

## EPZ G20

# EPZ G20 In-Ear Monitor Earphones User Manual

Model: G20

## 1. PRODUCT OVERVIEW

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The EPZ G20 In-Ear Monitor (IEM) earphones are designed for high-fidelity audio experiences, suitable for music, gaming, and calls. They feature a 3D printed resin cavity, a 10mm dynamic driver, and come with detachable cables for versatile connectivity.



Figure 1.1: EPZ G20 In-Ear Monitor Earphones (Pink variant).

Video 1.1: An overview of the EPZ G20 Gaming Earbuds, showcasing their design and features.

### Key Features:

- **3D Printed Resin Cavity:** Ergonomically designed using medical-grade resin for comfort and durability.
- **10mm Silicone and PU Dynamic Unit:** Delivers a wide frequency response range of 20Hz to 20kHz for immersive audio.
- **Detachable OFC Cables:** Includes a 5.9ft Type-C cable and a 3.9ft 3.5mm cable, both with a 0.78mm 2-pin plug for broad compatibility.
- **Lightweight and Comfortable:** Designed for extended wear without fatigue.
- **High-Fidelity Sound:** Provides natural sound with deep bass and clear treble.

## 2. WHAT'S IN THE BOX

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Verify that all items listed below are included in your package:

- 1 x EPZ G20 HIFI Earphones
- 1 x 3.9ft 3.5mm Cable
- 1 x 5.9ft Type-C Cable

- 1 x Envelope
- 1 x Cleaning Cloth
- 1 x USB Adaptor
- 3 x Pairs of Ear Caps (S/M/L)
- 1 x Card
- 1 x Certificate
- 1 x Accessory Box
- 1 x Instructions Manual

