

## Part names

- Main unit (earphones)**
- Touch sensor (L) (left)
  - Touch sensor (R) (right)
  - Earphone
  - Raised dot indicating the L side
  - Charging terminals

- Main unit (charging cradle)**
- Earphone charging LED
  - Confirmation information label
  - Terminal section
  - Charging terminal
  - Charging cradle LED

**Behavior when charging with the USB charging cord with the earphones stored in the charging cradle**

Charging cord	LED	Light	Charging status
LED	LED	Lit	Earphones stored are lit.
Light	Off	Open	Charging the earphones is lit.
Light	Off	Open	Charging cradle's status is lit.
Light	Off	Open	Charging the charging cradle
Light	Off	Open	There is a pause in charging in the battery.
Light	Off	Open	The charge in the battery is running low.

\* Blinking rapidly when the Earphone is set to charging cradle, and light continuously during charging.  
\* Blinking rapidly when the lit is on / Blinking slowly when the lit is off.

## Nom des pièces

- Appareil principal (écouteurs)**
- Captur tactile (L) (gauche)
  - Captur tactile (R) (droit)
  - Oreillettes
  - Petit bouton indiquant le côté L (gauche)
  - Bornes de charge

- Appareil principal (boîtier de charge)**
- Voyant à DEL de charge des écouteurs
  - Éclairage d'information
  - Éclairage d'information
  - Bornes
  - Bornes de charge
  - DEL du boîtier de charge

**Comportement en chargeant à l'aide du câble de charge USB avec les écouteurs rangés dans le boîtier de charge**

Boîtier de charge	État de charge		
DEL	DEL	Éclairé	État de charge
DEL	DEL	Éteint	Chargement des écouteurs de charge sort chargés.
DEL	DEL	Éteint	Chargement des écouteurs de charge sort chargés.
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\* Éclairage rapidement deux fois lorsque l'écouteur est rangé et le mode de charge a réussi en continu pendant la charge.  
\* Éclairage rapidement lorsque la connexion est réussie / Éclairage lentement lorsque la connexion est échouée.

## Nombres de las partes

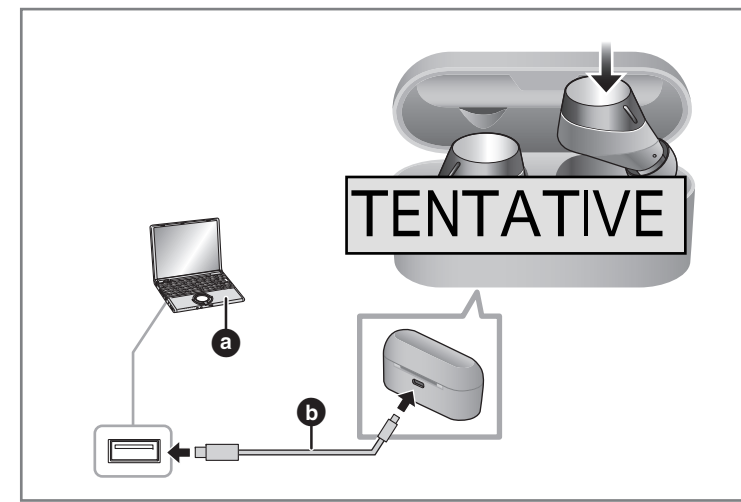
- Unidad principal (auriculares)**
- Sensor táctil (L) (izquierda)
  - Sensor táctil (R) (derecha)
  - Auriculares
  - Punto elevado que indica el lado L
  - Terminales de carga

- Unidad principal (soporte cargador)**
- LED de carga de auriculares
  - Etiqueta de información de certificación
  - Terminal de carga
  - Terminal de carga
  - LED del soporte cargador

**Comportamiento al cargar con el cable de carga USB con los auriculares guardados en el soporte cargador**

Soporte cargador	LED	Estado de carga
LED	Encendido	Los auriculares se encuentran en el soporte cargador.
LED	Apagado	Cargando los auriculares.
LED	Apagado	Los auriculares se encuentran en el soporte cargador.
LED	Apagado	Cargando los auriculares.
LED	Apagado	Los auriculares se encuentran en el soporte cargador.
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LED	Apagado	Los auriculares se encuentran en el soporte cargador.
LED	Apagado	Cargando los auriculares.

\* El modo de carga y el estado de la batería se muestran en la pantalla del teléfono.  
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## 1 Charging

The rechargeable battery (installed in the unit) is not charged initially. Charge the battery before using the unit.

