Sport Series

Catalog

OpenRun Pro

Basic Introduction

How do I turn on/off my OpenRun Pro?

To turn on, press and hold the volume+ button for 2 seconds, which also acts as the power button. Audrey will say "Welcome to Shokz." and remind battery status. LED will flash blue one time.
To turn off, press and hold the volume+ button for 2 seconds, which also acts as the power button. Audrey will say "Power Off." LED will flash red one time.

How do I charge my OpenRun Pro?

Charge the headphones with the included magnetic charging cable, and the headphones will turn it off automatically when charging. It supports quick charge.

How long does it take to charge my OpenRun Pro?

OpenRun Pro takes 1 hour to charge from 0 to 100 percent; 20-minute charge from 0 to 60 percent; 30-minute charge from 0 to 90 percent.; A 5-minute quick charge gives you 1.5 hours of listening time. The LED light will turn red to blue when the headphone finishes charging.

Shokz App

Tips： Kindly check if it is the newest version of Shokz App to get a better experience. You can check it on the Appe Store or Google Play.

How to download the Shokz App?

You can search "Shokz" on the App Store or Google Play to download Shokz App.

What device and operating system does Shokz App require?

The Shokz App is compatible with mobile phones only, other devices like laptops, PC, tablets PC/Pad are not supported yet.

The OS of your mobile would require at least iOS11.0 / Android 6.0 or above.

How to confirm the connection with the Shokz App is successful?

After connecting with the Shokz App, you can try to do any operation on the homepage, and the headphone acts appropriately including changing EQ, changing volume, skip to the next song.

About the registration on the Shokz App.

– You can register your OpenRun Pro only with the serial number on the Shokz App setting.

– App allows up to 5 OpenRun Pro to be registered.

– To modify the registration, kindly delete the registration and register again with correct information.

If you have any questions about registration with Shokz App,　kindly contact our customer service team at <u>customer.service@shokz.com</u>, together with your mobile phone model and operating system version.

The Shokz App doesn't work with OpenRun Pro.

1. Power the headphone off.
2. Re-power the headphone to pair with the phone and back to Shokz App.

The Shokz App crashes.

We suggest that you can uninstall the App and then reinstallation of the newest version. If the problem still exists, kindly contact our customer service team at <u>customer.service@shokz.com</u>, together with your mobile phone model and operating system version.

The Shokz App doesn't sync the headphone operation.

There is about a 10s delay for the Shokz App display. We suggest you can scroll down to refresh

the Shokz App homepage.

The Shokz App can't connect with 2nd device using multipairing for the first time.

1. Power the headphone off.
2. Re-power the headphone to try to pair the 2nd device again on the Shokz App.

The Shokz App is unable to switch from one device to the other using multipairing.

It is unable to switch on the Shokz App directly. You can switch devices through some notifications such as a phone call, or simply by using the opposite device.

The Shokz App can't register the headphone.

Kindly contact our customer service team at customer.service@shokz.com with your mobile phone and operating system.

The firmware upgrading is paused on the Shokz App.

Don't worry! It won't affect the function of OpenRun Pro. You can upgrade again on the Shokz App.

Control Guide

How do I disable multiple pairing?

You can disable multiple pairing by pressing and holding the volume - button, and multifunction button under pairing mode. Audrey says"multipoint disabled".

Furthermore, the function also can be accessed by the Shokz App easily.

How do I remove all connected devices on my OpenRun Pro?

You can change the devices to which your OpenRun Pro is paired by resetting the headphones, and then pairing the new devices. To reset OpenRun Pro：
1. Start with your OpenRun Pro off.
2. Enter pairing mode by pressing and holding volume+ for 5-7 seconds until Audrey says "pairing" and the LED indicator flashes red and blue.
3. Press and hold the multifunction button, volume+ button and volume- button (all three buttons) simultaneously for 3-5 seconds, until you hear two beeps or feel vibrations.
4. Turn your OpenRun Pro off. OpenRun Pro is now reset and can be re-paired with new devices.
After resetting, the headphones will clear all connected devices before.   The headphones needs pairing with new devices under pairing mode.

How do I enter pairing mode?

