



# User Guide

True Wireless Earbuds

# TW-E3C

EN

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# Introduction

## About this User Guide

The User Guide is intended for users of this product, and explains how to connect and operate the product.

- The precautions and other matters in this Guide are classified as follows.



### **WARNING**

This content indicates “risk of serious injury or death.”



### **CAUTION**

This content indicates “risk of injury.”

### **NOTICE**

Indicates points that you must observe in order to prevent product failure, damage or malfunction and data loss, as well as to protect the environment.

### **NOTE**

Indicates notes on instructions, restrictions on functions, and additional information that may be helpful.

- All illustrations and screens shown in this Guide are for explanatory purposes.
- All company names, product names and other such listings in this Guide are the registered trademarks or trademarks of their respective companies.
- Text labeled as [Search tag] is for the purpose of searching.

## Cautions regarding product handling

Please read the “Safety Brochure” included with this product, and use caution regarding the following points.

### Waterproof performance

The waterproof performance of this product are as shown below. Product failures caused by water ingress due to incorrect handling are not covered by the warranty.

#### • Earbuds

- The waterproof performance of the body of these earbuds is compliant with IPX5 standards. The earbuds are protected by direct jets of water from all directions. (Earbud nozzle; excluding the sound conduit)
- The waterproof performance of this product will not continue to last, and may degrade through regular use.

#### • Charging case

The charging case and the included USB power cable are not waterproof. Use caution regarding the following to avoid electric shock or product failure.

- Do not expose this product to liquids such as sweat, rainwater or seawater.
- Thoroughly wipe off any sweat, rainwater, seawater or other liquids that get on the earbuds before placing them back in the charging case.

#### About IPX

- IPX refers to a product's “liquid ingress protection” as cited in JIS C 0920 (the harmonized standard of IEC 60529), “Degrees of protection provided by enclosures (IP Code)”.
- These are provisions that guarantee the performance of a product in fresh water or tap water at room temperature. This does not guarantee equivalent performance in warm water, seawater or the like.

### About the charging performance

This product uses lithium-ion batteries in both the earbuds and in the charging case. Lithium-ion batteries are consumable items. To extend the life of the batteries as long as possible, use caution regarding the following.

- If the product is not used for a long period of time, it may take longer to recharge the batteries.
- When storing the product for a long time, charge the product around once every six months to avoid excessive discharge.
- If the duration of the battery's charge is too short, it may have reached the end of its lifespan. Contact a Yamaha repair consulting center.

## Advantages of this product

This product is a set of wireless earbuds that connect to Bluetooth devices such as a portable music player or smartphone.

This product also features “LISTENING CARE”, Yamaha’s proprietary technology for reducing ear fatigue.

### High-definition playback of sound from Bluetooth devices

This product supports Qualcomm® aptX™ Adaptive as well as the SBC and AAC codecs.

Qualcomm® aptX™ Adaptive Audio is an audio codec that offers both high quality and high connectivity performance in response to audio signal interruptions.

### Supports Qualcomm TrueWireless™ Mirroring

This product features technology that lets you connect both left and right earbuds at the same time to a smartphone, music player or other device for high-definition sound. The earbuds switch between primary and secondary devices automatically for a stable connection.

### Multi-point connection

You can pair and connect this product to two Bluetooth devices simultaneously.

### AMBIENT SOUND

This function makes it easier to hear the sounds around you, such as announcements made on public transportation, the sounds of passing cars and so on.

- “Making ambient sounds easier to hear (AMBIENT SOUND)” (p.33)

### LISTENING CARE

This product features LISTENING CARE, which lets you enjoy rich sound quality even at a low volume. Focusing on the characteristics of the human ear where the low- and high-end sounds become harder to hear at lower volumes, as well as how things sound differently in different listening environments, this feature corrects the sound balance for the optimal sound to match the volume. By rendering a natural sound that’s easy to listen to, this feature reduces the load on your ears caused by excessive levels.

### Control via Touch Control

You can operate this product with just a light touch of the earbuds, including play/pause, fast-forward/rewind, answering calls and adjusting the volume.

- “Touch Control operations” (p.11)

### GAMING MODE

This function also makes the audio and video sound more in sync, which is useful when you are watching a video or playing a game.

- “Playing back Audio on this product” (p.31)

## **Smartphone feature support**

You can use this product to talk on the phone and start up the voice assistant while connected to this product.

## **Dedicated smartphone app: Headphone Control**

Install the Headphone Control app on your smartphone to configure more detailed settings.

You can switch ON/OFF for features like AMBIENT SOUND, LISTENING CARE, GAMING MODE and so on.

### **NOTE**

- While the AMBIENT SOUND feature makes it easier to hear sounds around you, it does not guarantee that you will be able to hear everything. You may be unable to hear the sounds around you if you've turned up the volume of the audio, or in certain environments.
- When using GAMING MODE, the video/audio latency may change or the sound quality and connection stability may degrade, depending on the usage environment and how you wear the product.

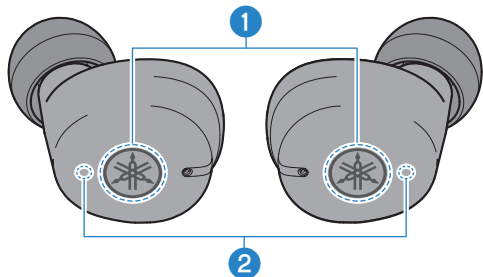
### **Related links**

- [“Pairing for the First Time” \(p.19\)](#)
- [“Connecting to two Bluetooth devices at the same time \(multi-point connection\)” \(p.24\)](#)
- [“Playing back Audio on this product” \(p.31\)](#)
- [“Making ambient sounds easier to hear \(AMBIENT SOUND\)” \(p.33\)](#)
- [“Starting the voice assistant” \(p.35\)](#)
- [“About the “Headphone Control” app” \(p.36\)](#)
- [“App settings” \(p.37\)](#)

## Accessory and part names

Make sure that all of the accessories are included with this product.

### Earbuds

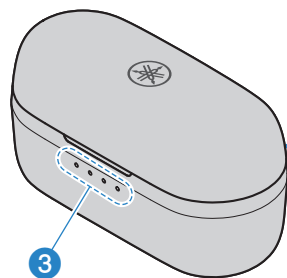


1 Touch Control

2 Indicator

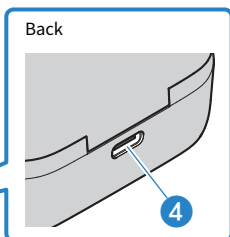
### Charging case

Front



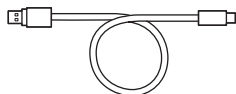
3 Charging indicators

Back



4 Charging connector

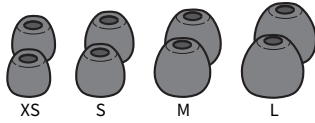
### USB power cable (30 cm (11-3/4 in); type A to C)





**Eartips (XS, S, M, L; one set each)**

Note: The M-size eartips are pre-attached.



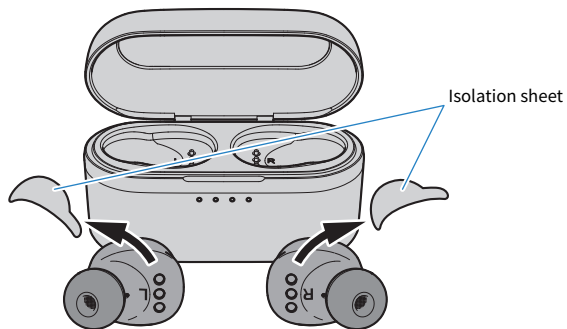
**Safety Brochure**

**NOTE**

- The earbuds are stored in the charging case.
- The earbuds feature a built-in microphone.
- The charging case contains a battery for charging the earbuds.

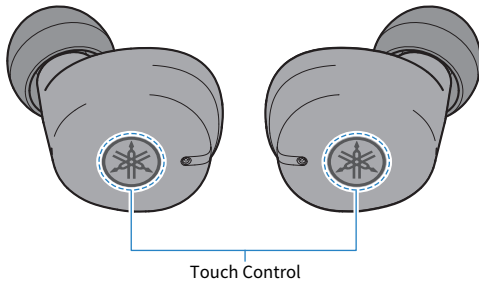
## Getting ready to use this product for the first time

Remove the earbuds from the charging case the first time you use this product, and peel off the isolation sheets found on each.

