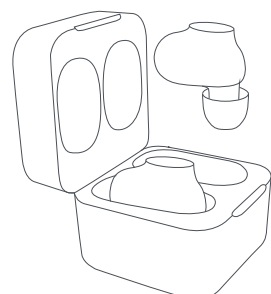




GLIDiC Sound Air TW-5000 User's Guide



Read this "User's Guide" and the "Quick Start Guide" before using this product. Make sure you read and follow all "Safety Instructions". Keep this guide for future reference.

Notes

- This "User's Guide" describes safety instructions, methods to reconnect, disconnect, or pair multiple devices, and common solutions for troubleshooting. Refer to the "Quick Start Guide" for detailed device operations, LED indications, and charging.
- The screenshots and steps used in this "User's Guide" are for general smartphones. See the instruction manual for your device for specific instructions.

Compatible Devices

Smartphones, tablets and other devices supporting Bluetooth® with music playing function or calling function

Specifications

Can withstand : 5 to 35°C (41 to 95°F)

●Earbuds

Internal battery : Lithium polymer battery 3.7V 55mAh
 Bluetooth Specification : Version 4.2
 Connection range : approx. 10m (32ft.) (Output : Class 2)
 Supported profile : A2DP, AVRCP, HFP, HSP

Supported codec : SBC, AAC
 Supported content protection : SCMS-T
 Maximum number of paired devices : 8
 External dimensions : approx. 25(W)×17(D) ×23(H)mm
 (1(W)×5.8(D) ×7.8(H)in.)
 * Depends on the environment.

●Charging case

Internal battery : Lithium polymer battery 3.7V 420mAh
 Interface: microUSB (Type-B) port
 External dimensions : approx. 42(W)×42(D)×32(H)mm (1.5/8(W)×1.5/8(D)×1.1/4(H)in.)

●Charging cable

Interface : microUSB (Type-B) connector, USB (Type-A) connector
 Cable length : approx. 20cm (7.7in.)

Battery Life

Music playback/phone call : approx. 3 hours
 Standby : approx.150 hours
 With charging case

Music playback/phone call : approx. 10 hours
 Standby : approx.500 hours

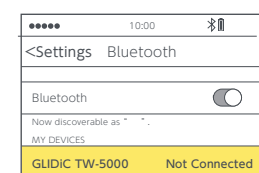
Charging time : approx. 1.5 hours for earbuds, approx. 2 hours for case
 (Note) Depends on the environment.
 (Note) A PC with a USB port or a USB AC adapter is required for charging the case.

Instructions

Reconnecting a Device Manually

Once a device is paired, it is reconnected automatically when the right earbud is removed from the charging case.
 Go through the connecting procedure on your mobile device if it does not reconnect automatically.

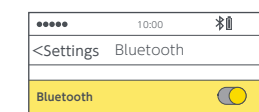
Example: Select **Settings** then **Bluetooth**. Select **GLIDiC TW-5000** from the list displayed.



Disconnecting a Device

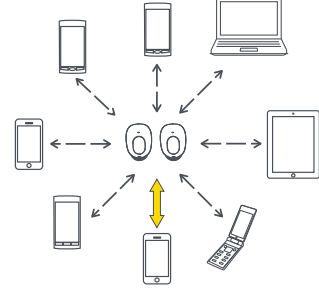
Go through the disconnecting procedure on your mobile device to disconnect the device.

Example: Select **Settings** then **Bluetooth**. Set **Bluetooth** to **Off**.



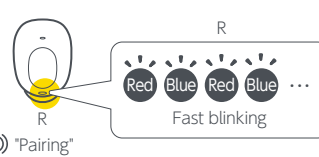
Pairing Multiple Devices

You can pair up to eight devices to the earbuds. The earbuds connect to one of them at a time.
 (Note) The earbuds have to be connected to a device to take phone calls or listen to music.



●Pairing to connect to other devices

① Press the multifunction button on the right earbud rapidly three times when the earbud is on standby.



(Note) The device that was connected will be disconnected.

② Go through the pairing procedure on your mobile device.

You can pair/connect other devices in the same way.
 Follow step ② from "Pairing to Connect a Device" in the "Quick Start Guide".

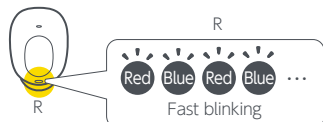
③ Follow the steps below to switch the connected

- Follow the steps in "Disconnecting a Device" in this guide on the device you want to disconnect.
- Follow the steps in "Reconnecting a Device Manually" in this guide on the device you want to connect.

Troubleshooting

Cannot Pair a Device

● Does the LED indicator on the right earbud blink red and blue when pairing?

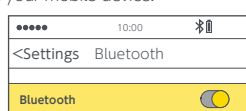


If it does not, try one of the following depending on the status of the LED indicator.

