



Technics EAH-AZ60-S True Wireless Multipoint Bluetooth Earbuds Instruction Manual

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Technics

Technics EAH-AZ60-S True Wireless Multipoint Bluetooth Earbuds



Product Informatio

The product is a pair of earphones designed for listening to audio. It consists of earpieces that fit into the ears and are connected to a device through a cable. The earphones have a protective mesh to prevent foreign matter from entering the audio output.

Product Usage Instructions

1. To clean the earphones, start by removing the earpieces. Grip the earpieces and twist gently while pulling them off. Cleaning the earpieces while attached to the earphones may damage the protective mesh.
2. Use cotton swabs or similar tools to gently wipe the outside of the earpieces and remove any foreign matter.
 - For thorough cleaning, regularly hand wash the earpieces using a diluted neutral detergent. After washing, make sure to wipe off any moisture.
3. To remove earwax or other foreign matter attached to the protective mesh of the earphones, blow on it or use a suitable method.
 - In case hair styling products or make-up get onto the earphones, immediately wipe them off with a soft dry cloth. Avoid touching the protective mesh as it can affect audio characteristics.
 - b. Do not attempt to remove blockages from the protective mesh using cotton swabs or similar tools, as this may cause malfunctions.
4. Once cleaned, firmly attach the earpieces back onto the earphones, ensuring they are not at an angle.
5. When not in use, store the earphones in the provided charging cradle to protect them from foreign matter.
6. If the earpieces are very dirty:
 - Wash the earpieces with the tips of your fingers, using warm water and a diluted neutral detergent for effective cleaning.
 - Rinse the earpieces well with clean water after washing.
 - Place the earpieces between a soft, dry cloth and press firmly 3 to 5 times to eliminate moisture. Ensure the earpieces are thoroughly dried after washing.

Not satisfied with the volume capacity: (Low volume)

- If foreign materials (such as earwax) build up in the **earpiece**, there may be no sound or the volume may seem lower than usual. Make sure there is no earwax, foreign matter, etc., attached to the earpieces of the earphones. Remove the earpieces from the main unit (earphones) and clean them regularly.
- Increase earphone volume by tapping the touch sensor. • Increase the volume on the Bluetooth® device.
- Some of the Android devices volume cannot be changed, so use the earphone for volume control
- For iPhone user – select settings – under Sound & Haptics – select “Headphone safety” – please enable “Reduce Loud Sounds”
- Confirm that earbuds are properly inserted into your ears and are fitting properly.

Technics” logo should be horizontal as per the image below.



Earbuds do not connect, or connection strength is poor:

- Switch the Bluetooth setting OFF and ON of the Bluetooth device.
- Completely power off the Bluetooth device and after 1 minute power it back on
- Confirm that the earphones are fully charged.
- Try to keep your Bluetooth device close to your earphones
- Intermittent audio, or no audio may occur when using the earphones in an environment with a congested Wi-Fi signal, close to other wireless audio devices using Wi-Fi, microwaves, phones.
- Confirm there are no obstacles between the earphones and the Bluetooth® device.

One earbud loses charge faster than other earbud:

- During a voice call (phone call or teams/zoom meeting) only one earphone mic is being used; therefore, the battery percentage of that earphone drains faster than the other.
- There may be some difference between left and right due to signal and usage conditions.
- Update with the latest firmware. Newer firmware may improve the performance
- Using the app settings try to enable “auto power off” function. (Please note that this will disable earphones searching function.)
- Make sure that each earbud is seated properly in the charging case. Cyan LED on the charging case will blink slowly 4 times.

Earbuds do not charge reliably:

- Make sure that each earbud is seated properly into the charging case. Cyan LED on the charging case will blink slowly 4 times. If it blinks rapidly the earbuds are not seated properly or there is dust on the charging terminal
- If there is any foreign material (such as dust or earwax) on the charging terminals clean the charging terminals.
- Confirm that the USB charging cord is connected firmly between the earbuds charging case and the power source (USB adapter or PC USB port) 5)

Sound quality is not good :

- For Optimal sound, we recommend that you try each of the different earpieces that are provided with the unit to have secure fit in your ear.
- If they feel like they are coming loose or hurt your ears, try to use properly sized earpieces that fit firmly into your ears. Provided earpiece sizes are Extra Small (XS), Extra Small 2 (XS2) Small(S), Small 1 (S1) Medium(M), Large(L), Extra Large(XL). M size fitted to the earphones.

