

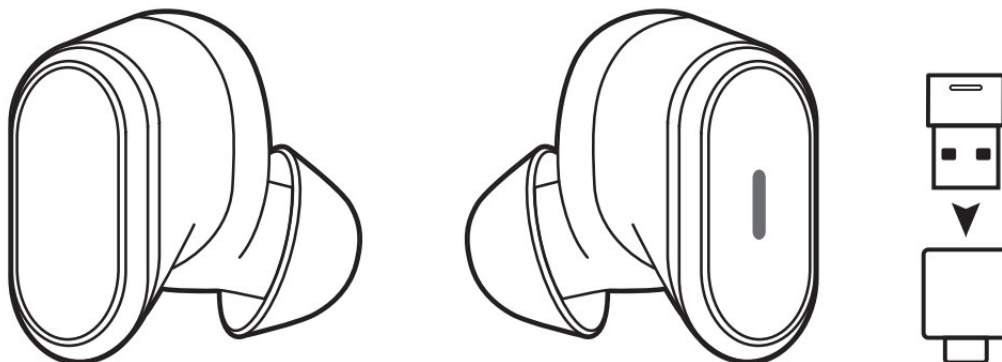


logitech Zone True Wireless User Guide

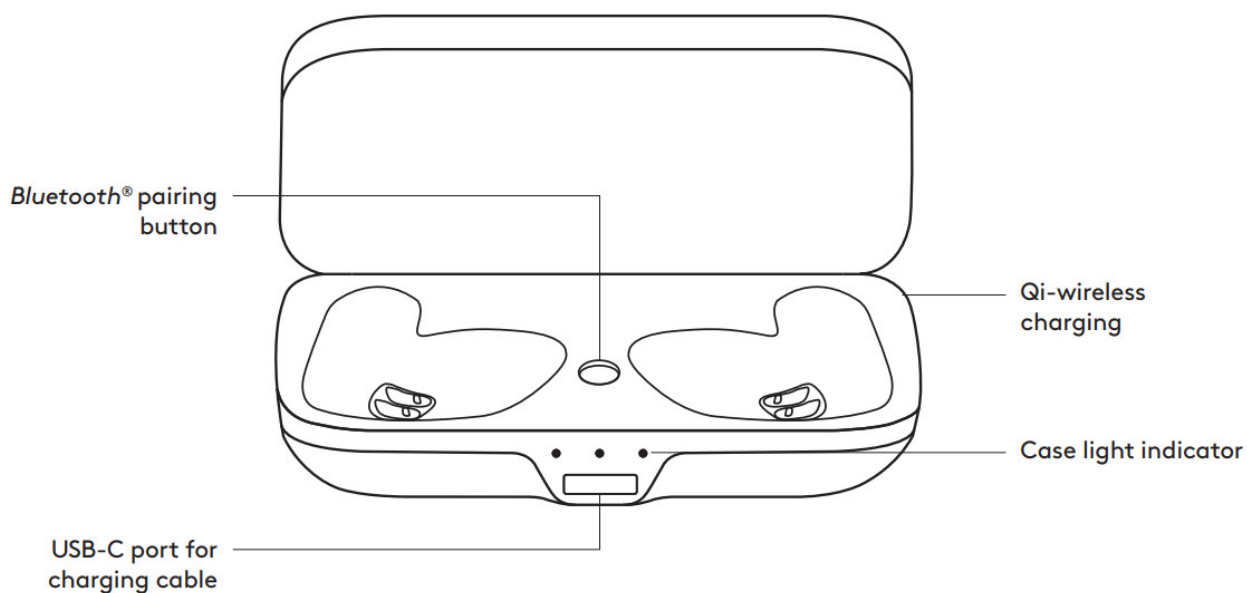
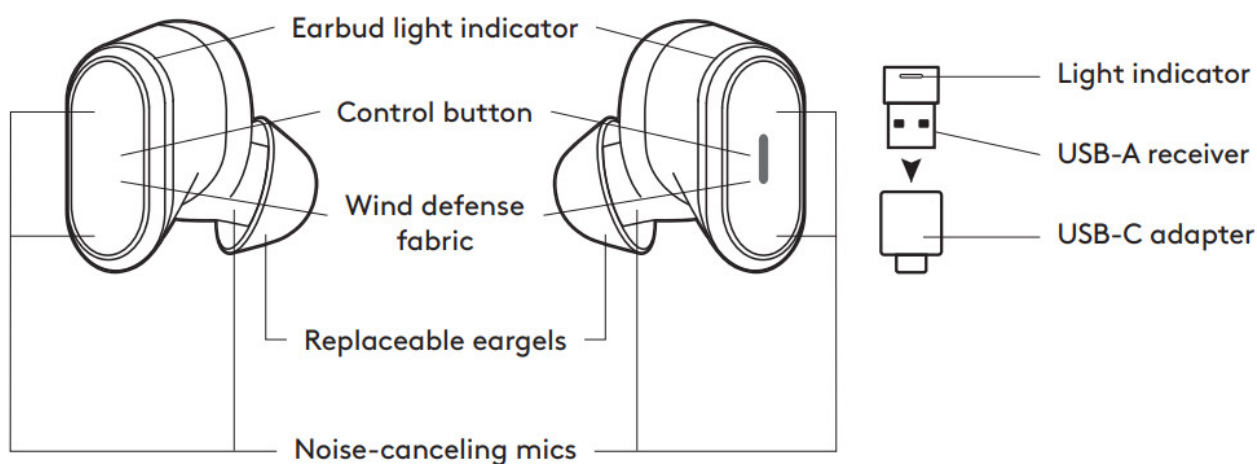
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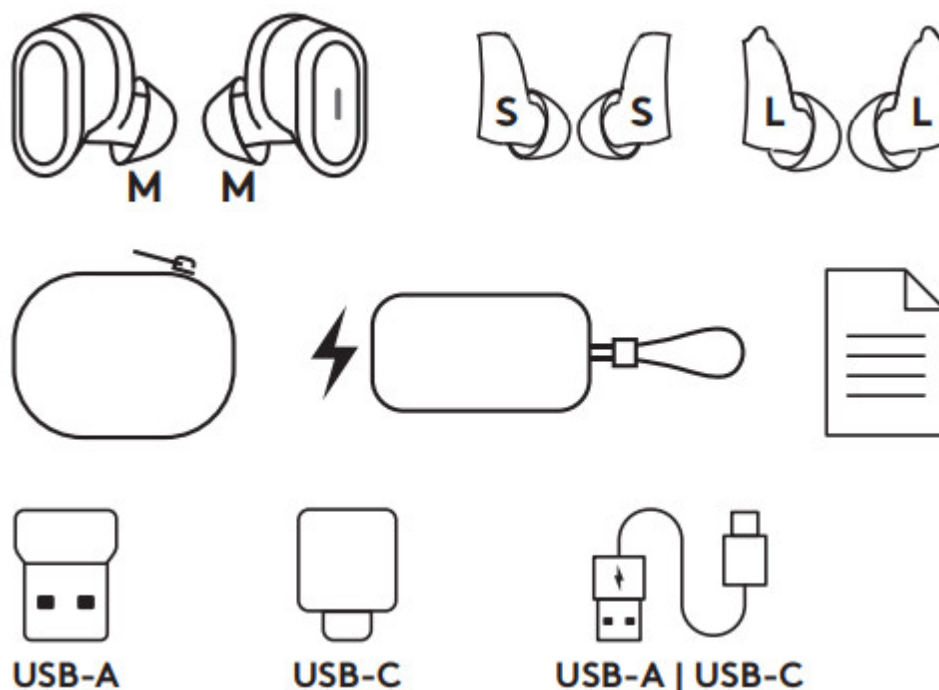


