75mm

100mm

motorola

MOTO EC C20

True Wireless Bluetooth Headphones

User Manual

Product Composition

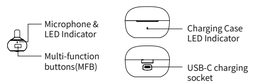
Charging Case

Earbuds

Type C Cable

User Manual

Product Description



Earbuds Charging Case

Function

Power On

Method 1：Open the charging case lid，white LED on for 1 sec.

Method 2：When the left and right Earbuds are turned off，Press and Hold MFB for 2 sec，white LED on for 1 sec.

Power Off

Method 1：Put the earbuds into the charging case and close the top lid，the earbuds will be off automatically.

Method 2：Earbuds is ON，press and hold MFB for 6 sec，orange LED ON for 2 sec，Left & Right earbuds power off.

Pairing Mode

Step 1：Fully open the charging case top lid，Master flashes white and orange，Slave flashes white one time every 5 sec.

Step 2：Searching mobile device "MOTO EC C20" for pairing，after finish Paring，Master and Slave flashes white one time every 5 sec.

Charging Case LED Indicator

Charging to the case：Orange LED flashing
Charging complete：White LED always on
Open or close the charging case（>20%）：White light turn off after 10 seconds
Open or close the charging case（<20%）：Orange light flashes for 10 seconds and then turn off

Operation

Music

Play/Pause：Left/right MFB --Tap once

Previous track：Left/right MFB --Tap 3 times

Next track：Left/right MFB --Tap twice

Multi-function buttons(MFB)

Call

Answer/End a call：Left/right MFB --Tap once

Reject Call：Left/right MFB --Press and hold MFB for 2 seconds

(Incoming call：The white light flashes three times quickly，stop for 2s)

Activate Voice Assistant ——Left & Right earbuds operation

Activation：Earbuds is in Standby mode，Press and hold Left Earbuds MFB for 2 sec.

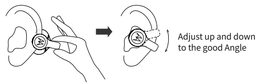
Factory Reset

Switch off both earbuds. Press and hold MFB for 10s，white and orange LED flashing 3 times. Then put both earbuds into the charging case.

press and hold pairing button for 10 sec，white and orange LED flashing 3 times.

Note：To prevent accidental contact，please adjust to avoid the touch area when wearing.

Wearing instruction



Open or press the adjustable clamp ear

Product Parameters

	Project	Parameters
EARBUDS	Earbuds Battery Capacity	50mAh
	Earbuds Weight	≈6.5g
	Bluetooth Version	V5.3
	Working Voltage	3.85V
	MIC Sensitivity	-42±1dB
	Bluetooth Frequency	2.402 - 2.480GHz
	Bluetooth Distance	10m
CHARGING CASE	Frequency Response	20Hz-20KHz
	Charging Case Battery Capacity	410mAh
	Charging Case Weight	≈44g
	Rated input	5V ⎓ 400mA
	Rated output	5V ⎓ 200mA

Manufactured, distributed, or sold by Meizhou Guo Wei Electronics Co., Ltd., official licensee for this product. MOTOROLA and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC, and are used under license. All other trademarks are the property of their respective owners. © 2024 Motorola Mobility LLC. All rights reserved.

Version 1

1. Safety Instructions

To avoid hearing damage, keep the volume at a moderate level. Avoid listening to music at loud volume levels for prolonged periods of time as this may cause permanent hearing damage or hearing loss.Don't use this product when it is unsafe to do so. For example,while operating a vehicle, cycling, crossing a road, or any activity which requires your attention and ability to hear.

2. Help & More

Please visit: motorolasound.com/support

3.General Information

Consumer Products and Accessories Limited Warranty("Warranty")

Thank you for purchasing this Motorola branded product manufactured under license by Meizhou GuoWei Electronics Co. LTD("MZGW")

What Does this Warranty Cover?

Subject to the exclusions contained below. MZGW warrants that this Motorola branded product("Product")or certified accessory("Accessory")sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below.This Warranty is your exclusive warranty and is not transferable.

Who is covered?

This Warranty extends only to the first consumer purchaser, and is not transferable.

What will MZGW do?

