smoke or gas development
  3. Heat generation
  4. Fire development
- 

Only disposal products with built-in rechargeable batteries at special collection points or return them to your specialist dealer.

Charge products at ambient temperatures between 10 and 40°C (+/- 5°C)/ 50 and 104°F (+/- 41°F).

Power off the product when not in use.

When the product is not used regularly, charge its built-in rechargeable batteries once every 3 months.

Do not heat above 70°C/158°F, e.g. do not expose to sunlight or throw into fire.

Do not charge the headphones when they are defective.

Find what you're looking for using this "question and answer" index.

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Meet **ELSA** (Extended Listening Smart Assistant), your new listening conscience. Powered by AI, ELSA actively monitors the harmful volumes that your ears are exposed to and changes your listening habits for the better.

## i How it works

This is what happens during ONE ELSA CYCLE:

### a) Autonomous Volume Assessment

- ELSA constantly monitors volume levels that you listen at
- ELSA stores and analyzes listening duration at each volume level

### b) Healthy Hearing Defense System

- Once your ears have been exposed to too much loudness, ELSA automatically adjusts volume to 85dB\*

### c) Behavioral Alert System

**Audio:** Just before lowering 85dB, ELSA plays an alert tone\*\*

**Visual:** ELSA lights change from GREEN to BLUE (1st cycle), and BLUE TO RED (2nd cycle)

ELSA LED Lights	Listening Exposure Status
Green	Safe (First Cycle)
Blue	Unsafe (Daily maximum noise exposure reached)
Red	Unsafe (Twice the daily maximum noise exposure reached. ELSA deactivated.)

\*Auto Volume adjustments can be turned ON and OFF (page 10)

**ON:** AUTO VOLUME adjustments activated



**OFF:** Visual alerts only. AUTO VOLUME adjustments deactivated

# 1. WHAT IS ELSA

\*\*Behavioral alert tones sound different in Bluetooth (Wireless) and Wired modes, because the headset is programmed differently for each mode. To hear the difference, please go to:

[www.nakamichi-usa.com/hear](http://www.nakamichi-usa.com/hear)

## ii. How long does it take for ELSA to adjust volume down to 85dB?

	~ 65% - 75%	~ 75% - 85%	~ 85% - 95%	~ 90% - 95%	100%
<b>dB</b>	88dB > L > 83dB	93dB > L > 88dB	98dB > L > 93dB	103dB > L > 98dB	L > 103dB
	480 min	150 min	47 min	15 min	4 min



*Combined Volume Levels (Device + Headphones)*

**dB**

*Volume Level Range (L)*



*Time taken for ELSA to adjust volume to 85dB*

### PLEASE READ

- Listening volume level is NEVER constant. All audio content have louder and softer parts.
- User will be exposed to ALL volume level ranges. Please expect time taken for ELSA to adjust volume to vary during each session.

## iii. Resetting ELSA timer

ELSA continuously assesses the volume levels you listen at, the moment you switch on the headphones. To reset ELSA timer and data, restart the headphones by powering it OFF and then switching it ON.



### **iv. Idling**

When ELSA is idling (music on device paused for extended period of time), ELSA will detect that your ears are not being exposed to loud music and will extend the time to the next Auto Volume adjustment. However, to save battery life, ELSA will switch itself off if it is idling for more than 30 minutes.

### **v. ELSA's independent volume control**

On most traditional Bluetooth devices, the device that is paired with the headphones centrally controls the overall volume level. However, ELSA is designed with an independent volume controller to bring the volume level down to 85dB to protect your hearing. If you find the volume level to be too low even if your device's volume level is high, it is likely that the independent volume level on the headphones is too low. You can further increase the volume by pressing the Vol+ button on the right earcup.

### **vi. Health and safety disclaimer**

ELSA is provided as is without any health and safety guarantees. In association with the product, Nakamichi makes no warranties of any kind, either express or implied, fitness for a particular purpose. Use of the product by a user is at the user's risk.

### **vii. Bluetooth**

ELSA complies with the Bluetooth technology 4.1 standard .

