

*nwr* MBE001

wireless on-ear speakers

# Online Instruction Manual



*nwr*

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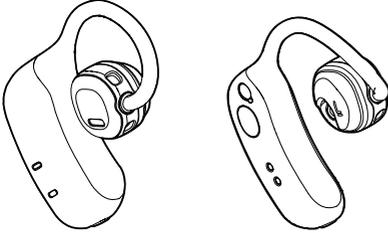
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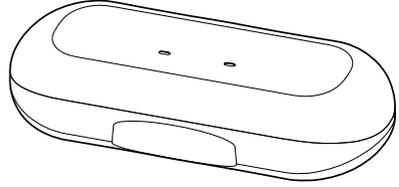
# Introduction

## Package contents

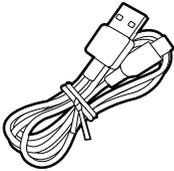
(1) Main unit



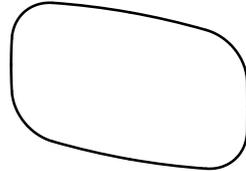
(2) Carrying case



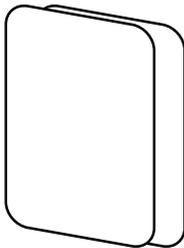
(3) USB cable (USB Type-A - USB Type-C®)



(4) Quick start guide

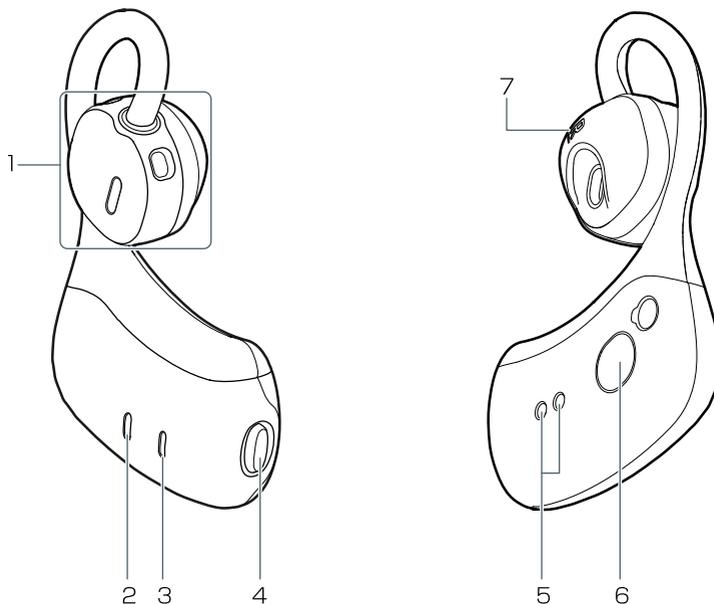


(5) Safety guide x 2



## Part names

(This example uses the right earphone)



1: Speaker

2: Status indicator

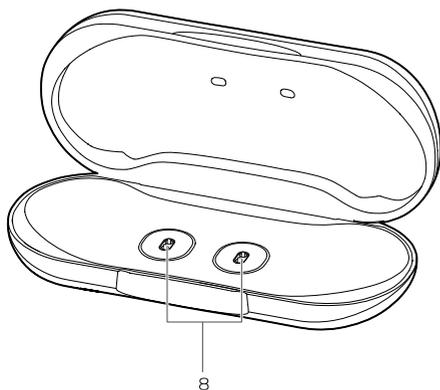
3: Microphone

4: Multifunction button

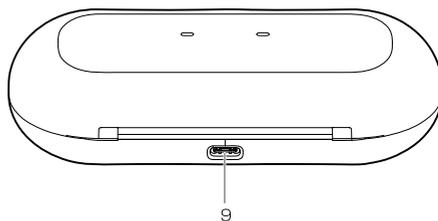
5: Earphone charging connectors

6: Sensors (for on-ear detection)

7: Left/right label



8: Carrying case charging connectors



9: USB charging port (USB Type-C®)

## Turning power on/off

Turn the earphones on by removing them from the carrying case, and turn them off by returning them to the case.

Turning the earphones on and off with the multifunction button is not possible.

### On-ear detection sensors

These earphones include on-ear detection sensors.

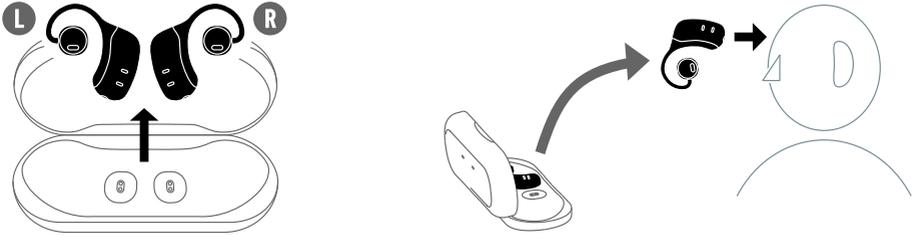
If you take the earphones off from your ears while listening, the music will automatically pause. If you put them on again, the music will be resumed.

