

# maxell

## Bluetooth® True Wireless Stereo Earphone

### MXH-BTW20

### User Manual

Thank you for purchasing this Maxell product. Before use, make sure to read this Instruction Manual and use the product correctly and safely.



\* 1: The multi-function button is a touch sensor. Please operate by touching directly with the pad of your finger. It cannot be operated with gloves on. When handling the headsets, please note that unintended operation may occur if your finger touches the multi-function button.

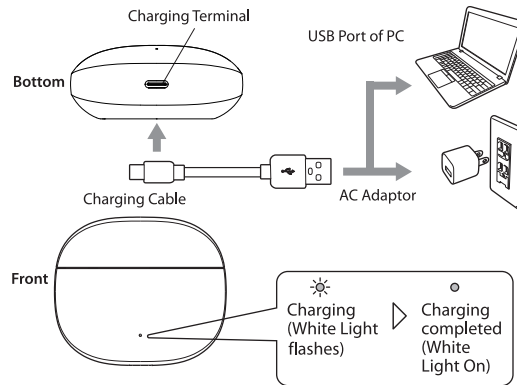
## 2 Preparation

This product has a built-in lithium ion battery. After purchase, please charge before use.

### <Charging the charging case>

1. Connect the included USB charging cable to the charging case and the USB port of PC or USB adaptor.
2. Charging of the charging case starts and the status light flashes white.
3. Charging is completed when the status light glows white (Charging time: approx. 2hrs)
4. Remove the charging USB cable.

### Connection diagram

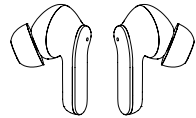


## Contents of the package

Headsets (L x 1pc, R x 1pc)

Earpieces (S/M/L 2pcs each)

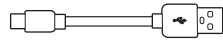
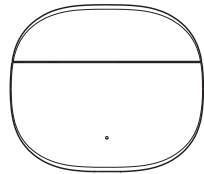
\* M is attached to the headsets



Charging Case

Charging Cable

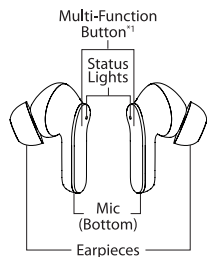
(USB-A - Type-C approx. 45cm) x 1pc



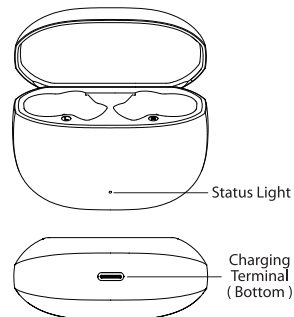
User Manual  
(This Document)

## 1 Name of Each Part

Headsets



Charging Case



- ※ Please do not use other cables except the included cable for charging.
- ※ Carefully check the orientation of the terminals before inserting the charging cable. If you make a mistake, the terminals may be damaged.
- ※ Please use 5V DC power supply that complies with the USB standard for the USB port.
- ※ Charging time varies depending on the battery level.

- ※ If you do not use it for a long time, please charge it at least every 3 months. Otherwise, the battery may deteriorate and cannot be used.
- ※ Lithium ion battery is a consumable item. The usage time will reduce with use. If the usage time becomes extremely short, it indicates the end of battery life.
- ※ Calls and playback will not work while charging.
- ※ When the battery level is low, the status light will flash white and an alert tone will be heard.

## <Choosing an earpiece>



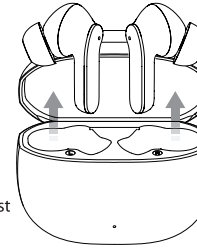
At the time of purchase, size M earpieces are attached to the headsets. If size M does not fit your ears, please replace with the size S or size L earpieces in the contents. If the earpieces do not fit correctly, it will not be possible to seal the ear hole with the earpieces, which may cause sound leakage and no bass to be heard. Also, if you feel that the volume is low, there is a possibility of sound leakage.

## 3 How to Use

### <Pairing and connecting>

In order to use this product, it is necessary to pair with your device.

1. When the headsets are removed from the charging case, the headsets power turns on automatically, and the status light flashes white.
2. Enable Bluetooth function on your Bluetooth device.  
※ For details on setting, please refer to the instruction manual of the device.
3. Please select "MXH-BTW20" from the list displayed on your Bluetooth device.
4. When pairing is completed, the status light turn off.



### <Connection after the second time onward>

1. Activate Bluetooth on your Bluetooth device.
2. When the headsets are removed from the charging case, the headsets power turns on automatically, and the status light flashes white.
3. The headsets will connect automatically.\*1 After connect, the status light turn off.

\*1: If it does not connect automatically, please select "MXH-BTW20" from the list displayed on your device.

### Caution

- Pairing mode lasts for approximately 3 minutes, and if it is not paired during that time, the power will turn off automatically.
- Password\*2 input may be requested by your Bluetooth device. In that case, you can pair it by entering "0000".
- This product can simultaneously store up to 8 paired Bluetooth devices. When more than 9 pairings are attempted, the information of the 1st stored Bluetooth device will be erased and replaced by the newly paired device. If you want to use the erased Bluetooth device, please pair it again.

\*2: Password may be called passcode, passkey, PIN code, etc.