KNOW YOUR PRODUCT



WHAT'S IN THE BOX

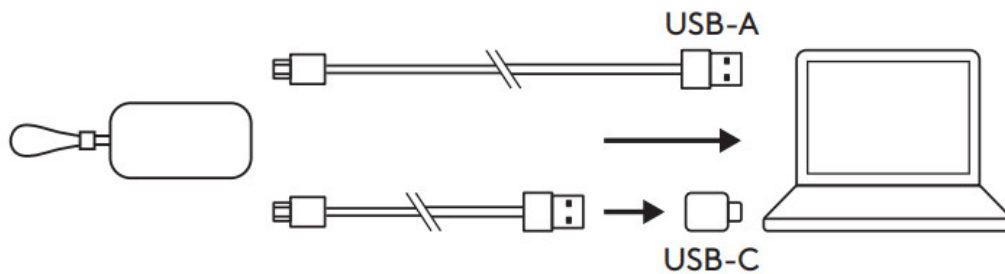
- 1 Left & right earbuds
- 2 Replaceable eargels (total of 3 pairs):
 - Small left & right eargels without ear fins
 - Medium left & right ear gels with ear fins (premounted on the earbuds)
 - Large left & right ear gels with ear fins
- 3 Cloth travel bag
- 4 Wireless charging case
- 5 User documentation
- 6 USB-A receiver
- 7 USB-C to A adapter
- 8 USB-C to A charging cable (0.79 ft)



CHARGING

Charging via USB cable

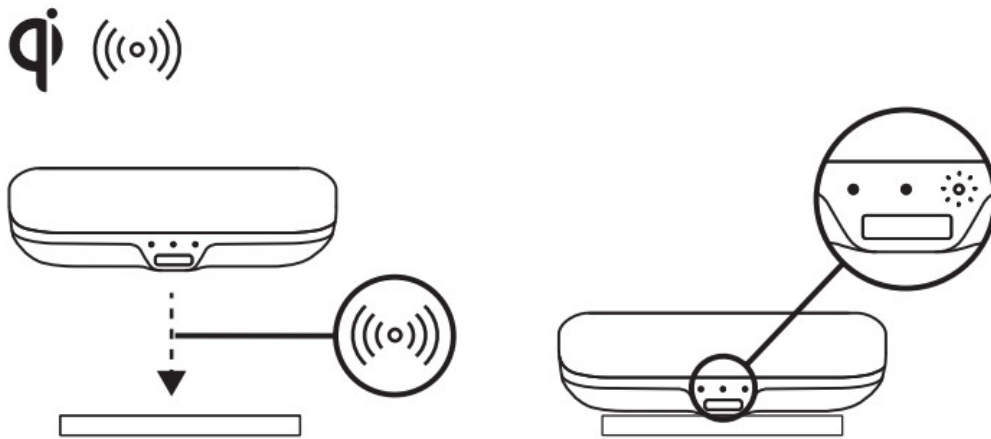
1. Place the earbuds in the charging case and close the lid
2. Plug the USB-C cable end into the USB-C port on the front of the charging case
3. Plug the USB-A end into the USB-A charging the port on your computer or plug the USB-A end into the USB-C adapter and plug the USB-C adapter into the USB-C port on your computer
4. Case light Indicator will be a pulsing, white light for charging
5. Case light Indicator will be solid white when fully charged
 - 2 hrs 45 mins for full earbuds charge
 - 3 hrs for full case charge
 - 5 mins will give you 2 hrs of music time (ANC off)
6. Earbuds can be used with receiver and Bluetooth® paired while charging