- If the earphones are not put on correctly, the on-ear detection sensors may not function.
- If the earphone sensors are dirty, the on-ear detection sensors may not function. If the earphones are dirty, wipe them clean with a soft, dry cloth or similar.
- The on-ear detection function can also work with the left or right earphone only.
- Other than when the earphones are worn over the ears, the on-ear detection sensors also turn on (detected) if the sensors are covered (such as when the earphones are placed on a table and the sensors are covered), and audio or video playback resumes. If the earphones are placed in the carrying case, the power turns off.

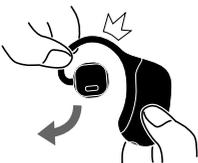
# Wearing

These earphones are open-ear type. They are worn such that the speaker fits over the ear canal.

Before putting them on, check which are the left and right earphones.



Place the earphones over the ear from the front so that the speaker is above the ear canal.



Excessive force



Misaligned wearing

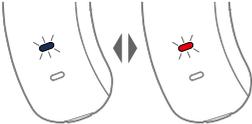


Earphones in the wrong ears

Do not use excessive force when putting on or while using the earphones. Doing so may damage the earphones.

If the earphones are not put on completely, they may fall off.  
 Ensure that the earphones are not put on the wrong ears.

## Status indicator display

Color and pattern of status indicator	Earphone status	
	Two slow, light blue blinks	Not connected to a device. (Power will automatically turn off after approximately 5 minutes)
	Slow light blue blinking	In connection standby status. (Power will automatically turn off after approximately 5 minutes)
	Blinks red and blue alternatively	In pairing mode.
	Slow white blinking	Connected to a device.
	Fast white blinking	Receiving a call.
	Lit red	Microphone muted.
	Lit orange	Low battery.
	Slow green blinking (default setting)	Charging.
	Lit green (default setting)	Charging completed.

The status indicator does not work when the earphones are being worn.

If the on-ear detection sensors are turned off, the status indicator display will be off except when blinking during pairing mode and charging, and when lit once charging is complete.

The color of the status indicator during charging can be changed from green using the dedicated nwm Connect app. For details, see “nwm Connect App.”

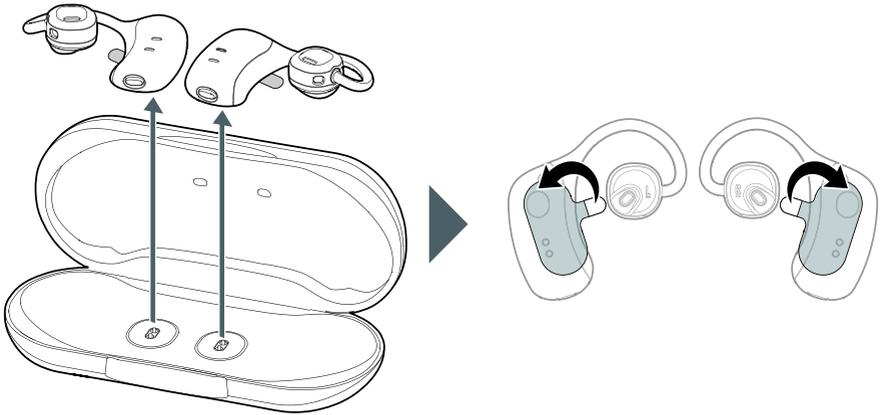


# How to charge

## Charging

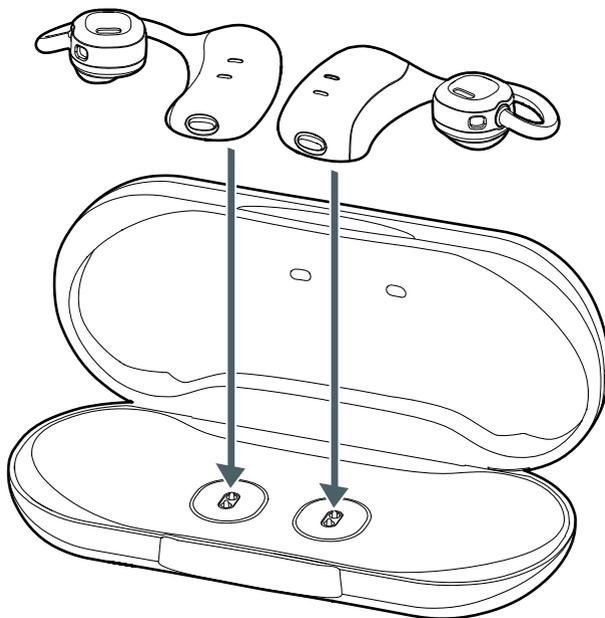
Before using your earphones for the first time, charge them using the included USB cable.

