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› Astell&Kern AK UW100MKII True Wireless Earphones User Manual

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Astell&Kern AK UW100MKII True Wireless Earphones User Manual

Model: AK UW100MKII

1. INTRODUCTION

This manual provides detailed instructions for the proper use, setup, and maintenance of your Astell&Kern AK UW100MKII True Wireless Earphones. Please read this manual thoroughly before using the product to ensure safe and optimal performance.

2. PACKAGE CONTENTS

Verify that all items are present in the package:

- AK UW100MKII Earbuds (Left/Right) x 1 pair
- Charging Case x 1
- Eartips (XS, S, M, L, XL) x 1 set
- USB Type-C Charging Cable x 1
- Quick Start Guide x 1
- Warranty Card x 1



Image: The Astell&Kern AK UW100MKII earbuds are shown alongside their charging case and a selection of eartips in different sizes (XS, S, M, L, XL), illustrating the complete package contents.

3. PRODUCT OVERVIEW

Familiarize yourself with the components of your AK UW100MKII earphones.



Image: The AK UW100MKII earbuds are securely placed within their open charging case. A blue LED indicator light on the front of the case signifies charging status or connection readiness.



Image: A close-up top view of the two AK UW100MKII earbuds, highlighting their distinctive faceted outer panels which serve as touch control surfaces. A small microphone opening is visible on each earbud.



Image: The underside of the AK UW100MKII earbuds, revealing the three metallic charging contacts on each earbud, labeled 'L' for left and 'R' for right. The silicone ear tips and mesh speaker grilles are also visible.

4. SETUP

4.1 Charging the Earphones and Case

1. Place the earbuds into the charging case. Ensure the charging contacts align.
2. Connect the USB Type-C charging cable to the charging case and a power source. The LED indicator on the case will show charging status.
3. Alternatively, place the charging case on a compatible wireless charging pad for wireless charging.

A full charge provides approximately 9.5 hours of earbud playback and a total of 29 hours with the charging case.

4.2 Pairing with a Device

1. Open the charging case. The earbuds will automatically enter pairing mode if not already connected.
2. On your device (smartphone, tablet, etc.), navigate to the Bluetooth settings.
3. Select "AK UW100MKII" from the list of available devices.
4. Once connected, a confirmation sound will play, and the LED indicator on the case may change.

The AK UW100MKII supports multi-point connection, allowing simultaneous connection to two devices.

5. OPERATING INSTRUCTIONS

5.1 Touch Controls

The AK UW100MKII features touch-sensitive panels on each earbud for media control and call management.

Action	Left Earbud	Right Earbud
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Action	Left Earbud	Right Earbud
Play/Pause	Single Tap	Single Tap
Next Track	Double Tap	Double Tap
Previous Track	Triple Tap	Triple Tap
Answer/End Call	Single Tap	Single Tap
Reject Call	Long Press	Long Press
Activate Voice Assistant	Long Press	Long Press
Ambient Mode On/Off	Quadruple Tap	Quadruple Tap

Note: Specific touch control functions can be customized via the Astell&Kern companion application.

5.2 Using the Companion App

Download the "AK Control" app from your device's app store for advanced features and customization.

- **Equalizer Settings:** Adjust audio profiles to your preference.
- **Ambient Mode Control:** Select from 4 steps of ambient sound pass-through.
- **Touch Control Customization:** Reassign touch functions.
- **Firmware Updates:** Ensure your earphones have the latest software for optimal performance.



Image: A smartphone displaying the "AK Control" application interface. The screen shows options for adjusting the equalizer and ambient mode settings for the AK UW100MKII earphones.

6. MAINTENANCE

6.1 Cleaning

- Regularly clean the earbuds and charging case with a soft, dry, lint-free cloth.
- Remove ear tips and clean them with mild soap and water, then dry thoroughly before reattaching.
- Gently clean the charging contacts on both the earbuds and the case to ensure proper connection.

6.2 Storage

When not in use, always store the earbuds in their charging case to protect them and keep them charged.

6.3 Water Resistance

The AK UW100MKII earphones are IPX4 rated, meaning they are resistant to splashing water and sweat. They are not designed for submersion in water. Avoid exposing them to heavy rain or direct water jets.

7. TROUBLESHOOTING

7.1 Connection Issues

- **Earbuds not pairing:** Ensure both earbuds are in the charging case, then open the lid to initiate pairing mode. Check your device's Bluetooth settings.
- **Only one earbud playing:** Place both earbuds back into the charging case, close the lid for 5 seconds, then open it again. Reconnect to your device.
- **Frequent disconnections:** Ensure the earbuds are within the 10-meter Bluetooth range of your device. Avoid obstructions between the earbuds and the device.

7.2 Audio Issues

- **No sound:** Check the volume level on both your device and the earbuds. Ensure the earbuds are properly connected.
- **Low volume:** Adjust volume on your device. Ensure ear tips provide a good seal in your ear canal.
- **Distorted sound:** Check for debris in the earbud speaker grilles. Try resetting the earbuds.

7.3 Charging Issues

- **Earbuds not charging:** Ensure earbuds are correctly seated in the charging case and contacts are clean.
- **Case not charging:** Verify the USB-C cable and power adapter are functioning. For wireless charging, ensure the case is properly aligned on the charging pad.

8. SPECIFICATIONS

Feature	Detail
Model Name	AK UW100MKII
Audio Driver Type	Balanced Armature Driver
DAC	AKM 32-bit DAC
Bluetooth Version	5.2
Bluetooth Chipset	Qualcomm QCC5141
Supported Codecs	SBC, AAC, aptX Adaptive
Bluetooth Range	Up to 10 meters (33 feet)
Battery Life (Earbuds)	Up to 9.5 hours
Total Playback Time (with Case)	Up to 29 hours
Charging	USB Type-C, Wireless Charging, Fast Charge
Noise Control	Passive Noise Isolation (PNI), Ambient Mode (4 steps)
Water Resistance	IPX4 (Splash and sweat resistant)
Control Method	App, Touch, Voice

Feature	Detail
Earbud Weight	Approx. 79 grams (pair)
Case Dimensions (L x W x H)	72 x 34 x 32 mm
Case Weight	65 grams
Material	Polycarbonate (PC)

9. WARRANTY AND SUPPORT

Your Astell&Kern AK UW100MKII earphones come with a limited warranty. Please refer to the included Warranty Card for detailed terms and conditions, including coverage period and service procedures.

For technical support, troubleshooting assistance, or warranty claims, please contact Astell&Kern customer service through their official website or the contact information provided on your warranty card.

Important: Do not attempt to repair the product yourself, as this may void your warranty.