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## Shokz OpenDots ONE

# Shokz OpenDots ONE Ear Cuff Wireless Earphones User Manual

Model: OpenDots ONE (SHOKZ E310)

## 1. INTRODUCTION

Thank you for choosing the Shokz OpenDots ONE Ear Cuff Wireless Earphones. These open-ear earphones are designed to provide a comfortable listening experience while keeping you aware of your surroundings. This manual provides detailed instructions for setup, operation, maintenance, and troubleshooting to ensure optimal performance.



Image 1.1: Shokz OpenDots ONE earphones and charging case.

The Shokz OpenDots ONE features:

- Open-ear ear-cuff design for pressure-free comfort and situational awareness.
- Dolby Audio support for immersive, high-quality sound with 16mm equivalent dual-driver system and

Bassphere technology.

- Up to 40 hours of total battery life with the charging case, including quick charge functionality.
- Bluetooth 5.4 for stable multipoint connection.
- IP54 water resistance for protection against sweat and light splashes.
- Dedicated app for sound customization, touch control settings, and finding lost earphones.
- AI noise-canceling microphone for clear calls.
- DirectPitch technology to minimize sound leakage and enhance privacy.

## OPENDOTS ONE 音楽をアクセサリーに。



コンパクトで軽量



Dolby Audio対応



左右を区別せずに  
使える



ワイヤレス  
充電対応



再生可能時間



メガネやマスクと併  
用可能

Image 1.2: Overview of key features including lightweight design, Dolby Audio, 40-hour battery, IP54 rating, and wireless charging.

## 2. SETUP

### 2.1. Charging the Earphones and Case

Before first use, fully charge the earphones and the charging case.

- **USB-C Charging:** Connect the provided USB-C cable to the charging case and a power source. The indicator light on the case will show charging status. A full charge takes approximately 60 minutes.
- **Wireless Charging:** Place the charging case on a compatible wireless charging pad. The indicator light will confirm charging.
- **Quick Charge:** A 10-minute quick charge provides approximately 2 hours of playback.



Image 2.1: The charging case connected via USB-C, illustrating the 40-hour total playback and quick charge feature.



Image 2.2: The charging case placed on a wireless charging pad, demonstrating wireless charging capability.

## 2.2. Pairing with Your Device

1. Open the charging case. The earphones will automatically enter pairing mode, indicated by a flashing LED light.
2. On your device (smartphone, tablet, computer), go to Bluetooth settings.
3. Select "Shokz OpenDots ONE" from the list of available devices.
4. Once connected, the LED indicator on the earphones will stop flashing.

## 2.3. Wearing the Earphones

The OpenDots ONE features an ear-cuff design that rests gently on your ear without blocking the ear canal. They are designed to be worn without distinguishing between left and right, as the earphones automatically detect orientation.

- Gently place the earphone over your ear, ensuring the speaker rests comfortably near your ear canal.
- The flexible JointArc structure adapts to various ear shapes for a secure and comfortable fit.
- The design is compatible with glasses and masks, preventing interference.

# 安定してしっかりフィット

日々の動きに自然に溶け込む、テクノロジーのやさしさ。  
イヤーカフ式デザインが、安定した装着感と軽やかな  
一体感をもたらします。



## Shokz JointArc™

チタン合金構造で、  
安定と高耐久



## シリコン

絶妙な厚さで、  
フィット感と快適さ

\*ご注意：シリコンアレルギーのある方はお控えください。

Image 2.3: A woman wearing the Shokz OpenDots ONE earphones, demonstrating the secure and comfortable ear-cuff fit.

一本指  
バッテリーコンパートメントまたは  
JointArcをダブルタップ



二本指  
バッテリーコンパートメントの上部と下部  
を二本指つまんで素早くダブルタップ



Image 2.4: Visual guide for correct earphone placement and common incorrect wearing methods.

### 3. OPERATING THE EARPHONES

#### 3.1. Basic Touch Controls

The OpenDots ONE features intuitive touch controls on each earphone. You can customize these controls via the Shokz app.

- **Play/Pause:** Double-tap the battery compartment or JointArc area.
- **Volume Up/Down:** Touch and hold the top or bottom of the battery compartment.
- **Next Track:** Triple-tap (customizable).
- **Previous Track:** Quadruple-tap (customizable).
- **Answer/End Call:** Double-tap.
- **Reject Call:** Touch and hold.
- **Activate Voice Assistant:** Triple-tap (customizable).

#### 3.2. Shokz App Features

Download the dedicated Shokz app for enhanced control and customization.