1. Remove the earphones from the carrying case, and peel away the protective stickers.



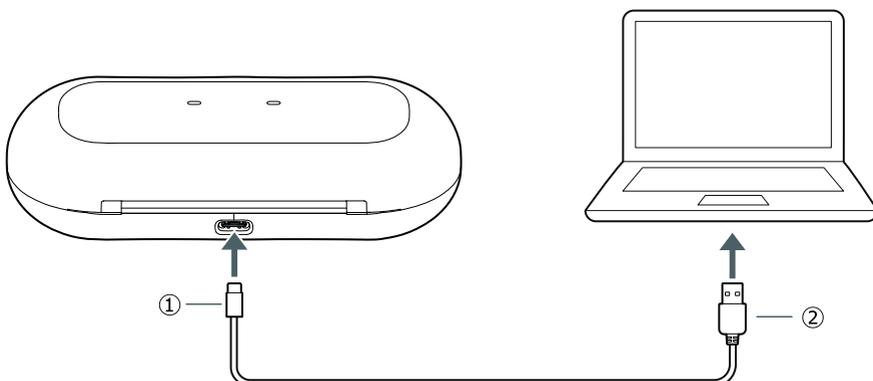
**2. Place the earphones in the carrying case.**

Place the earphones in the carrying case such that their charging connectors are aligned.



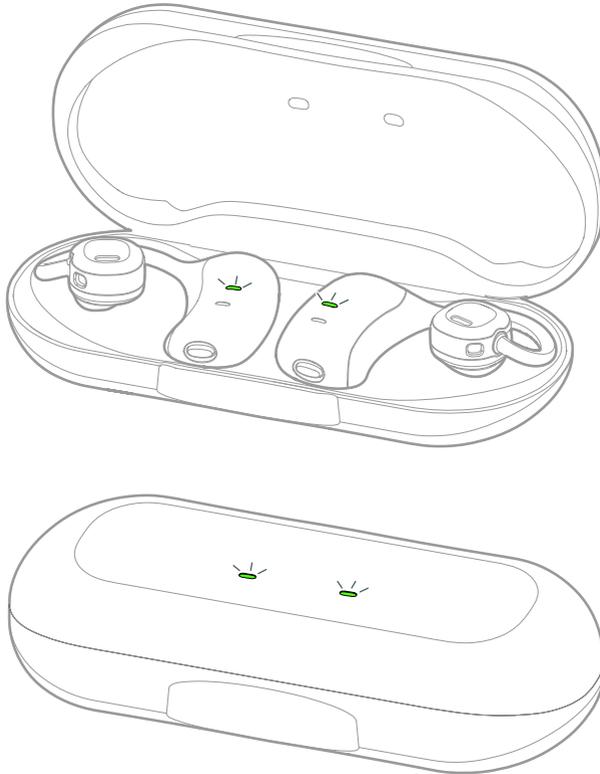
**3. Connect the end (USB Type-C: (1)) of the included USB cable to the USB port on the carrying case.**

**4. Connect the other end (USB Type-A: (2)) of the USB cable to the USB port on a PC or similar.**



**5. The status indicator on the earphones will slowly blink green. (This can be checked even when the lid of the carrying case is closed)**

When the light remains on, charging is complete.



**<Note>**

- Before charging, ensure that you wipe the earphones with a dry cloth or similar prior to placing them in the carrying case.
- Ensure that you use the included USB cable when charging. Charging may not be possible if other than the included USB is used.
- When inserting a USB cable into a USB port, ensure that it is inserted straight (horizontally), and all the way in.

Charging takes approximately 2.5 hours.

When charging is complete, remove the USB cable.

When the remaining battery is low, the status indicator will be lit orange, and a notification tone will sound.

\* The charging time may vary depending on the temperature and usage frequency.

**<Note>**

- Before charging, ensure that you wipe the earphones with a dry cloth or similar prior to placing them in the carrying case.
- Carry out charging of the earphones in a location away from direct sunlight and that is well ventilated (5°C/41°F to 40°C/104°F).
- If connected to a PC, charging may not be possible if this enters power saving mode or is turned off.
- Do not use the USB cable if it is bent or twisted. Doing so may result in fire or electric shock.
- Pay attention to the following points when storing for a long period of time. Failure to do so may result in rapid battery degradation, or reduced available operation time.
  - Do not store in locations with high temperatures or humidity (such as within a car or where subject to direct sunlight).
  - Do not store when either fully charged or fully discharged.

# How to connect

## Pairing

Connecting these earphones to a Bluetooth device first requires that they be paired.

This means that using the same Bluetooth device at a later date will not require pairing operations again.

To pair with subsequent Bluetooth devices, or to switch between connected devices, see “Re-pairing.”



