

User's manual ZERO AUDIO®

Wireless Stereo Headphones
TWZ-1000

Thank you for purchasing.

Safety precaution

Safety precaution contains notes for safe use of this product in the United States. 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.

Meaning of Indications and signs

	Danger	: High risk of death or serious injury
	Warning	: Possibility of death or serious injury
	Caution	: Possibility of injury or property damage
	Prohibited of decomposition	
	Prohibited	
	Attention	
	Indication	

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 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 accidents.

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 product or contact ZERO AUDIO from <https://en.zeroradio.jp/contact>.

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 product must not be discarded as household waste. Please dispose of the product properly, following local regulations. Do not incinerate. Contact your local municipality, disposal service for more information on disposal.

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

Always keep away the charging case from you if use a cardiac pacemaker or implantable cardioverter-defibrillators. The charging case contains strong magnet inside and the magnetic fields may interfere with the function of cardiac pacemakers and implantable cardioverter-defibrillators.

Do not use the headphones at medical institutions, near electro-medical apparatus or in crowded places. There is a possibility that radio wave may affect a cardiac pacemaker and electro-medical apparatus.

Warning

The headphones may affect the operation of electronic medical devices. Turn off the headphones in locations where is in a hospital, a gas station or near automatic doors or a fire alarm, as it may cause any accident.

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

Remove the headphone(s) and/or stop charging the battery immediately if you experience a warning sensation such as abnormal smell, abnormal irritation of the skin, heat or any damage. Power off the headphone(s) and contact the store where you purchased the product or contact ZERO AUDIO from <https://en.zeroradio.jp/contact>.

Caution

Listening with the headphones 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 earpips firmly on the headsets. If an earpip accidentally detaches and is left in your ear, it may cause injury.

Do not let the charging case go near objects that can be affected by magnetic fields, such as magnetic cards, floppy disks, monitors, computers or watches (quartz or mechanical). KYOWA HARMONET LTD. shall not be held liable in any way for accidents, damages either directly or indirectly, or any other troubles suffered by it.

This products is produced for Japan and the U.S. market only. This product is complies with or has received approval of radio 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.

Safety precaution for rechargeable batteries

This products contain rechargeable batteries (lithium polymer batteries).

Do not make unauthorized alterations to or scratch the batteries. Otherwise, it may cause loss of eyesight, serious injury in heat build-up, explosion, ignition, liquid leaking from the battery and accidental ingestion.

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. Note: Refer to "4. Charging the battery" on page 5 to properly charge them.

[If leakage of battery fluid is noticed] Do not touch the solution with bare hands. Consult ZERO AUDIO from <https://en.zeroradio.jp/contact>. The solution may remain inside the products and cause malfunction. When it gets in your eyes, do not rub eyes. Immediately flush eyes with plenty of clean water continuously and seek medical attention. Otherwise it may cause loss of eyesight. When it contacts your skin or clothes wash extraneous matter or contact region with soap and plenty of water to avoid burn or injury on your skin. If you feel skin irritation or have injury, seek medical attention.

[Disposal of this product] Built-in rechargeable batteries can be recycled. Please dispose of the product properly, following local regulations.

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.

Regulatory Information

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.

Important information
Company Name: Around the world trading, inc. Address: 7519 cornway st, San Diego, CA 92111
Telephone: 658-715-0461
Website: <http://www.ashmart.com>
<https://en.zeroradio.jp/contact>

*For troubleshooting or product information please see ZERO AUDIO website.

Operating caution

The headphones operates within a range of about 12m (39feet). Maximum communication range may vary depending on obstacles (human body, metal, wall, etc.) or electromagnetic environment.
—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.
—If sound is interrupted frequently during playback, it may be improved by changing the wireless playback quality setting or fixing the wireless playback mode to SBC on the Bluetooth device. For details, refer to the instruction manual of the Bluetooth device.
—Free calling apps are not available for the headphones.

Rechargeable battery and USB cable
—Be sure to use this product only with an agency approved power supply which meets the U.S regulatory requirements (UL).
—If this product is not used for a long time, the batteries may be quickly depleted. The battery may be fully charged after a few recharges.
—If this product is not used for a long time, the LED rings of the headphones may not light up immediately while charging. In this case, wait a moment until the LED rings light up.
—If you store this product for a long time, charge the batteries to its full capacity once every 6 months to avoid over discharge.