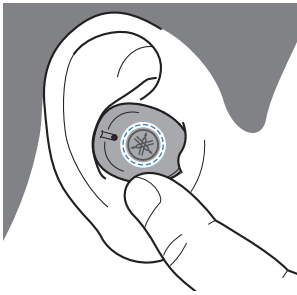


## Touch Control operations

Use the Touch Control to operate the earbuds.



When operating the Touch Control, lightly tap (touch with your finger) the center of the earbuds.



### Operations recognized by the Touch Control

- Single tap
- Double tap
- Triple-tap
- Long-tap (long-press)

#### NOTICE

- Do not use a hard or sharp object to tap the Touch Control. This may cause a malfunction or damage the product.

#### NOTE

- Store the earbuds in the charging case when carrying them around, so as not to accidentally operate the Touch Control.
- Use the flat part of your finger to operate the earbuds, not your fingernails.
- Use only one finger to operate the Touch Control.
- If another finger or part of your hand, a piece of hair, your clothes or other objects get in the way when you're trying to tap, you may not be able to correctly operate the earbuds. Note that you cannot operate the earbuds when wearing gloves.
- The Touch Control may not detect your finger if your skin is dry.
- The earbuds may not be correctly operated if your finger is wet with water, sweat or other liquids, or if the Touch Control is dirty. Wipe off any moisture or dirt before operating.

# Charging and Powering

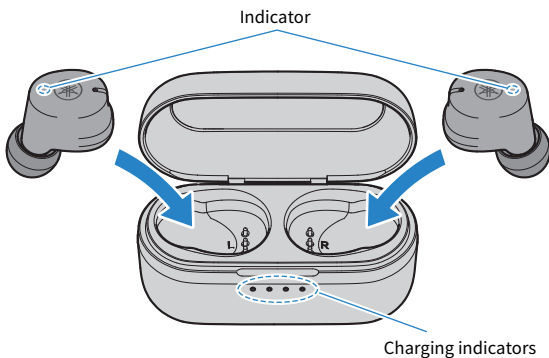
## Charging the earbuds

Charge the earbuds before use by placing them in the charging case.



### CAUTION

- The charging case is not waterproof. Thoroughly wipe off any sweat, rainwater, seawater or other liquids that get on the earbuds before placing them back in the charging case.
- Charge this product within a recommended temperature range of 5°C–40°C.



### 1 Open the charging case lid.

### 2 Place the earbuds in the charging case.

The earbud indicators light up while charging, and turn off when charging is completed.

Charging takes about 2 hours.

The earbuds will not charge if they are not touching the charging terminals inside of the charging case. In this situation, the earbud indicators flash seven times. If this happens, make sure that the earbuds are correctly seated in their earbud storage compartments within the charging case, and try charging again.

### NOTE

- Remove the earbuds from the charging case the first time you use this product, and peel off the isolation sheets found on each.
- Once you place the earbuds in the charging case, the indicators on the charging case will show the remaining battery power for five seconds (except when the charging case itself is still charging).
- When the remaining battery power of the charging case is depleted, the earbuds will not turn on even when they are taken out of the charging case. If this happens, charge the charging case and then try charging and removing the earbuds again.
- You cannot connect the earbuds via Bluetooth or use them for playback while they are recharging.

**Related links**

“Appendix” (p.54)

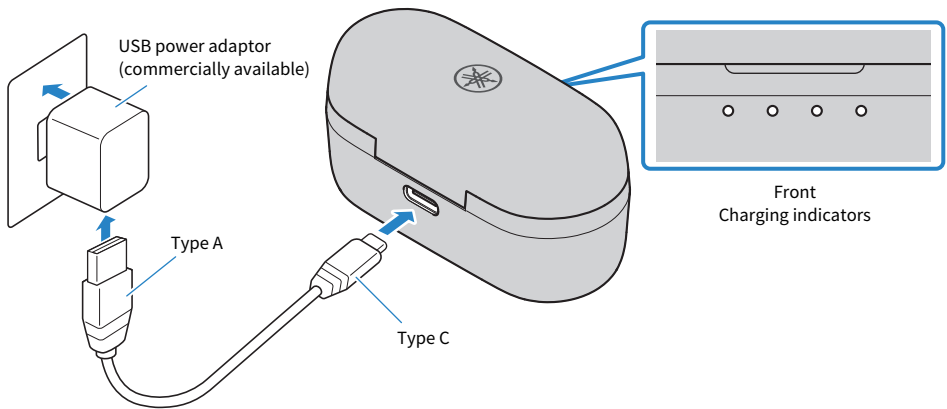
## Charging the charging case

To charge the charging case, connect the included USB power adaptor.



### CAUTION

- The charging case is not waterproof. Do not expose this product to liquids such as sweat, rainwater or seawater.
- Be sure to use the USB power cable that was included with this product.
- When using a USB power adaptor, be sure that the commercially-available adaptor is compatible with 5 V DC (at least 0.5 A) power output.
- When charging this product inside of China, be sure to use a USB power adaptor that is approved by CCC.
- Recommended charging temperatures: 5°C–40°C



**1 Plug the USB power cable (type C side) into the charging case.**

**2 Plug the USB power cable (type A side) into the USB power adaptor.**


**3 Plug the USB power adaptor into the power outlet.**

Charging will begin. Charging takes about 2 hours.

While the case is charging, the indicators light up as shown below.

Remaining battery power	Indicator
100%	
75–100%	
50–75%	
25–50%	
0–25%	

## Charging and Powering > Charging the charging case

: Lights up

: Flashes

: Not lit

### **NOTE**

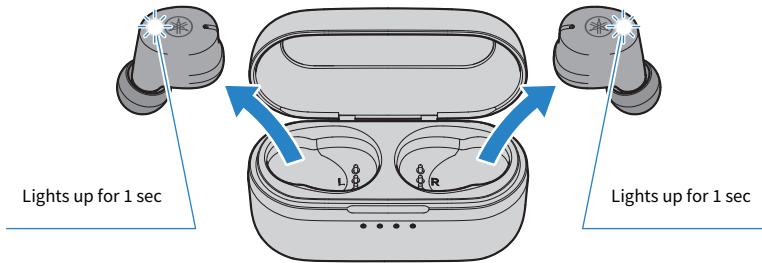
- You can also charge the earbuds while the charging case is charging.
- You can charge from the USB port on your computer instead of using a USB power adaptor.
- Once you place the earbuds in the charging case, the indicators on the charging case will show the remaining battery power for five seconds (except when the charging case itself is still charging).

## Turning on the power

Once you remove the earbuds from the charging case, the earbuds will turn on.

### 1 Remove the earbuds from the charging case.

The indicators light up as shown below, and the power turns on.



#### NOTE

- When an earbud is low on battery power, its indicator flashes three times when you turn the earbud on. If this happens, charge the earbud.
- When the remaining battery power of the charging case is depleted, the earbuds will not turn on even when they are taken out of the charging case. If this happens, charge the charging case and then try charging and removing the earbuds again.

#### Related links

[“Remaining Battery Power” \(p.18\)](#)

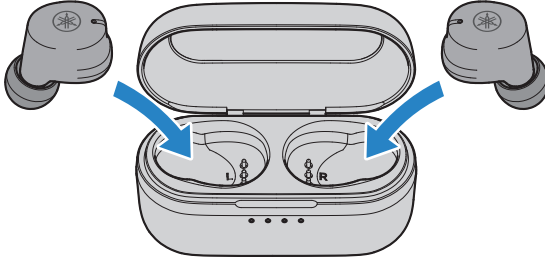


## Turning off the power

When you put the earbuds back into the charging case, the earbuds turn off.

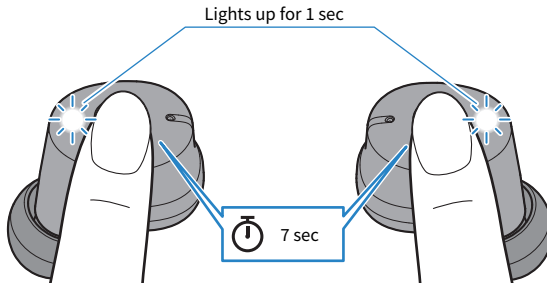
### 1 Place the earbuds in the charging case.

The earbuds will turn off and enter charging mode.



#### NOTE

If you want to turn off the earbuds without putting them back into the charging case, long-tap the Touch Control on earbuds (L) and (R) for around seven seconds. The “Power Off” audio message plays in the earbuds, and the indicators will display as shown below.