Pairing:

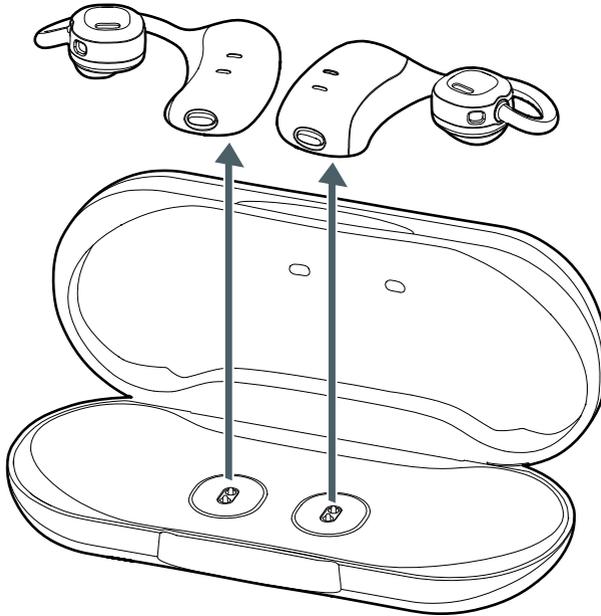
Bluetooth devices require that devices to be connected wirelessly be first registered with each other. This registration process is called “pairing.”

### **Before pairing**

- Also read the instruction manual of the Bluetooth device to be connected.
- Perform pairing when the device to pair and the earphones are within 1 m of each other.

## How to pair

### 1. Remove the earphones from the carrying case.



When using for the first time, the earphones automatically enter pairing mode.

During pairing mode, the status indicator blinks red and blue alternately on either side only. Both status indicators will not flash.

If the earphones are left in pairing mode for approximately 5 minutes, the power will automatically be turned off.

### 2. During pairing mode, put on the earphones.

### 3. Turn on the power of the Bluetooth device (device to be connected), open its Bluetooth settings screen, and search for the earphones.

### 4. When [nwm MBE001] is displayed on the screen of the device to be connected, select it.

When a notification tone sounds in the earphones, pairing is complete.

- If [nwm MBE001] is not displayed on the screen of the device to be connected, repeat this procedure from step 1.
- If you are asked to enter a pass key (\*) during pairing operations, input "0000".

\* The pass key may also be referred to with terms such as pass code, PIN code, PIN number, or password.

### <Note>

- if you are unable to connect the devices, perform pairing again.
- Some Bluetooth devices may increase their volume when paired with this product. After pairing is complete, check the volume before use.
- This product can register its pairing information with up to eight Bluetooth devices. Pairing with a ninth device will delete previously registered device pairing information. In order to reconnect a device that has had its pairing information deleted, perform pairing again.

### **Pairing using the nwm Connect app**

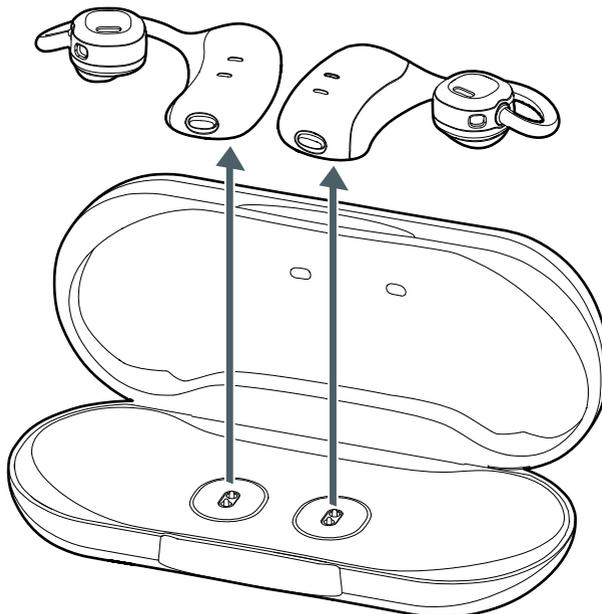
Pairing can be performed using the dedicated nwm Connect app. For details, see “nwm Connect App.”



## Re-pairing

If connection with a paired Bluetooth device is no longer possible, or to connect to a second or subsequent device, perform pairing again.

1. Remove the earphones from the carrying case.



2. **Press and hold the multifunction button (on either the left or right earphone) for approximately 5 seconds until a “beep-beep” is heard.**



The status indicator blinks between red and blue alternatively, and the earphones enter pairing mode.

When entering pairing mode, a notification tone sounds.

Next, perform pairing as described in step 2 onward in “How to pair.”

Re-pairing will also be required in the following instances.

- If the product has been reset
- If the Bluetooth connection registration information in the paired device has been deleted
- If there is a significant distance between this product and the device to be connected



**How to pair**

### **Switching between paired devices**

1. **On the Bluetooth setting screen of the device currently connected to the earphones, cancel the Bluetooth connection.**

When the connection is lost, a notification tone will sound.

2. **In the Bluetooth settings screen of the new device to be connected, select [nwm MBE001].**

When the connection is complete, a notification tone will sound.

