

SHARP®

ENGLISH

MODEL

HP-TW30

TRUE WIRELESS STEREO EARPHONES

OPERATION MANUAL

Thank you for purchasing this SHARP product. To obtain the best performance from this product, please read this manual carefully. It will guide you in operating your SHARP product.



 **Bluetooth®**



ANC



VOICE
CONTROL



TOUCH
CONTROL



IPX4
WATER
PROOF



AUTO
PAIRING



WIRELESS
CHARGING CASE

Accessories

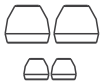
The following accessories are included.



**Stereo earbuds
x 1 pair**



Charging case x 1



**Eartips
x 2 pairs**



USB charging cable x 1

Contents

	Page		Page
Accessories	1	Charging operation	
Contents	2	Charging the earbuds	14
Special notes	3	Charging the charging case	14
Getting started	3	Battery charging	17
Precautions	6	Troubleshooting	18
Overview		Factory reset	20
Getting started	8	Specification	
Product features and functions	9	General	21
General control		Bluetooth	22
Power on	10		
Power off	10		
Bluetooth connection			
Bluetooth pairing	11		
Noise canceling control (ANC)	11		
Music mode	12		
Phone call mode	13		

Special Notes

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■ Getting started

1. Radio frequency exposure

True Wireless Stereo Earphones HP-TW30 is a radio transmitter and receiver. When in operation it communicates with a Bluetooth® equipped mobile device by receiving and transmitting radio frequency (RF) electromagnetic fields (microwaves) in the frequency range 2.4 to 2.48 GHz. This product is designed to operate in compliance with the RF exposure guidelines and limits set by national authorities and international health agencies when using compatible mobile phone.

2. Battery information

- A rechargeable battery has a long service life if treated properly.
- A new battery or one that has not been used for a long period of time could have reduced capacity the first few times it is used. Do not expose the battery to extreme temperatures, never above 40°C (104°F) or below 5°C (41°F).
- For maximum battery capacity, use the battery at room temperature.
- If the battery is used in low temperatures, the battery capacity will be reduced. The battery can only be charged in temperatures between 5°C (41°F) and 40°C (104°F).
- **RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.**

Special Notes (continued)

3. Removal of waste batteries and accumulators

(Product with embedded battery ONLY).

- In case this product contains a battery incorporated within the product which cannot be readily removed by end users, SHARP recommends that only qualified professionals remove the battery, either for replacement or for recycling at the end of this product's working life. To prevent damage to the product, and for their own safety, users should not attempt to remove the battery and should contact authorized independent service providers for advice.

CAUTION:

Internal lithium battery in the unit should not be replaced by end users due to danger of explosion if battery is incorrectly replaced and must be replaced with the exact type battery by authorized service providers.

Special Notes (continued)

Avoiding hearing damage

If volume on the earphones is too high, permanent hearing loss may occur. Please set the volume to a safe level. You can become habitual to hear at high volume that may sound normal but can damage your ears. If you experience ringing in your ears or muffled speech, stop listening and have your ears checked by the specialist doctor. The louder the volume, the more quickly the hearing can be damaged.

Hearing experts suggest how to protect your hearing

- Limit the amount of time you use the earphones at high volume.
 - Avoid the habit of increasing the volume so that you do not hear the loud noises around you.
 - Turn the volume down if you cannot hear people speaking around you.
- For setting the maximum volume limit of the connection device, refer to the instruction manual supplied with the connection device.
- Class B equipment (home-use broadcasting communication equipment):
This equipment is intended for home-use (Class B) electromagnetic compatibility equipment and can be used in all areas.



High sound pressure.
Hearing damage risk.
Do not listen at high volume levels for long periods.

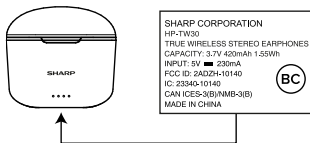
Precautions

The sound level at a given volume setting depends on speaker efficiency, location and various other factors. It is advisable to avoid exposure to high volume levels, which occurs while turning the unit on with the volume control setting up high, or while continually listening at high volumes. Excessive sound pressure from earbuds can cause hearing loss. Adjust the volume to an appropriate level when using the earbuds.