Charging via Qi wireless charger

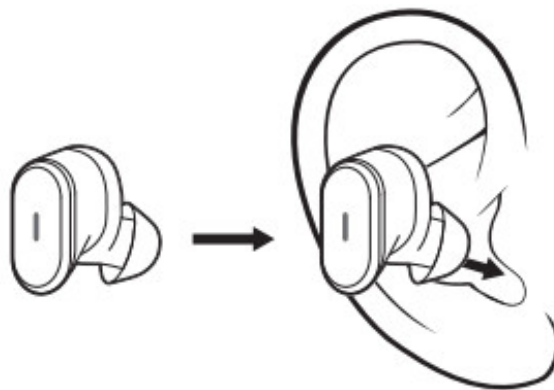
1. Place the charging case on top of any Qi wireless charging pad * Case indicator light will be a pulsing, white light when charging
2. Case Indicator light will be solid white when fully charged

* Qi wireless charging base is not included



HOW TO SET UP YOUR DEVICE

1. Remove the earbuds from the charging case
2. Insert the earbuds into your ears



PAIR TO COMPUTER VIA USB RECEIVER

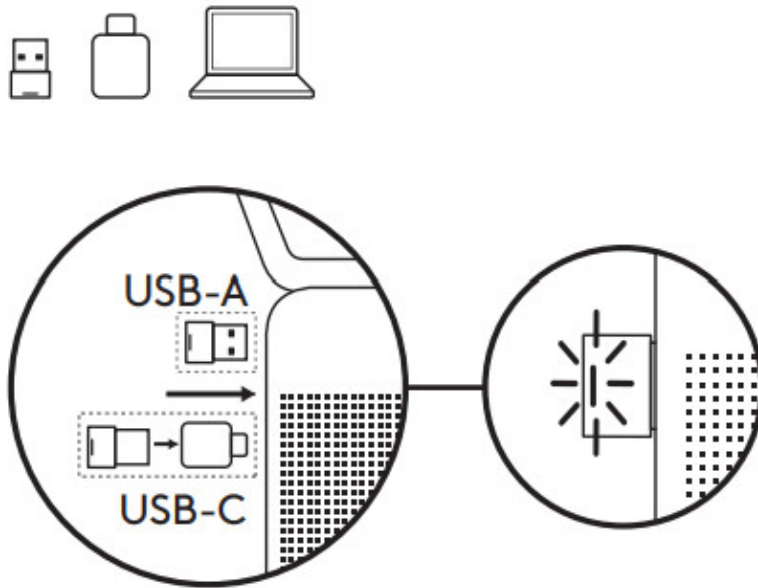
1. USB-A

Insert the USB-A receiver into the computer USB-A port

USB-C

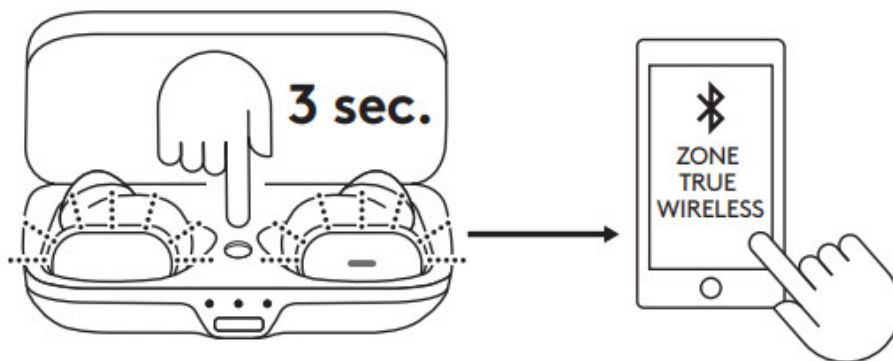
Insert the USB-A receiver into the USB-C adapter Then insert the adapter into the computer USB-C port

2. Earbuds are pre-paired to the receiver included in the box Once successfully paired, the light the indicator on the receiver will remain solid



PAIR TO SMARTPHONE VIA BLUETOOTH®

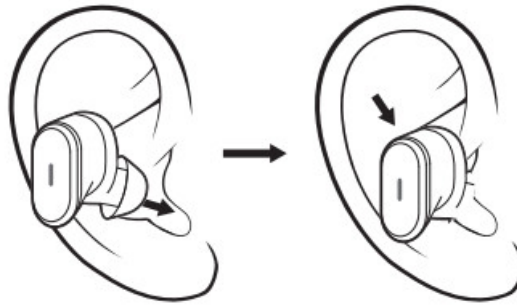
1. Press the Bluetooth® pairing button in the charging case for 3 seconds Earbud light the indicator will flash white rapidly
2. Open Bluetooth® settings on your device
3. Select Zone True Wireless in discoverable devices
4. Once successfully paired, the light indicator will turn solid white