## 2. WHAT'S IN THE BOX



ELSA  
Headphones



1.2m audio cable with  
3.5mm jack plug



1.2m USB cable with  
micro USB connector  
(For charging only)



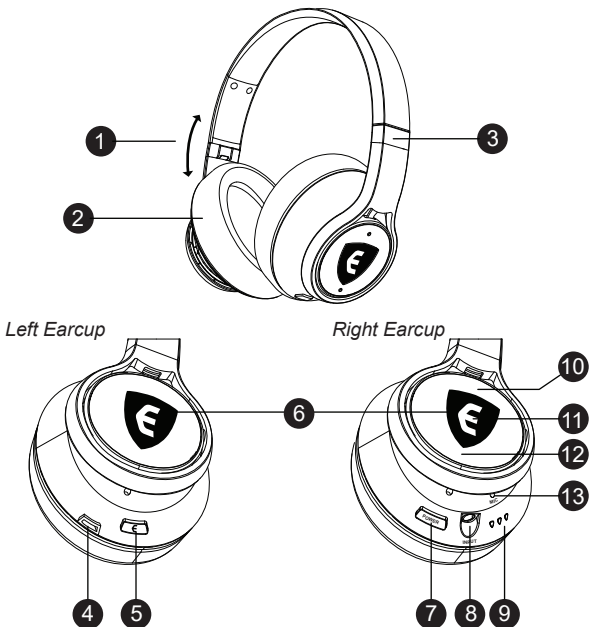
Headphones  
Hardcase



User guide

### 3. PRODUCT OVERVIEW AND CONTROLS

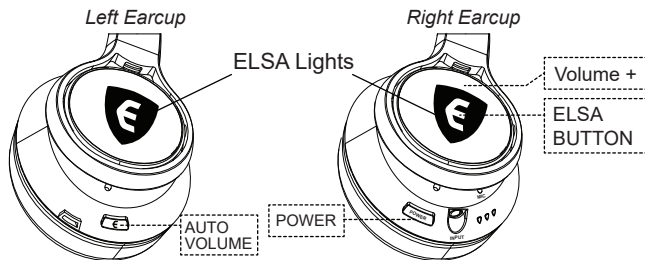
#### i. Overview of the headphones



- 
- |                           |   |
|---------------------------|---|
| 1 Adjustable Headband     | 8 3.5mm Aux In Port   |
| 2 Removable Ear Cushion   | 9 Battery Status  |
| 3 Foldable Hinge          | 10 Volume +   |
| 4 Micro-USB Charging Port | 11 ELSA Button: Bluetooth® On/Off, Music Track and Call Control |
| 5 Auto Volume ON/OFF,     | 12 Volume -   |
| 6 ELSA Lights             | 13 Microphone   |
| 7 Power ON/OFF Button     |   |

### 3. PRODUCT OVERVIEW AND CONTROLS

#### ii. The different colors of ELSA Lights



#### Bluetooth® Connectivity Operations

ELSA LED Lights	Bluetooth® Mode
Flashing Blue & Red	Headphones is in Bluetooth pairing mode

Successful Bluetooth® or 3.5mm AUX-In connection will activate the ELSA LED Lights.

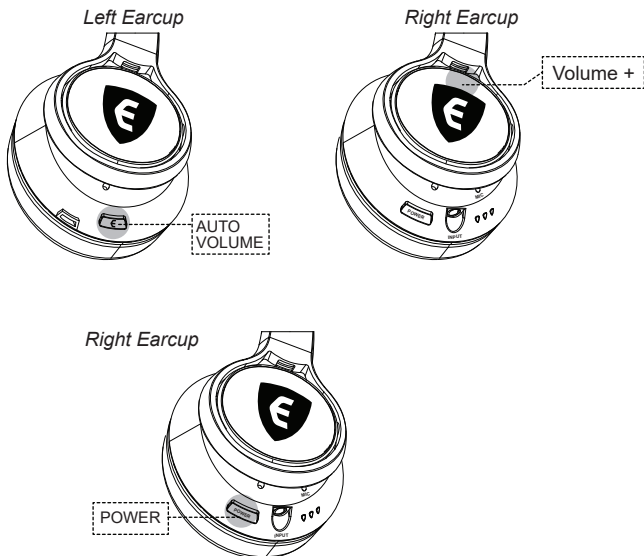
ELSA LED Lights	Listening Exposure Status
Breathing Green	Headphones is connected <b>Exposure status:</b> Safe (First cycle)
Breathing Blue	<b>Exposure status:</b> Unsafe (Daily maximum noise exposure reached)
Breathing Red	<b>Exposure status:</b> Unsafe (Daily maximum noise exposure reached TWICE) ELSA timer has deactivated

