

Users manual

ZERO AUDIO[®]

True Wireless
Zero
TWZ-1000



Wireless Stereo Headphones

Safety precaution

Safety precaution contains notes for safe use of this product. Incorrect usage may cause fire or injury. Be sure to read it before use and handle it properly. Keep it in a place where you can be helped when necessary.

Indication

Danger :
Warning :
Caution :

: Prohibited	: Prohibited	: Attention	: Indication
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Danger

Do not dispose of the product in a fire or attempt to heat it. Do not charge the battery of the product, use or abandon the product in a high or low temperature environment.
Otherwise it may become a cause of generation of heat, ignition and explosion.

Do not use, store or abandon the product in a high temperature or high humidity environment such as next to a fire or heating apparatus, in a place under the direct sunlight, inside of a car under the blazing sun or in a bathroom.
Doing so could result in fire, heat build-up, explosion, liquid leaking from the battery and performance degradation. And it may cause deterioration and damage lead to failure of the product.

Do not short-circuit the terminals of the product. Also do not carry or store the product close to metal items such as metal accessories or coins.
Doing so may cause a fire.

Be sure to charge the battery of the product with specified way using the charging case and the bundled USB cable.
Otherwise it may cause liquid leaking from the battery, heat build-up, explosion and performance degradation.

Do not attempt to pierce, hit, compress, drop, or subject the battery to any other severe impact or force.
Otherwise liquid leaking from the battery, heat build-up, explosion, damage and ignition may be caused.

Warning

Do not damage the USB cable(such as scraping, cutting, modifying, removing parts, heating, placing close to any source of heat, forcibly bending and twisting, pulling, compressing and bundling).
Otherwise fire will be happening if the short circuit occurs.

Make sure to insert the USB connector fully and properly.
Incorrect connection could lead to electric shock and ignition.

Do not use the headphones on an airplane.
Radio waves may affect instruments, causing an accident due to malfunction.

Do not use the product while driving a car, riding a motorcycle, bicycle or any other vehicle.
Doing so may have a risk of a traffic accident.

Do not use the product on a place where the circumstances require to take care, such as railroad crossings, pedestrian crossings, station platforms, roadways, construction sites, to prevent physical accidentss.

Do not insert other foreign objects(such as flammables, metals, water and liquid) into the products to prevent fire, electric shock, or equipment damage. If any foreign object gets inside the product, stop using the product immediately and contact the store where you purchased the productour or our Customer Support.

Do not use the product covered with thick blankets, comforters or similar items.
Otherwise fire or thermally deforms of the product may occur due to excessive heat.

This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

Keep out of reach of children.
This product contains small parts which may be a choking hazard. Not suitable for children under age 3.



Warning

Do not make unauthorized alterations to the product to prevent fire, electric shock or equipment damage.

Remove the headphon e(s) and/or stop charging the battery immediat ely if you experienc ea warming sensation (noise, smoke, abnormal smell, abnormal irritation of the skin, heat or any damage). Power off the headphon e(s) and contact the store where you purchased the product or your Customer Support for repair.

Caution

Listening with the headphon es at high volume may affect your hearing.

Do not put weight or pressure on this product as it may cause deform of the body or connector during long storage.
Damage of the inside parts may cause fire or failure.

Do not use damaged USB cable or stop inserting loose connector of the cable.
Otherwise it may cause fire or electric shock.

Fix the eartips firmly on the headsets.
If an eartip accidentally detaches and is left in your ear, it may cause injury.

This products is produced for Japan and the U.S. market only.
This product is complies with or has received approval of ratio laws in those countries and geographic areas. Using this product in other areas has a risk of civil and criminal penalties.

Store the headphones in the charging case after use.
Leaving the headphones outside for a long term may cause deterioration of the battery.

Regulatory Information

FCC ID: 2ARNT-TWZ-1000

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 FCC radiation exposure limits set forth for an uncontrolled environment. 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.