On/blinking blue	The earbud is not in pairing mode. Switch to pairing mode. → See step ① in "Pairing Multiple Devices" in this guide. (Note) The earbud switches to pairing mode when it is removed from the charging case for the first time.
Off	<ul style="list-style-type: none"> The indicator turns off during the procedure. The earbud exits pairing mode and turns off after three minutes. Switch it back to pairing mode again. See step ① in "Pairing Multiple Devices" in this guide. (Note) The earbud switches to pairing mode when it is removed from the charging case for the first time. The indicator does not turn on. The battery is flat. Charge the battery. See "Charging the Case/Earbuds" in the "Quick Start Guide".

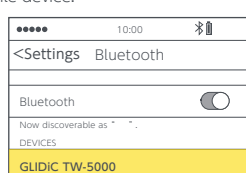
●Is Bluetooth on?

Check that Bluetooth is turned on in the Bluetooth settings screen on your mobile device.



●Is "GLIDiC TW-5000" displayed?

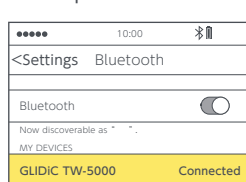
Check that it is displayed in the Bluetooth settings screen on your mobile device.



If it is not displayed, try the following.

- Bring the earbud closer to your mobile device.
- Operate in an environment where radio waves from other devices such as a Wi-Fi device, microwave oven, or other Bluetooth device are not present.

●Can you select and pair the "GLIDiC TW-5000"?



If it cannot be paired when selected, place the earbud in the charging case, turn off Bluetooth on your mobile device, and redo the pairing operation.

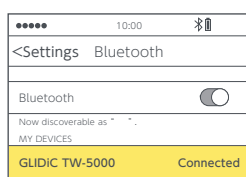
●Does it fail to pair even after trying all of the above?

Delete all pairing information from the earbuds and redo the pairing operation.
 → See "Deleting Pairing Information (Reset)" in this guide.

No Sound is Heard

●Is it connected?

Check that your mobile device is connected to the "GLIDiC TW-5000" in the Bluetooth settings screen on your mobile device.



If it is not connected, connect the device.

→ See "Reconnecting a Device Manually" in this guide

If "GLIDiC TW-5000" is not displayed on the Bluetooth settings screen, pair the device.
 → "Pairing to Connect a Device" in the "Quick Start Guide".

●Is the volume on your mobile device loud enough?

Check the volume setting on your mobile device.

●Does the problem only occur with the left earbud?

- Occurs only when in a phone call. The sound is only heard from the right earbud while in a phonecall.
- Occurs even when not in a phone call. The right earbud is in monoaural mode. To switch to stereo mode, place both earbuds in the charging case and remove them again.

If no sound is heard even after doing so, delete pairing information and redo the pairing operation.

→ See "Deleting Pairing Information (Reset)" in this guide.

→ See "Pairing to Connect a Device" in the "Quick Start Guide".

Earbuds do Not Charge

●Is the charging case charged?

Charge the charging case.
 → See "Charging the Case/Earbuds" in the "Quick Start Guide".

●Are the earbuds properly placed in the case?

Check that the earbuds are properly placed and the case is closed.

Precautions

Safety Instructions

Make sure you follow the safety instructions described here to avoid harm or injury to the user of this device or others.

●Meaning of indicators

The following indicators show the degree of harm or injury caused by not following the instructions and deviating from the intended use of this device.

DANGER	Indicates instructions, which, if not followed, may result in death or severe injury ¹ immediately.
WARNING	Indicates instructions, which, if not followed, may result in death or severe injury ¹ .
CAUTION	Indicates instructions, which, if not followed, may result in minor injury ² .
NOTICE	Indicates instructions, which, if not followed, may cause physical damage ³ .

¹: A severe injury refers to injuries that will leave permanent damage such as blindness, injury, burns (high and low), electric shock, fracture, poisoning, as well as injuries which require hospitalization/long term hospital visits.
²: A minor injury refers to injuries such as burns (high and low), electric shock, injuries that do not require hospitalization/long term hospital visits.
³: Physical damage refers to external damage caused to houses/household belongings and domestic animals/pets.