Press and hold the volume+ button for 3-5 seconds. Audrey says "Welcome to Shokz." and remind battery status. Continue holding the volume+ button for an additional 2-3 seconds. Audrey will say "Pairing" and the LED light will flash red and blue, indicating pairing mode.

How do I check the battery status?

Press and hold the volume+ button for 2 seconds, which also acts as the power button. Audrey will say "Welcome to Shokz." and remind battery status.
Click the volume+ or volume- button while music is paused. Audrey says "Battery High," "Battery Medium," "Battery Low," or "Charge Me." Please note this feature may not work on all devices.

Furthermore, the function also can be accessed by the Shokz App   easily.

How do I pause/play a song?

To pause the music, click the multifunction button once while music is playing. You'll hear one beep.
To play a song, click the multifunction button once while music is paused. You'll hear one beep.

Furthermore, the function also can be accessed by the Shokz App   easily.

How do I adjust the volume?

For the playing volume, click the volume+ or volume- buttons to turn up or turn down volume levels while music is playing.
For the beep volume, it is the default volume set in the factory and can't be adjusted.

Furthermore, the function also can be accessed by the Shokz App   easily.

How do I skip to the previous/next song?

Three-click the multifunction button while music is playing. You'll hear one beep. The previous track will play.
Double-click the multifunction button while music is playing. You'll hear one beep. The next track will play.

How do I prompt my device's intelligent personal assistant?

Press and hold the multifunction button for two seconds, prompting your phone's intelligent personal assistant. The function depends on the connected device and application.

How do I change the EQ setting?

There are 2 EQ settings for OpenRun Pro. One is the Standard Mode for daily listening to music. The other one is Vocal Booster Mode, which offers crystal-clear sound for podcasts & audio books.
You can press and hold the volume+ and volume- buttons simultaneously for two seconds while music is playing. Audrey will prompt the current EQ.

Furthermore, the function also can be accessed by the Shokz App easily.

How do I answer/end a call?

Click the multifunction button once while a call is coming in. You'll hear one beep and the call will be answered. If you want to end a call, click the multifunction button once while on a call. You'll

hear one beep and the call will end.

How do I reject a call?

Press and hold the multifunction button for two seconds as a call is coming in. You'll hear two beeps and the call will be rejected.

How do I answer the call waiting and hang up current call?

Press and hold the multifunction button for two seconds as a call is coming in. You'll hear one beep and the current call will be ended.

Troubleshooting

My OpenRun Pro keeps the LED light on all the time

We suggest that you can charge OpenRun Pro and put them on a dry place for a few days. If the LED light is still on, you can file a warranty claim [here](#) within 2-year warranty period.

My OpenRun Pro won't enter pairing mode.

Most connectivity problems are resolved with the following step, you can try to do that by the following instructions:
1. Clear all paired Bluetooth lists in the connected devices
2. Restart the connected devices
3. Reset OpenRun Pro
4. Charge OpenRun Pro for a few minutes.
5. Pair your OpenRun Pro again

My OpenRun Pro won't pair with any devices.

Most connectivity problems are resolved with the following step, you can try to do that by the following instructions:

1. Clear all paired Bluetooth lists in the connected devices
2. Restart the connected devices
3. Reset OpenRun Pro
4. Charge OpenRun Pro for a few minutes.
5. Pair your OpenRun Pro again

My OpenRun Pro doesn't have sound at all.

Please confirm that the volume is turned up on both your device and on OpenRun Pro.   If both are turned up, please reset OpenRun Pro by following instructions:
1. Start with your OpenRun Pro off.
2. Enter pairing mode by pressing and holding the volume+ button for 5-7 seconds. Your OpenRun Pro will turn on, and then the LED light will flash red and blue.
3. Press and hold the multifunction button, volume+ button and volume- button simultaneously for 3-5 seconds. You'll hear beeps and/or feel vibrations.
4. Turn your OpenRun Pro off.
Your OpenRun Pro is now reset and can be re-paired with your device.
If the reset does not resolve the issue, you can file a warranty claim here within 2-year warranty period.

My OpenRun Pro microphone isn't picking up my voice.