- Do not cover the product with items, such as news papers, tablecloths, curtains, etc. while charging.
- Keep the unit away from strong magnetic fields, excessive dust, humidity and electronic/electrical equipment (home computers, facsimiles, etc.) which generate electrical noise.
- Do not expose the unit to temperatures higher than 40 °C (104°F) or to extremely low temperatures.
- **Do not remove the outer cover. Refer internal service to your local SHARP service facility.**
- No naked flame sources, such as lighted candles, should be placed on the apparatus.
- Attention should be drawn to the environmental aspects of battery disposal.
- This unit should only be used within the range of 0°C - 40°C (32°F - 104°F).
- The apparatus is designed for use in moderate climates.
- SHARP is not responsible for damage due to improper use. Refer all servicing to a SHARP authorized service center.
- This product contains magnetic material. Consult your physician or whether this might affect your implantable medical device.
- Do not make unauthorized alterations to this product.
- To prevent fire or shock hazard, do not expose this appliance to dripping or splashing. No objects filled with liquids, such as vases, shall be placed on the apparatus.

Precautions (continued)

- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- The product rating is located at the bottom of the product.



CAUTION: Risk of explosion if the battery is replaced by an incorrect type

- high or low extreme temperatures that a battery can be subjected to during use, storage or transportation; and
- low air pressure at high altitude.
- replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types);
- disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion;
- leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;
- a battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

Overview

Thank you for choosing our product. Our HP-TW30 TRUE WIRELESS STEREO EARPHONES are designed with fashionable looks, powerful features and high compatibility, providing you with hands-free convenience in making calls and listening to music. Best choice for office using, traveling and driving.

Bluetooth Wireless Technology

With this technology, you can connect the earbuds to its compatible Bluetooth devices without using cables. The Bluetooth wireless connection allows you to use a cell phone without holding it to your ear, but the maximum distance between both devices cannot exceed 10 meters (about 30 feet). The Bluetooth wireless connection may be interfered by obstacles (such as walls) or other electronic devices nearby.

In some areas, the use of Bluetooth wireless technology may be subjected to some constraints. Please consult your local authority or service provider for details.

■ Getting started

Fully charge the earbuds before using. For details, refer “**Charging operation**” on page 14.

Meanwhile, choose a smartphone or other Bluetooth device that is compatible with this product.

Note :

- Keep the earbuds away from your credit cards or other magnetic storage media; otherwise, the stored information may be lost due to demagnetization.
- Do not place earbuds' touch pad (MFB) surface downward on any conductive material such as metal, as this could turn the earbuds' power off.

Product features and functions

- Integrated Bluetooth earbuds to meet various needs such as music listening and phone answering.
- With True Wireless Stereo technology, left and right earbuds are wirelessly connected.
- Stereo sound effect to enjoy perfect music.
- Small and light, for comfortable and stable wearing.
- Two usage modes and multiple application scenarios for selection.
- Built-in 420mAh charging case allows for charging.
- Automatic power on and pairing upon pick up; easy and convenient to use.
- Strong-attached stable magnetic contacts for easy put-in and take-out.

Notes :

- DO NOT wear the earbuds when sleeping, otherwise the earbuds may be damaged or cause injuries to you.
- When driving, you are advised to use the Bluetooth connected earbud to ensure your driving safety. It is dangerous to directly use smartphones when driving.
- Keep the earbuds away from kids. Small components of the earbuds may cause suffocation or other injuries to kids.

General control

■ Power on

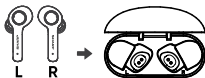


Take out the earbuds from the charging case. They will automatically power on and auto reconnect via Bluetooth to the last device paired.

Notes:

- When the left (L) or right (R) earbuds are taken out for the first time, it will enter pairing mode. Turn on your bluetooth device and search for “HP-TW30 SHARP”
- If the earbuds are not turned on, touch and hold both L and R MFB pad for about 2 seconds.

■ Power off



To power off:

- Place the earbuds back into the charging case. It will turn off automatically and disconnect the Bluetooth connection.
- Touch and hold L or R MFB pad for more than 5 seconds.