## Remaining Battery Power

After this product is turned on, the audio message in the earbuds tells you how much battery power is left.

- **Audio messages:**

- Battery High: plenty of charge remaining
- Battery Medium: moderate charge remaining
- Battery Low: small amount of charge remaining

### **NOTE**

You can check the remaining battery power of the charging case in the following situations.

- While charging the charging case
- Right after placing the earbuds into the charging case (except when the charging case itself is charging)

### **Related links**

“Charging the charging case” (p.14)

# Bluetooth® Connectivity

## Pairing for the First Time

When first connecting this product to a Bluetooth device (such as a smartphone), follow the steps below to pair (register) this product with that device.

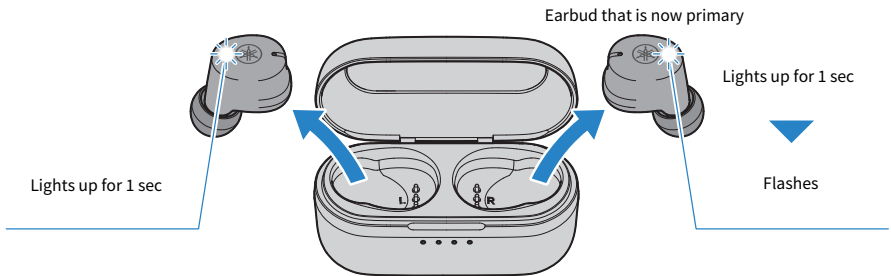
[Search tag] #Q02 Pairing

### NOTE

Remove the earbuds from the charging case the first time you use this product, and peel off the isolation sheets found on each.

## 1 Remove the earbuds from the charging case.

The earbuds turn on; and when both earbuds automatically connect, an audio message is played. Either earbud (L) or (R) will be the primary earbud, and its indicator lights up as shown in the illustration below as the unit enters pairing standby mode. You will hear the “Pairing” audio message in the earbud. Either earbud (L) or earbud (R) can become the primary earbud.

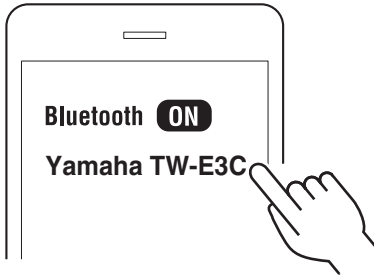


## 2 Activate Bluetooth on your Bluetooth device.

A list of Bluetooth devices that can be connected will be shown.

### 3 Select this product from the list on your Bluetooth device.

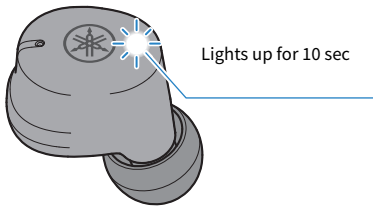
Select the listing that reads “Yamaha...” and not the listing that reads “LE-Yamaha...”.



Once connected, the indicator on the primary earbud lights up as shown below. You will hear the “Connected” audio message in the earbud.

Pairing and connection are now complete.

Earbud that is now primary



#### NOTE

- Pairing standby mode will automatically end on this product after about two minutes. To pair again or if the connection was unsuccessful, place the earbuds back into the charging case and start again at step 1.
- If the earbuds (L) and (R) do not automatically connect, put them back into the charging case and take them out again.
- One of the earbuds (L or R) will be the primary earbud when connecting, according to their remaining battery power.
- This product cannot be paired with devices that require a passkey when pairing, as this feature is unsupported.

#### Related links

- “Pairing with a Different Device” (p.21)
- “Connecting to a Device Already Paired” (p.23)
- “Connecting to two Bluetooth devices at the same time (multi-point connection)” (p.24)
- “About the “Headphone Control” app” (p.36)
- “Using only one of the earbuds” (p.49)

## Pairing with a Different Device

Follow the steps below to pair with another Bluetooth device, or to try pairing with the same device again. Up to three Bluetooth devices can be registered with this product. If you pair a device beyond the maximum number, the information for device you first paired (the oldest pairing) will be deleted.

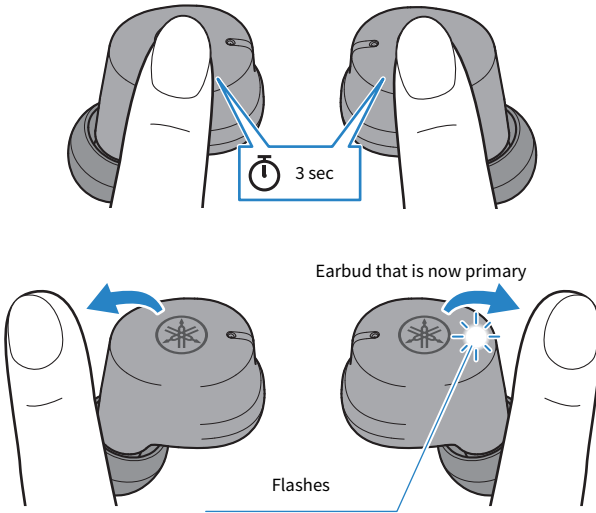
[Search tag] #Q02 Pairing

### 1 Remove the earbuds from the charging case.

The earbuds will turn on.

### 2 With earbuds (L) and (R) turned on, long-tap the Touch Control on earbud (L) and on earbud (R) at the same time for about three seconds, and then release your fingers.

Either earbud (L) or (R) will be the primary earbud, and its indicator alternately flashes while you hear the message “Pairing”. This means that the earbud is in pairing standby mode.

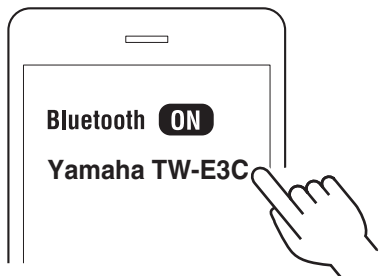


### 3 Activate Bluetooth on the Bluetooth device.

A list of Bluetooth devices that can be connected will be shown.

## 4 Select this product from the list on your Bluetooth device.

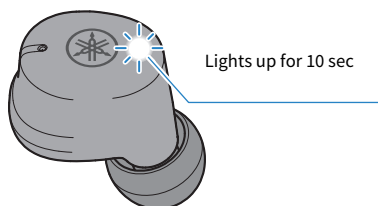
Select the listing that reads “Yamaha...” and not the listing that reads “LE-Yamaha...”.



Once connected, the indicator on the primary earbud lights up as shown below. You will hear the “Connected” audio message in the earbud.

Pairing and connection are now complete.

Earbud that is now primary



Earbud (L) and (R) connect automatically and are ready for use.

### NOTE

- Pairing standby mode will automatically end on this product after about two minutes. To pair again or if the connection was unsuccessful, go back to step 1.
- If the earbuds (L) and (R) do not automatically connect, put them back into the charging case and take them out again.
- One of the earbuds (L or R) will be the primary earbud when connecting, according to their remaining battery power.
- This product cannot be paired with devices that require a passkey when pairing, as this feature is unsupported.
- This product supports multi-point connection, which lets you connect to two Bluetooth devices at the same time.

### Related links

- “Pairing for the First Time” (p.19)
- “Connecting to a Device Already Paired” (p.23)
- “Connecting to two Bluetooth devices at the same time (multi-point connection)” (p.24)
- “About the “Headphone Control” app” (p.36)
- “Using only one of the earbuds” (p.49)

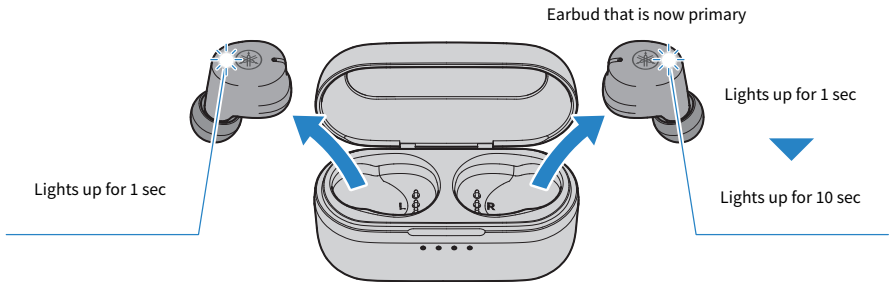
## Connecting to a Device Already Paired

Here's how to connect to a Bluetooth device to which this product has already been paired.