[Caution] Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Operating caution

- The headphones operates within a range of about 10 m (30 feet). Maximum communication range may vary depending on obstacles (human body, metal, wall, etc.) or electromagnetic environment.
- The headphones may affect the operation of electronic medical devices. Turn off the headphones in locations where is in a hospital, a petrol station or near automatic doors or a fire alarm, as it may cause any accident.
- Due to the characteristic of the wireless technology, the sound played on the headphones is delayed from the sound and music played on the sending Bluetooth device.
- Connection with all Bluetooth devices cannot be guaranteed.
- Even if the connected Bluetooth device conforms to the Bluetooth standard, some Bluetooth devices may not be connected or work correctly, depending on the features or specifications of the device.
- Free calling apps are not available for the headphones.

- Headphones
 - In a dry environment or winter season static electricity accumulated in the body may cause mild tingling in your ears. To minimize the effect, wear clothes made from natural materials.
 - If you hear "solid crispy noise" in wearing the headphone(s) it disappears after installing the headphone(s) properly.
 - Wash the eartips and silicone covers by hand with mild neutral detergent regularly, removing them from the headphones, and also remove the ear wax or dust from the filter on the front nozzle by a cotton swab. It reduces risks of sound deterioration or any failure. Do not fix eartips and headphones by glue.
 - For replacement you can purchase extra eartips and silicone covers at stores.
- Waterproofness
 - The water resistance of this product is equivalent to IPX5 in IEC 60529 for the headphones and IPX3 for the charging case. However, these items cannot be used in water. Note the following cautions and use the product correctly.

- Headphones
 - JIS C 0920(IEC60529)
- Charging case
 - [Cautions / to maintain water resistant performance]
 - Do not splash water forcibly against the filter on the headphones from which sound is emitted.
 - Do not put or use the product in water .
 - Unless the product is used correctly, it may cause fire, electrocution, or malfunctions. Make sure the USB port cover is closed securely when to use.
 - Wipe off with a soft dry cloth any water that gets on the headphones and charging case. If water remains in the nozzle part of the headphones, remove the headphones, face the nozzle downward, and shake the nozzle a couple of times.

How to care

Please see ZERO AUDIO website or ZERO AUDIO app.

Troubleshooting

Please see ZERO AUDIO website or ZERO AUDIO app.

Specifications

■Wireless Stereo Headset

Driver	Dynamic
Frequency band	20Hz - 20,000Hz
SPL (dB/1mW)	100±3dB
MIC	omni-directional MEMS MIC
Microphone sensitivity	-25±3 dB
Bluetooth version	5.0
Bluetooth Class	Power Class 1
communication distance	15m
Radio band	2.4GHz (2.402GHz~2.480GHz)
Modulation method	FHSS
Bluetooth profile	A2DP/AVRCP/HFP/HSP
Codec	SBC,AAC,Qualcomm® aptXTMaudio
Contents protection	SCMS-T
Communication band (A2DP)	20~ 20,000Hz
Accessories	Charging case, USB cable, eartips(S/M/L), silicone cover(XS/S/M/L)
Battery	3.7V
Net Weight	Headpones 13.2g Charging case 40.3g
Appropriate temperature for working	25 45°
Play time	7 hours
Stanby time	168 hours
charging time	1.5 hours
Appropriate temperature for Charging	25 35°
Water resistance	Headphones / IPX5 , Charging case / IPX3

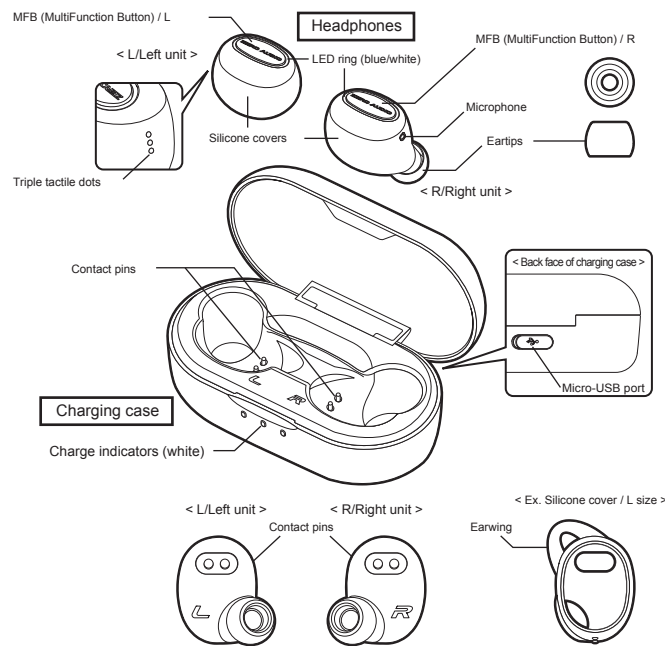
■Codec

SBC/AAC/Qualcomm®aptX™audio
Bluetooth profile : A2DP/AVRCP

etc.