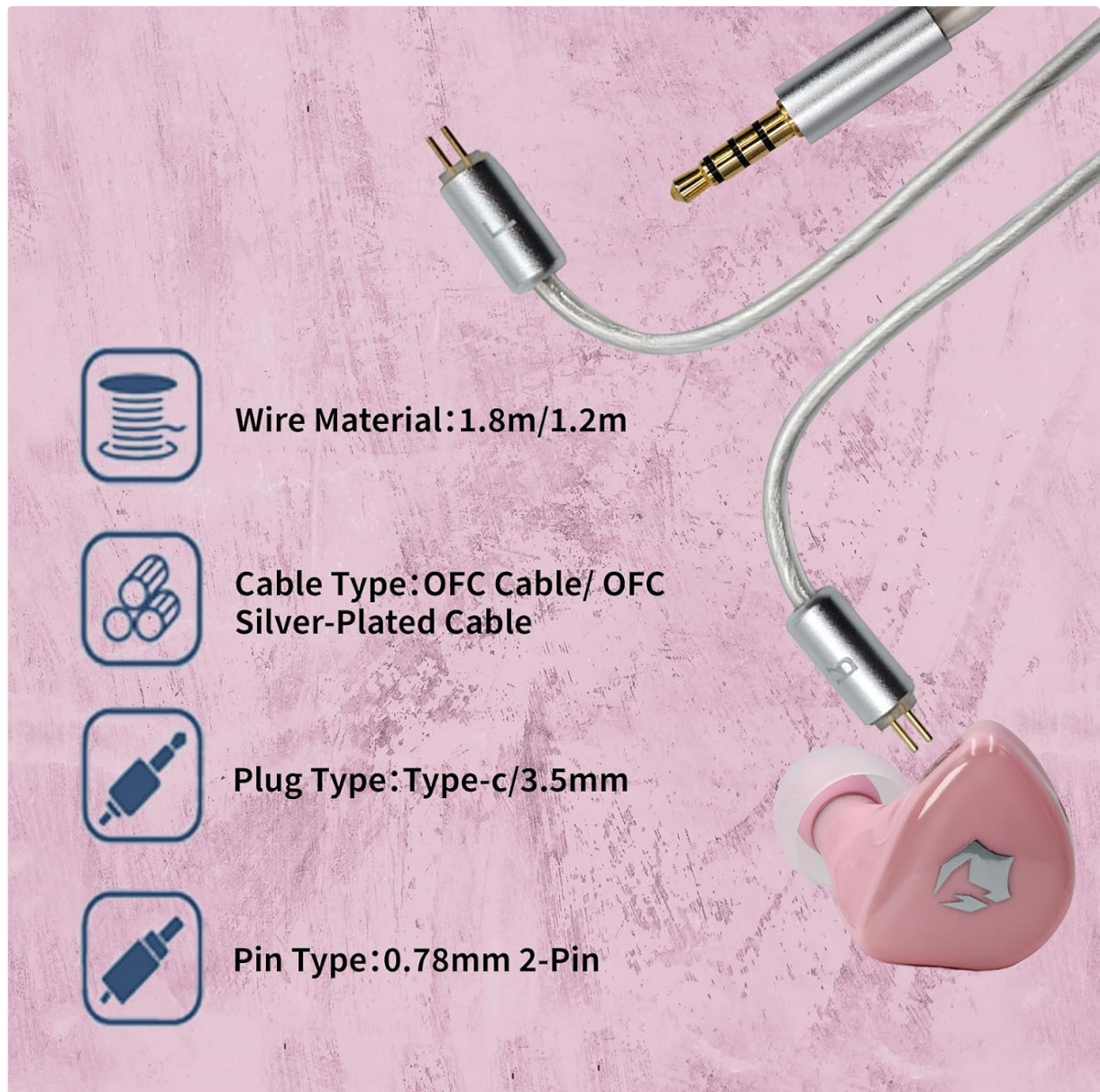


Figure 2.1: Included cables and earphone unit, highlighting the detachable design.

### 3. SETUP

#### 3.1 Attaching the Cables

1. Identify the left (L) and right (R) earphone units and the corresponding cable connectors. The cables are equipped with 0.78mm 2-pin plugs.
2. Align the 2-pin connector on the cable with the receptacle on the earphone unit. Ensure the pins are correctly oriented.
3. Gently push the connector into the earphone unit until it is securely seated. Do not force the connection.

4. Repeat for the other earphone unit.

### 3.2 Selecting and Installing Ear Tips

The EPZ G20 includes three pairs of silicone ear caps (S/M/L). Proper ear tip selection is crucial for sound quality and comfort.

1. Experiment with different sizes to find the best fit for your ears. A good seal provides optimal bass response and noise isolation.
2. To install, gently push the ear tip onto the nozzle of the earphone unit until it is firmly attached.

### 3.3 Wearing the Earphones

The EPZ G20 features a wrap-around ear design for a secure and comfortable fit.

1. Insert the earphone unit into your ear canal.
2. Guide the cable over the top and behind your ear, ensuring it sits comfortably.
3. Adjust the earphone's position until you achieve a snug and comfortable fit with a good seal.