- Make sure when you insert the earphone into your ear the Technics logo is facing horizontal. Twist the earphone back and forth until it is nice and snug
- For more information how to wear – Open the Technics Audio Connect app and under settings select “Hint for use” and select “To get the right fit
- You can also customize EQ or 4 Preset Sound using “Technics Audio Connect” App
- Adjust “Noise Cancelling” using the “Technics Audio Connect” App (Settings – Under Operations/Sounds) terminals
- Update with the latest firmware. Newer firmware may improve the performance.
- Using the app settings try to enable “auto power off” function. (Please note that this will disable earphones searching function.)

Poor call quality during phone calls:

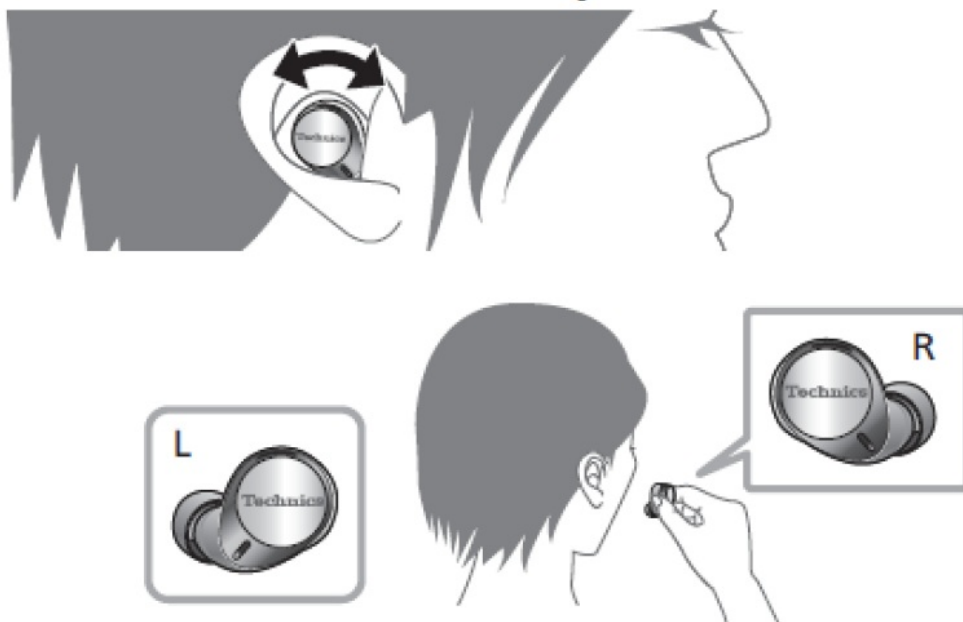
- Verify that the opening to the microphone element is not obstructed by some foreign material.
- Optimize the noise canceling according to your needs by adjusting the “Optimize noise cancellation” under settings using the Technics Audio Connect.\
- The earphones detect your voice with voice activity detection microphones to enable the other party to hear it. Your voice cannot be detected if the earpieces are not fitted snugly into your ears. Replace with earpieces that fit snugly into your ears. Confirm that the earphones are seated/fitted until is nice and snug. For more information how to wear – Open the Technics Audio Connect app and under settings select “Hint for use” and select “To get the right fit”
- The noise canceling effect may be reduced if the earphones are not properly sized for your ear canal or are not worn correctly.

Make sure that the Ambient Sound Control function is set to [Noise Canceling]. You can switch the mode by pressing and holding the touch sensor on the right earphone for about 2 seconds (default settings). You will be notified by voice guidance of the switched mode. (The operation method can be changed using the smartphone app.)