DANGER

- Stop using this device immediately when an abnormality such as odor, abnormal sound, smoke, heat, deformation, breakage, expose of core wire, disconnection is seen either during use or storage. Failing to do so may result in fire, burns, explosion, injuries, or electric shock.
- Use the included charging cable and charge this device as instructed. Failing to do so may cause battery leakage, explosion, heat, or fire.
- Stop charging this device if charging does not stop after a long time. Failing to do so may result in fire, burns, and injuries.
- Do not place this device close to heating utensils such as microwave ovens or induction cookers, or inside a pressurized container. It may cause electric shock, fire, explosion, burns, or injuries.
- Do not place or use this device under the following conditions. It may cause electric shock, fire, explosion, burns, or injuries.
 - Places where the temperature gets hot such as near fires or heaters; places in direct sunlight or inside a car.
 - Places with high humidity or condensation such as bathrooms, kitchens, or near humidifiers.
- Dusty places.
- Covered with a cloth or blanket.
- Places where flammable gas may be generated such as gas stations.
- Do not allow conductive objects (necklaces, hairpins, pencil leads, metal straps) to come in contact with this device's connectors or ports and do not carry or place this device with them. Make sure no dust gets inside. It may cause heat, fire, and explosion.
- Do not stab sharp objects (such as nails) into this device or subject it to excessive shocks with hard objects (such as hammers) or stamping. It may cause fire, explosion, heat, and battery leakage.

- Do not apply heat to this device or throw it in a fire. It may cause fire, explosion, heat, and battery leakage.
- If you are using a cardiac pacemaker, do not put the charging case close to it such as inside your breast pocket. Radio waves from the charging case may affect the operation of the cardiac pacemaker.
- Do not damage, break, modify, over-bend, pull, twist, or tie the charging cable. Do not put them under heavy objects. Use of a damaged charging cable may result in fire caused by a shortcage.
- Do not disassemble, modify, or repair. It may cause electric shock, fire, explosion, burns, or injuries caused by a shortcage.
- Do not use this device in situations where you may sweat, such as while exercising. It may result in hearing impairment or dermatitis caused by battery leakage.

WARNING

- Stop using this device immediately when there is a leakage from the built-in battery or odor. Failing to do so may start a fire from the leak or cause an explosion. Do not touch the leak.
- Use this device in an environment in which the ambient temperature range is 5 to 35°C (41 to 95°F). Using it outside this range may cause heat or a fire.
- Check and remove any foreign matter inside connectors and ports on this device and its charging cable. It may cause heat, fire, or failure.
- Keep this device out of the reach of children. Swallowing or licking this device or the earbuds may affect their health. Seek medical advice immediately if this happens.
- Keep this device away from pets so that they cannot bite or step on it. It may result in fire, explosion, burns, or injuries caused by battery leakage.
- Remove the charging cable when not in use. It may cause heat, fire, explosion, electric shock, burns, or injuries.

- When inserting the charging cable, check the orientation and insert it slowly. When disconnecting, hold the connector and pull it straight out. Failing to do so may cause heat and burns by damage.
- Be careful of sharp edges and objects if this device breaks. If anything leaks from inside the device, do not let it come in contact with your face, hands, skin, or clothes. If liquid from the battery comes in contact with your eyes, it may cause blindness. If it comes in contact with your skin, it may cause dermatitis. If contact has been made, wash the affected area with a lot of water and seek medical advice.
- Stop using this device immediately if you feel any abnormalities such as a skin rash or itch. Seek medical advice if the symptoms continue.
- Do not wet this device with water or liquid such as drinking water, sea water, pet urine, cosmetics, or other chemicals. Do not handle this device with wet hands. Do not place this device near vessels filled with liquid such as a vase, flower pot, glass, or cosmetics. It may cause fire, burns, injuries, or electric shock. Contact customer service if this device gets wet.
- Do not cover this device with a cloth or blanket while in use or charging. It may cause fire, explosion, or burns.
- Do not hold this device for a long time or put it in pockets while charging. It may cause a low temperature burn.
- Do not operate mobile devices, make a phone call, or watch the display while driving. It may cause an accident. Make sure you follow all local applicable laws regarding operations while driving.

CAUTION

- Turn down the volume of your mobile device before use. Sudden loud noise may affect your hearing or cause an accident.
- Stop using this device immediately if you feel discomfort during or after using the device. Seek medical advice if the symptoms continue.
- Do not use this device in places where it would be dangerous if you are unable to hear ambient sound, such as at railroad crossings, train station platforms, roads, and construction sites. It may cause an accident.

Deleting Pairing Information (Reset)

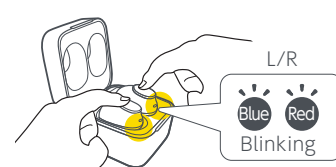
Reset the earbuds when the earbuds do not operate properly or you want to delete pairing information from the earbuds.

① Place the earbuds in the charging case.



(Note) If the earbuds are fully charged, the LED indicators do not light.

② Press and hold both multifunction buttons for 10 seconds.



③ Delete your paired mobile device (if it is already paired).
 Operation example: **Settings** > **Bluetooth** > **Select Forget This Device** or **Disconnect** for **GLIDiC TW-5000**.

④ Redo the pairing operation.

→ See "Pairing to Connect a Device" in the "Quick Start Guide".