### 3. PRODUCT OVERVIEW AND CONTROLS

#### iii. Turning off ELSA LED Lights

To disable ELSA lights, press and hold:

**AUTO VOLUME & Vol+ buttons for 3 sec.**

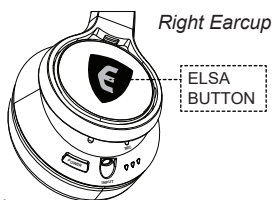


#### Power Button Operation

Action	Description	Page
Press and hold for more than 3 seconds	<b>Wireless mode:</b> Powers on the headphones and enters pairing mode <b>Wired mode:</b> Powers on the headphones	12
Press and release once	Display the current battery life of the headphones	16

### 3. PRODUCT OVERVIEW AND CONTROLS

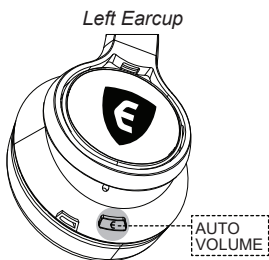
#### iv. Button controls (right earcup)



#### ELSA Button Multi-Function Operations

Action	Description	Page
Press and release once	Play/pause a song	17
	Accept/end call	18
Press and release two times	Plays the next song	17
Press and release three times	Plays the previous song	17
Press and hold for more than 3seconds	Disconnect the headphones from the current Bluetooth connected device.	15

#### v. Button controls (left earcup)



Action	Description
Press once	Turns Auto Volume on/off  (*Auto Volume voice prompts will be sounded in beeps when in wired mode)
Press and hold for more than 3seconds	Turns standby** mode on/off

\* 2 beeps: Auto Volume **ON**, 3 beeps: Auto Volume **OFF**





\*\* you will disconnect from your music while the noise cancellation continues to operate, giving you a quiet environment and allowing you to focus on your work.

### i. Power management

It takes about 4 hours to completely charge the headphones.

Before using the headphones for the first time, it is recommended to completely charge the battery without interruption.

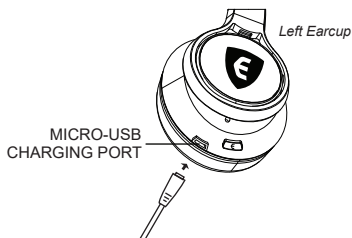
When headphones is in use or when being charged, LED lights will light up or flash as indicated in the table below.

LED	Battery Level
	75% to 100%
	50% to 75%
	25% to 50%
	0% to 25%

### ii. Charging the headphones

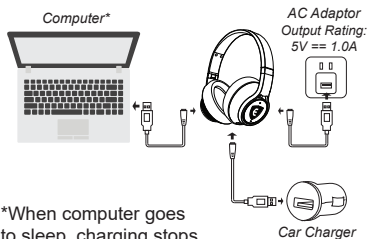
It is recommended to charge the headphones using only the supplied USB cable. If you are charging using an external USB-power adaptor, it is recommended to use an adaptor with an output rating of 500 mA or higher (5V == 1.0A).

Connect micro USB end of charging cable to micro USB port of headphones



Connect USB end of charging cable to USB port of charging device,

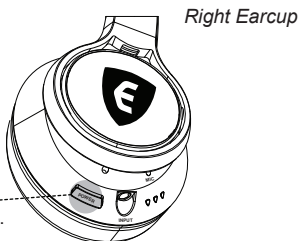
Charging via:



\*When computer goes to sleep, charging stops

## 4. GETTING STARTED

### iii. Switching headphones ON/OFF



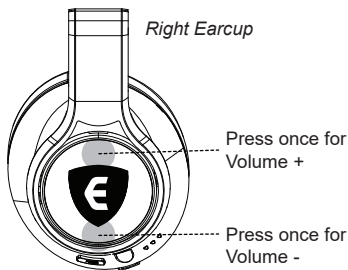
- "POWER ON"  
sound prompt heard  
- LED will show  
current battery life

- "POWER OFF"  
sound prompt heard  
- LED will show  
current battery life

### iv. Adjusting volume

#### **NOTE -**

Headset volume control is separate from your device's volume control. If volume is too soft even if the headset is at max volume, please check the volume level of your connected device.