### <How to operate>

#### Common function

Function	Operation	Status Light
Power On	Take out the headsets from the charging case	Headset L or R: The status light flashes white
	Or when the headsets is off, press and hold the multi-function buttons on the headsets L and R for approx. 5 seconds	
Power Off	Place the headsets into the charging case	Headset LR: Light ON (Charging)
	Or, press and hold the multi-function buttons on the headsets L and R for approx. 5 seconds	Headset LR: Light OFF

Pairing Mode	Remove the headsets from the charging case	Headset L or R: The status light flashes white
	Or, with the headsets is off, press and hold the multi-function button on the headset L for approx. 5 seconds. After turning on the power of the headset L, press and hold the multi-function button of the headset R for approx. 5 seconds	
Pairing complete	Pair this product from your Bluetooth device. Please refer to <Pairing and connecting>	Headset LR: Light OFF
Connect	When you enable the Bluetooth from the paired device, it will connect automatically.*3	Headset LR: Light OFF
Disconnect	Disconnect the product from your device (or disable Bluetooth)	Headset L or R: The status light flashes white

\*3: If it does not connect automatically, please select "MXH-BTW20" from the list displayed on your device.

**Caution** After approx. 3 minutes without Bluetooth connection, the power will turn off automatically.

## Music Playback

Function	Operation
Play / Pause	Press the multi-function button on the headset L or R
Next song	Double click the multi-function button on headset L or R
Previous song	Triple click the multi-function button on headset L or R
Voice assistant	Press the multi-function button on the headset L or R four times

**Caution** Depending on the device, the operation may different or may not be available.

## Phone Call

Function	Operation
Answer a call	Press the multi-function button on the headset L or R when incoming call
Decline a call	Press and hold the multi-function button on the headset L or R for approx. 2 seconds when there is incoming call
End a call	Double click the multi-function button on the headset L or R during a call
	The other party disconnects the call

**Caution** Depending on the device, the operation may different or may not be available.  
If you use your device to receive the call, your device has priority and this product cannot be used for the call.

## 4 Troubleshooting

The power does not turn on	<ul style="list-style-type: none"> <li>Place the headsets into the charging case and take it out.</li> <li>Press and hold the multi-function button on the headset approx. 5 seconds</li> <li>Please charge the product</li> </ul>
No sound	<ul style="list-style-type: none"> <li>Please pair and connect Bluetooth</li> <li>Power is not turned on. Place the headset into the charging case and take it out</li> <li>Check if the connected Bluetooth device supports Bluetooth profile A2DP</li> <li>Check if the connected Bluetooth device is playing music</li> <li>Please increase the volume of the Bluetooth device slowly</li> </ul>
Sound is distorted or interrupted	<ul style="list-style-type: none"> <li>Please reduce the volume of the connected device</li> <li>Please turn off the functions such as bass boost of connected device</li> <li>Remove any obstacles between the connected device and this product</li> <li>Keep the connected device close to this product</li> <li>Please keep away from radio equipment or microwave ovens</li> </ul>

<b>Cannot hear the voice on the phone</b>	<ul style="list-style-type: none"> <li>• Please press the multi-function button to receive the call</li> <li>• Check if the connected Bluetooth device supports Bluetooth profile HFP</li> </ul>
<b>Unable to charge</b>	<ul style="list-style-type: none"> <li>• Insert the charging cable to the charging terminal completely</li> <li>• Take out the headsets from the charging case and put it back again.</li> <li>• Clean dirt on the contact of the headsets and charging case</li> <li>• Charge within the charging temperature range (5°C to 40°C)</li> </ul>

If the problem does not improve, please reset the headset. When the headset are reset, all paired device information will be erased and it will be in the state at the time of purchase. Please pair again.

1. Delete the "MXH-BTW20" pairing record displayed on your device.
2. Turn on the power of the headset L and R.
3. Press the button on the headset L or R 6 times. A "beep" sound will be heard and then the headsets will be turned off.
4. Place the headsets L and R into the charging case.
5. Please carry out pairing according to the procedure in **3** How to Use <Pairing and connecting>.

## 5 Specification

<b>General specification</b>	<b>Driver unit</b>	Diameter 10mm
	<b>Audio frequency response</b>	20~20,000Hz
	<b>Power supply</b>	Built-in rechargeable lithium ion battery
	<b>Using time</b>	Continuous playback: approx. 7.5 hours, Continuous standby: approx. 70 hours.
		Charging case charge the headsets approx. 3 times <sup>*1</sup>
	<b>Charging time</b>	Headsets: approx. 1.5 hours
		Charging case: Approx. 2 hours
<b>Weight</b>	Headsets: Approx. 4g x 2 Charging Case: Approx. 36g	
<b>Accessories</b>	Earpieces (S/M/L 2 units each) ※ M size are attached to the headsets. Charging cable (USB-A-USB Type-C approx. 45cm) x1, instruction manual	
<b>Wireless specification</b>	<b>Communication method</b>	Bluetooth® Ver.5.3
	<b>Communication distance</b>	Max. 10m
	<b>Supported profile</b>	A2DP / HFP / AVRCP
	<b>Supported codecs</b>	SBC
	<b>Multi-pairing</b>	Up to 4 units

\*1: When the headsets and the charging case are fully charged, the max. playback time is around 30 hours, where 1 time by the charged headsets and 3 times by charging from the charging case. Total 4 times.

※ Specifications and appearances are subject to change without prior notice for improvement.

※ This device has a lithium ion battery built in. Usage time and battery charging time are based on our test results. It depends on the usage environment.

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### Battery Note and Care

1. Do not burn or bury batteries.
2. Do not puncture or crush.
3. Do not disassemble.
4. Li-ion batteries must be recycled. Do not dispose of in the trash.
5. Only use rated charger for Li-ion cells. Be sure the charger's voltage and current settings are correct for the device being charged.
6. Charge batteries on a fireproof surface and away from flammable items or liquids.
7. Batteries should NEVER be left unattended while charging.
8. Keep out reach of children when the product is being charged.
9. Follow the manufacturer's instructions for charging the product.