MZGW or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that does not conform to this Warranty. We may use functionally equivalent reconditioned/refurbished /pre-owned or new Products,Accessories or parts.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUTLIMITATION THE IMPLIED WARRANTIES OFMERCHANTABILITY AND FITNESS FOR A PARTICULARPURPOSE, SHALL BE LIMITED TO THE DURATION OFTHIS LIMITED WARRANTY, OTHERWISE THE REPAIROR REPLACEMENT PROVIDED UNDER THIS EXPRESSLIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THECONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHERWARRANTIES,EXPRESS OR IMPLIED,IN NO EVENTSHALL MOTOROLA OR MZGW BE LIABLE, WHETHER INCONTRACT OR TORT (INCLUDING NEGLIGENCE) FORDAMAGES IN EXCESS OF THE PURCHASE PRICE OFTHE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECTINTAL, SPECIAL OR CONSEQUENTIAL DAMAGESOF ANY KIND. OR LOSS OF REVENUE OR PROFITS.LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHERFINANCIAL LOSS ARISING OUT OF OR IN CONNECTIONWITH THE ABILITY OR INABILITY TO USE THE PRODUCTSOR ACCESSORIES TO THE FULL EXTENT THESEDAMAGES MAY BE DISCLAIMED BY LAW.

Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you.This Warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.

Consumer Products	**One (1)year** from the date of the products original purchase by the first consumer purchaser of the product
Consumer Accessories	**Ninety(90) days** from the date of the accessories original purchase by the first consumer purchaser of the product
Consumer Accessories that are Repaired or Replaced	**The balance of the original warranty or for Ninety(90)days** from the date returned to the consumer, whichever is longer.

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this Warranty.

Abuse & Misuse. Defects or damage that result from:(a)improper operation,storage, misuse or abuse, accident or neglect,such as physical damage(cracks, scratches etc.) to the surface of the product resulting from misuse(b)contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food:(c)use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or(d) other acts which are not the fault of MOTOROLA or MZGW, are excluded from coverage.

Use of Non-Motorola branded Products and Accessories.

Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment,installation,maintenance,alteration, or modification in any way by someone other than MOTOROLA. MZGW or its authorized service centers, are excluded from coverage.

Altered Products. Products or Accessories with(a) serial numbers or date tags that have been removed, altered or obliterated:(b)broken seals or that show evidence of tampering;(c)mismatched board serial numbers; or(d)nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.Communication Services.Defects,damages, or the failure of Products or Accessories due to any **communication service** or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a MZGW Authorized Repair Center, To obtain service, you must include:(a)the Product or Accessory:(b) the original proof of purchase(receipt)which includes the date,

place and seller of the Product;(c)if a warranty card was included in your box, a completed warranty card showing the serial number of the Product;(d)a written description of the problem; and, most importantly;(e)your address and telephone number.

Disposal of the Device (environment)

At the end of the product life cycle, you should not dispose of this product with normal house-hold waste. Take this product to a collection point for the recycling of electrical and electronic equipment.The symbol on the product, user's guide and/or box indicates this.Some of the product materials can be re-used if you take them to a recycling point. By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment.Please contact your local authorities in case you need more information on the collection points in your area.

European Union Directives Conformance Statement

The following CE compliance information is applicable to Motorola products that carry one of the following CE marks.

CE

Hereby,MZGW declares that this product is in compliance with:

- The essential requirements and other relevant provisions of RED Directive 2014/53/EU
- All other relevant EU Directives

The Declaration of Conformity can be obtained at motorolasound.com

UK Declaration of Conformity

Hereby, MZGW declares that this product is in compliance with the requirements for UKCA marking. The Declaration of Conformity can be obtained at motorolasound.com

UK CA

FCC Notice to Users

The following statement applies to all products that bear the FCC logo and/or FCC ID on the product label.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. See 47 CFR Sec.15.105(b).These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in a particular installation.If this equipment does cause harmful interference to radio or television reception which can be determined by turning the equipment o and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

(1)This device may not cause harmful interference, and

(2)this device must accept any interference received,including interference that may cause undesired operation.See 47 CFR Sec,15.19(a)(3).Motorola has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment. See 47 CFR Sec.15.21.

Industry Canada Notice to Users

This device complies with industry Canada license-exempt RSS standard(s),Operation is subject to the following two conditions:(l) This device may not cause interference and(2)This device must accept any interference, including interference that may cause undesired operation of the device.See RSS-Gen, Section8.4, This device complies with ICES-003 requirements for Class B ITE(Information Technology Equipment).CANICES-3(B)/NMB-3(B)

This device meets the IC requirements.

Warranty Card

Product Name		Seal Office
Product Model		
Purchase Cate		
User Name		
User Address		
Telephone		
Maintenance Personnel		
Fault Description		