- You can also change the strength of noise canceling using the Technics Audio Connect app. From the app home page select noise cancelling and you can adjust the level of noise cancelling (min (1) to max (100))
- Also, if the headphones are being used in an area with very loud noise, that noise may be exceeding the noise canceling capability

Earbuds do not stay in place:

- Recommend that you try each of the different earpieces that are provided with the unit to have secure fit in your ear.
- If they feel like they are coming loose or hurt your ears, try to use properly sized earpieces that fit firmly into your ears. Provided earpiece sizes are Extra Small (XS), Extra Small 2 (XS2) Small(S), Small 1 (S1) Medium(M), Large(L), Extra Large (XL). M size fitted to the earphones
- Make sure when you insert the earphone into your ear the Technics logo is horizontal. Twist the earphone back and forth until it is nice and snug.
- The left earbud has a raised dot indicating the L side.



For more information how to wear – Open the Technics Audio Connect app and under settings select “Hint for use” and select “To get the right fit”

Case does not charge:

→ The charging cradle LED does not light or blink even when you open the charging cradle lid.

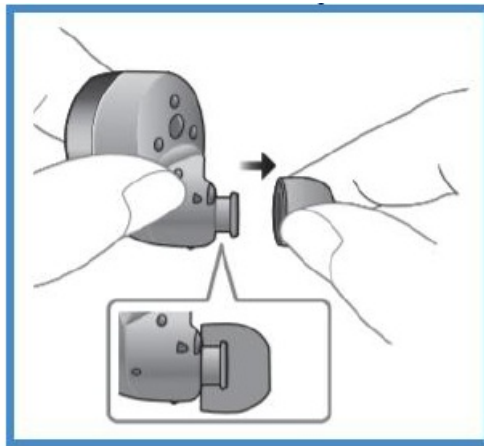
- There is no charge in the battery. Use the USB charging cord (supplied) to charge. Do not use any other USB charging cable except the supplied one. Doing so may cause malfunction.
- Take the earphones out of the charging cradle, and after unplugging the USB charging cord, close the lid and leave for 3 minutes. Then open the lid of the charging cradle and confirm that the power turns on.

→ The charging cradle LED (red) blinks rapidly.

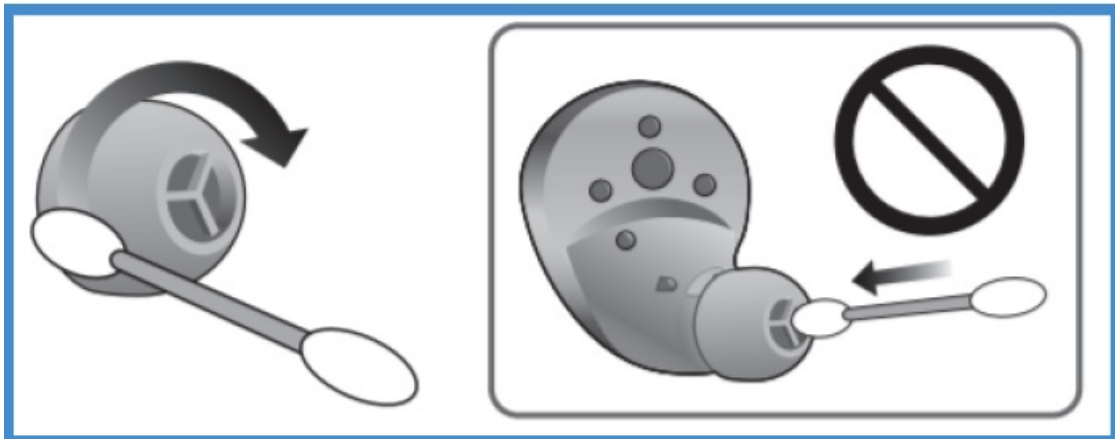
- Unplug the USB charging cord and plug it in again.
- Make sure the computer is turned on and is not on standby or sleep mode when charging the case using PC.
- Confirm that the USB charging cord is connected firmly to the USB terminal of the computer or the USB adapter.
- Confirm that the USB port you are currently using on your PC to charge the charging case is working fine. If not, try using the other USB ports
- If it still blinks red again contact an Authorized Panasonic Service center. How to