- **Sound Customization:** Choose from 4 preset EQ modes (Standard, Vocal, Bass Boost, Private) and 2 custom modes to adjust the sound profile.
- **Touch Control Settings:** Customize touch gestures to your preference.
- **Find My Earphones:** Locate misplaced earphones.
- **Firmware Updates:** Keep your earphones updated with the latest features and improvements.
- **Prompt Volume Adjustment:** Control the volume of system prompts.

- **Private Mode:** Enhance sound leakage prevention for increased privacy.



Image 3.1: The Shokz app interface, showing options for EQ settings and other customizations.

### 3.3. Multipoint Connection

The OpenDots ONE supports multipoint connection, allowing you to connect to two Bluetooth devices simultaneously. This enables seamless switching between devices, for example, from a laptop for music to a phone for a call.

- Ensure both devices are paired with your OpenDots ONE.
- The earphones will automatically switch audio source based on activity (e.g., incoming call).

## 4. MAINTENANCE

### 4.1. Cleaning

- Wipe the earphones and charging case with a soft, dry, lint-free cloth.
- Do not use abrasive cleaners, solvents, or aerosol sprays.
- Avoid getting moisture into any openings.

### 4.2. Storage

- Store the earphones in their charging case when not in use to protect them and keep them charged.
- Avoid storing in extreme temperatures or high humidity.

### 4.3. Water Resistance (IP54)

The OpenDots ONE earphones are rated IP54, meaning they are resistant to dust and splashing water from

any direction. This makes them suitable for exercise and outdoor activities in light rain. However, they are not designed for submersion in water or exposure to pressurized water jets.

- Do not intentionally submerge the earphones in water.
- If the earphones get wet, wipe them dry before placing them back in the charging case.

## 5. TROUBLESHOOTING

### 5.1. No Sound or Intermittent Audio

- Ensure the earphones are charged.
- Check that the earphones are properly paired and connected to your device.
- Verify the volume levels on both the earphones and your connected device.
- Move closer to your device to ensure a stable Bluetooth connection.
- Try disconnecting and reconnecting the Bluetooth connection.

### 5.2. Pairing Issues

- Ensure the earphones are in pairing mode (flashing LED).
- Turn off Bluetooth on other nearby devices to avoid interference.
- Forget the device from your phone's Bluetooth settings and try pairing again.
- Perform a factory reset (refer to the Shokz app or official support for instructions).

### 5.3. Charging Problems

- Ensure the USB-C cable is securely connected to both the case and the power source.
- If using wireless charging, ensure the case is correctly positioned on the charging pad.
- Try a different charging cable or power adapter.
- Clean the charging contacts on the earphones and inside the case with a dry cotton swab.

### 5.4. Sound Leakage

While DirectPitch technology significantly reduces sound leakage, some leakage may occur at very high volumes or in very quiet environments. To minimize this:

- Lower the volume.
- Activate "Private Mode" in the Shokz app.

## 6. SPECIFICATIONS

Feature	Detail
Model Name	OpenDots ONE
Manufacturer Reference	SHOKZ E310
Connectivity Technology	Wireless
Wireless Communication Technology	Bluetooth 5.4
Frequency Response	2400 MHz

Feature	Detail
Sensitivity	97.5 dB
Ear Placement	Open-Ear
Headphone Form Factor	Open-Ear
Color	Black
Water Resistance Level	IP54 (Water Resistant)
Battery Life (Earphones)	Up to 10 Hours
Total Battery Life (with Case)	Up to 40 Hours
Charging Time	Approx. 60 minutes
Charging Style	USB-C, Wireless Charging
Control Type	Call Control, Volume Control, Media Control
Control Method	App, Touch
Product Weight	65 grams
Materials	Titanium Alloy, Silicone, PC
Recommended Uses	Exercise, Entertainment, Sports, Training, Running, Work, Meetings, Daily Use, Commuting
Compatible Devices	Bluetooth-enabled devices
Included Components	OpenDots ONE Earphones ×1, OpenDots ONE Charging Case ×1, USB-C Charging Cable ×1

## 7. WARRANTY AND SUPPORT

### 7.1. Warranty Information

For specific warranty details, please refer to the warranty card included with your product or visit the official Shokz website. Typically, Shokz products come with a limited warranty covering manufacturing defects.

### 7.2. Customer Support

If you encounter any issues not covered in this manual or require further assistance, please contact Shokz customer support through their official website or the dedicated Shokz app. You can also visit the [Shokz Official Store on Amazon](#) for additional resources.