A manual reset can help resolve some sound quality issues. To manually reset your headphone：
1.Start with your OpenRun Pro off.
2.Enter pairing mode by pressing and holding the volume+ button for 5-7 seconds. Your headphones will turn on, and then the LED light will flash red and blue.
3.Press and hold the multifunction button, volume+ button and volume- button simultaneously for 3-5 seconds. You'll hear beeps and/or feel vibrations.
4.Turn your headphones off.
Your OpenRun Pro is now reset and can be re-paired with your device.
If this does not resolve the issue, please file a warranty claim here.

The headband on my OpenRun Pro is snapped.

If your OpenRun Pro is snapped on the headband, you can file a warranty claim here within 2-year warranty period.

A button on my OpenRun Pro falls off.

If your OpenRun Pro falls off a button, you can file a warranty claim here within 2-year warranty period.

My OpenRun Pro is peeled from speaker.

If your OpenRun Pro is peeled from speaker, you can file a warranty claim here within 2-year warranty period.

What happens if i charge OpenRun Pro while it's wet?

We have also designed a sweat sensitive charging alarm in the OpenRun Pro, it would start vibrating if the charge port is wet. Wipe the port with soft tissue, wait until the port is dry enough then you could charge now. If your OpenRun Pro is still not charging, you can file a warranty claim here within 2-year warranty period.

OpenRun

Basic Introduction

How do I turn on/off my OpenRun?

To turn on, press and hold the volume+ button for 2 seconds, which also acts as the power button. Audrey will say "Welcome to Shokz." LED will flash blue one time.
To turn off, press and hold the volume+ button for 2 seconds, which also acts as the power button. Audrey will say "Power Off. LED will flash red one time.

How do I charge my OpenRun?

Charge the headphones with the included magnetic charging cable. Please ensure the charger does not exceed 5.25 amp or 5 volts. We do not recommend fast chargers, and the headphone will turn it off automatically when charging.

How long does it take to charge my OpenRun?

OpenRun supports fast charging and takes 1.5 hours to charge from 0 to 100 percent. They arrive out of the box at approximately 50 percent charged. The LED light will turn red into blue when the headphone finishes charging.

Does OpenRun Mini have different colors?

OpenRun Mini is only available in Black and Blue now. For the newest Shokz information, please follow our social media or email customer.service@shokz.com

What is the difference between OpenRun and OpenRun Mini in functions?

There is no difference between OpenRun and OpenRun Mini in functions. And the troubleshooting used in OpenRun also applies to OpenRun Mini.

Control Guide

How do I pair OpenRun with my device?

1.Start with your OpenRun powered off
2. Enter pairing mode by pressing and holding volume+ for 5-7 seconds. Your OpenRun will turn on (continue holding the button) and then the LED light will flash red and blue. Audrey will say "pairing" indicating pairing mode.
3. Open your device's Bluetooth settings and select "OpenRun by Shokz". Audrey will say "connected."

How do I disable multiple pairing?

You can disable multiple pairing by pressing and holding the volume - button, and multifunction button under pairing mode. Audrey says"Multiple disabled"

How do I switch from one device to the other using multipoint pairing?

When paired through the multipoint pairing process, OpenRun will connect to whichever device is in range. If both devices are in range, it will connect to whichever device you were more recently using. You can switch devices through some notifications such as a phone call, or simply by using the opposite device. Multipoint pairing may not work with all devices or transmitters.

How do I remove all connected devices on my OpenRun?

You can change the devices to which your OpenRun is paired by resetting the headphones, and then pairing the new devices. To reset OpenRun:
1. Start with your OpenRun off.
2. Enter pairing mode by pressing and holding volume+ for 5-7 seconds until Audrey says "pairing" and the LED indicator flashes red and blue.
3. Press and hold the multifunction button, volume+ button and volume- button (all three buttons) simultaneously for 3-5 seconds, until you hear two beeps or feel vibrations.
4. Turn your OpenRun off. OpenRun is now reset and can be re-paired with new devices.
After resetting, the headphones will clear all connected devices before. The headphones needs pairing with new devices under pairing mode.

How do I enter pairing mode?

Press and hold the volume+ button for 3-5 seconds. Audrey says "Welcome to Shokz." Continue holding the volume+ button for an additional 2-3 seconds. Audrey will say "Pairing" and the LED light will flash red and blue, indicating pairing mode.

How do I check the battery status?