### v. Pairing the headphones with device

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#### CAUTION

Danger of malfunction!

The transmitted radio waves of mobile phones can impair the operation of sensitive and unprotected devices.

Only make calls with the headphones in locations where Bluetooth wireless transmission is permitted.

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To pair your headphones with a Bluetooth device, you have to use the Bluetooth search function. In order to successfully establish a connection between the headphones and a Bluetooth device, Bluetooth on your device must be activated.

ELSA headphones complies with the Bluetooth 4.1 standard. To transmit data wirelessly using Bluetooth technology, you have to pair your headphones with compatible Bluetooth devices that support the following profiles.

- Hands Free Profile (HFP)
- Headset Profile (HSP)
- Audio/ Video Remote Control Profile (AVRCP)
- Advanced Audio Distribution Profile (A2DP)
- Device ID Profile (DIP)

When you power on the headphones, the headphones will automatically try to connect to the last two connected Bluetooth devices. The headphones can save up to eight previously paired Bluetooth devices connection profiles.

If you pair the headphones with a ninth Bluetooth device, the saved connection profile of the least used Bluetooth device will be overwritten. If you want to re-establish a connection with the overwritten Bluetooth device, you have to pair it with the headphones again.

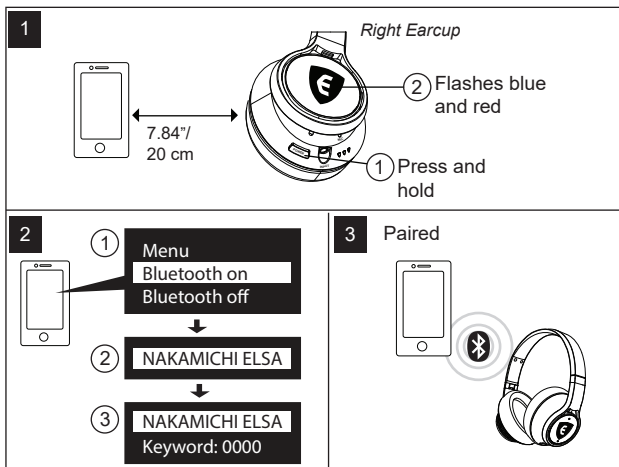
## 4. GETTING STARTED

### Pairing the headphones with a Bluetooth® device

Ensure that your headphones is within a 7.84"/ 20 cm range of your smartphone or Bluetooth® device.

1. Enter pairing mode: Power on the headphones or press and hold the ELSA button. You will hear the "power on" sound prompt and the Shield LED will flash red and blue, followed by a voice prompt "BLUETOOTH PAIRING".
2. Enable Bluetooth® on your smartphone or audio device.
3. On your smartphone or audio device, start a search for Bluetooth® devices.
4. From the list, select "NAKAMICHI ELSA" to establish a Bluetooth® connection to the headphones. If necessary, enter the default PIN code "0000" / four zeros. A voice prompt "PAIRED" will be heard after a successful pairing.

If no connection is established within 5 minutes, pairing mode will be terminated and the headphones will power off. To repair, repeat steps 1-4.



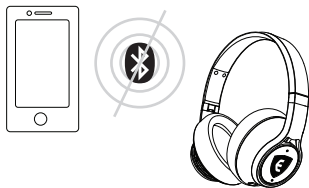
### i. Disconnecting from a Bluetooth device

Disable the Bluetooth on your smartphone or Bluetooth device. The headphones will automatically disconnect from the device, and you will hear a "BLUETOOTH DISCONNECTED" voice prompt. The headphones will then search for previously paired devices. If no device is found, the headphones will power off after 5 minutes.