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 earpips and silicone covers by hand with mild neutral detergent regularly, removing them from the headphones, and also remove 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 earpips and headphones by glue.
—For replacement you can purchase extra earpips and silicone covers at stores.

Water resistant performance
The water resistance of this product is equivalent to IPX5 in IEC 60529 for the headphones and IPX3 for the charging case. These items cannot be used in water. Note the following cautions and use the product correctly.

Headphones
IPX5 in IEC60529 The headphones have a water resistant specification of IPX5 as specified in the IEC60529 "Degrees of protection provided by enclosures(IP Code)". You can rinse them but they are not completely water-tight. Do not drop the unit into water or purposely use it in water.
IPX5 (Degrees of protection against jets of water): The headset will maintain its operability even when exposed to direct jet streams of water from any direction in the situation where that approximately 12.5 L/min of water is supplied for periods for more than 3 minutes from a distance of about 3 m by using a nozzle with an inner diameter of 6.3 mm.
Charging case
—IPX3 in IEC60529 The charging case has a water resistant specification of IPX3 as specified in the IEC60529 "Degrees of protection provided by enclosures(IP Code)". It is not completely water-tight. Do not drop the unit into water or purposely use it in water.
—IPX3 (Protected against spraying water.): The unit will maintain its operability even when exposed to spraying water, provided that 10L/min of water is sprayed from the height of 200 mm (about 7 7/8 inches) at any angle of up to 60 degrees for the period of 10 minutes.

Liquids that the water resistant performance specifications apply to Applicable: fresh water, tap water, sweat Not applicable: liquids other than those above. (Examples: soapy water, detergent water, water with bath agents, shampoo, hot spring water, hot water, pool water, seawater, etc.)
[Cautions / To maintain water resistance 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 Headphones

Driver	Dynamic omni-directional MEMS MIC
MIC	version 5.0
Bluetooth version	Bluetooth Class
Bluetooth Class	Power Class 1
Maximum communication range	Line of sight approx. 12m
Radio band	2.4GHz (2.402GHz ~ 2.480GHz)
Modulation method	FHSS
Bluetooth profile	A2DP / AVRCP / HFP / HSP
Codec	SBC, AAC, Qualcomm aptX™ audio
Contents protection	SCMS-T
Communication band (A2DP)	20~20,000Hz
Accessories	Charging case, USB cable, earpips(S/M/L), silicone cover(XS/S/M/L)
Battery	3.7V
Net Weight	Headphones approx. 7.0g, Charging case approx. 48g
Appropriate temperature for working	5°C ~ 40°C (41°F ~ 104°F)
Play time	up to approx. 7hours
Appropriate temperature for charging	10°C ~ 35°C (50°F ~ 95°F)
Water resistance	Headphones / IPX5, Charging case / IPX3

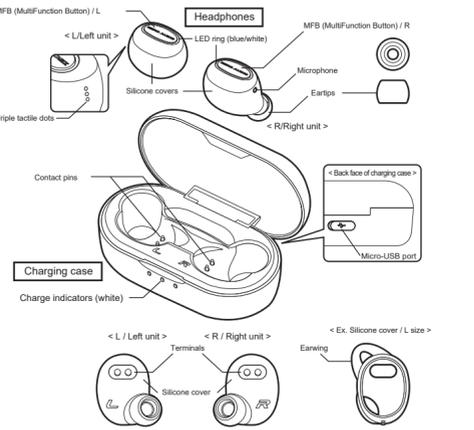
Codec

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

Others

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by KYOWA HARMONET LTD. is under license. Qualcomm aptX and Qualcomm TrueWireless are products of Qualcomm Technologies, Inc. and/or its subsidiaries. Qualcomm is a trademark of Qualcomm Incorporated, registered in the United States and other countries. Qualcomm TrueWireless is a trademark of Qualcomm Incorporated, registered in the United States and other countries. International, Ltd., registered in the United States and other countries. Other trademarks and trade names are those of their respective owners.
Design and specifications may be subject to change without notice.