## **Connecting to two devices simultaneously (multipoint connection)**

This product supports multipoint connection to two Bluetooth-compatible devices simultaneously.

While listening to music on one device, incoming phone calls on a second device can be picked up as-is.

\* This is available with the following firmware versions.

iOS: 2.0.0.0 or later

Android: 2.0.0 or later

Update the nvm Connect app firmware to the latest version to use this feature.

\* The nvm Connect app itself must also be the latest version.



\* Not all combinations of Bluetooth-compatible devices are guaranteed to work.

## **How to set up a multipoint connection**

### **1. Pair the product with the first Bluetooth-compatible device.**



### **2. Pair the product with the second Bluetooth-compatible device.**

Press and hold the multifunction button (on either the left or right earphone) for approximately 5 seconds until a “beep-beep” is heard.



The status indicator blinks between red and blue alternatively, and the earphones enter pairing mode.

When entering pairing mode, a notification tone sounds.

Next, perform pairing as described in step 2 onward in “How to pair.”

\* In the pairing mode, the first Bluetooth-compatible device will be automatically disconnected.

### **3. After completing connection with the second Bluetooth-compatible device, reconnect the first Bluetooth-compatible device.**

When reconnecting the first device, perform the operation from the device side. For details, check the instruction manual of your Bluetooth-compatible device.

**<Note>**

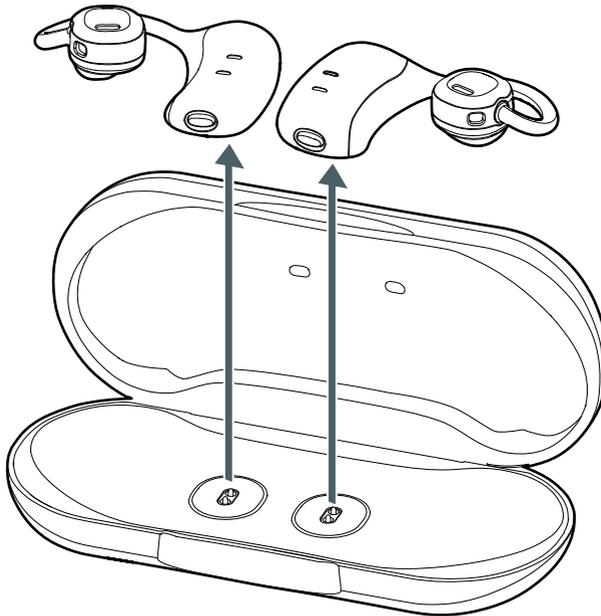
- if you are unable to connect the devices, perform pairing again.
- With a multipoint connection, up to two Bluetooth-compatible devices can be connected simultaneously. If pairing is performed with a third Bluetooth-compatible device while two devices are already connected, the two currently connected devices will be automatically disconnected. After completing connection with the third device, reconnect either of the two disconnected devices.

# How to use

## Listening to music

Operation will differ depending on the connected device. Also check the instruction manual for the device to be connected.

### 1. Remove the earphones from the carrying case.



### 2. Put the earphones on.

### 3. Connect the earphones to the device to be connected.

If the device is the paired device, the earphones may automatically connect. If the earphones do not automatically connect, or if connecting to a device that has not been paired, see “How to pair.”

 **How to pair**

Depending on the device to be connected, it may be necessary to set the Bluetooth profile to A2DP (Advanced Audio Distribution Profile).

#### 4. Operate the multifunction button.



Multifunction button operation		Details
• Single-click	Press the button on the right or left earphone once	Play/Pause
•• Double-click	Press the button on the right or left earphone twice	Go to the next track or chapter
••• Triple-click	Press the button on the right or left earphone thrice	Return to the start of the track or chapter
••• Double-click and hold (left)	Press the left button once, then press it again and hold it for 3 seconds	Reduce volume <sup>*1</sup>
••• Double-click and hold (right)	Press the right button once, then press it again and hold it for 3 seconds	Increase volume <sup>*1</sup>

\*1 When the maximum or minimum volume is reached, a notification tone will sound.

When only one of the earphones is being worn, the volume cannot be adjusted.

\* Even when playing music, the phone function can be used, such as answering calls.

For operations in calls, check “Calling.”