The earbuds will automatically power off if there is no bluetooth connection between the bluetooth source device and the earbuds for more than 5 minutes.

Bluetooth connection

Notes:

- These earbuds have touch pads (MFB - Multi Function Button). Touch it to operate.
- R or L earbud can be used independently.



Touch and hold the pad for more than 5 seconds to turn it off.

The earbuds will automatically power off if there is no connection after 5 minutes.

■ Bluetooth pairing



Touch and hold the MFB pad for about 2 seconds to power on and it will auto reconnect to the bluetooth enabled device that was last connected.

If there is no paired record, it will automatically enter pairing mode after power on. Turn on your Bluetooth device and search for “HP-TW30 SHARP”

■ Noise canceling control (ANC)

Quickly press once and then press and hold for about 2 seconds on either earbud to activate or deactivate the ANC function. Voice prompt “ANC on” or “ANC off” will be heard.

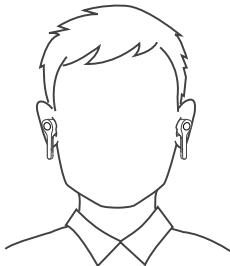
Music mode



Touch and hold R MFB pad for about 2 seconds to skip up to next song.



Touch R MFB pad once to increase the volume.



Touch and hold L MFB pad for about 2 seconds to skip down to previous song.



Touch L MFB pad once to decrease the volume.



Touch L or R MFB pad twice to play or pause.

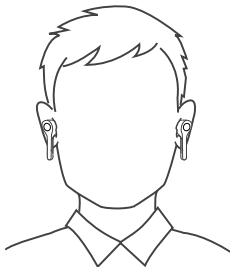


Touch L or R MFB pad 3 times to access voice control.

Phone call mode



Touch L or R MFB pad twice to answer a call.



Touch L or R MFB pad twice to end a call.



Touch and hold L or R MFB pad for about 2 seconds to reject an incoming call.

While answering a call, to switch the call from the earbuds to mobile phone or vice versa, touch and hold L or R MFB pad for about 2 seconds.

Charging operation

■ Charging the earbuds

1. Put the earbuds into the charging case.
2. Earbuds red LED lights up indicate under charging.
3. Earbuds red LED turns off indicate fully charged.



Charging: Red LED light up



Fully charged: Red LED light off

■ Charging the charging case

Before using any adapter to charge the charging case, check whether the specifications of the adapter meets the requirements.

The recommended output voltage of the adapter is DC5V \pm 0.25V, and the recommended output current is 0.5A. An over-high charging voltage may damage the charging case and earbuds.

The charging case LED will be blinking during charging. All 4 LEDs will light up if fully charged.

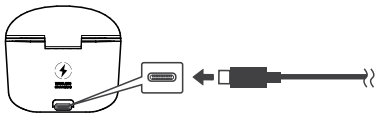
Warning :

Use the recommended adapter whenever possible. Use of other types of adapters may violate the warranty terms of the equipment and is hazardous. Use the provided charging cable to connect with a certified adapter or computer to charge the charging case.

Charging operation (continued)

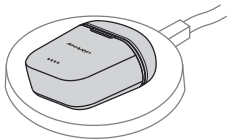
Charging via USB cable :

Insert the USB cable (provided) to the USB terminal located at the rear of the charging case as shown.



Wireless charging :

Place the charging case on the surface of a wireless charger with direction as shown. (Front side up)



Precautions for wireless charging :

- Do not place any conductive materials such as metal objects or magnets between the charging case and the wireless charger.
- Adjust the placement of the charging case on the wireless charger to make a connection. When charging starts, LED indicators will light up.
- Charging speed or efficiency may vary depending on the devices' condition or surrounding environment.
- To charge properly, do not move the charging case while charging.

Charging operation (continued)



1. 0-25% 1st white LED blinking.
2. 25-50% 1st LED lights up, 2nd LED blinking.
3. 50-75% 1st and 2nd LED light up, 3rd LED blinking.
4. 75-99% 1st, 2nd and 3rd LED light up, 4th LED blinking.
5. 100% fully charged, four LEDs light up permanently.

