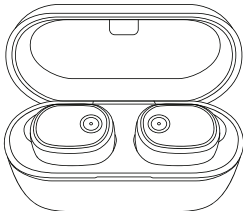


# OTTO

**TRUE WIRELESS  
EARBUDS  
WITH CHARGING CASE  
MODEL: TW300**

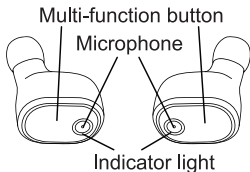
**INSTRUCTION MANUAL**



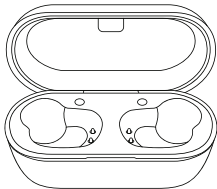
# PRODUCT OVERVIEW

**Left ear**

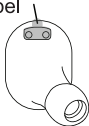
**Right ear**



**Charging case**



**Protective label**



Remove the protective labels from the bottom of earbuds before charging.

**Micro USB port**

**Back**

**Status lights**



## POWER ON/OFF

1. Take out both earbuds from the charging case, earbuds will automatically turn on and enter pairing mode, or press and hold Multi-function button until a prompt "Power On" plays (indicator light flashes red & blue simultaneously).
2. To turn off, press and hold Multi-function button on either earbud until indicator flashes red, or simply put both earbuds back to the charging case.

## PAIRING

(Pairing process is required only on new device.)

Power on both earbuds and turn on Bluetooth function on mobile device. Select to pair with "TW300". A prompt will play once pairing is successful.

## **CHARGING OPERATION**

### **Initial use of the earbuds**

1. With the earbuds placed inside the charging case, connect the charging cable (included) to the charging port on the back of the charging case and the other end of the charging cable to a workable USB power source.
2. Earbuds are fully charged once the power indicator light on each earbud turns off.

### **Recharging earbuds/charging case**

1. Recharge earbuds by inserting both earbuds into the charging case firmly. When charging, the indicators on earbuds will light up in red and the indicator on the back of charging case will light up in blue.

- 2.Red indicator light on the earbuds will be “on” during the charging process and will turn off once the earbud is fully charged. Charging time may vary based on the battery level of the charging case.
- 3.Recharge the charging case by connecting the USB charging cable (included) to the charging port on the back of the charging case and the other end to a USB power source.
- 4.Status light at the back of charging case flash red during the charging process and will turn to solid red once the charging case is fully charged.

## TROUBLESHOOTING

Issue	Possible Cause	Solution
Audio from earbuds is lagging or one side dropped out	<ul style="list-style-type: none"><li>● Signal interference from surrounding environment such as cellular signal tower and WIFI broadcast antenna</li></ul>	<ul style="list-style-type: none"><li>● Leave the premises to reduce the interference</li><li>● Turn off both earbuds and remove them from the Bluetooth device list on your mobile device. Re-initiate the pairing process</li></ul>
Charging case cannot be recharged	<ul style="list-style-type: none"><li>● A loose connection on USB charging cable in between charging case and USB power source</li><li>● USB power source is not working</li></ul>	<ul style="list-style-type: none"><li>● Check both connections of the USB charging cable.</li><li>● Check status of the USB power source</li></ul>
Earbuds are not charging	<ul style="list-style-type: none"><li>● Battery level in charging case is low</li></ul>	<ul style="list-style-type: none"><li>● Connect the charging case with the included USB charging cable to a USB power source</li></ul>

Earbuds are not charging	<ul style="list-style-type: none"> <li>• Earbud charge points do not connect with charge points in charging case</li> </ul>	<ul style="list-style-type: none"> <li>• Take out both earbuds and reposition them in the charging case until red indicator light is on</li> </ul>
Earbuds cannot be paired with the mobile device	<ul style="list-style-type: none"> <li>• The pairing steps were missed</li> <li>• Previous connected devices have not yet disconnected from the earbuds</li> <li>• Battery level is low in earbuds</li> </ul>	<ul style="list-style-type: none"> <li>• Turn off both earbuds and go through the pairing steps again</li> <li>• Check the Bluetooth setting on the previous connected device to either turn off the Bluetooth function or remove "TW300" from the list of device</li> <li>• Put both earbuds into the charging case to recharge (check the battery level in the charging case and connect to external USB power source if necessary)</li> </ul>
No audio during handsfree operation	<ul style="list-style-type: none"> <li>• Bluetooth connection is interrupted</li> <li>• Audio volume level was set too low</li> </ul>	<ul style="list-style-type: none"> <li>• Check the bluetooth connection</li> <li>• Check sound volume setting on the mobile phone</li> </ul>

## EARBUDS FUNCTIONS

- Pause: Press either multi-function button
- Play: Press either multi-function button
- Next track: Press twice rapidly on the multi-function button of right earbud
- Previous track: Press twice rapidly on the multi-function button of left earbud
- Volume up: Press three times rapidly on the multi-function button of right earbud to adjust one level up
- Volume down: Press three times rapidly on the multi-function button of left earbud to adjust one level down
- Virtual assistant: Press and hold the multi-function button on either one of earbuds until a beep tone plays
- Answer call: Press either one of multi-function button once\*
- Reject call: Press and hold either one of multi-function button
- Hang up call: Press either one of multi-function button once



- \* Press the multi-function button of relevant earbud to accept an incoming call from another phone/mobile number.  
Press the “Accept” icon on the device screen to accept an incoming call from certain instant messaging apps.

## **PRODUCTION SPECIFICATION**

- Model: TW300
- Officeworks Product Code: OTTW300BE/OTTW300PK
- Bluetooth version: 5.0
- Operating range: up to 10m
- Battery capacity: 45mAh (per earbud), 250mAh (charging case)
- Listen to music time: 3 hours & up to 9 hours including charging case
- Talk time: 3 hours & up to 9 hours including charging case
- Standby time: 80 hours
- Charging time: 1.5 hour (earbuds), 2 hours (charging case)

## PACKAGE CONTENTS

- Wireless Earbuds x 1 pair
- Charging Case x 1
- Earbud adaptors x 3 pairs (S, M, L)
- USB Charging Cable x 1
- Instruction Manual x 1
- Quick-start Guide x 1

### **WARNING**

Do not connect this cable to products other than TW300 true wireless earbuds. Connecting this cable to other devices might cause damage to both cable and the device.

## **PRODUCT WARRANTY – VALID FOR AUSTRALIAN CUSTOMERS ONLY**

Officeworks Ltd warrants that this product will be free from defects and work as intended for 3 years from the date of purchase by the original customer.

If the product has any defects or does not work as specified during the Warranty Period, Officeworks will, at its election and at its expense, repair or replace the product.

This warranty does not apply:

- to cosmetic damage;
- to damage caused by consumables used in connection with the product (such as batteries);
- where the product has not been used in accordance with all provided instructions;
- to damage arising from fair wear and tear;
- where the product has not been subject to reasonable use;
- where the product has been intentionally or negligently damaged; and/or
- if the customer has attempted to repair the product.

To make a claim under this warranty, please return your product with your receipt or proof of purchase to your nearest Officeworks store or contact 1300 633 423.

This warranty is provided in addition to any rights you may be entitled to under the Competition & Consumer Act 2010. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



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