NOTICE

- Do not place or charge this device in an unstable or slanted environment. The device might fall and break.
- Do not sit with this device inside your back pocket. It may cause the device to deform or break.
- Do not drop this device into a sink or other container filled with water. Do not expose the device to water. It is not waterproof and may damage the device.
- Do not place this device near objects which may be affected by magnetism such as a cash card, credit card, or watch.

About Radio Waves

Use this device within a range of about 10m (32ft.). This range may vary depending on obstacles or the electromagnetic environment.

- Do not use this device in a location where magnetic, static charge or electromagnetic interference may occur.
- Because Bluetooth devices and Wi-Fi use the same frequency (2.4GHz), radio wave interference may occur resulting in noise or audio dropout or communications being disabled if this device is used near a Wi-Fi device. In this case, use this unit further away from a Wi-Fi device, or stop use of this device.
- Communications may be slowed down or disabled if this device is used near the following devices.
 - Microwave ovens
 - Digital cordless phones
 - Wireless audio devices and other devices that use 2.4GHz frequency such as gaming devices
 - Metal objects that reflect radio waves
- This device may be affected by surrounding strong microwave, such as broadcasting station.

WARNING

- Do not use this device near devices that may be severely affected by a malfunction of this device. Radio waves from this device may affect the operation of other devices.
- If you are using a cardiac pacemaker, do not put this device close to it such as inside your breast pocket. Radio waves from this device may affect the operation of the cardiac pacemaker.
- Do not use this device in a location with electronic medical devices. Radio waves from this device may affect the operation of electronic medical devices and cardiac pacemakers. Do not use this device in a crowded location such as packed trains and hospitals.
- Do not use this device in a location where use of radio waves is prohibited such as inside an airplane. Radio waves from this device may affect the operation of instruments and cause an accident due to malfunction.
- Do not use this device near automatic doors, fire detectors, and other automated instruments such as precision instruments and robots. Radio waves from this device may affect the operation of the automatically controlled equipment and cause an accident due to malfunction.

Support

LIMITED WARRANTY

U.S. only - 1 year
 SoftBank Commerce & Service Corp. ("SoftBank") solely for purchases made in the United States warrants this product against defects in material or workmanship for the original end-user purchaser or the person receiving the product as a gift ("You" or "Your") for the time period set forth above as set forth herein. SoftBank does not warrant this product for any other person or transferee. Pursuant to this Limited Warranty, SoftBank will, at its sole option replace the product with a new or refurbished/refurbished product of the same (or similar) model. For purposes of this Limited Warranty, "certified" or "refurbished" means a product or part that has been returned to its original specifications. In the event of a defect, these are Your exclusive remedies. SoftBank does not warrant that the operation of the product will be uninterrupted or error-free. Term: For the time period set forth above from the original date of purchase of the product when purchased directly from SoftBank authorized dealer, SoftBank will, at its option, replace with a new, certified or refurbished product or part, any product or part determined to be defective. SoftBank will not pay shipping, insurance or transportation charges from you to SoftBank, or any import fees, duties and taxes. This Limited Warranty covers only the hardware components packaged with the product. It does not cover separate accessories and technical assistance for hardware usage.

This Limited Warranty does not cover defects resulting from improper or unreasonable use or maintenance; failure to follow operating instructions; accident; excess moisture; insects; lightning; power surges; connections to improper voltage supply; unauthorized alteration or modification of original condition; damages caused by inadequate packing or shipping procedures; loss of, damage to or corruption of stored data; malfunctions due to PC/peripherals/accessories; product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications; and products purchased from unauthorized dealers.

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<https://www.glidic.jp/us/>

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●FCC ID: 2A02PTW-5000

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 operations. FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

●Federal Communications Commission Notice

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. 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. This equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance 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.

●FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment has very low levels of RF energy that is deemed to comply without testing of specific absorption rate (SAR).

On this Document and Device

- This device is for use only in the United States. We bear no responsibility for any damages or losses arising from use of, or inability to use, this product outside the United States and provide no technical support or after-service for this product outside the United States.
- We bear no responsibility for any affects caused by the use of, or inability to use, this product.

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For Long Use of the Device

- The battery life of the lithium ion battery used in this device and the charging case shortens due to usage and the passage of time.
- Please purchase a new product if the length of time you can use this device drops to less than half even when fully charged.
- Though the life of this product may vary depending on usage and environment, follow the storage instructions to prevent the device from deteriorating quickly if it is not used for a long time.
- Do not keep this device in a fully charged or no charge state for a long time.
- Remove this device from the charging case and re-charge it every three months to confirm that the LED indicator on the earbuds turns on.
- Charge the device for several tens of minutes if it does not.

製品に関するお問い合わせ

<https://www.glidic.jp/us/>