Location of parts and controls



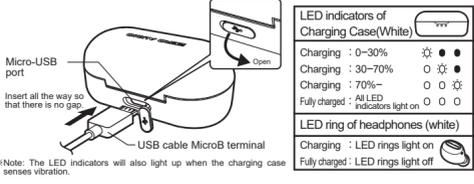
How to use

Be sure to read the above description in advance for proper and safe use.

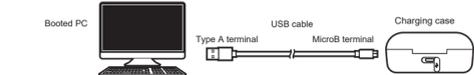
1. Charging the battery

[Be sure to read]
● Charge the product when using it for the first time. (The product is slightly charged only for inspection.)
● Be sure to use the included USB cable. And charge the charging case while connecting to a running PC or USB AC adapter.
● Be sure to use this product only with an agency approved power supply which meets the U.S regulatory requirements (UL).
● 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 1.5 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.

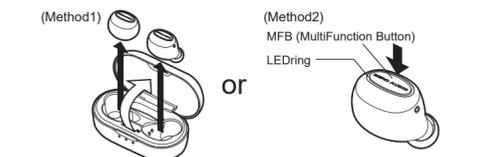
[Low battery warning]
The headphones will turn off automatically several tens of minutes after "BATTERY LOW" is heard from the headphone whose remaining battery level gets low.Recharge them promptly. Note: Only the remaining battery amount of the right unit is shown on a smartphone.

2.Turning on / off the headphones

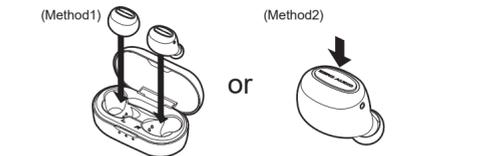
There are two ways of each.

● Turn on the headphones

- 1) Take the headphones from the charging case.
- 2) Press and hold the MFB until the LED ring lights up in blue.



● Turn off the headphones
(1) Set the headphones securely in the charging case.
(2) 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

1. Move the Bluetooth device within 1m(3 feet) of the headphones.
2. Turn on the Bluetooth device. Select the Bluetooth setting on it and turn on Bluetooth.
3. When the headphones turn on, they automatically enter pairing mode with the LED ring of the right unit flashing blue.
4. Touch "ZERO AUDIO TWZ1000R" 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".)
5. When pairing is completed, the LED ring of the right unit lights blue for about 1 second, and thereafter both LED rings light shortly once at about 5 second intervals. If the connection is not completed, both LED rings light shortly once at about 2 second intervals.
※ Note : If the headphone is connected to the Bluetooth device which has TrueWireless(tm) Stereo Plus function being enabled, the left unit "ZERO AUDIO TWZ1000L" will be displayed subsequently, and will be paired automatically in a while.
※ Note : Depending on the Bluetooth device, the connection procedure and settings screen may be different. Refer to the operating instructions of the Bluetooth device on hand.

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 Right unit is being turned off. (Do not release the MFB / R until the LED ring lights blue and then blinking blue.)

4.Wearing the headphones

1. Minimize the volume of the Bluetooth device.
2. Wear the headphones on your ears. Earpips(M) and silicon cover(XS) are attached to each unit when purchasing. Feel free to replace any of them to a comfortable size considering fitting and sound quality.
※ Note: Before using the headphones or when replacing the earpips, make sure that earpips are securely attached to the units. Otherwise they may remain in your ears after use.
※ Note: Fit a silicone cover / R to the correct position when attaching or replacing it. Otherwise it may cover the microphone hole on the right unit.
3. 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 automatically resumes after you finish the call.
· The call volume and the audio volume are not linked when available. They can be adjusted separately.

Pairing a PC

For Bluetooth connection with a PC another set-up is necessary. Refer to the instructions of the PC for details.

6.Listening to music

Controlling the audio device

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

· During pause mode volume adjustment or skipping to the beginning of the track cannot be workable.
· 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 in the setting of the Bluetooth device which supports the function.
- Press the MFB / R three times while the Bluetooth 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 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 3 minutes.