Notes :

- To extend the service life of the battery, you are advised to charge the charging case at least once a month.
- Please use the charging case provided to charge the earbuds.

Charging operation (continued)

■ Battery charging

The earbuds use embedded rechargeable battery that cannot be removed. Do not attempt to remove the battery from the earbud or the charging case. Otherwise, the earbud or charging case may be damaged.

If the earbud is not used in a long time, keep it in a cool and well ventilated place. Charge the earbuds every months.

1. When red LED on the earbud blinks with a voice message “Battery low”, put the earbuds back into the charging case. Otherwise, the earbuds will power off automatically.
2. If both earbuds and charging case are out of power, insert the charging cable of the adapter into the USB Type C port on the charging case and plug the adapter into the AC socket. The charging case and earbuds will be charged simultaneously.
3. The earbud is charged through two metal contacts during charging in the case, and the red LED of the earbud lights up while charging. The full charge takes about two hours. The red LED on the earbud turns off when the earbud is fully charged. Disconnect the adapter from the socket and charging case.
4. A fully charged battery of earbuds can provide about 6 hours (ANC off) of music playback time or 85 hours of standby time. The actual talk time and standby time may vary with cell phones, settings, use methods and environment.

Troubleshooting

Problem Description	Cause	Solution
The earbuds cannot be powered on	The earbud is out of power.	Put the earbuds into the charging case. If the charging case is also out of power, charge the case with an adapter first.
	The MFB button is not pressed and held for sufficient time.	Press and hold the MFB button again.
The earbuds cannot be charged	The earbuds metal contacts are not well connected to the charging case pins.	Take out the earbuds and clean the metal contact, and then put it back into the charging case. Ensure that the metal contacts are well connected to the charging case pins.

Troubleshooting (continued)

Problem Description	Cause	Solution
The earbuds cannot be powered off.		
There is no interlink between L and R earbuds.	The earbud program is in error due to an incorrect operation.	Reset the earbuds. Refer to "Factory reset" on page 20.
The earbuds cannot be searched or pairing fails.	The earbuds did not enter the pairing state.	Enable the earbuds to enter the pairing mode. During power off, touch and hold L or R MFB pads for about 4 seconds. It will enter pairing mode.
	The bluetooth application of the smartphone is in error.	Turn off the smartphone and start again to pair with the earbuds.

Note:

Do not use chemical/oil to clean the charging terminal point.

Troubleshooting (continued)

■ Factory reset

1. During power off, touch and hold both L and R MFB pad simultaneously for about 10 seconds. (The earbud will power on and off back again)
2. Touch and hold the MFB pad for about 2 seconds to power on.
3. A “Tone” sound will be heard if L and R interlink completed.
4. After that, “L” earbud LED will start blinking Red <> Green to search devices for pairing (Turn on Bluetooth device).
5. “L” Earbud LED stop blinking if connected with the device.
6. Playback music and check both L and R sound.

Specification

As part of our policy of continuous improvement, SHARP reserves the right to make design and specification changes for product improvement without prior notice. The performance specification figures indicated are nominal values of production units. There may be some deviations from these values in individual unit.

■ General

Rated input voltage	DC 5 V, 230 mA (USB type C)
Output power	RMS: Total 5 mW (2.5 mW + 2.5 mW)
Frequency response	20 Hz - 20 kHz
Music playback time	(*1) Approx. 6 hours (ANC off)
Battery charging time	(*1) Approx. - 2 hours (earbuds) - 3.5 hours (case)
Weight (case)	40.8 g (0.09 lbs)
Weight (earbud)	5.4 g (0.01 lbs) x 2

Dimensions (case)	Width: 62.6 mm (2 - 15/32") Height: 57.4 mm (2 - 1/4") Depth: 27.2 mm (1 - 1/16")
Dimensions (earbud)	Width: 22.7 mm (57/64") Height: 45.8 mm (1 - 51/64") Depth: 23.2 mm (59/64")

(*1) The time may vary depending on the ambient temperature and the conditions used.

Specification (continued)

■ Bluetooth

Version	V 5.0 (HSP / HFP / A2DP / AVRCP)
Maximum power transmitted	< 20 dbm
Frequency bands	2.402 GHz - 2.480 GHz

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