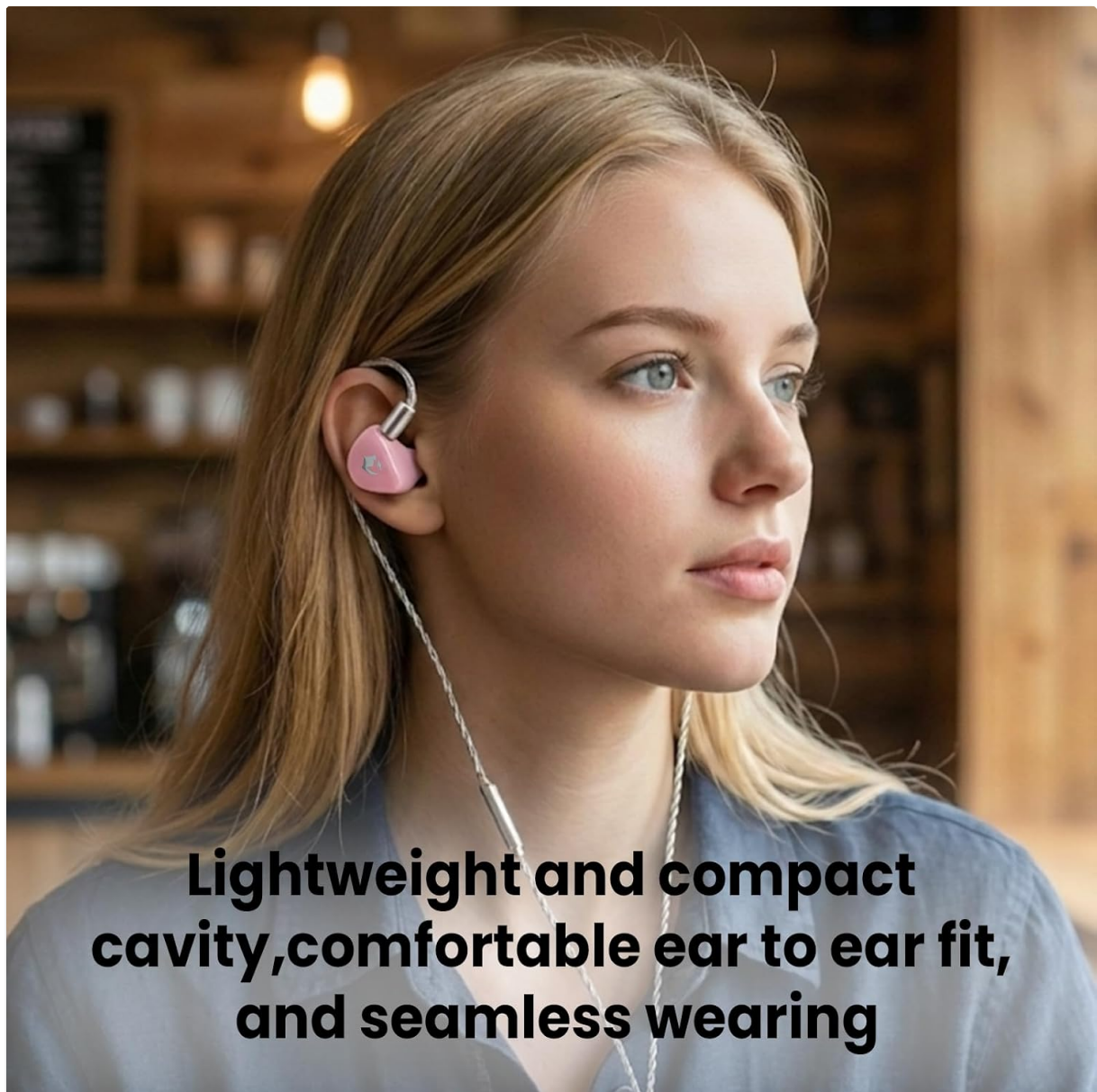


Figure 3.1: Correct wearing method for the EPZ G20 earphones, demonstrating the over-ear cable routing.

## 4. OPERATING INSTRUCTIONS

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## 4.1 Connecting to Audio Sources

- **Using the 3.5mm Cable:** Plug the 3.5mm jack into your device's headphone port. This cable is suitable for most audio players, computers, and gaming consoles.
- **Using the Type-C Cable:** Plug the Type-C connector into your compatible device's USB-C port. An included USB adaptor can be used for devices with a standard USB-A port.

## 4.2 Audio Playback and Calls

- Once connected, begin audio playback from your device.
- The Type-C cable features a DSP chip that remembers your preferred EQ settings.
- The earphones include a microphone for calls and in-game communication.

## 4.3 EQ Adjustment (Type-C Cable Only)

The Type-C cable supports EQ adjustment via a dedicated application. The 3.5mm jack does not support EQ adjustment.

- To download the tuning driver or application for EQ adjustment, please visit the official EPZ website or contact customer support directly.
- Follow the instructions provided with the application to customize your sound profile.