Click the volume+ or volume- button while music is paused. Audrey says "Battery High," "Battery Medium," "Battery Low," or "Charge Me." Please note this feature may not work on all devices.

How do I pause/play a song?

To pause the music, click the multifunction button once while music is playing. You'll hear one beep.
To play a song, click the multifunction button once while music is paused. You'll hear one beep. .

How do I adjust the volume?

For the playing volume, click the volume+ or volume- buttons to turn up or turn down volume levels while music is playing.
For the beep volume, it is the default volume set in the factory and can't be adjusted.

How do I skip to the previous/next song?

Three-click the multifunction button while music is playing. You'll hear one beep. The previous track will play.
Double-click the multifunction button while music is playing. You'll hear one beep. The next track will play.

How do I redial the last number?

Double-click the multifunction button while it is idle. Audrey says "Last Number Redial."

How do I prompt my device's intelligent personal assistant?

Press and hold the multifunction button for two seconds, prompting your phone's intelligent personal assistant.The function depends on the connected device and application.

How do I change the EQ setting?

There are 2 EQ settings for OpenRun. One is the Standard mode for daily listening to music. The other one is Vocal booster mode which is to restore the details of human voice. You can press and hold the volume+ and volume- buttons simultaneously for two seconds while music is playing. Audrey says "EQ Changed."

How do I answer/end a call?

Click the multifunction button once while a call is coming in. You'll hear one beep and the call will be answered. If you want to end a call, click the multifunction button once while on a call. You'll hear one beep and the call will end.

How do I reject a call?

Press and hold the multifunction button for two seconds as a call is coming in. You'll hear two beeps and the call will be rejected.

How do I answer the call waiting and hang up current call?

Press and hold the multifunction button for two seconds as a call is coming in. You'll hear one beep and the current call will be ended.

TroubleShooting

My OpenRun keeps the LED light all the time.

We suggest that you can charge OpenRun and put them on a dry place for a few days. If the LED light is still on, you can file a warranty claim here within 2-year warranty period.

My OpenRun won't enter pairing mode.

Most connectivity problems are resolved with the following step, you can try to do that by the following instructions:
1. Clear all paired Bluetooth lists in the connected devices
2. Restart the connected devices
3. Reset OpenRun
4. Charge OpenRun for a few minutes.
5. pair your OpenRun again

My OpenRun won't pair with any devices.

Most connectivity problems are resolved with the following step, you can try to do that by the following instructions:
1. Clear all paired Bluetooth lists in the connected devices
2. Restart the connected devices
3. Reset OpenRun
4. Charge OpenRun for a few minutes.
5. pair your OpenRun again

My OpenRun doesn't have sound at all.

Please confirm that the volume is turned up on both your device and on OpenRun. If both are turned up, please reset OpenRun by following instructions:
1. Start with your OpenRun off.
2. Enter pairing mode by pressing and holding the volume+ button for 5-7 seconds. Your OpenRun will turn on, and then the LED light will flash red and blue.
3. Press and hold the multifunction button, volume+ button and volume- button simultaneously for 3-5 seconds. You'll hear beeps and/or feel vibrations.
4. Turn your OpenRun off.
Your OpenRun is now reset and can be re-paired with your device.
If the reset does not resolve the issue, you can file a warranty claim here within 2-year warranty period.

My OpenRun can't change the volume on the laptop.

First of all, you are able to adjust the volume while the headphone is playing music.

(For Windows system):

After the successful connection to a laptop. There are 2 channels for you to choose from.

Channel 1: Headphones (OpenRun by Shokz Hands-Free AG Audio)

This channel is used to manage voice calls, etc.

Channel 2: Headphones (2-OpenRun by Shokz Stereo)

This channel is used to manage the music channel, for listening to music, watching video and other audio output.

The volume only can be changed under Channel 2, kindly change the Channel via the bottom volume icon.

(For IOS system)

After the successful connection to an OS laptop, it will automatically change Channel for you under actual situation.

My OpenRun microphone isn't picking up my voice.

A manual reset can help resolve some sound quality issues. To manually reset your headphones:
1.Start with your OpenRun off.
2.Enter pairing mode by pressing and holding the volume+ button for 5-7 seconds. Your headphones will turn on, and then the LED light will flash red and blue.
3.Press and hold the multifunction button, volume+ button and volume- button simultaneously for 3-5 seconds. You'll hear beeps and/or feel vibrations.
4.Turn your headphones off.
Your   OpenRun is now reset and can be re-paired with your device.
If this does not resolve the issue, please file a warranty claim here.