FIND YOUR PERFECT FIT

For the optimized performance of ANC and comfort, select among the three larger sizes (S, M, L) to find the ones that best fit your ears Earbuds ship with medium largely

1. Place the earbuds firmly within your ears Adjust the angle and depth of the earbuds for the best seal and comfort



2. Size down if you feel too much pressure on your ear, or size up if the earbuds are too loose
— Note: It is common to use differently sized ear gels for different sides of your ears

Left Right



OR



OR









3. Fit Trial

- The earbuds should remain secured and tight even after shaking your head in all directions
- Play the same music as a fair comparison of noise isolation



CALL AND MUSIC CONTROLS

For UC:	Call situations		Non-call situations	
Action	Left earbud	Right earbud	Left earbud	Right earbud
 Short press	Answer / End call		Play / Pause	—
 2 seconds press	Reject call		Next song	
 Double taps	Mute on / off		ANC / Transparency Toggle	
Customizable in Logi Tune	Volume up/down			

For Microsoft Teams:	Call situations		Non-call situations	
Action	Left earbud	Right earbud	Left earbud	Right earbud
 Short press	Answer / End call		Play / Pause	Invoke Teams
 2 seconds press	Reject coil		Next song	Invoke Teams
 Double taps	Mute on / off		ANC / Transparency Toggle	
Customizable in Logi Tune	Volume up/down			

Note:

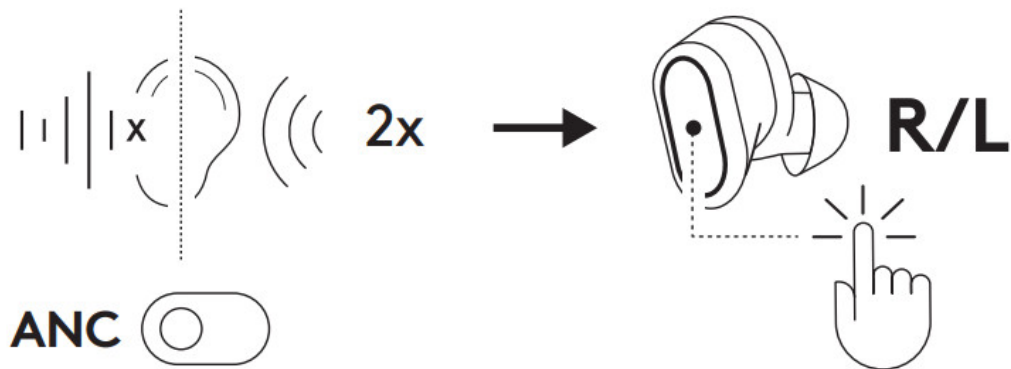
- Teams activities are only functional when Teams is running on an unlocked computer
- Media control functionality depends on type of application
- Call activities are always the first priority When two Bluetooth® devices are connected, the last active device will override the other

Tip: Button customizations and Music EQ controls available in Logi Tune

ACTIVE NOISE CANCELLATION (ANC)

ANC blocks out the noise around you to help you concentrate on the task at hand

1. Double-tap the left or right earbud under non-call situations to switch between ANC and Transparency mode
2. There will be a voice prompt when turning ANC or Transparency mode on
3. You can also switch between ANC and Transparency mode via Logi Tune

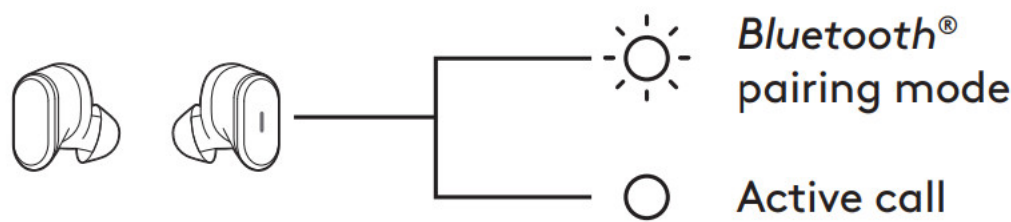


EARBUD LIGHT INDICATOR
Controlling busy lights via Logi Tune

The busy light is disabled by default To activate it:

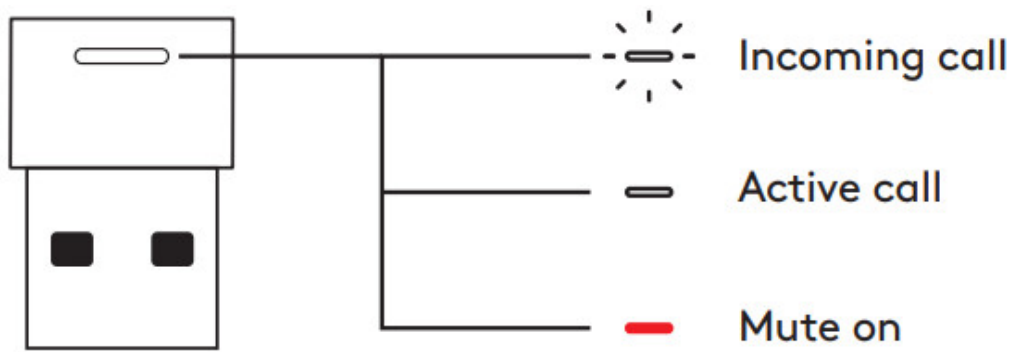
1. Open Logi Tune
2. Select “Settings” tab
3. Click on “Busy light” and select “Active on call”