Bluetooth®のワードマークおよびロゴは、Bluetooth SIG,inc.が所有する登録商標であり、協和ハーモネット株式会社はこれらのマークをライセンスに基づいて使用しています。Qualcomm®は米国および他の国々で登録されたQualcomm Incorporatedの商標で、許可を受けて使用しています。Qualcomm®aptX™audiolは米国および他の国々で登録されたQualcomm Technologies International, Ltd.の商標で、許可を受けて使用しています。その他記載した商標は各社の登録商標です。本製品の仕様および外観は、改良のため予告なく変更することがあります。

Location of parts and controls



How to use

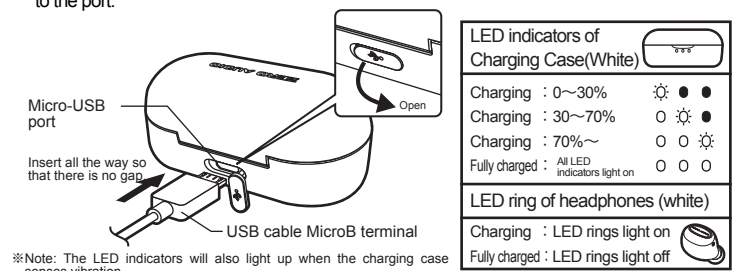
Please be sure to read the description in the back in advance for proper and safe use.

1.Charging the battery

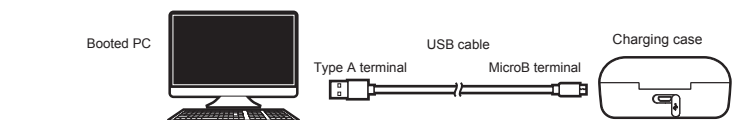
[Please be sure to read.]

- When using this product for the first time please charge it. (Although it is slightly charged for inspection at the time of shipment, the capacity is not enough.)
- Please be sure to use the included USB cable and charge the charging case while connecting to a running PC or USB AC adapter.
- As this may cause malfunction or abnormal heat generation, be sure to use the USB AC adapter commercially available whose output voltage is 5V DC with a PSE mark.
- The Headphones cannot be operated while charging.
- If the computer enters into sleep mode or hibernation mode while connected to the charging case, charging will not be completed. Check the setting of the computer and charge it again.
- Charge within the charging temperature range of 10 °C – 35 °C (50°F – 95 ° F). Charging under low temperature / high temperature environment may cause leakage, overheating, explosion, deterioration in performance.

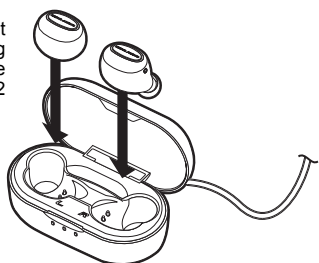
1 Open the Micro-USB port cover and firmly connect the MicroB terminal side of the USB cable to the port.



2 Connect the other end to a booted computer. Connect the Type A terminal side of the USB cable to the USB port of a booted PC or USB AC adapter.(Commercially available, DC 5V.)



3 Confirm the left and right of headphones and put them in the charging case. Then battery charging starts. The LED rings light up if headphones are properly stored. Charging is completed in about 2 hours.



4 After charging is complete with all LED indicators on, remove the USB cable from the charging case.

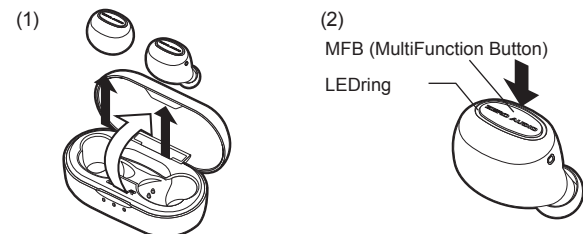
5 Close the micro-USB port cover securely.