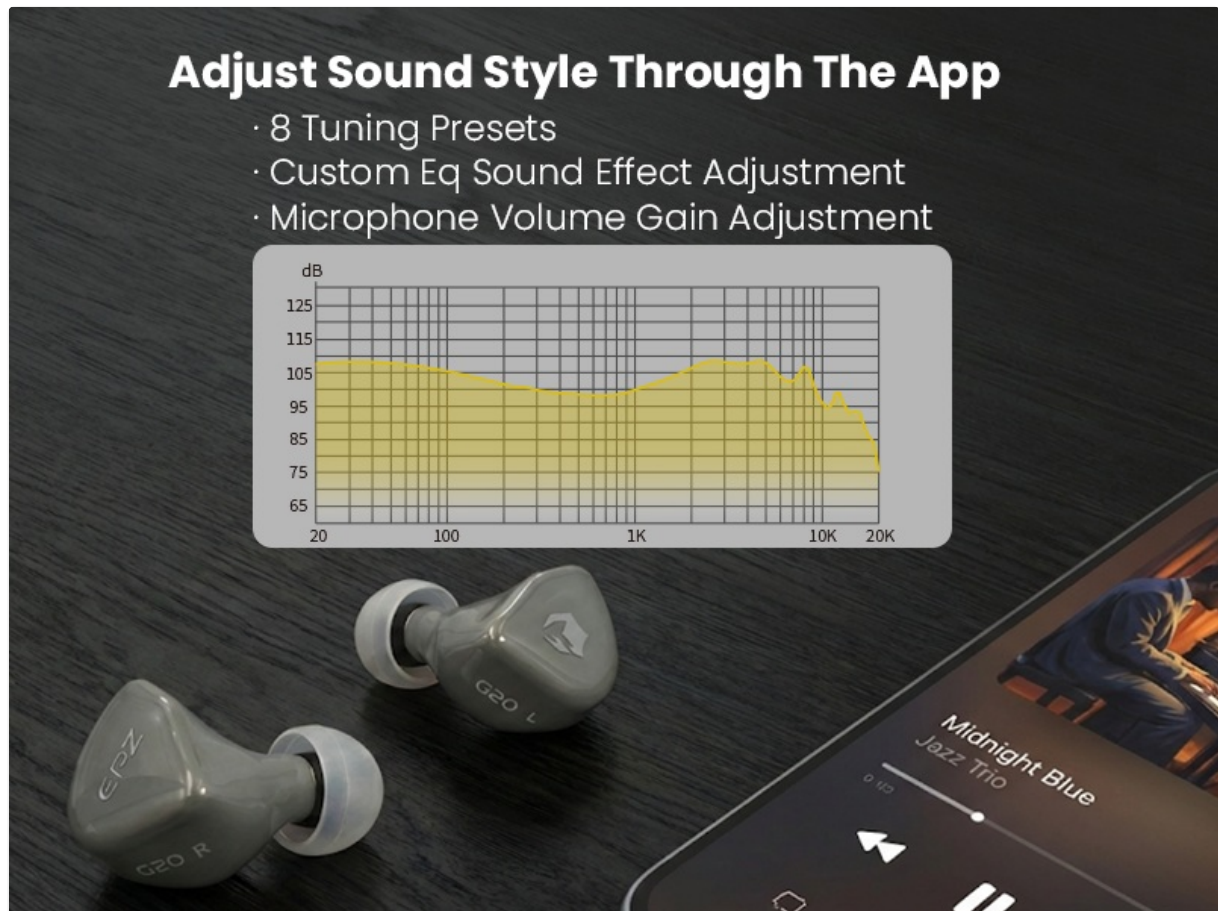


Figure 4.1: Example of an application interface for adjusting sound equalization.

## 5. MAINTENANCE

### 5.1 Cleaning

- Use the provided cleaning cloth to gently wipe the earphone units and cables.
- Regularly remove ear tips and clean any earwax or debris from the earphone nozzles using a small

brush or cotton swab.

- Ensure earphones are dry before reattaching ear tips and storing.

## 5.2 Cable Care

- Avoid sharp bends or excessive pulling on the cables to prevent damage.
- When detaching cables, grasp the connector firmly, not the cable itself.
- Store cables neatly to prevent tangling.