Earbud		Status
White	Flashing	Bluetooth® pairing mode
	Solid	Active call*

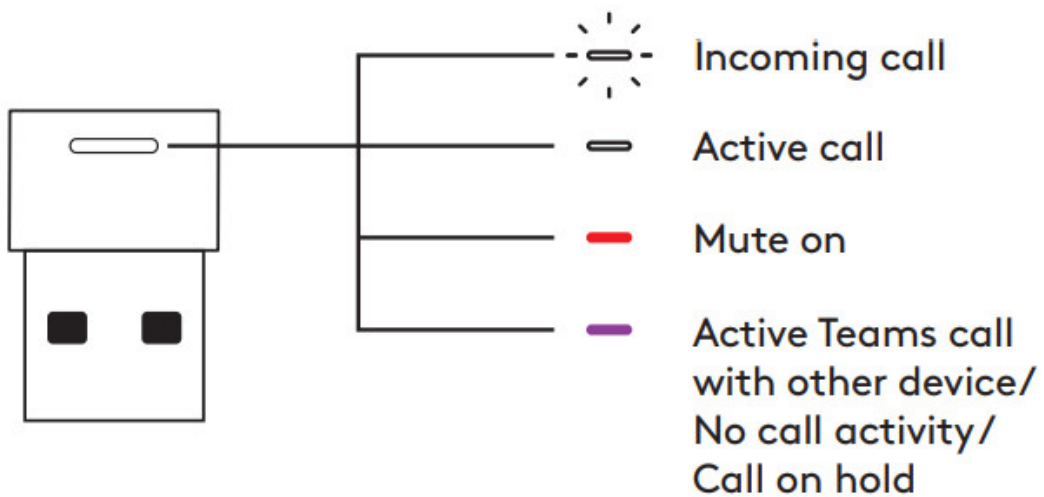


RECEIVER LIGHT INDICATOR

For UC:		
Light		Status
White	Flashing	Incoming call
	Solid	Active call
Red	Solid	Mute on



For Microsoft Teams:		
Light		Status
White	Flashing	Incoming call
	Solid	Active call
Red	Solid	Mute on
Purple	Solid	Active Teams call with other device/ No call activity / Call on hold