• Please charging is not possible if there is dust or residue of water on the charging terminal and the terminal sections of the earphones or charging cradle. Remove the dust or water before charging.

**1 Use the USB charging cord (supplied).**

**2 Put the earphones into the charging cradle.**

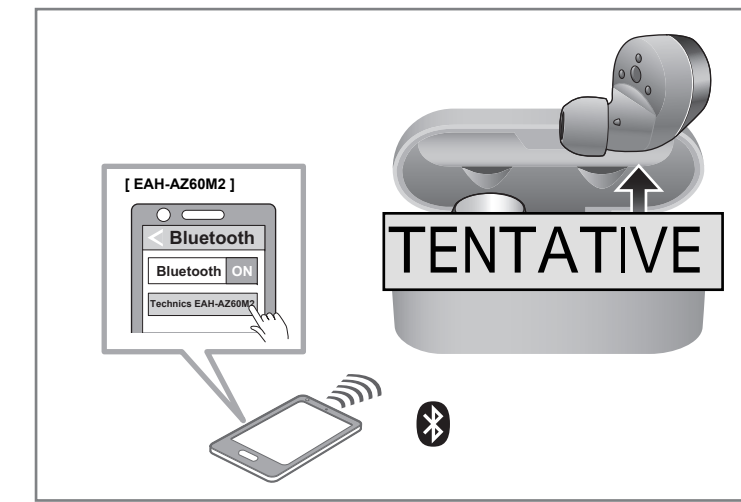
• The charging cradle color LED lights (green, yellow or red) while the charging cradle is charging. The earphones are not inserted correctly.

**3 Confirm that the charging cradle inside LED (red) has flashed. (charging starts)**

• While charging the cradle, the charging cradle color LED (green, yellow or red) lights when the led of the charging cradle is closed.

**4 Charging time**

Earphones	Approx. 2 hours
Charging cradle	EAH-AZ002: Approx. 2.5 hours EAH-AZ004: Approx. 3 hours



## 2 Pairing

Connecting by pairing (registering) your earphones with a Bluetooth® device

**Using the "Technics Audio Connect" app (free of charge) makes connecting with Bluetooth® simple.**

**1 Take both earphones out of the charging cradle.**

• When pairing your earphones for the first time, the earphone will blink red for pairing.

• In the about 5 seconds from registration, take out from the charging cradle, touch and hold the sensor (L or R) for 7 seconds, the earphones will be entered the pairing mode.

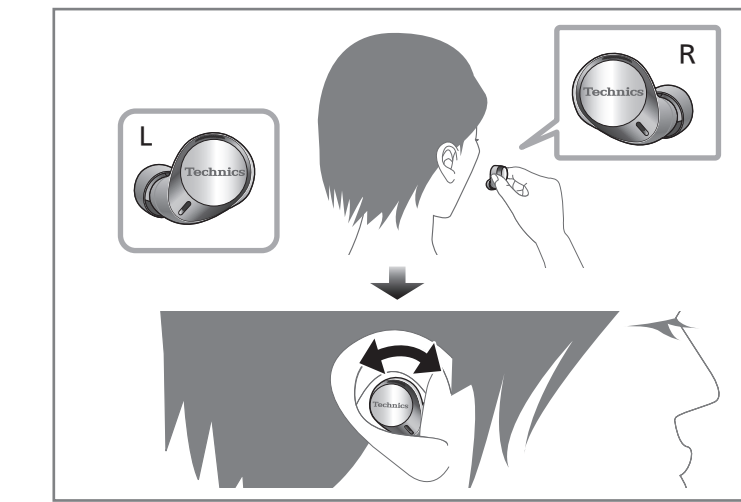
**2 Turn on the Bluetooth® device and enable the Bluetooth® function.**

**3 From the Bluetooth® menu of the Bluetooth® device, select device name "Technics EAH-AZ002" or "Technics EAH-AZ004".**

• Do not use any other USB charging cords except the supplied one. Doing so may cause malfunction.

• Do not use the earphones while pairing.

**4 Confirm by the Bluetooth® device that the earphones and the Bluetooth® device are connected.**



## 3 Fit the earphones

Fit the earphones correctly in order to get adequate noise cancelling effect and acoustic.