#### 1 Disable Bluetooth®



#### 2 Disconnected!



### ii. Start pairing with another Bluetooth device

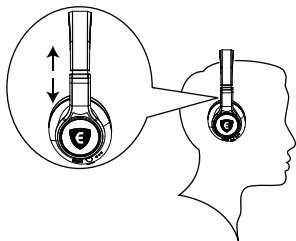
**Press and hold the shield button for more than 3 seconds** and the ELSA light will start flashing in BLUE and RED. The headphones are now in pairing mode and "Nakamichi ELSA" will appear on your Bluetooth device (See also: Section 3ii, 4v)

### iii. Adjusting the headband

For good sound quality and best possible wearing comfort, you can adjust the earcups to match the size of your head. There is a locking mechanism that allows the earcups to easily slide up and down.

1. Wear the headphones so that the headphones runs over the top of your head.
2. Adjust the location of the earpads by moving the ear cups up and down with the headband slider until:
  - your ears are comfortably covered by the earpads,
  - you feel even, gentle pressure around your ears,
  - a snug fit of the headband on the head is ensured.

## 4. GETTING STARTED

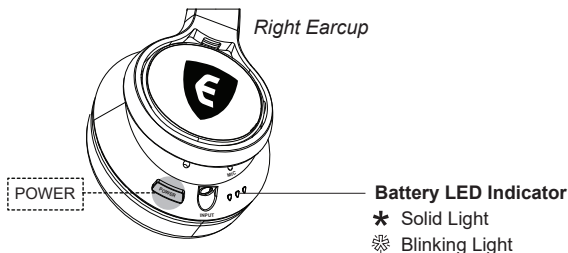


### NOTE -

Try moving and shaking your head to ensure that the headset does not slide off.

#### iv. Checking battery life

Press the POWER BUTTON once to display the current battery status of the headphones.



LED	Battery Level
***	75% to 100%
**	50% to 75%
*	25% to 50%
⚡	0% to 25%

Depending on your smartphone, the battery life of your headphones will be displayed on your smartphone.

### v. Music functions in Bluetooth mode

The following music functions are only available if the headphones and the smartphone are connected using Bluetooth® wireless technology. Some smartphones may not support all functions.

All music functions are controlled using the ELSA BUTTON.

(ELSA BUTTON only works in wireless mode. When in wired mode, refer to page 19)

Action	Description
Press and release once	Play/pause a song
Press and release two times	Plays the next song
Press and release three times	Plays the previous song

### vi. Making/Receiving a call

Call functions

The following call functions are only available if the headphones and the smartphone are connected using Bluetooth wireless technology.

Making a call

Dial the desired number on your mobile phone. If your mobile phone does not automatically transfer the call to the headphones, select the ELSA as the audio source on your smartphone.

(please refer to your smartphone's user manual if necessary)

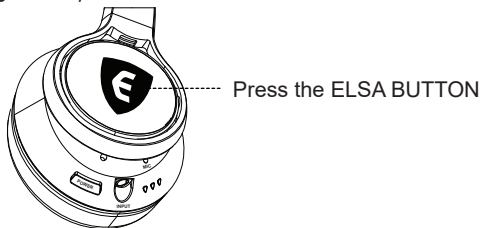
Accepting/ rejecting/ ending a call

If your headphones are connected to a smartphone and you receive a call, you will hear your ring tone in the headphones and the LED flashes blue. If the battery level of the headphone is low, the LED flashes red.

If you are listening to music when you receive a call, the music is paused until you end the call.

## 5. USING THE HEADPHONES

*Right Earcup*



Use the ELSA BUTTON for all call features

Action	Description
Press and release once	Accept/Start a call
Press twice	Reject the call

During a successful connected active call,

Action	Description
Press and release once	End a call

During a successful connected active call, connected phone receives another incoming call,

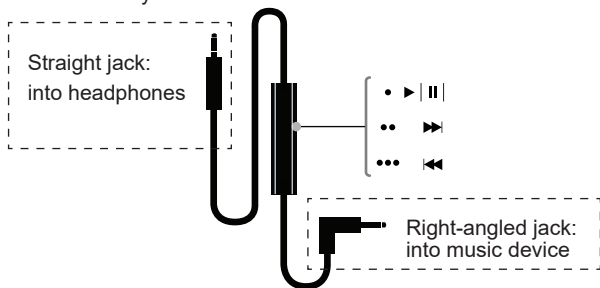
Action	Description
Press and release once	Accept the incoming call and ends the active call
Press and release two times	Accept the incoming call and puts the active call on hold

### vii. Using the 3.5mm Aux-in cable

Call and music control functions are disabled on the ear cups when the audio cable is used. It is recommended to use the audio cable only in scenarios where wireless transmission is not allowed. i.e. during aircraft take-off and landing. For music playback functions in wired mode, please use the controller found on the provided 3.5mm cable.