The headband on my OpenRun is snapped.

If your OpenRun is snapped on the headband, you can file a warranty claim here within 2-year warranty period.

A button on my OpenRun falls off.

If your OpenRun falls off a button, you can file a warranty claim here within 2-year warranty period.

My OpenRun is peeled from speaker.

If your OpenRun is peeled from speaker, you can file a warranty claim here within 2-year warranty period.

What happens if i charge OpenRun while it's wet?

We have also designed a sweat sensitive charging alarm in the OpenRun, it would start vibrating if the charge port is wet. Wipe the port with soft tissue, wait until the port is dry enough then you could charge now.

OpenMove

Basic Introduction

How do I turn on/off my OpenMove?

To turn on, press and hold the volume+ button for 2 seconds, which also acts as the power button. Audrey will say "Welcome to Shokz." LED will flash blue one time.
To turn off, press and hold the volume+ button for 2 seconds, which also acts as the power button. Audrey will say "Power Off. LED will flash red one time.

How do I charge my OpenMove?

You can charge your OpenMove with the provided USB-C charging cable. Insert the USB-C charging cable end into the charging port on the headphones, located beneath the protective flap, next to the volume+ button. Please ensure the charger does not exceed 5.25 amp or 5 volts. We

do not recommend fast chargers,　and the headphone will turn it off automatically when charging.

How long does it take to charge my OpenMove?

OpenMove takes 1.5-2 hours to charge from 0 to 100 percent. They arrive out of the box at approximately 50 percent charged. The LED light will turn red into blue when the headphone finishes charging.

Control Guide

How do I pair OpenMove with my device?

1.Start with your OpenMove powered off
2. Enter pairing mode by pressing and holding volume+ for 5-7 seconds. Your OpenMove will turn on (continue holding the button) and then the LED light will flash red and blue. Audrey will say "pairing" indicating pairing mode.
3. Open your device's Bluetooth settings and select "OpenMove by Shokz". Audrey will say "connected."

How do I disable multiple pairing?

You can disable multiple pairing by pressing and holding the volume - button, and multifunction button under pairing mode. Audrey says"Multiple disabled"

How do I switch from one device to the other using multipoint pairing?

When paired through the multipoint pairing process, OpenMove will connect to whichever device is in range. If both devices are in range, it will connect to whichever device you were more recently using. You can switch devices through some notifications such as a phone call, or simply by using the opposite device. Multipoint pairing may not work with all devices or transmitters.

How do I remove all connected devices on my OpenMove?

You can change the devices to which your OpenMove is paired by resetting the headphones, and then pairing the new devices. To reset OpenMove:

1. Start with your OpenMove off.

2. Enter pairing mode by pressing and holding volume+ for 5-7 seconds until Audrey says "pairing" and the LED indicator flashes red and blue.

3. Press and hold the multifunction button, volume+ button and volume- button (all three buttons) simultaneously for 3-5 seconds, until you hear two beeps or feel vibrations.

4. Turn your OpenMove off. OpenMove is now reset and can be re-paired with new devices.

After resetting, the headphones will clear all connected devices before. The headphones needs pairing with new devices under pairing mode.

How do I enter pairing mode?

Press and hold the volume+ button for 3-5 seconds. Audrey says "Welcome to Shokz." Continue holding the volume+ button for an additional 2-3 seconds. Audrey will say "Pairing" and the LED light will flash red and blue, indicating pairing mode.

How do I check the battery status?

Click the volume+ or volume- button while music is paused. Audrey says "Battery High," "Battery Medium," "Battery Low," or "Charge Me." Please note this feature may not work on all devices.

How do I pause/play a song?

To pause the music, click the multifunction button once while music is playing. You'll hear one beep.

To play a song, click the multifunction button once while music is paused. You'll hear one beep.

How do I adjust the volume?

For the playing volume, click the volume+ or volume- buttons to turn up or turn down volume levels while music is playing.

For the beep volume, it is the default volume set in the factory and can't be adjusted.

How do I skip to the previous/next song?