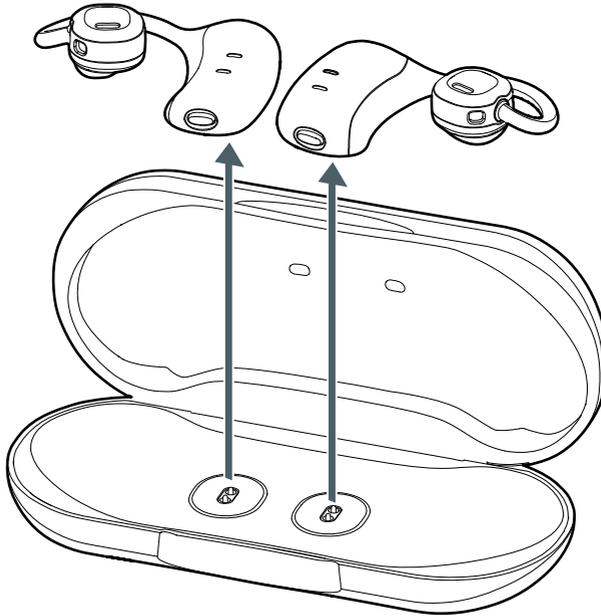
#### <Note>

- Depending on the specifications of the connected device, the operations above or operations on the connected device may not be possible.
- Depending on the specifications of the connected device, configuration of playback settings may be required. Also see the instruction manual of the device you are using.
- Depending on the specifications of the connected device, the app used for music playback may start automatically, or play/pause may not be possible. Also see the instruction manual of the device you are using.

# Calling

Operation will differ depending on the connected device. Also check the instruction manual for the device to be connected.

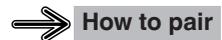
## 1. Remove the earphones from the carrying case.



## 2. Put the earphones on.

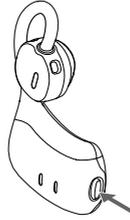
## 3. Connect the earphones to the device to be connected.

If the device is the paired device, the earphones may automatically connect. If the earphones do not automatically connect, or if connecting to a device that has not been paired, see “How to pair.”



Depending on the connected device, it may be necessary to set the Bluetooth profile to HFP (Hands-Free Profile).

#### 4. Operate the multifunction button.



Multifunction button operation		Details
<ul style="list-style-type: none"> <li>• Single-click</li> </ul>	Press the button on the right or left earphone once	<p>Puts the earphones in a call state when there is an incoming call<sup>*1</sup>.</p> <p>Toggles microphone mute<sup>*2</sup> on/off each time it is clicked during a call.</p>
<ul style="list-style-type: none"> <li>•• Double-click</li> </ul>	Press the button on the right or left earphone twice	<p>Declines the call when there is an incoming call.</p> <p>Ends the call during a call.</p>
<ul style="list-style-type: none"> <li>•• Double-click and hold (left)</li> </ul>	Press the left button once, then press it again and hold it for 3 seconds	Reduce volume <sup>*3</sup>
<ul style="list-style-type: none"> <li>•• Double-click and hold (right)</li> </ul>	Press the right button once, then press it again and hold it for 3 seconds	Increase volume <sup>*3</sup>

\*1 During calls, the status indicator on the earphones will rapidly blink white.

\*2 When the microphone is muted, the status indicator on the earphones will be lit red. When muted, a notification tone will sound about every 30 seconds.

\*3 When the maximum or minimum volume is reached, a notification tone will sound.

When only one of the earphones is being worn, the volume cannot be adjusted.

#### <Note>

- Depending on the specifications of the connected device, the operations above or operations on the connected device may not be possible.
- Depending on the specifications of the connected device, configuration of call settings may be required. Also see the instruction manual of the device you are using.

# Using the voice assistant function

Use the microphone on the earphones for voice operation.

## Using the Google app

Use the Google app, included with Android™ smartphones and devices, for voice operations.

### **1. Enable the Google app.**

On Android™ OS smartphones, click “Settings,” then “Apps,” then select the gear icon displayed on the upper right corner of the screen. Select “Default apps,” “Assist & voice input,” and set the “Assist app” to Google.

The procedure above may differ depending on your Android™ smartphone or device. You may be required to use the most up-to-date version of the Google app. For details, refer to the instruction manual for your Android™ smartphone or device.

### **2. Put the earphones on.**

### **3. Press and hold the multifunction button (on either the left or right earphone) for approximately 2 seconds until a beep sounds.**



Start the Google app, and the start-up sound is heard.

Use of the microphone on the earphones enables voice operation.

## Using Siri

Use Siri, included with iPhone, for voice operations.

### **1. Enable Siri.**

On your iPhone, go to “Settings,” then “Siri & Search,” then turn on “Press Side Button for Siri” and “Allow Siri When Locked.”

The procedure above may differ depending on the OS version of your iPhone. For details, refer to the instruction manual for your iPhone.

### **2. Put the earphones on.**

**3. Press and hold the multifunction button (on either the left or right earphone) for approximately 2 seconds until a beep sounds.**



Start Siri, and the start-up sound is heard.

Use of the microphone on the earphones enables voice operation.

\* Depending on the specifications of the connected device, the operations above or operations on the connected device may not be possible.

# nwm Connect App

## Operations available with the nwm Connect app

This product supports the nwm Connect app.  
Using this app enables a number of useful functions.

### Main functions

When this product is connected via Bluetooth to a smartphone or tablet with this app installed, the following functions can be used. For details, check the app screen.