### 1 Activate Bluetooth on the Bluetooth device.

### 2 Remove the earbuds from the charging case.

The earbuds will turn on and both earbuds automatically connect to the last Bluetooth device to which they were connected. Once connected, the indicators light up as shown below.



If successfully connected, you will hear the “Connected” audio message in the earbud. Pairing is now complete.

If the earbuds do not automatically connect to a Bluetooth device, they are waiting for a connection or are in pairing standby mode. Make the connection to the earbuds from your Bluetooth device.

### NOTE

- One of the earbuds (L or R) will be the primary earbud when connecting, according to their remaining battery power.
- If the earbuds (L) and (R) do not automatically connect, put them back into the charging case and take them out again.

### Related links

- “Pairing for the First Time” (p.19)
- “Pairing with a Different Device” (p.21)
- “Connecting to two Bluetooth devices at the same time (multi-point connection)” (p.24)
- “Using only one of the earbuds” (p.49)

## Connecting to two Bluetooth devices at the same time (multi-point connection)

This product features multi-point connection, which lets you connect the product to two Bluetooth devices to which it has been paired at the same time. For instance, this is useful when you want to use this product to listen to music on your computer, while being able to receive phone calls on your smartphone.

For multi-point connection, pair (register) this product beforehand with the first Bluetooth device to which you wish to connect.

### How to establish a multi-point connection

Use these steps to establish a multi-point connection. Check these steps before performing the operations listed.

- 1) Connect the first Bluetooth device you want to connect to this product.
- 2) Set this product to pairing standby mode, and connect the second Bluetooth device.  
Doing so temporarily disconnects the first Bluetooth device.
- 3) Reconnect to the first Bluetooth device.  
Now you've finished connecting to two Bluetooth devices.

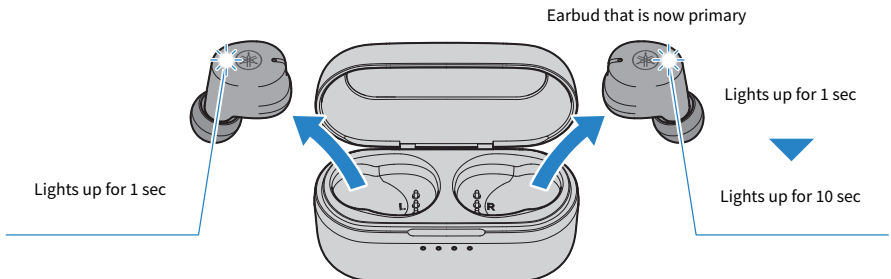
### Steps for multi-point connection

Here are the operations for establishing a multi-point connection.

#### **1 Activate Bluetooth on the first Bluetooth device you want to connect.**

#### **2 Remove the earbuds from the charging case.**

The earbuds will turn on and both earbuds automatically connect to the first Bluetooth device. Once connected, the indicators light up as shown below.

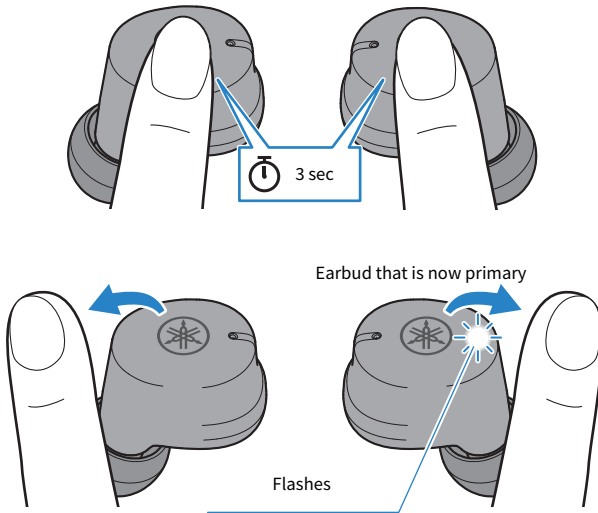


If successfully connected, you will hear the “Connected” audio message in the earbud.

If the earbuds do not automatically connect to a Bluetooth device, they are waiting for a connection or are in pairing standby mode. Make the connection to the earbuds from your Bluetooth device.



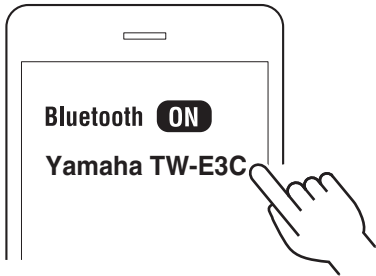
- 3 With earbuds (L) and (R) turned on, long-tap the Touch Control on earbud (L) and on earbud (R) at the same time for about three seconds, and then release your fingers.**



Either earbud (L) or (R) will be the primary earbud, and its indicator alternately flashes while you hear the message “Pairing”.

The first Bluetooth device is temporarily disconnected in order to connect to a second Bluetooth device. Once you’ve connected to the second device, reconnect to the first device so that you can simultaneously connect to both devices.

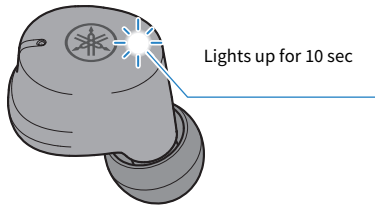
**4 Activate Bluetooth on the second Bluetooth device you want to connect. When Yamaha TW-E3C is displayed, select it to connect.**



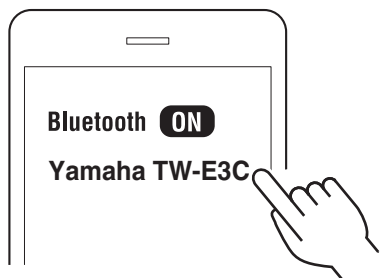
If successfully connected, you will hear the “Connected” audio message in the earbud. Once connected, the indicators light up as shown below.

Now you’ve connected to the second device.

Earbud that is now primary



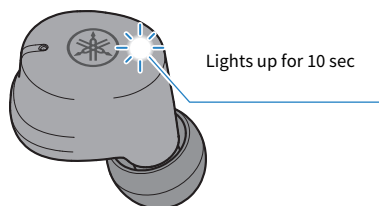
**5** Select “Yamaha TW-E3C” from the list of connected Bluetooth devices, shown on the first Bluetooth device.



The audio message “Connected” plays once in the earbuds, and both Bluetooth devices are connected simultaneously. Once connected, the indicators light up as shown below.

Pairing is now complete.

Earbud that is now primary



**NOTE**

- Pairing standby mode will automatically end on this product after about two minutes. To pair again or if the connection was unsuccessful, go back to step 1.
- One of the earbuds (L or R) will be the primary earbud when connecting, according to their remaining battery power.
- If the earbuds (L) and (R) do not automatically connect, put them back into the charging case and take them out again.
- You can connect to up to two Bluetooth devices that support multi-point connection at the same time. When connecting a third Bluetooth device, disconnect one of the two Bluetooth devices that are already connected.
- Either device that's connected can be used to play music, but music cannot be played from both devices at the same time.
- You cannot switch between devices by operating one while the other is playing back music. Stop the music that's playing back first, and then operate the other device.
- If you put the earbuds back into the charging case after establishing a multi-point connection and then take the earbuds out of the case again, the earbuds automatically connect to both devices to which they were connected. When connecting to a different Bluetooth device, disconnect one of the previously connected Bluetooth devices.
- The operations for multi-point connection vary depending on your Bluetooth device. We do not guarantee that these operations will work on all Bluetooth devices. See the user's manual of your Bluetooth device for details.
- The connection to the second device may be interrupted when you use the first device, depending on the connected device.
- The earbuds may not operate correctly with some apps and software. If they do not work correctly, operate using the connected device.