Three-click the multifunction button while music is playing. You'll hear one beep. The previous track will play.
Double-click the multifunction button while music is playing. You'll hear one beep. The next track will play.

How do I redial the last number?

Double-click the multifunction button while it is idle. Audrey says "Last Number Redial."

How do I prompt my device's intelligent personal assistant?

Press and hold the multifunction button for two seconds, prompting your phone's intelligent personal assistant. You'll hear two beeps. The function depends on the connected device and application.

How do I change the EQ setting?

There are 2 EQ settings for OpenMove.
1.Standard mode is for daily listening to music.
2.Vocal booster mode is to restore the details of human voice.
You can press and hold the volume+ and volume- buttons simultaneously for two seconds while music is playing. Audrey will remind you of the corresponding mode.

Does OpenMove have a microphone?

Yes! OpenMove has a dual noise canceling microphone so that you can answer and make a call with it.

How do I answer/end a call?

Click the multifunction button once while a call is coming in. You'll hear one beep and the call will be answered. If you want to end a call, click the multifunction button once while on a call. You'll hear one beep and the call will end.

How do I reject a call?

Press and hold the multifunction button for two seconds as a call is coming in. You'll hear two beeps and the call will be rejected.

How do I answer the call waiting and hang up current call?

Press and hold the multifunction button for two seconds as a call is coming in. You'll hear one beep and the current call will be ended.

Troubleshooting

My OpenMove keeps the LED light all the time

We suggest that you can charge OpenMove and put them on a dry place for a few days. If the LED light still on, you can file a warranty claim here within 2-year warranty period.

My OpenMove won't enter pairing mode.

Most connectivity problems are resolved with the following step, you can try to do that by the following instructions:
1. Clear all paired Bluetooth lists in the connected devices(laptops, mobile phones)
2. Restart the connected devices(laptops, mobile phones)
3. Reset OpenMove
4. Charge OpenMove for a few minutes.
5. pair your OpenMove again

My OpenMove won't pair with any devices.

Most connectivity problems are resolved with the following step, you can try to do that by the following instructions:
1. Clear all paired Bluetooth lists in the connected devices
2. Restart the connected devices
3. Reset OpenMove
4. Charge OpenMove for a few minutes.
5. pair your OpenMove again

My OpenMove doesn't have sound at all.

Please confirm that the volume is turned up on both your device and on OpenMove. If both are turned up, please reset OpenMove by following instructions:
1. Start with your OpenMove off.
2. Enter pairing mode by pressing and holding the volume+ button for 5-7 seconds. Your OpenMove will turn on, and then the LED light will flash red and blue.
3. Press and hold the multifunction button, volume+ button and volume- button simultaneously for 3-5 seconds. You'll hear beeps and/or feel vibrations.
4. Turn your OpenMove off.
Your OpenMove is now reset and can be re-paired with your device.
If the reset does not resolve the issue, you can file a warranty claim here within 2-year warranty period.

My OpenMove can't change the volume on the laptop.

First of all, you are able to adjust the volume while the headphone is playing music.

(For Windows system):

After the successful connection to a laptop. There are 2 channels for you to choose from.

Channel 1: Headphones (OpenMove by Shokz Hands-Free AG Audio)

This channel is used to manage voice calls, etc.

Channel 2: Headphones (2-OpenMove by Shokz Stereo)

This channel is used to manage the music channel, for listening to music, watching video and other audio output.

The volume only can be changed under Channel 2, kindly change the Channel via the bottom volume icon.

(For IOS system)

After the successful connection to an OS laptop, it will automatically change Channel for you under actual situation.

My headphones microphone isn't picking up my voice.

A manual reset can help resolve some sound quality issues. To manually reset your headphones:

1.Start with your headphones off.

2.Enter pairing mode by pressing and holding the volume+ button for 5-7 seconds. Your headphones will turn on, and then the LED light will flash red and blue.

3.Press and hold the multifunction button, volume+ button and volume- button simultaneously for 3-5 seconds. You'll hear beeps and/or feel vibrations.

4.Turn your headphones off.

Your headphones are now reset and can be re-paired with your device.

If the issues of the microphone continue, kindly [contact us](#) or email at [customer.service@shokz.com](#)

The headband on my OpenMove is snapped.