Function	Details
Check remaining battery	Check the remaining battery capacity of each of the left and right earphones.
Change equalizer	Select from among five equalizer settings.
Noise reduction	Adjust the amount of noise reduction in speech transmitted to the other party during calls.
Maximum volume limit	Toggle the maximum volume limit on/off.
Charging color settings	Select from among six colors for the charging status indicator.
Firmware update	Update the firmware of the earphones.
On-ear detection sensors	Toggle the on-ear detection sensors on/off.

- \* Update the app to the latest version when using.
- \* Functions and designs may be changed without notice.

## Download the nwm Connect app

Download the nwm Connect app from the Google Play Store or the App Store, and install it on your smartphone or tablet.

For details of the nwm Connect app, see the following URL:

<https://www.nwm.global/en/app>



nwm Connect



After installation has completed, start the nwm Connect app.

# Troubleshooting

## Troubleshooting

Ensure you read the instructions of the device to connect.

### **Power does not turn on.**

- Charge the product.
- Try resetting the product.

### **I am unable to pair the earphones.**

- Keep the distance between this product and the Bluetooth device within 1 m.
- On the Bluetooth device, delete the pairing information for these earphones, then try pairing the earphones again.
- Confirm that the communication protocol of the Bluetooth device is Ver. 2.1+EDR or higher.
- Configure the Bluetooth device profile. Refer to the Bluetooth device instruction manual for configuration procedures.
- When switching between Bluetooth devices, an inability to disconnect from the Bluetooth device connected immediately before may prevent pairing. In these cases, press and hold the multifunction button. This will switch to pairing mode on the earphones, and allow pairing with the Bluetooth device to connect to.



### **Re-pairing**

- Keep these earphones and the Bluetooth device to connect to away from microwave ovens, wireless LAN equipment, and other devices that emit radio waves.

### **I can't hear myself/my voice is too small.**

- Before starting the call, connect to the earphones, and confirm that operation is correct before proceeding.
- Check the input/output settings on the connected device.
- Increase the microphone input volume on the connected device.

### **I can't hear the other person's voice/the other person's voice is too small.**

- Turn on the power for both the earphones and the device to connect.
- Check the input/output settings on the connected device.

- Increase the volume on the connected device.
- Check that the earphones and the device are connected with HFP (or a call connection).
- After pairing between the earphones and the device to be connected is deleted, try pairing again.

**There is no sound/the sound is too small.**

- Turn on the power for both the earphones and the device to connect.
- Increase the volume on the connected device.
- Check that the earphones and the device are connected with A2DP (or an audio connection).
- After pairing between the earphones and the device to be connected is deleted, try pairing again.
- Ensure that there are no obstacles such as people, metal objects, or walls between the earphones and the connected device, and bring them closer together.

**The sound is clipping/there is noise/the sound is interrupted.**

- Decrease the volume on the connected device.
- Keep these earphones and the Bluetooth device to connect to away from microwave ovens, wireless LAN equipment, and other devices that emit radio waves.
- Move the earphones away from televisions, radios, or devices incorporating tuners. Such devices may affect the earphones.
- Turn off the equalizer on the connected device.
- Move the earphones and the connected device away from televisions, radios, or devices incorporating tuners. Such devices may affect both the earphones and the connected device. Ensure that there are no obstacles between the earphones and the connected device, and bring them closer together.

**I am unable to charge the earphones.**

- Check that there are no problems with connection using the included USB cable.
- Carry out charging of the earphones in a location away from direct sunlight and that is well ventilated (5°C/41°F to 40°C/104°F).

## How to reset

If the product does not turn on or off, if the Bluetooth connection cannot be made or canceled, or if there is any other problem with the product's operation, reset the product.

- **Press and hold the multifunction button (on either the left or right earphone) for approximately 10 seconds.**

When reset is complete, power automatically turns from off to on, and the status indicator will turn light blue.



# Notifications

## Precautions for use

- Ensure you read the instruction manual of the device to connect.
- NTT sonority, Inc. will in no way be held responsible if the memory of the device to connect is deleted.
- When connecting, turn the volume on the connected device all the way down. Take care as the sound indicating that connection is complete may be loud.
- Do not subject the earphones to strong impact.
- Do not place the earphones in direct sunlight, near heaters, or in hot, humid, or dusty places.
- The ear cushions cannot be removed. Attempting to do so will damage them. If the earphones are dirty, wipe them clean with a soft, dry cloth.
- In dry locations, ears may experience tingling and irritation due to static electricity that builds up in the body.
- If you feel any abnormality in parts touching your body, stop usage, and consult your doctor.
- If earphones are used for a long period of time, they may discolor due to ultraviolet radiation (in particular, direct sunlight) or friction.
- When not being used, store the earphones in the carrying case included with this product.
- If the earphones are used near electronic devices or transmitters (such as cell-phones), noise may be heard within the earphones. In these cases, move away from such devices.
- If the earphones are used near television and radio antennas, noise may occur on the television or radio. In these cases, move away from such devices.
- Do not place items susceptible to magnetic fields (such as cash cards) near these earphones. The items may be affected by magnetic fields, rendering them unusable.
- Do not place these earphones directly on delicate materials such as marble or plain wood.
- When using the included cable, ensure that the cable is inserted and removed by holding its connector. Pulling the cable itself can result in damage to the cable or accidents.
- Do not charge the earphones if there is any damage to the USB cable, such as its connector being bent, or having loose connection. Doing so may result in damage such as overheating, smoking, or fire, or in electric shock.