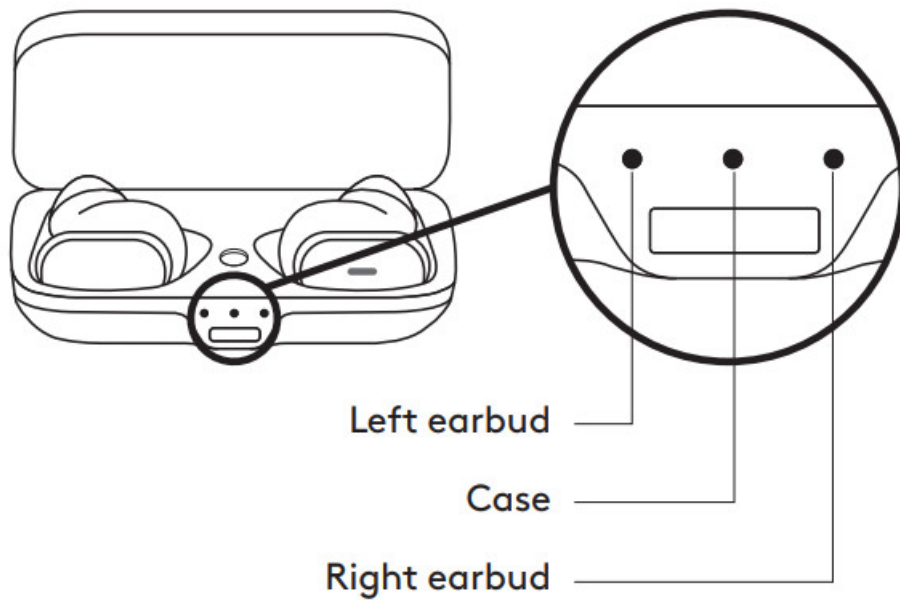


CASE LIGHT INDICATOR

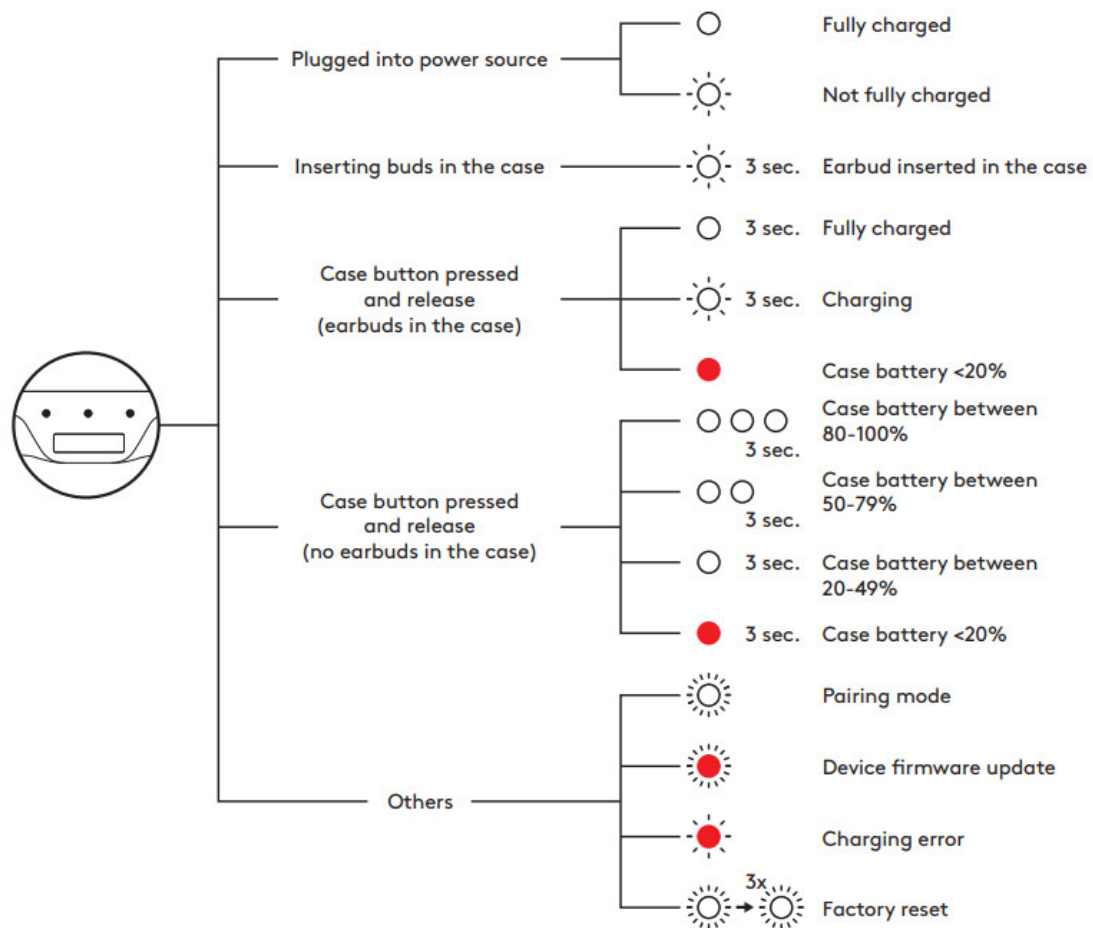
Left LED light: Battery status of the left earbud

Middle LED light: Battery status of the charging case

Right LED light: Battery status of the right earbud



State	Light		Status
Plugged into power source	White	Solid	Fully charged
		Pulsing	Not fully charged
Inserting buds in the case	White	Pulsing for 3 seconds	Earbud inserted in the case
Case button pressed and released (earbuds in the case)	White	Solid for 3 seconds	Fully charged
		Pulsing for 3 seconds	Charging
	Red	Solid	Case battery <20%
Case button pressed and released (no earbuds in the case)	White (All lights on)	Solid for 3 seconds	Case battery between 80-100%
	White (Middle and left light on)		Case battery between 50-79%
	White (Left light on only)		Case battery between 20-49%
	Red		Case battery <20%
Others	White	Blinking	Pairing mode
	Red	Blinking while in over-the-air (OTA) mode	Device firmware update
		Pulsing	Charging error
	White	Blinking while in pairing mode and blinking WHITE 3 times to confirm factory reset	Factory reset



LOGI TUNE

Logi Tune helps boost your earbud performance with periodic software and firmware updates. Learn more and download Logi Tune at www.logitech.com/tune, the Apple App Store® or Google Play™ store.



ADJUSTING SIDETONE

Sidetone lets you hear your own voice during conversations so you are aware of how loud you are talking. In Logi Tune, select the sidetone feature, and adjust the dial accordingly.

- A higher number means you hear more external sound
- A lower number means you hear less external sound

AUTO SLEEP TIMER

By default, your earbuds will automatically power off when not in use for one hour. Adjust the sleep timer in Logi Tune.

RECONNECT EARBUDS

Reconnect earbuds to receiver via Logi Tune

1. Plug USB-A receiver into computer
2. Open Logi Tune
3. Select the receiver from the dashboard
Press "Reconnect earbuds"
4. To initiate Bluetooth® pairing, press and hold the Bluetooth ® pairing button in the charging case for 3 seconds
The light indicator on the receiver will flash white
5. Once successfully paired, the light indicator on the receiver will remain solid white

FACTORY RESET

1. Place the left and right earbuds in the charging case
2. Press the Bluetooth® pairing button in the case for 15 seconds
3. The case light indicators will blink 3 times in white to confirm the reset

DIMENSIONS

Earbuds:

Height x Width x Depth: 15.9 x 27.4 x 26.3 mm

Weight (a pair of earbuds): 13 g

Charging case:

Height x Width x Depth: 25.0 x 39.8 x 74.5 mm

Weight: 46 g

Receiver:

Height x Width x Depth: 21.5 x 13.6 x 6.0 mm

Adapter:

Height x Width x Depth: 25.2 x 16.5 x 9.5 mm

SYSTEM REQUIREMENTS

Works with common calling applications across almost all platforms and operating systems