If your OpenMove is snapped on the headband, you can file a warranty claim [here](#) within 2-year warranty period.

A button on my OpenMove falls off.

If your OpenMove falls off a button, you can file a warranty claim [here](#) within 2-year warranty period.

My OpenMove is peeled from speaker.

If your OpenMove is peeled from speaker, you can file a warranty claim [here](#) within 2-year warranty period.

Aeropex

Basic Introduction

How do I turn on/off my Aeropex?

To turn on, press and hold the volume+ button for 2 seconds, which also acts as the power button. Audrey will say "Welcome to Shokz." LED will flash blue one time.
To turn off, press and hold the volume+ button for 2 seconds, which also acts as the power button. Audrey will say "Power Off. LED will flash red one time.

How do I charge my Aeropex?

Charge the headphones with the included magnetic charging cable. Please ensure the charger does not exceed 5.25 amp or 5 volts. We do not recommend fast chargers, and the headphone will turn it off automatically when charging.

How long does it take to charge my Aeropex?

Aeropex takes 2 hours to charge from 0 to 100 percent. They arrive out of the box at approximately 50 percent charged. The LED light will turn red into blue when the headphone finishes charging.

Control Guide

How do I pair Aeropex with my device?

1.Start with your Aeropex powered off
2. Enter pairing mode by pressing and holding volume+ for 5-7 seconds. Your Aeropex will turn on (continue holding the button) and then the LED light will flash red and blue. Audrey will say "pairing" indicating pairing mode.
3. Open your device's Bluetooth settings and select "Aeropex by Shokz". Audrey will say "connected."

How do I disable multiple pairing?

You can disable multiple pairing by pressing and holding the volume - button, and multifunction button under pairing mode. Audrey says"Multiple disabled"

How do I switch from one device to the other using multipoint

pairing?

When paired through the multipoint pairing process, Aeropex will connect to whichever device is in range. If both devices are in range, it will connect to whichever device you were more recently using. You can switch devices through some notifications such as a phone call, or simply by using the opposite device. Multipoint pairing may not work with all devices or transmitters.

How do I remove all connected devices on my Aeropex?

You can change the devices to which your Aeropex is paired by resetting the headphones, and then pairing the new devices. To reset Aeropex:
1. Start with your Aeropex off.
2. Enter pairing mode by pressing and holding volume+ for 5-7 seconds until Audrey says "pairing" and the LED indicator flashes red and blue.
3. Press and hold the multifunction button, volume+ button and volume- button (all three buttons) simultaneously for 3-5 seconds, until you hear two beeps or feel vibrations.
4. Turn your Aeropex off. Aeropex is now reset and can be re-paired with new devices.
After resetting, the headphones will clear all connected devices before.   The headphones needs pairing with new devices under pairing mode.

How do I enter pairing mode?

Press and hold the volume+ button for 3-5 seconds. Audrey says "Welcome to Shokz." Continue holding the volume+ button for an additional 2-3 seconds. Audrey will say "Pairing" and the LED light will flash red and blue, indicating pairing mode.

How do I check the battery status?

Click the volume+ or volume- button while music is paused. Audrey says "Battery High," "Battery Medium," "Battery Low," or "Charge Me." Please note this feature may not work on all devices.

How do I pause/play a song?

To pause the music, click the multifunction button once while music is playing. You'll hear one beep.
To play a song, click the multifunction button once while music is paused. You'll hear one beep. .

How do I adjust the volume?

For the playing volume, click the volume+ or volume- buttons to turn up or turn down volume levels while music is playing.
For the beep volume, it is the default volume set in the factory and can't be adjusted.

How do I skip to the previous/next song?

Three-click the multifunction button while music is playing. You'll hear one beep. The previous track will play.
Double-click the multifunction button while music is playing. You'll hear one beep. The next track will play.

How do I redial the last number?

Double-click the multifunction button while it is idle. Audrey says "Last Number Redial."

How do I prompt my device's intelligent personal assistant?

Press and hold the multifunction button for two seconds, prompting your phone's intelligent personal assistant.The function depends on the connected device and application.

How do I change the EQ setting?