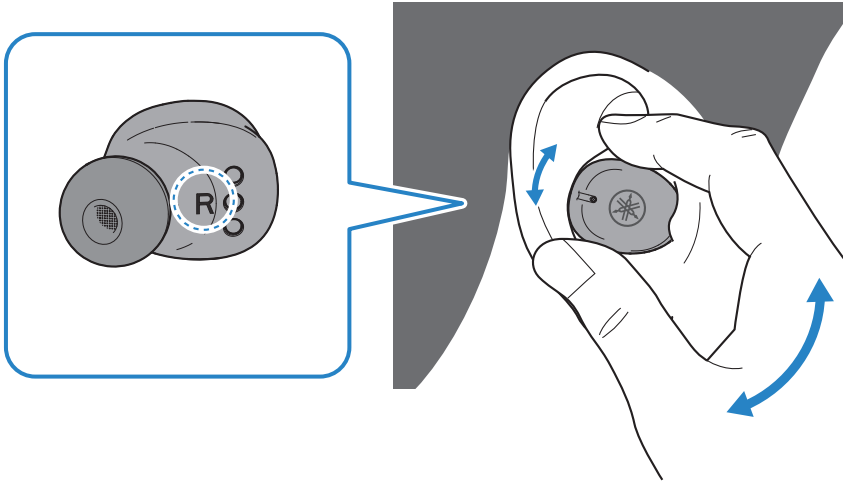
**Related links**

- “Pairing for the First Time” (p.19)
- “Pairing with a Different Device” (p.21)
- “Using only one of the earbuds” (p.49)

# Wearing This Product

## Putting on the earbuds

Check the markings on the L (left) and R (right) earbuds to make sure they are worn in the correct ear. Rotate the earbuds slowly to adjust them so that they fit well in your ears after you put them on.



### CAUTION

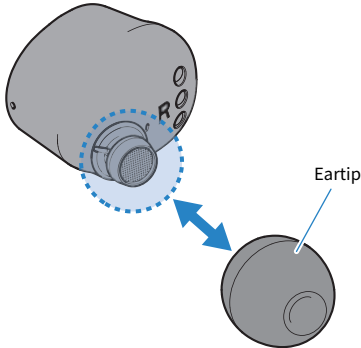
- Do not forcibly press on or move the earbuds once you've put them on. Doing this may damage your ears.
- If the earbuds still aren't fitting snugly in your ears, try replacing the eartips.
- As this product is designed to fit in your ears, your ears may feel tired depending on how the earbuds fit. If you notice any skin problems after coming into direct contact with this product, stop using this product immediately. If the problem does not improve, consult with a physician.

### Related links

["Replacing the eartips" \(p.30\)](#)

## Replacing the eartips

When using different eartips, select the size that matches your ears. When putting the earbuds on, choose the eartips that keep out ambient sounds as much as possible while the audio is stopped.



### NOTE

Four sizes of eartips are included with this product. The earbuds come pre-attached with M-size eartips.



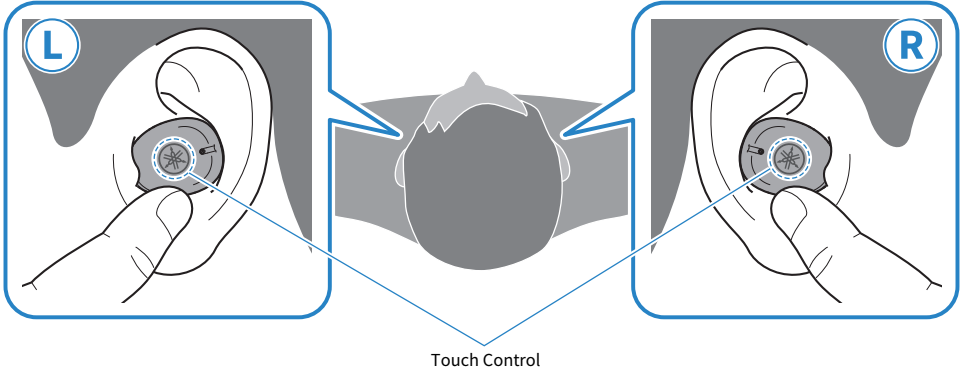
### CAUTION

- Do not use broken eartips or wear the earbuds without eartips. Doing this may damage your ears.
- Make sure that the eartips are firmly attached to the earbuds. Failure to do so may cause the eartips to come loose inside your ears, which may damage your ears. If an eartip comes loose inside your ear, consult a physician.
- Once removed, keep the eartips out of reach of children, to prevent them from being accidentally swallowed.

# Operation (Audio Playback and Phone Calls)

## Playing back Audio on this product

You can use the Touch Control on the earbuds for the following operations.



### Volume controls

- Turn the volume up  
Long-tap earbud (R) for about one second.
- Turn the volume down  
Long-tap earbud (L) for about one second.

### Playing back audio

- Pause/play  
Single-tap earbud (L).
  - Skip to the next track  
Double-tap earbud (R).
  - Go back to the beginning of the track (while in the middle of the track), or back to the previous track (when at the beginning of a track)  
Double-tap earbud (L).
- The operation may differ, depending on the Bluetooth device or app you use.

### Switching between playback devices (with multi-point connection)

Here's how to switch to playing back music on a second connected device when the first connected device is still playing back music.

- 1 Single-tap earbud (L) to stop music playback on the first connected device.**

## **2 Operate the second connected device to play back the music.**

### **GAMING MODE**

This function also makes the audio and video sound more in sync, which is useful when you are watching a video or playing a game.

#### **1 Triple-tap earbud (R).**

Triple-tapping toggles between enabled and disabled.

GAMING MODE → OFF → back to GAMING MODE

When GAMING MODE is ON: the “Gaming On” message is heard.

When GAMING MODE is OFF: the “Gaming Off” message is heard.

### **NOTE**

- When using multi-point connection, either device that's connected can be used to play music, but music cannot be played from both devices at the same time.
- You can also set the GAMING MODE features using the Headphone Control app.
- GAMING MODE does not work during a phone call.
- When connecting to a device (such as a smartphone) on which the volume can be adjusted, you can also adjust the volume using that device.
- To select a song for playback, operate the connected device.

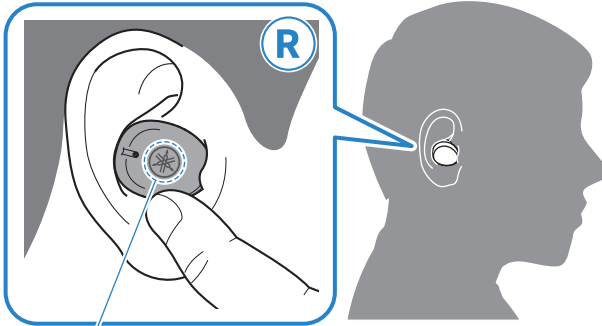
### **Related links**

- “App settings” (p.37)
- “Using only one of the earbuds” (p.49)



## Making ambient sounds easier to hear (AMBIENT SOUND)

Enabling AMBIENT SOUND makes it easier to hear the sounds around you, such as announcements made on public transportation, the sounds of passing cars and so on.



Touch Control

### Switching the AMBIENT SOUND/OFF on and off

#### 1 Single-tap earbud (R).

Single-tapping toggles between enabled and disabled.

OFF → AMBIENT SOUND → back to OFF

- When AMBIENT SOUND is ON: a sound effect is heard.
- When AMBIENT SOUND is OFF: the “Off” audio message is heard.

#### NOTE

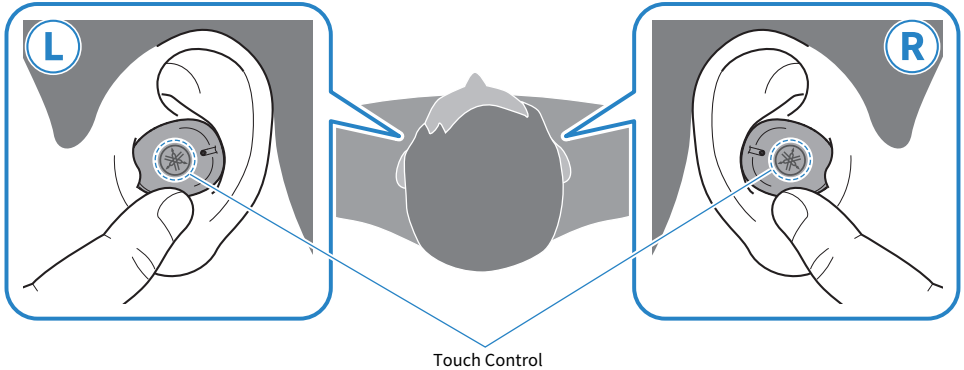
- The default setting is OFF.
- While the AMBIENT SOUND feature makes it easier to hear sounds around you, it does not guarantee that you will be able to hear everything. You may be unable to hear the sounds around you if you’ve turned up the volume of the audio, or in certain environments.
- You can also set this with the Headphone Control app.
- Depending on the type of sound you are playing back and the surrounding environment, ambient sounds may not be so easy to hear. In this case, pause the playback.
- Do not cover the earbuds with your hand. If your hand is covering the earbuds AMBIENT SOUND will not work properly, and you may hear noise.
- The AMBIENT SOUND effect does not operate during a phone call or when a call is coming in.