[Low battery warning]
The headphones turn off automatically several tens of minutes after "BATTERY LOW" is heard from the headphone whose remaining battery level gets low. Note: Only the remaining battery amount of the right unit is shown on a smartphone.

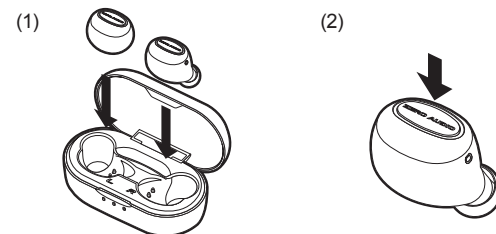
2.Turning on / off the headphones

There are two ways of each.

- Turn on the headphones
 - Take the headphones from the charging case.
 - Press and hold the MFB until the LED ring lights up in blue.



- Turn off the headphones
 - Set the headphones securely in the charging case.
 - Press and hold the MFB until the LED ring lights up in blue and it lights out.



3.Making connections to BLUETOOTH® devices

Pairing / Device registration for the first time

- Move the Bluetooth device within 1m of the headphones.
- Turn on the Bluetooth device. Select the Bluetooth setting on it and turn on Bluetooth. When you turn on the headphones, they enter pairing mode automatically with the right LED ring flashing blue.
- Touch "ZERO AUDIO TWZ - 1000" from the Bluetooth device list. (Depending on the device, passkey input may be required on the display of the Bluetooth device. In that case, please input "0000".)
- When pairing is completed, the right LED ring lights blue for about 1 second, and thereafter headphones light shortly once at about 5 second intervals. If the connection is not completed, they light shortly once at about 2 second intervals. Note: Depending on the Bluetooth device, the connection procedure and settings screen are different so please refer to the operating instructions of the device.

Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 -Pairing information has been deleted from the device.
 -The headphone is already paired with 4 devices and another device is to be paired. (The paired device with the oldest connection time is replaced by the new one.)
 ■ How to enter pairing mode manually
 Press and hold the MFB / R in the state that the headphone turned off. (Do not release the MFB / R until the LED ring lights blue and then blinking blue.)

4.Wear the headphones

- Minimize the volume of the Bluetooth device.
- Put the headphones on your ears. M size eartips and XS size silicon cover are attached to the headphones. Please choose the optimum size considering the fitting feeling and the way headphones sound.
 ※ Note: Before using the headphones or when replacing the eartips, make sure that eartips are attached securely. Otherwise they may remain in your ears.
 ※ Note: Attach a silicone cover to correct position so that the cover does not cover the microphone when replacing the silicone cover of the right headphone.
- Play music or video on the Bluetooth device and adjust the volume.

5.Receiving or Making a call

- You can use the headphones to talk on the phone if a Bluetooth device has a phone function.(Supported Bluetooth profile: HSP / HFP)
- When a Bluetooth device receives an incoming call, a ringtone will be heard from the headphones, and the LED rings blink blue during incoming call.

Functions for a phone call

- Making a call : Operate the Bluetooth device which has a phone function to make a call.
- Answer a call : Press the MFB / R
- End a call : Press the MFB / R
- Reject a call : Press and hold the MFB / R for about 2 second

- Playback pauses when the Bluetooth device receives an incoming call while you are listening to music.
- Playback resumes automatically after you finish the call.
- The volume during calling and the volume during playing music are not linked. They are adjusted separately.

Pairing a PC

For Bluetooth connection with a PC, it is necessary to setup PC in advance. For details, refer to the instructions of the PC.

6.Listen to music

Controlling the audio device

- Play : Pause music Press the MFB / R
- Turn up volume : Press the MFB / R twice
- Turn down volume : Press the MFB / L twice
- Skip to the beginning of the next track : Press and hold the MFB / R for about 2 second
- Skip to the beginning of the previous (or current) track : Press and hold the MFB / L for about 2 second

- Volume adjustment or skipping to the beginning of the track can not be operated by the headphones at a pause.
- The available functions may vary depending on the Bluetooth device. It may operate differently or may not work at all when you operate as illustrated above.
- Depending on the Bluetooth device, a playback may start at a high volume. Adjust the volume with the controller of the connected device or the MFB/L of the headphone and use it.