## 5.3 Storage

- Store the earphones in the accessory box or a protective case when not in use to prevent dust accumulation and physical damage.
- Keep earphones away from extreme temperatures and humidity.

## 6. TROUBLESHOOTING

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If you encounter issues with your EPZ G20 earphones, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No sound or low volume	<ul style="list-style-type: none"><li>• Cable not fully connected.</li><li>• Incorrect ear tip size/poor seal.</li><li>• Device volume too low or muted.</li><li>• Wrong audio output selected on device.</li></ul>	<ul style="list-style-type: none"><li>• Ensure cables are securely attached to earphones and device.</li><li>• Try different ear tip sizes to achieve a proper seal.</li><li>• Increase device volume and check mute settings.</li><li>• Verify correct audio output is selected in device settings.</li></ul>
Poor sound quality (e.g., weak bass, distorted audio)	<ul style="list-style-type: none"><li>• Poor ear tip seal.</li><li>• Damaged cable.</li><li>• Audio source quality.</li></ul>	<ul style="list-style-type: none"><li>• Adjust ear tips for a better seal.</li><li>• Inspect cables for visible damage; try a different cable if available.</li><li>• Test with a different audio source or higher quality audio files.</li></ul>
Microphone not working	<ul style="list-style-type: none"><li>• Microphone muted on device.</li><li>• Incorrect input device selected.</li><li>• Cable issue.</li></ul>	<ul style="list-style-type: none"><li>• Check device settings to ensure microphone is not muted.</li><li>• Select the EPZ G20 as the input device in your system settings.</li><li>• Ensure the correct cable (with microphone) is used and properly connected.</li></ul>

Problem	Possible Cause	Solution
EQ settings not applying (3.5mm cable)	The 3.5mm cable does not support EQ adjustment via the DSP chip.	Use the Type-C cable for EQ adjustment functionality.

## 7. SPECIFICATIONS

Detailed technical specifications for the EPZ G20 In-Ear Monitor Earphones:



Figure 7.1: Visual representation of EPZ G20 key specifications.

Feature	Specification
Brand	EPZ
Model Name	EPZ-G20
Color Options	Pink, Blue, Gray, Green
Ear Placement	In Ear
Form Factor	In Ear
Impedance	32 Ohms
Sensitivity	100 dB
Frequency Response	20Hz - 20kHz
Dynamic Unit	10mm Silicone + PU Composite Diaphragm
Cavity Material	3D Printed Resin
Cable Type	OFC Cable
Plug Type	3.5mm Jack, Type-C
Pin Type	0.78mm 2-Pin

Feature	Specification
Cable Length	3.9ft (3.5mm), 5.9ft (Type-C)
Noise Control	Environmental Noise Cancellation
Connectivity Technology	Wired
Additional Features	Lightweight, Microphone Included
Control Method	App (for Type-C EQ), Touch

## 8. WARRANTY AND SUPPORT

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### 8.1 Warranty Information

The EPZ G20 In-Ear Monitor Earphones come with a **1-year warranty** from the date of purchase. This warranty covers manufacturing defects under normal use. Please retain your proof of purchase for warranty claims.

### 8.2 Customer Support

For technical assistance, warranty claims, or any other inquiries, please:

- Visit the official EPZ website for support resources and contact information.
- Contact EPZ customer service directly through the contact details provided on the official website or your purchase platform.

## 9. SAFETY INFORMATION

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- **Hearing Protection:** Avoid listening at high volume levels for extended periods to prevent hearing damage.
- **Environmental Awareness:** Do not use earphones in situations where inability to hear ambient sounds could be dangerous (e.g., driving, cycling, walking in traffic).
- **Choking Hazard:** Keep earphones and small parts away from children and pets.
- **Cleaning:** Use only dry, soft cloths for cleaning. Avoid liquids or abrasive cleaners.
- **Temperature:** Do not expose earphones to extreme temperatures or direct sunlight.