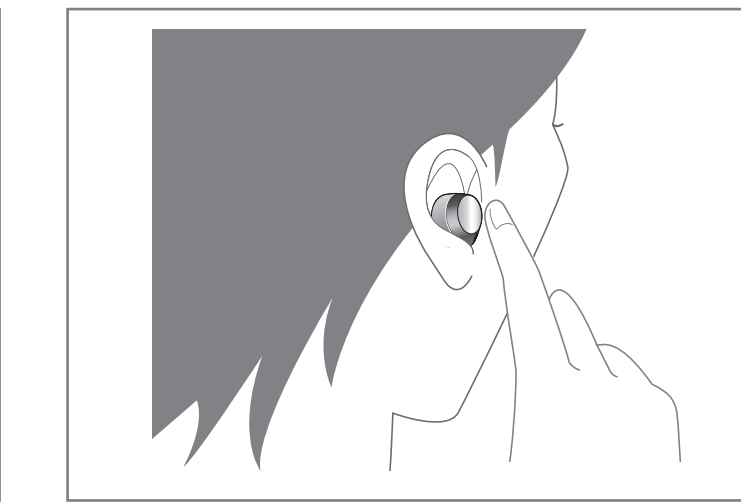
**1 Check the orientation and L (left) and R (right) of the earphones.**

**2 Fit the earphones firmly as per the illustration.**

• Confirm that the earphones will not fall from your ears after you have fitted them.

• The left earphone has a raised dot indicating the L side.

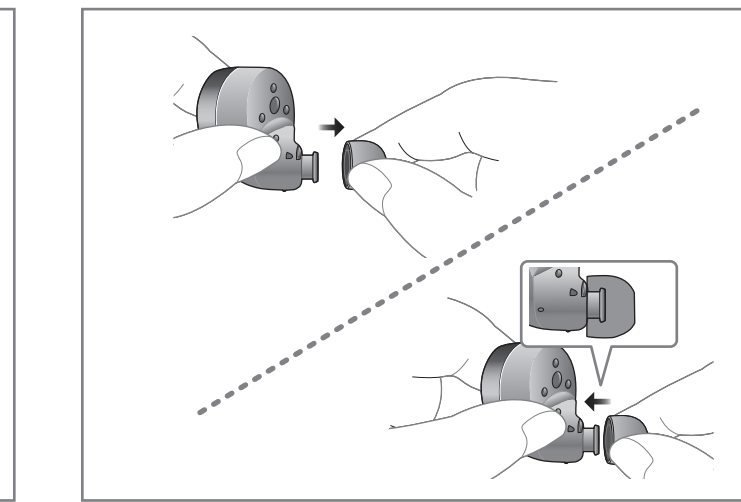
• If the earphones fall out easily, replace with earpieces (supplied) of a different size.



## 4 Operating with the Touch sensors

Operation	Touch sensor (L)	Touch sensor (R)
Touch once	Volume -	Volume +
Touch rapidly 2 times	Volume -	Volume +
Touch rapidly 3 times	Start the voice assistant	Change control of external sounds*
Touch and hold for about 2 seconds	Reject a phone call	Reject a phone call
Touch once	Receive phone call	Reject a phone call
Touch rapidly 2 times	Volume -	Mute the voice of the call*
Touch rapidly 3 times	Volume +	Switch the level of noise from the other party
Touch and hold for about 2 seconds	Reject a phone call	Reject a phone call

\* Noise cancelling → Ambient sound  
\* To cancel ringing, touch the touch sensor (R) twice again while ringing.  
\* You can customize the touch sensor operation in the app.



## Tips for better sound quality (Changing earpieces)

The sound quality and the level of fit vary depending on the earpiece size. Choose earpieces with a size that snugly fits your left and right ears so they can be worn with comfort.

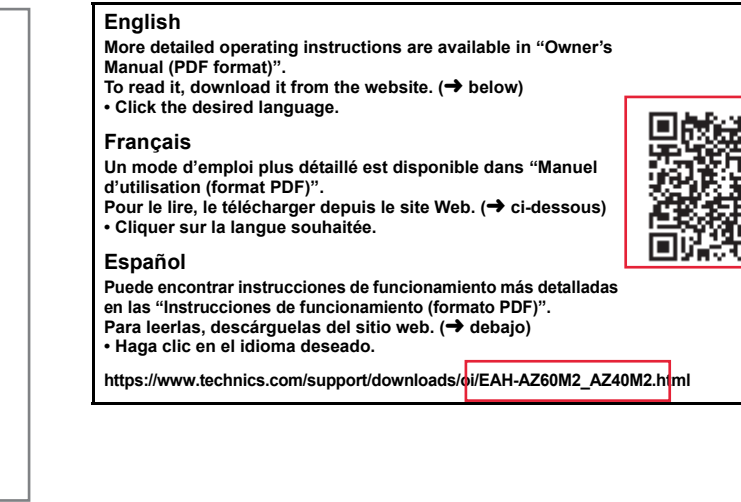
(The earpiece size that fits best may be different for the left and right ears.)