How to clean the earphones

1. Remove the earpieces. Grip the earpieces and twist gently as you pull off. If you clean the earpieces while they are attached to the earphones, you may damage the protective mesh on the earphones

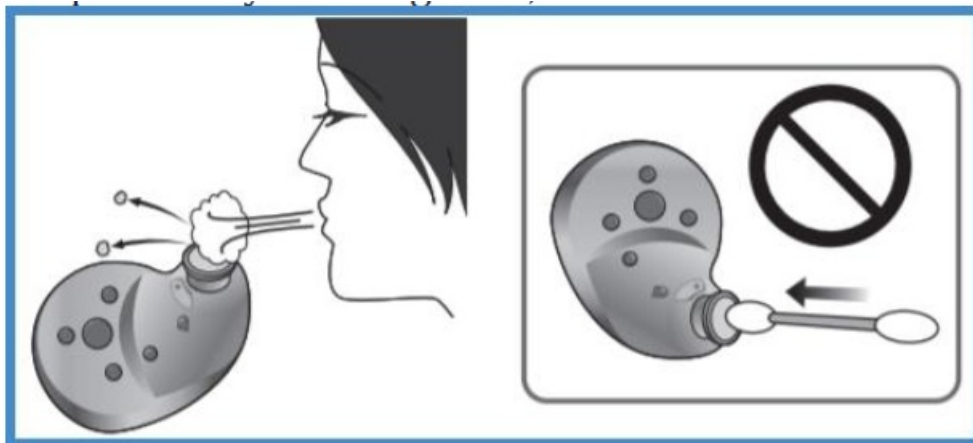


2. Use cotton swabs, etc., to gently wipe the outside of the earpieces to remove foreign matter.



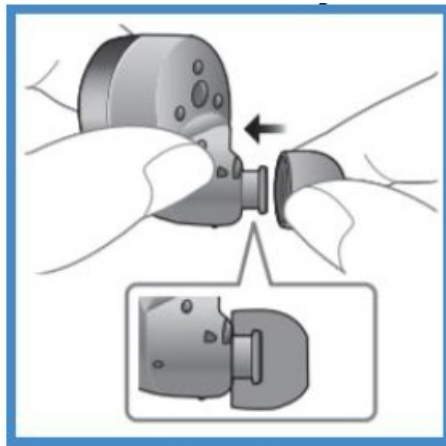
Regularly use a diluted neutral detergent to hand wash the earpieces and wipe off moisture well after washing.

3. Remove earwax, foreign matter, etc., that has attached to the protective mesh of the earphones by blowing on it, etc. a.



If hair styling product or make-up gets onto the earphones, wipe off immediately with a soft dry cloth. (Do not touch the protective mesh as this can have an effect on audio characteristics.) b. You may block the protective mesh if you try to remove with a cotton swab, etc., which can lead to malfunctions. 4)

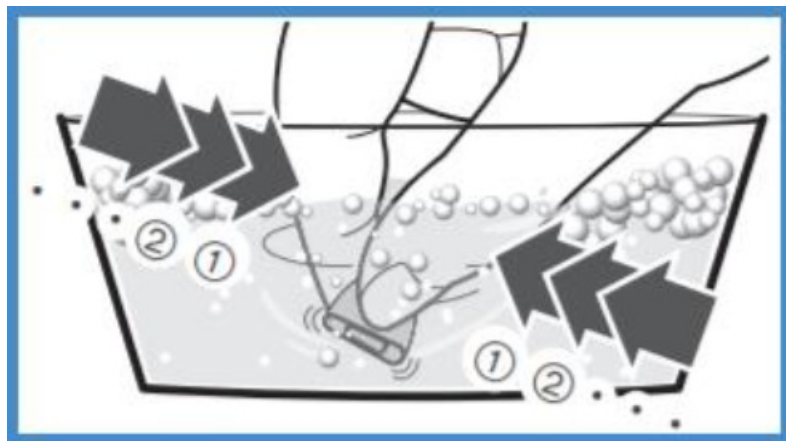
4. Attach the earpieces. Make sure the earpieces are fitted firmly onto the earphones and confirm that they are not at an angle.



