

CANYON TWS-5

CANYON TWS-5 Bluetooth Headset User Manual

Model: TWS-5 (CNE-CBTHS3W)

	What's in the					
Introduction	Box	Setup	Operating	Maintenance	Specifications	Troubleshooting

1. INTRODUCTION

This manual provides instructions for the CANYON TWS-5 Bluetooth Headset. Please read this manual carefully before using the device to ensure proper operation and to maximize its lifespan. This headset offers a wireless audio experience with stable connectivity and comfortable wear.

2. WHAT'S IN THE BOX

Upon opening the product packaging, please verify that all the following items are included:

- CANYON TWS-5 Bluetooth Headset (Left and Right Earbuds)
- Charging Station (Charging Case)
- USB Type-C Charging Cable
- Ear Cushions (Multiple Sizes)
- User Manual (This document)



Image: The retail packaging for the CANYON TWS-5 Bluetooth Headset, showing the white charging case and one white earbud.

3. SETUP

3.1 Initial Charging

Before first use, fully charge the headset and charging case. Connect the provided USB Type-C cable to the charging case and a compatible USB power source. The charging case takes approximately 2 hours to fully charge.



Image: A closed white charging case for the CANYON TWS-5 headset, with the brand logo visible.

3.2 Pairing with a Device

1. Ensure the earbuds are in the charging case and the case is charged.
2. Open the charging case. The earbuds will automatically enter pairing mode.
3. On your mobile phone, tablet, or laptop, navigate to the Bluetooth settings.
4. Search for available devices and select "CANYON TWS-5" from the list.
5. Once connected, a confirmation sound or indicator will be present. The headset utilizes Bluetooth 5.3 for stable and energy-efficient pairing.



Image: An open white charging case revealing two white CANYON TWS-5 earbuds nestled inside.

3.3 Fitting the Earbuds

The CANYON TWS-5 comes with multiple sizes of silicone ear cushions. Select the size that provides a secure and comfortable fit for optimal sound quality and stability during use.



Image: One white CANYON TWS-5 earbud is shown outside its open charging case, highlighting its design.

4. OPERATING INSTRUCTIONS

4.1 Power On/Off

- **Power On:** The earbuds power on automatically when removed from the charging case.
- **Power Off:** Place the earbuds back into the charging case to power them off and begin charging.

4.2 Touch Controls

The CANYON TWS-5 features touch controls for various functions:

- **Play/Pause:** Single tap on either earbud.
- **Next Track:** Double tap on the right earbud.
- **Previous Track:** Double tap on the left earbud.
- **Answer/End Call:** Single tap on either earbud during an incoming call.
- **Reject Call:** Press and hold on either earbud during an incoming call.
- **Activate Voice Assistant:** Triple tap on either earbud.

4.3 TWS Functionality (True Wireless Stereo)

The TWS-5 supports True Wireless Stereo, allowing both earbuds to function together for a stereo sound experience. They automatically pair with each other when removed from the charging case.

4.4 Battery Life

The earbuds provide up to 7.5 hours of playtime on a single charge. The charging case extends the total operating time to approximately 37.5 hours.

5. MAINTENANCE

5.1 Cleaning

- Regularly clean the earbuds and charging case with a soft, dry, lint-free cloth.
- Remove ear cushions and clean them separately with mild soap and water if necessary, ensuring they are completely dry before reattaching.
- Avoid using abrasive cleaners, solvents, or aerosol sprays.

5.2 Storage

When not in use, store the earbuds in their charging case to protect them and keep them charged. Store the device in a cool, dry place away from direct sunlight and extreme temperatures.

5.3 Water Resistance

The headset is water resistant. However, it is not waterproof. Avoid submerging the earbuds in water or exposing them to heavy rain. Dry them thoroughly if they get wet.

6. SPECIFICATIONS

Feature	Detail
Model Name	TWS-5
Model Number	CNE-CBTHS3W
Brand	CANYON
Connectivity Technology	Wireless (Bluetooth 5.3)
Wireless Communication	Bluetooth
Ear Placement	In Ear
Form Factor	In Ear
Control Method	Touch, Voice Control
Playtime (Earbuds)	Up to 7.5 hours
Total Playtime (with Charging Case)	Up to 37.5 hours
Charging Time (Case)	Approximately 2 hours
Charging Port	USB Type-C

Frequency Range	20 Hz - 20,000 Hz
Material	Silicone
Water Resistance Level	Water Resistant
Item Weight	46 g
Product Dimensions	4.3 x 2.2 x 6.2 cm (Charging Case)
Compatible Devices	Mobile Phones, Tablets, Laptops

7. TROUBLESHOOTING

Problem	Possible Solution
Earbuds not pairing with device.	• Ensure earbuds are charged and removed from the case. • Turn off and on Bluetooth on your device. • Forget "CANYON TWS-5" from your device's Bluetooth list and try pairing again. • Ensure no other devices are actively connected to the earbuds.
Only one earbud is working.	• Place both earbuds back into the charging case, close the lid, then open it again and remove them. • Ensure both earbuds are charged. • Try resetting the earbuds (refer to manufacturer's website for specific reset instructions if needed).
Poor sound quality.	• Ensure earbuds are properly seated in your ears with the correct size ear cushions. • Clean the earbud grilles to remove any debris. • Ensure your device's volume is adequately set. • Move closer to your connected device to avoid interference.
Charging case not charging.	• Verify the USB Type-C cable is securely connected to both the case and the power source. • Try a different USB Type-C cable and/or power adapter. • Ensure the power source is functional.

8. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official CANYON website or contact their customer service directly. Keep your proof of purchase for warranty claims.

Official CANYON Website: canyon.eu

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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