**■ Remove the earpieces**

**Hold the earpiece with your fingertips and twist slightly to pull it out.**

**■ Attach the earpieces**

**Make sure the earpieces are fitted firmly into your ears and confirm that they are not at an angle.**



## Restoring to the factory settings

**1 Put both earphones (L and R) into the charging cradle to charge the earphones fully.**

**2 Take the R side earphone out of the charging cradle.**

**3 While the earphone LED lights (blue) (about 5 seconds), touch and hold the touch sensor (R) for about 7 seconds.**

• The earphone LED will light alternately in blue and red.

**4 Release your finger from the touch sensor (R).**

**5 Touch and hold the touch sensor (R) for about 10 seconds.**

• The earphone LED blinks rapidly, and when the power turns off, the earphone returns to the factory settings.

**6 Do the same Steps 2 to 5 above for the L side earphone.**



## Troubleshooting

Before requesting service, make the following checks. If you are in doubt about some of the check points, or if the remedies indicated in the chart do not solve the problem, refer to "Optional Services Directory" on the front page if you reside in the U.S.A., or refer to "CONTACT INFORMATION" on the front page if you reside in Canada, or consult your dealer for instructions.

**Does not connect with the Bluetooth® device.**

• Delete the registration information for this unit from the Bluetooth® menu, etc. of the Bluetooth® device, then pair again.

**Cannot charge the unit.**

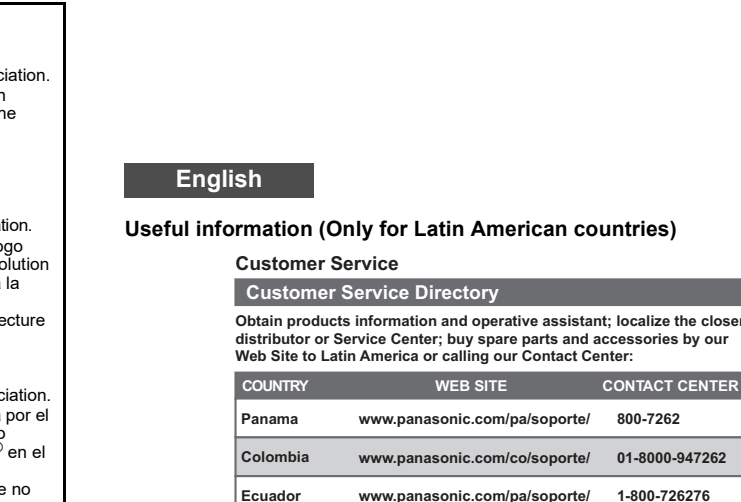
• Make sure to charge in a room temperature between 10 °C and 35 °C (50 °F to 95 °F).

• Is the unit already fully charged? The charging cradle LEDs will turn off immediately if the unit is fully charged.

• Have the earphones been put into the charging cradle correctly?

• Are the charging cradle LEDs blinking red flash even after plugging the earphones into the charging cradle. There is no charge remaining in the charging cradle battery. First charge the charging cradle.

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## English

This unit complies with the "High Resolution Audio" standard of the Japan Audio Association.

• To enjoy wireless high-resolution quality (master quality certified by the high-resolution wireless app), use a playback device with the high-resolution wireless logo and set the Bluetooth® sound quality setting to sound quality priority mode (LDAC 990 App).

• In modes other than the above connection priority mode, etc. playback may not be possible with high-resolution quality.

**Franciais**

Ce appareil est conforme avec le norme "High Resolution Audio" de Japan Audio Association.

• Pour bénéficier de la qualité haute résolution sans fil (qualité de son certifiée par le logo "High-resolution wireless"), utiliser un dispositif de lecture possédant le logo "High-resolution wireless" et régler le paramètre de la qualité de son (Bluetooth®) sur le mode priorité à la haute résolution (LDAC 990 App).

• Dans les modes autres que celui ci-dessus (mode priorité à la connectivité, etc.), la lecture pourrait être impossible en qualité haute résolution.

**Español**

Este aparato cumple con el estándar "High Resolution Audio" de la Japan Audio Association.

• Para disfrutar de calidad resoluci3n de alta resoluci3n (calidad de sonido certificada por el logo "High-resolution wireless"), utilizar un dispositivo de reproducci3n con el logo "High-resolution wireless" y establecer la calidad de sonido de Bluetooth® en el modo de prioridad de calidad de sonido (LDAC 990 App).