Switching how to light the LED rings during playback

As the default setting the LED rings turn off while music is playing. Or as an option switch this setting to blinking mode by pressing the MFB / L three times during playback.
*Play time will be reduced in this mode.

How to pair right unit and left unit each other manually

If pairing between the right and left units is not completed successfully (e.g. you can hear sound only from one side) it may be recovered by the following procedure.

1. Turn on the headphones and double click the MFB / R & L simultaneously while not connected to a Bluetooth device.
2. Ensure that the LED rings blink quickly, and then put the headphones very close.
3. Ensure that the LED rings stop blinking.
4. Then, pair the headphones with the device again by following the steps in "3. Making connections to Bluetooth® devices".
* Please try the below procedure of "Initializing the headphones to restore factory settings" if you cannot solve the problem.

Initializing the headphones to restore factory settings

1. 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 in blue once, and then the headphones are reset to the factory settings. All pairing information is deleted.
2. Ensure that the LED rings blink quickly, and then put the headphones very close.
3. Ensure that the LED rings stop blinking.
4. In this case, to pair the headphones with the device again(to reconnect), delete the pairing information for the headphones on the device which has been connected before. Then, pair the headphones with the device again by following the steps in "3. Making connections to Bluetooth® devices".

Firmware update

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

Limited Warranty

Note: Be sure to read before using the product.

Quality assurance provision

KYOWA HARMONET LTD.(hereinafter "ZERO AUDIO") which owns ZERO AUDIO brand warrants your product against defects in materials and workmanship when purchased directly from ZERO AUDIO or a ZERO AUDIO authorized reseller. This warranty covers only the original end-use purchaser or the person receiving the product as a gift and shall not cover any other person or transferee.

The warranty is valid for a period of 1 year from the date of retail purchase, and ZERO AUDIO will at its option repair the product using new or replaced parts, or replace the product with an equivalent new product.

Contact ZERO AUDIO from <https://en.zeroradio.jp/contact> if you ask for support. And follow the guidance in reply.

This original warranty card(copy forbidden) and a proof of purchase details including but not limited to a receipt or sales invoice from ZERO AUDIO or a ZERO AUDIO authorized reseller will be required. (Packages and accessories are not required.) Note that the product warranty is voided if

- 1) this warranty card has no stamp of ZERO AUDIO authorized reseller or no proof of purchase details from ZERO AUDIO or a ZERO AUDIO authorized reseller.
- 2) this warranty card is altered or falsified, or not filled with requirements.
- 3) your product gets an unauthorized repair, modification or customization.

Note that this warranty does not cover

- 4) defects or damage arising from natural disasters or fire etc.
- 5) defects or damage arising from transportation after purchase.
- 6) defects or damage arising from external pressure or improper or unreasonable use including but not limited to handling against the precautions in this instructions.
- 7) defects or damage arising from an attached electric device or component, or from other defects or damage of such an attached electric device or component.
- 8) defects or damage arising from insufficient or improper maintenance.

< Other regulations >

- a) The warranty covers only the headphones and the charging case. Accessories and expendables (earpips, silicone covers, nozzle filters) are not covered.
- b) Be sure to send the product(both the headphones and the charging case) without any modification or disassembling. Otherwise support may be interrupted or cancelled.
- c) ZERO AUDIO shall have no responsibility for any defects, damage or troubles of any other products and any other loss arising from a defect or damage of the product.
- d) The expiration date of this warranty card is calculated from the date of sale written by ZERO AUDIO authorized reseller or the issue date of a proof of purchase details including but not limited to a receipt or sales invoice from ZERO AUDIO or a ZERO AUDIO authorized reseller. The product warranty is voided if the date is left blank or not confirmed.
- e) There will be no reissuing of this warranty card.
- f) This limited warranty gives you specific rights that are in addition to other rights you may have under applicable laws in the United States, including your rights against the ZERO AUDIO authorized reseller which sold the ZERO AUDIO product to you. TO THE EXTENT PERMITTED BY LAW, HOWEVER, THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY ZERO AUDIO. This limited warranty and Quality assurance provision is valid only in the United States.
- g) You will send the product at your expense to a designated location for support even within the warranty period.



<https://en.zeroradio.jp/contact>