#### Related links

- “Playing back Audio on this product” (p.31)
- “App settings” (p.37)

## Talking on the phone

When connecting to a Bluetooth device, you can talk, adjust the volume and so on using this product. Operate this product as follows.



- Receive a phone call  
Single-tap earbud (L) when a call is coming in.
- End a phone call  
During the phone call, long-tap earbud (L) for about one second.
- Ignore a call  
Triple-tap earbud (R) when a call is coming in.

### Switching between connected devices (with multi-point connection)

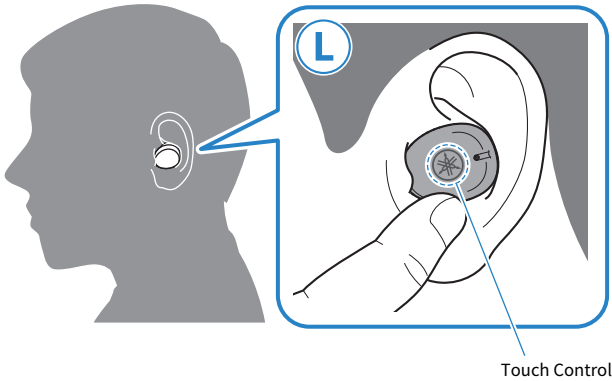
- When music is playing on the first connected device, answer the phone call coming in using the other connected device (such as a smartphone)  
The music that's playing on the first device is paused automatically. Once you hear the ringtone through the earbuds, single tap earbud (L) or operate the connected device that's receiving the call (such as your smartphone).
- When talking on the first connected device (such as a smartphone), answer the phone call coming in using the other connected device (such as a smartphone)  
Once you hear the ringtone while you are talking, operate the first connected device that you're using for the phone call (such as by placing the caller on hold or hanging up the phone), and then either single-tap earbud (L) or operate the connected device that's receiving the call.

### NOTE

- When a call is coming in, any music being played will pause. Audio playback will automatically resume when the call ends or you ignore the call.
- When using multi-point connection, you can't talk with more than one caller at the same time or play music while talking on the phone.

## Starting the voice assistant

If connecting this product to a Bluetooth device that supports the use of Siri, Google Assistant or similar features, you can control the voice assistant with this product.



### Voice assistant operations

- Start voice assistant  
Triple-tap earbud (L).
- Stop voice assistant
  - When using Siri  
Triple-tap earbud (L).
  - When using Google Assistant  
Operate using your Bluetooth device.

### Voice assistant volume operations

- When using Siri  
Operate using your Bluetooth device.
- When using Google Assistant
  - Turn the volume up  
Long-tap earbud (R) for about one second.
  - Turn the volume down  
Long-tap earbud (L) for about one second.

### NOTE

The operations for the voice assistant feature will vary depending on your Bluetooth device. See the user's manual of your Bluetooth device for details.

# Dedicated Application

## About the “Headphone Control” app

The Headphone Control smartphone app is a dedicated app for getting the best sound quality from your Yamaha earbuds or headphones.

[Search tag] #Q03 App



This app will let you do the following.

- Show the status of your earbuds/headphones (such as remaining battery power)
- Make detailed settings on your earbuds/headphones

Install the app from the App Store (iOS devices) or on Google Play (Android™ devices). See the information about the app on each store for details.

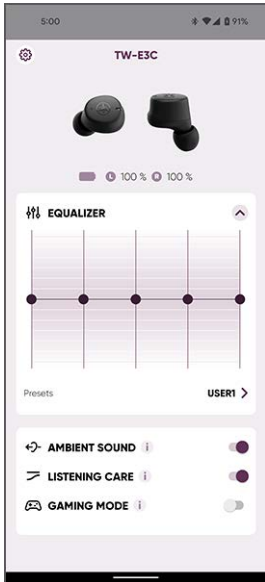
## App settings

This explains the settings and items you can check using the Headphone Control app. Check the settings for each function and the latest information from the app screen. [Search tag] #Q03 App

### NOTE

The app screen and items may differ, depending on your product.

### Main screen



- **EQUALIZER**

This is a five-band graphic equalizer that lets you create your own custom sound settings.

- **AMBIENT SOUND**

This function makes it easier to hear the sounds around you, such as announcements made on public transportation, the sounds of passing cars and so on.

- **LISTENING CARE**

When LISTENING CARE is enabled, this product automatically adjusts the sound quality according to the playback volume. This feature adjusts the frequency balance, offering rich sound quality playback even at a low volume.

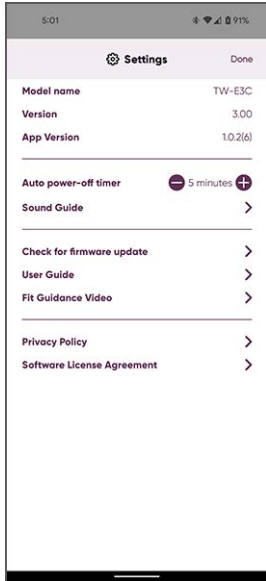
- **GAMING MODE**

This function also makes the audio and video sound more in sync, which is useful when you are watching a video or playing a game.

## NOTE

- The AMBIENT SOUND does not guarantee that you will be able to hear everything. You may be unable to hear the sounds around you if you've turned up the volume of the audio, or in certain environments.
- When using GAMING MODE, the video/audio latency may change or the sound quality and connection stability may degrade, depending on the usage environment and how you wear the product.

## Settings screen



- **Auto power-off timer**  
Sets the time it takes for the power to turn off after Bluetooth has been disconnected.
- **Connectivity**  
Selects whether to prioritize either the sound quality or the connectivity when connected via Bluetooth. This may improve any issues you are having if the Bluetooth connection is unstable.
- **Operation**  
Lets you customize the Touch Control operations.
- **Sound Guide**  
Use this to set the audio messages, sound effects, operating sounds and other sounds that you hear in the earbuds.
- **Check for firmware update**  
Checks whether new firmware has been released, and performs updates.  
Use the latest available firmware version.
- **User Guide**  
Accesses the User Guide.

# Troubleshooting

## Read this first

If this product does not operate normally while you are using it, first check the following.

[Search tag] #Q01 Troubleshooting

● **After putting the earbuds back into the charging case, wait for at least 10 seconds and then take them out again.**

If this does not solve the problem, initialize (factory reset) the earbuds.

- “Initializing (performing a factory reset)” (p.50)

● **Make sure that this product has been sufficiently charged.**

- “Charging the earbuds” (p.12)
- “Charging the charging case” (p.14)

● **Update the firmware of this product to the latest version.**

- “Updating the firmware” (p.51)

● **Check the following items according to the trouble you are experiencing.**

- “Cannot connect” (p.40)
- “Power will not turn on” (p.42)
- “The product cannot be charged” (p.43)
- “The product does not operate or play back” (p.44)
- “No sound can be heard” (p.45)
- “Sound can only be heard from one earbud” (p.46)
- “Sound is not good or sounds strange” (p.47)
- “The sound is distorted, noisy or choppy” (p.48)
- “Using only one of the earbuds” (p.49)
- “Initializing (performing a factory reset)” (p.50)

## Cannot connect

● **Earbuds (L) and (R) are not connecting properly.**

Put the earbuds back into the charging case and then take them out again.

The earbuds turn on and both earbuds automatically connect after the earbud indicators light up for one second. If successfully connected, you will hear a sound effect.

● **The product is not pairing correctly.**

If the information for this product still remains in the list of connected devices on your Bluetooth device, delete that information and try pairing again.

- “Pairing with a Different Device” (p.21)

● **The Bluetooth device may already be connected to a different device.**

Try disconnecting from the Bluetooth device, and then connect with this product.

- “Connecting to a Device Already Paired” (p.23)

● **Bluetooth may be deactivated on the Bluetooth device.**

Turn Bluetooth on, and then connect with this product.

- “Connecting to a Device Already Paired” (p.23)

● **The information for a Bluetooth device that was registered on this product was deleted.**

If you pair a device beyond the maximum number of pairable Bluetooth devices, the information for device you first paired (the oldest pairing) is deleted. Pair this product once more.

- “Pairing with a Different Device” (p.21)

● **This product and your Bluetooth device may be too far apart.**

Move this product closer to the Bluetooth device.

● **A device that emits electromagnetic waves (such as a microwave oven, Wi-Fi access point and so on) might be nearby.**

Do not use this product near other devices that emit electromagnetic waves.