Note: Insert the straight 3.5mm cable jack into the headphone jack and the right angled 3.5mm cable jack to the audio device.

Inserting in the opposite direction will cause the headphones to perform incorrectly.

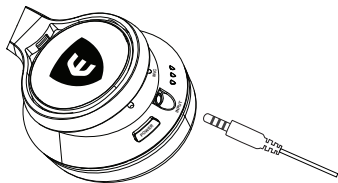


### Connecting the 3.5mm Aux-In cable

Plug the 3.5mm Aux-In cable into the audio input of the headphones until you hear a click sound. Turn the jack plug clockwise and ensure that it is surely locked in placed.

1. The Bluetooth connection will automatically be disabled.
2. Connect the 3.5mm Aux-In to the audio output of your smartphone.

*Right Earcup*



## 6. CARE AND MAINTANENCE

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### CAUTION

Liquids can damage the electronics of the product!

Liquids entering the housing of the product can cause a short-circuit and damage the electronics.

Keep all liquids away from this product.

Do not use any solvents or cleaning agents.

At all times, do not open the headphones to remove/replace the battery.

If there is an issue with the battery of your headphones, please drop an email to **[support@nakamichi-usa.com](mailto:support@nakamichi-usa.com)**



## 7. TROUBLESHOOTING

Problem	Possible cause	Rectification	Pg
Headphones cannot be switched on	Battery is empty	Charge the headphones	11
	Battery is completely exhausted/worn out	Contact <a href="mailto:support@nakamichi-usa.com">support@nakamichi-usa.com</a>	
No audio signal	Headphones are not paired with your device	Check if the headphones are paired. If necessary pair the headphones with your device again.	14
	Volume too low	Increase the volume.	12
	Headphones are switched off	Switch the headphones on	12
Headphones cannot connect	Pairing does not work	Check if your smartphone supports the HFP or HSP Bluetooth profile	
	Smartphone is switched off	Switch your smartphone on	
	Bluetooth is deactivated on your smartphone	Activate Bluetooth on your smartphone	
Headphones do not respond to any pressed button	Function of the headphones is faulty	Clear the bluetooth pairing setting from the headphones	15
Volume is too soft	Volume on headphones is too low (ELSA has independent volume control)	Increase volume by pressing Vol+ button on Right earcup	12

If you encounter a problem that is not listed in the above table, or if the solution provided does not work, contact

[\*\*support@nakamichi-usa.com\*\*](mailto:support@nakamichi-usa.com)

## 7. TROUBLESHOOTING

### Leaving the Bluetooth® transmission range

Wireless calling and streaming are only possible in the Bluetooth® transmission range of your smartphone. The transmission range largely depends on environmental conditions such as wall thickness, wall composition etc. With a free line of sight, the transmission range of most smartphones and Bluetooth® devices is up to 33ft/ 10 meters.

If the headphones leave the Bluetooth® transmission range of the smartphone, it will be disconnected. You can re-establish the connection when you re-enter the Bluetooth® transmission range.

### Replacing the ear cushions

Should you need to replace the ear cushions, spare ear cushions are available from your local Nakamichi LLC partners, our online store or contact [support@nakamichi-usa.com](mailto:support@nakamichi-usa.com)

### REMOVING EARCUPS

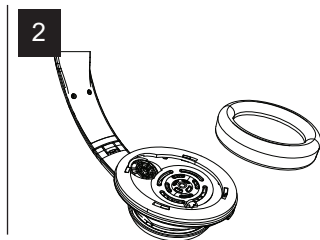
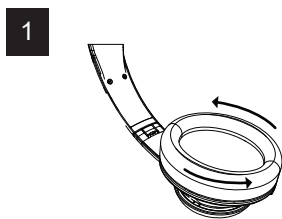
LEFT EARCUP: Twist in anti-clockwise direction