- Ensure that plugs are fully inserted.
- Do not connect the USB connectors or cable if they have any water or foreign materials on them. Doing so may result in damage to the USB connector or USB cable such as corrosion, overheating, smoking, or fire, or in electric shock.
- Ensure that the battery is recharged at least once every six months in order to preserve the built-in rechargeable battery. If the battery is left uncharged for too long, the capacity of the rechargeable battery may decrease or it may no longer be able to be recharged.
- Carry out charging of the earphones in a location away from direct sunlight and that is well ventilated (5°C/41°F to 40°C/104°F). Doing so may result in battery degradation, meaning the capacity of the rechargeable battery may decrease, or it may no longer be able to be recharged.
- Operate the multifunction button with your finger. Operating it with an item that has a sharp tip such as a ballpoint pen or a pencil may result in not only incorrect operation, but may even damage the multifunction button or cause it to break.
- This product may only be used in countries where it is compliant with or certified under the radio laws of these respective countries. The earphones cannot be used in other than countries in which they are sold.

# Bluetooth

- Bluetooth wireless technology can communicate up to a distance of 10 m line of sight, however the effective communication range may differ depending on obstacles (such as human bodies, metal objects, or walls) or radio wave interference.
- Radio waves generated by Bluetooth devices may affect the operation of devices such as electronic medical equipment. In some cases, this may result in accidents, therefore when in the following locations turn off the power to Bluetooth devices.
  - Within hospitals or clinics
  - Near priority seating on trains
  - In locations such as gas stations that have flammable gases
  - Near automatic doors or fire alarms
- The characteristics of wireless technologies mean that audio playback on the earphones may be somewhat delayed in comparison to audio playback on the transmitting side. Therefore, video and audio may be out of sync when watching videos or playing games.
- These earphones support security functionality that is in accordance with the Bluetooth standard for communications using Bluetooth wireless technology, however depending on settings, security may not be sufficient. Ensure care when using Bluetooth communications.
- Be aware that NTT sonority, Inc. will in no way be held responsible for any leakage of information resulting from the use of Bluetooth communications.
- This product is not guaranteed to achieve a Bluetooth connection with all Bluetooth-supported devices.
  - Bluetooth devices to connect must conform to the Bluetooth standard defined by Bluetooth SIG, Inc., and have obtained certification.
  - Even if the device to connect conforms to the Bluetooth standards above, its characteristics and specifications may differ, resulting in it being unable to connect, or having different operation methods, display, and behavior.
  - Depending on the connected device and communications environment, noise may be heard during hands-free calling.
- Depending on the connected device, some time may be required until communications become possible.

## Trademarks

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# Warranty

The warranty period for this product is 12 months.

Please see our website for details on the warranty conditions.

- \* Consumers have legal rights based on domestic law that regulates the sale of consumer goods. These rights are not affected by this warranty. (Limited Warranty for US)

# Main specifications

## Main specifications

Communication method:	Bluetooth Standard Ver. 5.2
Output:	Bluetooth Standard Power Class 1
Maximum communication distance:	Line-of-sight distance, approx. 10 m *1
Usage frequency range:	2.4 GHz band (2.4000 GHz to 2.4835 GHz) *2
Modulation method:	FHSS
Supported Bluetooth profiles:	A2DP, HFP, AVRCP
Supported CODEC:	SBC, AAC, aptX
Supported content protection:	SCMS-T
Battery duration:	Maximum of 6 hours continuous connection (including music playback time)
Charging time:	Approx. 2.5 hours
Power source:	3.7 VDC built-in rechargeable lithium-ion battery
Mass:	
• Earphones (each of left and right)	Approx. 9.5 g
• Carrying case	Approx. 70 g
On-ear detection laser:	Class 1 consumer laser
Ear hook:	Polypropylene
Ear cushion:	Elastomer

### Speaker

Type:	Dynamic
Unit used:	12 mm dia.
Playback frequency range:	100 Hz to 20,000 Hz

### Microphone

Type:	ECM
Directionality:	Omnidirectional

## **Accessories**

Carrying case

USB cable (USB Type-A - USB Type-C®), 0.5 m

Quick start guide

Safety guide x 2

\*1 Transmission distances are guidelines. Transmission distances may vary depending on the surrounding environment.

\*2 This product uses the 2.4 GHz frequency band. Interference from other wireless devices such as microwave ovens that use the 2.4 GHz band may cause interruptions in audio.

\*The specifications above as well as the appearance may be changed without notice for the purposes of product improvement.