There are 2 EQ settings for Aeropex. One is the Standard mode for daily listening to music. The other one is Earplug mode, which offers more bass in specific audio. You can press and hold the volume+ and volume- buttons simultaneously for two seconds while music is playing. Audrey says "EQ Changed."

Does Aeropex have a microphone?

Yes! Aeropex has a dual noise reduction microphone so that you can answer and make a call with it.

How do I answer/end a call?

Click the multifunction button once while a call is coming in. You'll hear one beep and the call will be answered. If you want to end a call, click the multifunction button once while on a call. You'll hear one beep and the call will end.

How do I reject a call?

Press and hold the multifunction button for two seconds as a call is coming in. You'll hear two beeps and the call will be rejected.

How do I answer the call waiting and hang up current call?

Press and hold the multifunction button for two seconds as a call is coming in. You'll hear one beep and the current call will be ended.

TroubleShooting

My Aeropex keeps the LED light all the time.

We suggest that you can charge Aeropex and put them on a dry place for a few days. If the LED light is still on, you can file a warranty claim here within 2-year warranty period.

My Aeropex won't enter pairing mode.

Most connectivity problems are resolved with the following step, you can try to do that by the following instructions:
1. Clear all paired Bluetooth lists in the connected devices
2. Restart the connected devices
3. Reset Aeropex
4. Charge Aeropex for a few minutes.
5. pair your Aeropex again

My Aeropex won't pair with any devices.

Most connectivity problems are resolved with the following step, you can try to do that by the following instructions:
1. Clear all paired Bluetooth lists in the connected devices
2. Restart the connected devices
3. Reset Aeropex
4. Charge Aeropex for a few minutes.
5. pair your Aeropex again

My Aeropex doesn't have sound at all.

Please confirm that the volume is turned up on both your device and on Aeropex.   If both are turned up, please reset Aeropex by following instructions:
1. Start with your Aeropex off.
2. Enter pairing mode by pressing and holding the volume+ button for 5-7 seconds. Your Aeropex will turn on, and then the LED light will flash red and blue.
3. Press and hold the multifunction button, volume+ button and volume- button simultaneously for 3-5 seconds. You'll hear beeps and/or feel vibrations.
4. Turn your Aeropex off.
Your Aeropex is now reset and can be re-paired with your device.
If the reset does not resolve the issue, you can file a warranty claim here within 2-year warranty period.

My Aeropex can't change the volume on the laptop.

First of all, you are able to adjust the volume while the headphone is playing music.

(For Windows system):

After the successful connection to a laptop. There are 2 channels for you to choose from.

Channel 1: Headphones (Aeropex by Shokz Hands-Free AG Audio)

This channel is used to manage voice calls, etc.

Channel 2: Headphones (2-Aeropex by Shokz Stereo)

This channel is used to manage the music channel, for listening to music, watching video and

other audio output.

The volume only can be changed under Channel 2, kindly change the Channel via the bottom volume icon.

(For IOS system)

After the successful connection to an OS laptop, it will automatically change Channel for you under actual situation.

My Aeropex microphone isn't picking up my voice.

A manual reset can help resolve some sound quality issues. To manually reset your headphones:
1.Start with your Aeropex off.
2.Enter pairing mode by pressing and holding the volume+ button for 5-7 seconds. Your headphones will turn on, and then the LED light will flash red and blue.
3.Press and hold the multifunction button, volume+ button and volume- button simultaneously for 3-5 seconds. You'll hear beeps and/or feel vibrations.
4.Turn your headphones off.
Your   Aeropex is now reset and can be re-paired with your device.
If this does not resolve the issue, please file a warranty claim here.

The headband on my Aeropex is snapped.

If your Aeropex is snapped on the headband, you can file a warranty claim here within 2-year warranty period.

A button on my Aeropex falls off.

If your Aeropex falls off a button, you can file a warranty claim here within 2-year warranty period.

My Aeropex is peeled from speaker.

If your Aeropex is peeled from speaker, you can file a warranty claim here within 2-year warranty

period.

What happens if i charge Aeropex while it's wet?

We have also designed a sweat sensitive charging alarm in the Aeropex, it would start vibrating if the charge port is wet. Wipe the port with soft tissue, wait until the port is dry enough then you could charge now.   If your Aeropex is still not charging, you can file a warranty claim here within 2-year warranty period.