Works with Windows®, Mac, or Chrome™ based computer via USB-C, USB-A, Bluetooth®, and iOS or Android™

Bluetooth® enabled devices

TECHNICAL SPECIFICATIONS

Microphone Type: Omni-directional, dual MEMS mics array with beamforming plus an inward-facing mic

Frequency response (Earbuds): 20-20kHz (music mode), 100-8kHz (talk mode)

Frequency response (Microphone): 100-8kHz

Battery type: Built-in battery (Lithium-ion)

Battery life (talk time): Up to 6 hrs (ANC on), up to 6.5 hrs (ANC off)

Battery life (listening time): Up to 7 hrs (ANC on), up to 12 hrs (ANC off)

Bluetooth® version: 5.0

Wireless range: Up to 30 m / 100 ft (open field line of sight) Qi Wireless charging enabled

USB-A to C charging cable: 0.79 ft (24 cm)

<http://www.logitech.com/support/zonetruewireless>

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[Read more about this Manual](#)

<https://www.logitech.com/en-us/products/headsets/zone-true-wireless-earbuds.985-001081.html>

FAQ – Frequently Ask & Questions

HARDWARE SETUP GUIDANCE

How to update Zone True Wireless Earbuds?

To check for updates and apply them to your Zone True Wireless, you'll need to download and install the Logi Tune Desktop application [here](#).

In the Logi Tune application, go to **Settings** and **About the headset**, look for **"Update Available"** at the bottom of the screen and click it to run the update.

Zone True Wireless works with Logi Tune Desktop via Bluetooth, USB-C and A connection.

Note: Zone True Wireless works with Logi Tune Desktop via Bluetooth, USB-C and A connection.

How do I connect to two devices simultaneously?

Zone True Wireless can be connected to two devices simultaneously:

- When you are already connected to one device, please press the Bluetooth pairing button in the charging case and pair to a second device
- When you are connected to two devices, you need to disconnect one device to pair to another device (pair by pressing the Bluetooth button in the charging case).
- When you are connected to a dongle, the dongle is always one of your two connections

How does switching between devices work?

Phone or video calls are always prioritized. If you are in a video call, you can select to accept or reject incoming calls. If you are listening to music, you have to stop the music source you are playing from to play from a new music source.

SOFTWARE SETUP GUIDANCE

Do I need to install drivers for the Zone True Wireless?

No, Zone True Wireless uses drivers that are included in your operating system and do not need additional software to run.

CONNECTIVITY TROUBLESHOOTING

My Zone True Wireless lost its Bluetooth connection

1. Your Zone True Wireless should automatically reconnect if your Bluetooth signal is lost during a call. If it doesn't, it only takes a few steps to get it connected again:

Put your Zone True Wireless back into the charging case.

2. After one minute, take Zone True Wireless back out of the charging case on and wait for it to connect.

3. If this doesn't resolve the issue, you may need to restart your phone's Bluetooth connection:

- Set your phone to airplane mode.
- Wait ten seconds and then switch airplane mode off.
- If your Zone True Wireless still doesn't reconnect, open your phone's settings and tap on Bluetooth.
- Tap on your Zone True Wireless from the list of available known devices.

For further support please use the “Contact Us” button on the left-hand menu to connect with a ProSupport agent.

Zone True Wireless is not connected to the receiver?

- Please make sure that you take the buds out of the case, check if the receiver LED is ON or not
- If the LED is not on, while you Zone True Wireless are out of the case, please plug/unplug your receiver. Then put the earbuds back in the case. Wait for 15 seconds, and open the case
- If the LED is still not ON, please try to plug the receiver to another USB port
- If the LED is still not ON, please do a factory reset

If the LED is still not ON, you may try to repair the receiver in [Logi Tune](#)

The headsets say they are connected but no one is able to hear me (PC Win 10 with Bluetooth)

There is a known issue with Bluetooth Profiles when using PC Windows 10. Windows 10, version 21H2 is available for users with select devices running Windows 10, versions 2004 and higher who manually seek to “Check for updates” via Windows Update ([link](#)). Please upgrade your Windows to 21H2, reboot your PC and check if this issue occurs again.

I lose my connection to my PC or my PC connection is unstable

If you are using Bluetooth connection, please try to connect with the receiver instead.

HARDWARE TROUBLESHOOTING

What do I do when my left or right earbud isn't working?

First, put both earbuds in the charging case and make sure both of them are charging. Then take them out and test if they work properly. If either one of the earbuds is still not working, please follow these steps to reset Zone True Wireless:

- Put both earbuds to the charging case and wait for five seconds.
 - After five seconds, take them out of the charging case and check if you are connected to both earbuds.
 - If one of the earbuds is still not working, put Zone True Wireless back and charge for fifteen minutes by connecting the charging case to USB power.
- After fifteen minutes, take Zone True Wireless out of the charging case and check if you are connected to both earbuds.
- If this still doesn't resolve the issue, put Zone True Wireless back in the case and unpair the Bluetooth device.
 - Pair your Zone True Wireless once again with your device and check if you are connected to both earbuds.
 - If this still doesn't resolve the issue, try factory reset.

If you're still experiencing connection issues, please contact our Support.

How to factory reset Zone True Wireless?