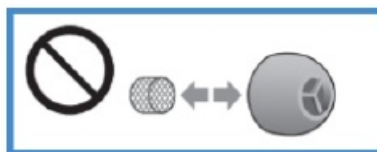
5. Store the earphones in the charging cradle to protect them from foreign matter, etc., getting on them

When the earpieces are very dirty

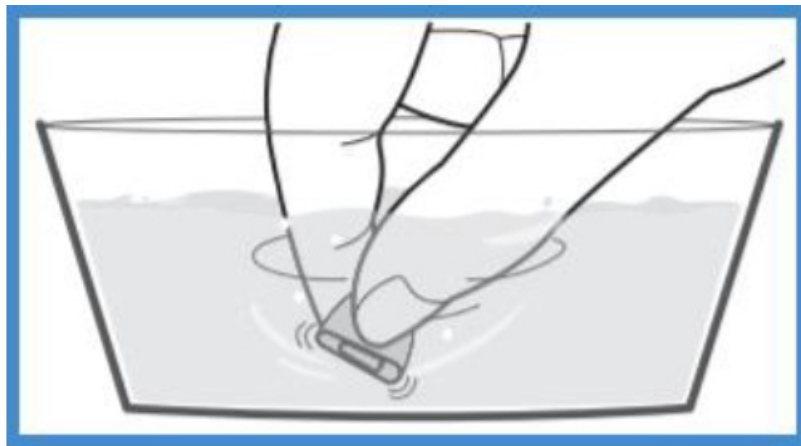
1. Wash the earpieces with the tips of your fingers. Using a diluted neutral detergent in warm water is effective



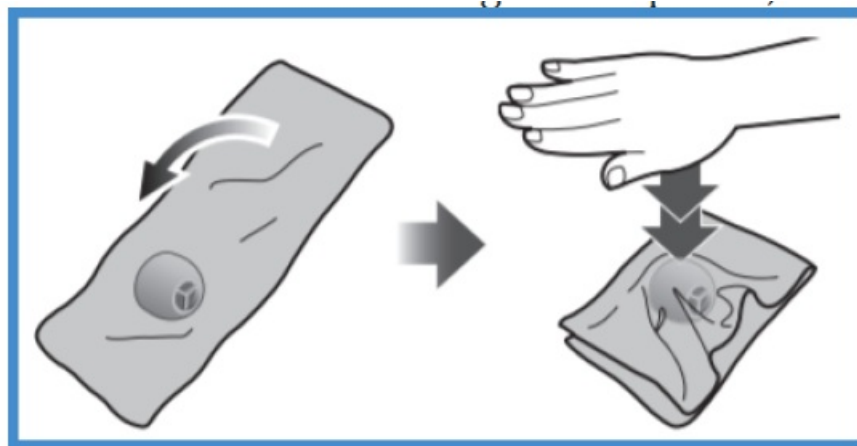
Do not remove the sponges from the earpieces. 1)



1. Rinse well with clean water after washing.



2. Put in between a soft, dry cloth, press firmly 3 to 5 times to ensure the moisture is eliminated. After washing the earpieces, eliminate the moisture and dry thoroughly



Documents / Resources

	<p>Technics EAH-AZ60-S True Wireless Multipoint Bluetooth Earbuds [pdf] Instruction Manual EAH-AZ60-S True Wireless Multipoint Bluetooth Earbuds, EAH-AZ60-S, True Wireless Multipoint Bluetooth Earbuds, Wireless Multipoint Bluetooth Earbuds, Multipoint Bluetooth Earbuds, Bluetooth Earbuds, Earbuds</p>
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References

- [P Panasonic - How to update the firmware on your True Wireless Earbuds](#)
- [User Manual](#)