• En otros modos distintos al anterior (modo de prioridad de conexi3n, etc.), puede que no sea posible la reproducci3n con calidad de alta resoluci3n.

## English

**Useful information (Only for Latin American countries)**

**Customer Service**

**Customer Service Directory**

Obtain product information and operate assistant. Locate the closest distributor or Service Center. Visit your parts and accessories by our Web Site to Latin America or contact our Contact Center.

Country	Web Site	Customer Service Center
Brazil	<a href="http://www.panasonic.com/br/pana/">www.panasonic.com/br/pana/</a>	800-782732
Colombia	<a href="http://www.panasonic.com/co/pana/">www.panasonic.com/co/pana/</a>	01-800-947212
Ecuador	<a href="http://www.panasonic.com/ve/pana/">www.panasonic.com/ve/pana/</a>	1-800-738278
Costa Rica	<a href="http://www.panasonic.com/cr/pana/">www.panasonic.com/cr/pana/</a>	800-782732
El Salvador	<a href="http://www.panasonic.com/sv/pana/">www.panasonic.com/sv/pana/</a>	1-801-811-7382
Guatemala	<a href="http://www.panasonic.com/gt/pana/">www.panasonic.com/gt/pana/</a>	800-782732
Honduras	<a href="http://www.panasonic.com/hn/pana/">www.panasonic.com/hn/pana/</a>	800-782732
Paraguay	<a href="http://www.panasonic.com/py/pana/">www.panasonic.com/py/pana/</a>	Web Site
Peru	<a href="http://www.panasonic.com/pe/pana/">www.panasonic.com/pe/pana/</a>	800-398-682 822-71-0000
Venezuela	<a href="http://www.panasonic.com/ve/pana/">www.panasonic.com/ve/pana/</a>	800-80-8728
Mexico	<a href="http://www.panasonic.com/mx/pana/">www.panasonic.com/mx/pana/</a>	800-847-7382 80-800-128
Argentina	<a href="http://www.panasonic.com/ar/pana/">www.panasonic.com/ar/pana/</a>	800-23-7382 800-817-7382
Dominican Rep.	<a href="http://www.panasonic.com/do/pana/">www.panasonic.com/do/pana/</a>	809-200-8000

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## Español

**Información útil (Solo para los países de América Latina)**

**Atención al Cliente**

**Directorio de Atención al Cliente**

Obtenga información de productos y asistencia operativa. Localice el Centro de Servicio más cercano y contacte respuestas y asistencia a través de nuestro sitio Web y nuestro Centro de Contacto.

País	Sitio Web	Contacto al Cliente
Brazil	<a href="http://www.panasonic.com/br/pana/">www.panasonic.com/br/pana/</a>	800-782732
Colombia	<a href="http://www.panasonic.com/co/pana/">www.panasonic.com/co/pana/</a>	01-800-947212
Ecuador	<a href="http://www.panasonic.com/ve/pana/">www.panasonic.com/ve/pana/</a>	1-800-738278
Costa Rica	<a href="http://www.panasonic.com/cr/pana/">www.panasonic.com/cr/pana/</a>	800-782732
El Salvador	<a href="http://www.panasonic.com/sv/pana/">www.panasonic.com/sv/pana/</a>	800-782732
Guatemala	<a href="http://www.panasonic.com/gt/pana/">www.panasonic.com/gt/pana/</a>	800-782732
Honduras	<a href="http://www.panasonic.com/hn/pana/">www.panasonic.com/hn/pana/</a>	800-782732
Paraguay	<a href="http://www.panasonic.com/py/pana/">www.panasonic.com/py/pana/</a>	Sitio Web
Peru	<a href="http://www.panasonic.com/pe/pana/">www.panasonic.com/pe/pana/</a>	800-398-682 822-71-0000
Venezuela	<a href="http://www.panasonic.com/ve/pana/">www.panasonic.com/ve/pana/</a>	800-80-8728
México	<a href="http://www.panasonic.com/mx/pana/">www.panasonic.com/mx/pana/</a>	800-847-7382 80-800-128
Argentina	<a href="http://www.panasonic.com/ar/pana/">www.panasonic.com/ar/pana/</a>	800-23-7382 800-817-7382
República Dominicana	<a href="http://www.panasonic.com/do/pana/">www.panasonic.com/do/pana/</a>	809-200-8000

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**Solo para México**

La conexión de una muestra USB cumple la especificación de audio. El nivel de calidad de audio puede variar dependiendo de la configuración de los dispositivos y el tipo de conexión. El nivel de calidad de audio puede variar dependiendo de la configuración de los dispositivos y el tipo de conexión.