● **You may be using an unsupported Bluetooth device.**

This product cannot be paired with devices that require a passkey when pairing, as this feature is unsupported.

● **Cannot connect to Headphone Control.**

Some Bluetooth devices (such as smartphones) may not be able to connect with the Headphone Control app, even though music can be played back. If this happens, try the steps below.

- 1 If the connection point information for “LE-Yamaha TW-E3C” still remains in the list of connected devices on your Bluetooth device, delete it.
  - 2 Restart the Bluetooth device.
  - 3 Pair with the Bluetooth device again by selecting “Yamaha TW-E3C”—do not select “LE-Yamaha TW-E3C”.
- “Pairing with a Different Device” (p.21)



## Multi-point connection unavailable

● **This product may already be connected to two Bluetooth devices.**

You can connect to up to two Bluetooth devices that support multi-point connection at the same time. When connecting a third Bluetooth device, disconnect one of the previously connected Bluetooth devices.

- “Connecting to two Bluetooth devices at the same time (multi-point connection)” (p.24)

● **The product is not pairing correctly.**

If the information for this product still remains in the list of connected devices on your Bluetooth device, delete that information and try pairing again.

- “Pairing with a Different Device” (p.21)
- “Connecting to two Bluetooth devices at the same time (multi-point connection)” (p.24)

## Power will not turn on

● **There may not be enough battery power left.**

Charge this product.

- “Charging the earbuds” (p.12)

● **The battery power of the charging case may have been depleted while charging the earbuds.**

Charge the charging case.

- “Charging the charging case” (p.14)
- “Turning on the power” (p.16)

● **The product is temporarily not functioning in a stable way.**

After putting the earbuds back into the charging case, wait for at least 10 seconds and then take them out again.

If this does not solve the problem, initialize (factory reset) the earbuds.

- “Initializing (performing a factory reset)” (p.50)

## The product cannot be charged

- **Your computer is not turned on (when charging from your computer).**

Turn the power of your computer on, and then charge this product.

- **You may have been using a USB power cable other than the one included with this product.**

Use the included USB power cable to make sure the product correctly charges.

- **The earbuds and the charging connectors in the charging case may not be coming into contact.**

The earbuds will not charge if they are not properly seated in the charging case. Use your fingertips to lightly slide the earbuds from side to side and store them in the proper position within their storage compartments, and make sure that the earbud indicators are lit. Also note that the earbuds may not charge correctly if there is any dust or dirt on the surfaces where the earbuds and the charging connectors on the charging case come into contact. Use a dry and soft cloth, a cotton swab or similar material to wipe these surfaces off before charging.

## The product does not operate or play back

● **The earbuds are still charging.**

You cannot use this product while they are charging. Use the earbuds after charging is finished.

● **There is not enough battery power.**

Charge the earbuds.

- “Charging the earbuds” (p.12)
- “Charging the charging case” (p.14)

● **The product is temporarily not functioning in a stable way.**

After putting the earbuds back into the charging case, wait for at least 10 seconds and then take them out again.

If this does not solve the problem, initialize (factory reset) the earbuds.

- “Initializing (performing a factory reset)” (p.50)

● **Your fingertip may not be touching the Touch Control.**

Tap the center part of the earbuds with your fingertips.

- “Touch Control operations” (p.11)

## No sound can be heard

● **The earbuds are not connected to a Bluetooth device.**

Pair this product.

- “Pairing for the First Time” (p.19)
- “Pairing with a Different Device” (p.21)
- “Connecting to two Bluetooth devices at the same time (multi-point connection)” (p.24)

● **The volume is too low.**

Raise the volume.

- “Playing back Audio on this product” (p.31)

● **The audio stopped playing back.**

Start playback.

- “Playing back Audio on this product” (p.31)

## Sound can only be heard from one earbud

● **Earbuds (L) and (R) are not connecting properly.**

Put the earbuds back into the charging case and then take them out again.

The earbuds turn on and both earbuds automatically connect after the earbud indicators light up for one second. If successfully connected, you will hear a sound effect.

● **The signal may not be coming in clearly, making the connection unstable.**

Move away from wireless devices such as access points, or appliances that produce electromagnetic waves such as microwave ovens. After placing both earbuds into the charging case, take them out again.

● **You may be using a smartphone app that generates sound from only one channel.**

Check whether you can hear sound coming from both left and right channels by playing back sound from a different app.

● **One of the earbuds might be turned off.**

Turn the power on.

- “Turning on the power” (p.16)

● **The connection information for the registered Bluetooth device may not be working properly.**

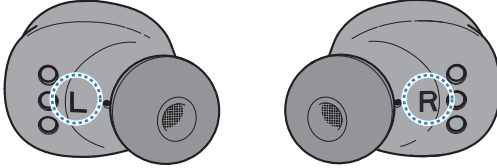
Delete the connection information of this product from the Bluetooth device, and then pair the earbuds with the Bluetooth device.

- “Pairing with a Different Device” (p.21)

## Sound is not good or sounds strange

● **You might be wearing the earbuds on the wrong sides (L/R).**

Check that the left (L) and right (R) earbuds are worn on the correct sides.



- “Putting on the earbuds” (p.29)

● **The eartips don't fit my ears.**

Replace the eartips with the size that matches your ear shape.

- “Replacing the eartips” (p.30)

## The sound is distorted, noisy or choppy

● **The signal may not be coming in clearly, making the connection unstable.**

Move away from wireless devices such as access points, or appliances that produce electromagnetic waves such as microwave ovens.

Try placing the connected Bluetooth device as close to this product as you can.

Devices with wireless network connectivity may transmit signals that obstruct Bluetooth communications. In this case, turn off the wireless network connectivity feature on your Bluetooth device.

● **The product is temporarily not functioning in a stable way.**

After putting the earbuds back into the charging case, wait for at least 10 seconds and then take them out again.

If this does not solve the problem, initialize (factory reset) the earbuds.

- “Initializing (performing a factory reset)” (p.50)

● **GAMING MODE is ON.**

Set GAMING MODE to OFF.

When using GAMING MODE, the video/audio latency may change or the sound quality and connection stability may degrade, depending on the usage environment and how you wear the product.

- “Playing back Audio on this product” (p.31)
- “App settings” (p.37)



## Using only one of the earbuds

Pair the earbud you want to use with the Bluetooth device.

When doing this, note the following.

- This product does not offer a function to convert stereo sound to monaural sound.
- Check whether such a function is available on the Bluetooth device to be connected.
- The L and R sides on the earbuds operate different functions. When using only one earbud, use your Bluetooth device to operate controls like playback or talking on the phone.

### Related links

[“App settings” \(p.37\)](#)

## Initializing (performing a factory reset)

Follow the steps below to initialize (perform a factory reset on) this product.

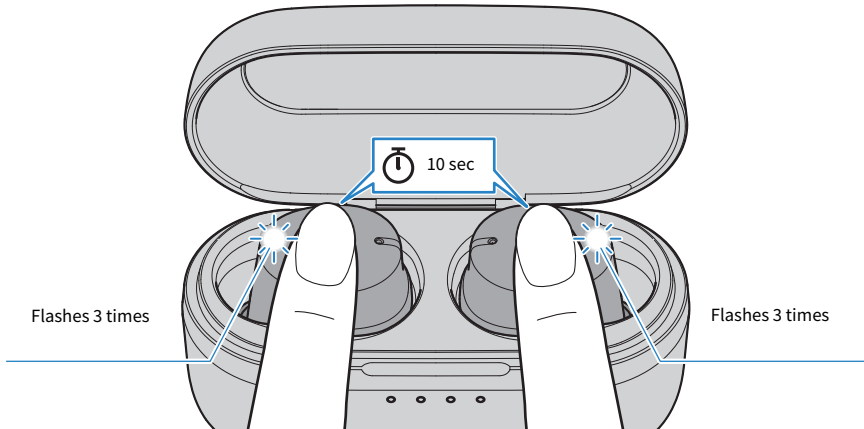
[Search tag] #Q04 Reset

### Initializing (performing a factory reset)

This will restore all of the earbud settings to their factory defaults. The information for devices registered (paired) will be deleted.

- 1 Put the earbuds back into the charging case; and within 20 seconds of doing so, long-tap the Touch Control on earbuds (L) and (R) for 10 seconds, without taking them out of the charging case.**

Make sure that the indicator lights up as shown below.



The earbuds are now initialized (factory reset).