7.Starting the voice assist function

- Turn the voice assistant function on with the setting of the Bluetooth device corresponding to the voice assistant.
- Press the MFB / R three times while the device is connected to the headphones via Bluetooth connection. The start-up sound will be heard. Make a request to the voice assistant through the headphone's microphone with your voice.
- For details on the voice assist function, refer to the operating instructions of the Bluetooth device.
- The voice assist cannot be activated with your voice through the headphone's microphone even when the Bluetooth device's setting to allow it is on.
- After activating the voice assist, when a certain time has passed without requests, it will be deactivated.
- The available functions may vary depending on the Bluetooth device. It may operate differently or may not work at all when you operate as illustrated above.

Others

Automatic function

Automatic power off

The headphones turn off automatically if they are not connected to the Bluetooth device for 3 minutes. Also, the headphones turn off automatically if the pairing mode continues for 2 minutes.

Automatic searching mode

If you move out of the communication range and the connection is lost, the headphones enters the automatic searching mode automatically. They reconnects automatically when you return back to the communication range.The headphones turn off automatically if they are not reconnected to the Bluetooth device for 5 minutes.

Switching the way the LED rings light during playback

The LED rings turn off with the default setting while music is playing. You can switch it to gently blinking if you press the MFB / L three times during playback.

Initializing the headset to restore factory settings

Put them in the charging case. Press and hold the MFB / R & L for about 4 seconds. The LED rings light off briefly and light up once, and then the headphones are reset to the factory settings. All pairing information is deleted.

※delete the pairing information for the headset on the device which has been connected, then pair the headset with the device again.

Selling separately

We can also sell one side of the headphones or the charging case alone. For details, please visit our website.

Firmware update

The headphones can be updated with the latest firmware. For details, please visit our website.



<https://www.zeroaudio.jp>

Warranty

※Please be sure to read before using the product.

Quality assurance provision

During the warranty period, we will repair or replace any defective parts free of charge. Contact us via our website. The headphones, the charging case, the completed warranty card and a proof of purchase from our authorized retailer will be required.However, the warranty does not cover the following situations even if it's during the warranty period:

- Stamp of our authorized dealer in this warranty card or a purchase receipt
- Uncompleted or revised warranty card.
- Breakdown or damage caused by natural disasters, fire etc.
- Breakdown or damage caused by transportation after purchase
- Breakdown or damage caused by external pressure or improper or unreasonable use or maintenance including handling against the precautions in this instructions.
- Repaired or remodeled by other than us.
- Breakdown or damage caused by use with non Bose products
- Breakdown or damage caused by insufficient or improper maintenance

<Other regulations>

- The warranty covers only the headphones and the charging case. Accessories and expendables (eartips, silicone covers, nozzle filters) are not covered
- Be sure to send us the complete condition without disassembling the headphones and the charging case, as it is necessary for us to c) We are making every effort to ensure the quality of the product, but we can not guarantee any damages, troubles and any other loss caused by defects of the product. Please be aware in advance.
- The expiration date of the warranty card is determined by the date of purchase written by the authorized dealer. Please understand that the warranty is invalid if there are not a date of purchase and a proof of purchase from our authorized dealer.
- The warranty card will not be reissued so please keep it in a safe place.
- Your legal rights are not limited by the contents of the warranty card. This warranty card is valid only in the case of using in Japan and United States of America.
- Note that you will be responsible for shipping costs when you send the product for inspection even within the warranty period. Also, protect with cushion material so that there is no damage accident in transporting product.
- After the warranty period has elapsed, consult us via our website. Note that we may not be able to undertake repairs.

This warranty is valid only in Japan.

<https://qa.zeroaudio.jp/repair>



Note: Please fill in all information below.

PN : TWZ-1000	
Name	-----
Address	Phone number () -
[Warranty period] : 1 year from the date of purchase	
[Authorized dealer name]	

This warranty is valid only in Japan.

KYOWA HARMONET LTD.

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