Please use the following procedure for factory reset:

1. Place the left and right earbuds in the charging case.
2. Long press the Bluetooth® pairing button in the case. The middle case light indicator will blink in white.
3. All three case light indicators will blink in white to confirm the reset.

My Zone True Wireless isn't recognized by my computer or mobile devices

If you have plugged the USB receiver in a USB port, and even after several minutes the device is not recognized in the system or not showing up in your applications, please try the following to ensure whether it is a connection issue rather than problems with your hardware:

- Check your setup: Is the connection plugged in securely and correctly?
- Try a different USB port: Sometimes a USB port on your system may have an issue.
- Try a different device : Does Zone True Wireless work fine on another system?
- If connected through an adapter or USB hub, try plugging directly into a USB port: Some external hubs or extenders may not have adequate power or specifications to support your device.

- Try to reboot your device.

For Windows:

Open Device Manager to check that the driver is properly installed

To access Device Manager:

- Click the Windows Start icon > Type “Device Manager” in the search bar
- In Device Manager click Sound, video and game controllers and confirm if Zone – – True Wireless is listed.
- If your headset is not listed – Check if Windows Update is enabled Windows Update is a Microsoft Service that automatically downloads and installs updates over the internet to the operating system.

To check the Windows Update settings:

- Click the Windows Start icon > Type “Windows Update” in the search field – Ensure Windows Update is enabled.

NOTE: Windows Update settings may be controlled by the Administrator of your system if you work in a professional or corporate environment – You may need to contact your IT department for help.

For macOS:

- Select the Apple icon at the top left of the screen.
- Select About this Mac in the drop-down menu, and then System Report in the pop-up box.
- In the System Report, if the headset is properly recognized, it will be listed under Audio as Zone True Wireless.

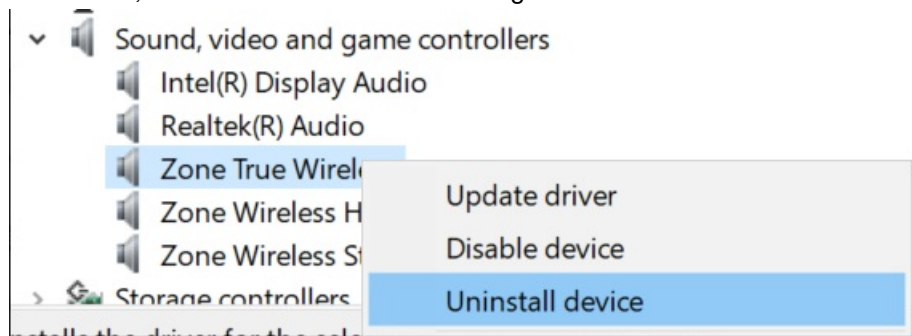
Pressing mute on Zone Wireless (Plus) or True Wireless, when connected via Bluetooth to a computer does not properly reflect on the desktop conferencing application

Some desktop conferencing applications may not fully support mute and other call controls when connected via Bluetooth. A suggestion is to connect via the included USB dongle, which will provide full functionality.

Zone True Wireless loses audio/mic function after 2nd incoming call/meeting interrupt with any application

Steps:

1. Reinstall audio driver on computer according to the Reinstall driver or update driver procedures from Microsoft.
2. To uninstall the Zone True Wireless audio driver, go to Device Manager. Under Sound, video and game controllers, find Zone True Wireless and right mouse click to Uninstall device.



3. Unplug and replug the receiver and/or disconnect and reconnect Zone True Wireless.

Zone True Wireless has poor or lost audio quality on PC or mobile via Bluetooth

On Intel's new platform (Tiger Lake), audio drivers might need to be updated to minimize the audio issues.

- Steps:
1. Reinstall/Update the audio driver on the computer according to the [Reinstall driver or update driver](#) procedures from Microsoft.

2. To uninstall the Zone True Wireless audio driver, go to Device Manager. Under Sound, video and game controllers, find Zone True Wireless and right mouse click to Uninstall device.



3. Unplug and replug the receiver and/or disconnect and reconnect Zone True Wireless.

I am pressing on the earbud button and there is no response

Ensure that you are pressing the button (left or right) in the middle area (where the purple line is on the right or in a similar area on the left) and not tapping.

Ensure that you are connected to a device, and that this device is responding.



My voice is breaking up during a video call



1. Ensure that you have a good internet connection, check your internet speed connection.

- If you internet speed is low, you may consider turning off the video during your call.
- 2. It may be because you are too far away from your receiver, or your receiver direct line of sight is blocked

Mute sync / Call pick up / Call hang up does not work

1. Please ensure that the video collaboration service you are using is supported by Zone True Wireless.
 2. Ensure that you are plugging your dongle to your laptop.
- If that does not work, please quit the client app and come back.
 - If that still does not work, change the audio source.

Documents / Resources

 <small>LOGITECH ZONE TRUE WIRELESS Setup Guide Guide d'installation</small> <small>logitech</small>	logitech Zone True Wireless [pdf] User Guide ZONE TRUE WIRELESS
 <small>LOGITECH ZONE TRUE WIRELESS Setup Guide</small> <small>logitech</small>	logitech Zone True Wireless [pdf] User Guide Zone True Wireless, Zone, True Wireless, Wireless

References

- [logi Logitech Support + Download](#)
- [logi Logi Tune - Software App for Webcams, Headsets & Logi Dock](#)