RIGHT EARCUP: Twist in clockwise direction

### ATTACHING EARCUPS

LEFT EARCUP: Insert and twist in clockwise direction

RIGHT EARCUP: Insert and twist in anti-clockwise direction



### ELSA Headphones

Earcup design	Over the Ear
Drivers (each earcup)	40mm Low-Mid “Distortion-Free” Drivers 23mm Titanium-coated High Freq. Drivers
Frequency Response	20 Hz - 20 kHz
Sound Pressure level	85dB (passive: 1kHz/ 1 Vrms)
Impedance	10 $\Omega$ @ 1kHz
Rate Output Power	10mW
Aggregate Capability	40mW

### Battery

Battery	3.7V Lithum-Ion Battery 850mAh
Run Time	14 hours (with ELSA lights off)
Charging Time	Approx. 4hours

### Microphone

Microphone Directivity	Omni-Directional
Microphone Sensitivity	-36dB $\pm$ 3dB
Microphone Impedance	2.2K $\Omega$

### Bluetooth®

Bluetooth Version	V4.1
Bluetooth Range	33 ft
Transmission Frequency	2.40~2.48G
Transmission Class	Class 2
Bluetooth Profile	AVRCP, A2DP, HFP & HSP

## 9. LEGAL COMPLIANCE

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### FCC Statement

#### WARNING:

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

#### NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC ID: 2AGB6-BT1703A

### CANADA STATEMENT

This device complies with Industry Canada RSS-210. Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

This product has been tested and evaluated by an independent accredited test lab and found in compliant with all the applicable EMC, RF, and safety requirements per standards

RED Directive

EMC Directive

RoHS Directive (2011/65/EU)

Product safety Directive (2001/95/EC)

Headphone for mobile players: A12, EN 50332-2

IC: 11941A- BT1703A



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## 10. NAKAMICHI LIMITED WARRANTY (U.S. Only)

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Nakamichi LLC ("Nakamichi") warrants this product against defects in material or workmanship for the original owner and any subsequent end user owner(s) ("You" or "Your") for the time periods and as set forth below. Pursuant to this Limited Warranty, Nakamichi will, at its option, (i) repair the product using new or refurbished parts or (ii) replace the product with a new or refurbished product. For purposes of this Limited Warranty, "refurbished" means a product or part that has been returned to its original specifications. **In the event of a defect, these are your exclusive remedies.**

**Labor:** For a period of ninety (90) days from the original date of purchase of the product ("Labor Warranty"), Nakamichi will, at its option, repair or replace with new or refurbished product, product determined to be defective. If Nakamichi elects to replace the product after this Labor Warranty has expired but while the Parts Warranty below is still in effect, it will do so for the applicable labor charge.

**Parts:** For a period of one (1) year from the original date of purchase of product ("Parts Warranty"), Nakamichi will supply new or refurbished replacement parts in exchange for parts determined to be defective.

This Limited Warranty covers only the hardware components packaged with the Product. It does not cover technical assistance for hardware or software usage and it does not cover any software products whether or not contained in the Product; any such software is provided "AS IS" unless expressly provided for in any enclosed software Limited Warranty.

**Instructions:** To obtain warranty service, you must deliver the product, freight prepaid, in either its original packaging or packaging affording an equal degree of protection to the Nakamichi authorized service facility specified. A dated purchase receipt from Nakamichi or a Nakamichi Retailer is required. For specific instructions on how to obtain warranty service for your product,

## 10. NAKAMICHI LIMITED WARRANTY (U.S. Only)

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Visit Nakamichi's Web Site: [www.nakamichi-usa.com/faq](http://www.nakamichi-usa.com/faq)

Email: [support@nakamichi-usa.com](mailto:support@nakamichi-usa.com)

Call Support: (415) 805 6913

### **Nakamichi LLC**

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Talk to a ELSA headphones specialist  
**support@nakamichi-usa.com**

for the newest troubleshooting info, visit: [www.nakamichi-usa.com/faq](http://www.nakamichi-usa.com/faq)