### Related links

[“Pairing for the First Time” \(p.19\)](#)

## Updating the firmware

Update the firmware on this product with the Headphone Control app.

The firmware on this product can be updated to add new functionality, rectify product issues and so on. For more details on the contents of updates, see the product information page on the Yamaha website.

### NOTICE

- For stable data communication between this product and your Bluetooth device, update the firmware in a place where the signal is good. Do not do the following while the firmware is being updated.
  - Placing the earbuds in the charging case
  - Turning the power of this product off
  - Closing the Headphone Control app, or using another app
  - Turning your smartphone off
  - Canceling the connection between your smartphone and this product
- When using a multi-point connection to connect two Bluetooth devices at the same time, disconnect one of them.

**1 On the main screen of the Headphone Control app, open the menu.**

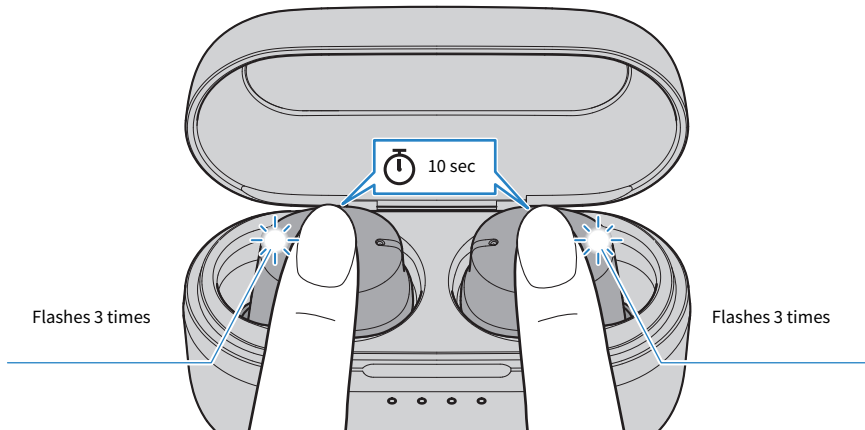
**2 Tap “Check for firmware update”.**

If new firmware has been released, you will see instructions on how to perform the update. Install the firmware by following the instructions on the screen.

**3 Initialize the product (perform a factory reset).**

Put the earbuds back into the charging case; and within 20 seconds of doing so, long-tap the Touch Control on earbuds (L) and (R) for 10 seconds, without taking them out of the charging case.

Make sure that the indicator lights up as shown below.



**NOTE**

Initializing the earbuds (performing a factory reset) restores all of the earbud settings to their factory defaults. As this deletes all information for devices registered (paired), you must register (pair) the devices again.

**Related links**

- “Pairing for the First Time” (p.19)
- “About the “Headphone Control” app” (p.36)
- “App settings” (p.37)

## List of support centers

If the trouble still cannot be solved, please contact us for product support as shown below.

### **For customers within Japan**

- Please contact the store where you purchased this product, or the Product Support Center as listed in the “Safety Brochure” included with this product.

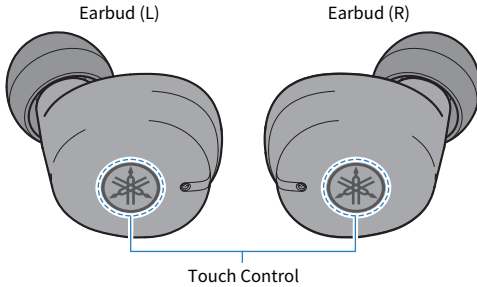
### **For customers outside of Japan**

- Please contact your nearest authorized Yamaha dealer or service center.  
<https://manual.yamaha.com/av/support/>

# Appendix

## List of operations

The main operations of this product are as shown below.



### Power

- Power on  
Remove from the charging case
- Power off  
Earbuds (L) and (R) (long-tap for about 7 seconds)

### Volume

- Audio playback
  - Volume up  
Earbud (R) (long-tap for about 1 second)
  - Volume down  
Earbud (L) (long-tap for about 1 second)
- Voice assistant (only Google Assistant)
  - Volume up  
Earbud (R) (long-tap for about 1 second)
  - Volume down  
Earbud (L) (long-tap for about 1 second)

### Audio playback

- Pause/play  
Earbud (L) (single-tap)
- Skip to the next track  
Earbud (R) (double-tap)
- Go back to the beginning of the song, or skip to the previous song  
Earbud (L) (double-tap)

## Selecting the modes

- Switch AMBIENT SOUND ON/OFF  
Earbud (R) (single-tap)
- Switch GAMING MODE ON/OFF  
Earbud (R) (triple-tap)

## Phone calls

- Receive a phone call  
Earbud (L) (single-tap when a call is coming in)
- End a phone call  
Earbud (L) (long-tap for about 1 second during a phone call)
- Ignore a call  
Earbud (R) (triple-tap when a call is coming in)

## Other functions

- Start pairing  
With the power on: earbuds (L) and (R) (long-tap for at the same time about 3 seconds and then release)
- Start voice assistant  
Earbud (L) (triple-tap)
- End voice assistant (Siri only)  
Earbud (L) (triple-tap)

## List of indicator displays and audio messages

The indicator displays and audio messages on this product are shown below.

### Earbud indicator display

- Power on  
Lights up for 1 second and turns off
- Standby mode for pairing with Bluetooth device  
Flashes (only the primary earbud)
- Searching for paired Bluetooth device  
Not lit
- Finished connecting to Bluetooth device  
Lights up (for about 10 seconds) and turns off
- Power off  
Lights up for 1 second and then turns off (when using the Touch Control on the earbuds to turn the power off)

### Indicator display when charging

- Charging  
Lights up
- Charging completed  
Not lit

### Charging case indicator display

When the charging case is not connected to a power source

- For 5 seconds right after placing the earbuds in the charging case  
Shows the remaining battery power of the charging case and turns off

When the charging case is connected to a power source

- Shows the remaining battery power of the charging case



## Audio messages

- Battery High  
Plenty of battery charge remaining
- Battery Medium  
Moderate battery charge remaining
- Battery Low  
Small amount of battery charge remaining
- Power Off  
Power off
- Pairing  
Start pairing (device registration)
- Pairing Failed  
Pairing unsuccessful
- Connected  
Finished connecting to Bluetooth device
- Disconnected  
Disconnected from Bluetooth device
- Off  
Disables AMBIENT SOUND
- Gaming On  
GAMING MODE enabled
- Gaming Off  
Disables GAMING MODE

## Related links

- “Charging the earbuds” (p.12)
- “Charging the charging case” (p.14)
- “Turning on the power” (p.16)
- “Turning off the power” (p.17)
- “Remaining Battery Power” (p.18)
- “Pairing for the First Time” (p.19)
- “Pairing with a Different Device” (p.21)
- “Connecting to a Device Already Paired” (p.23)
- “Connecting to two Bluetooth devices at the same time (multi-point connection)” (p.24)
- “Making ambient sounds easier to hear (AMBIENT SOUND)” (p.33)

## Specifications

The specifications of this product are as shown below.

- Driver type  
Dynamic
- Driver unit  
6.0 mm
- Frequency range  
20–20,000 Hz
- Bluetooth version  
5.2
- Supported profiles  
A2DP, AVRCP, HFP, HSP
- Supported codecs  
SBC, AAC, Qualcomm® aptX™ Adaptive
- Supported content protection (Japan only)  
SCMS-T
- RF output power  
Class 1
- Maximum communication range  
10 m (without obstructions)
- Maximum number of pairable devices  
3

### Microphone for phone calls

- Driver type  
MEMS
- Directivity  
Omnidirectional
- Frequency range  
30–10,000 Hz

### Rechargeable battery

- Internal rechargeable battery  
Lithium-ion battery
- Charging time (to full capacity)  
Earbuds: approx. 2 hours  
Charging case: approx. 2 hours
- Continuous playback time  
Approx. 9 hours maximum
- Added playback time when charged in the case  
Approx. 15 hours maximum
- Continuous playback time with 10 min charging  
Approx. 1 hour
- Temperature range for usage (when charging)  
5°C–40°C  
Charge this product within the listed temperature range.

## **General**

- Waterproof rating  
IPX 5 (earbuds)
- Weight  
5.0 g (0.18 oz) (per earbud)

\* The contents of this User Guide apply to the latest specifications as of the publishing date. For the latest version of the User Guide, refer to the Yamaha website.

## **Optional accessories (sold separately)**

The eartips attached to this product are also available separately as an optional purchase.

- ETP-30 Eartips

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