Headset

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Twiins® Headset User Guide

English

Getting Started	2	Troubleshooting	8
Using Twiins® Headset	5	Other Information	8
Using the Intercom	7		

Español

Getting Started	10	Troubleshooting	16
Using Twiins® Headset	13	Other Information	17
Using the Intercom	15		

Deutsch

Getting Started	18	Troubleshooting	24
Using Twiins® Headset	21	Other Information	25
Using the Intercom	23		

Français

Getting Started	26	Troubleshooting	32
Using Twiins® Headset	29	Other Information	33
Using the Intercom	31		

Italiano

Getting Started	34	Troubleshooting	40
Using Twiins® Headset	37	Other Information	41
Using the Intercom	39		

Português

Getting Started	42	Troubleshooting	48
Using Twiins® Headset	45	Other Information	49
Using the Intercom	47		

Ελληνικά

Getting Started	50	Troubleshooting	56
Using Twiins® Headset	53	Other Information	57
Using the Intercom	55		

Polski

Getting Started	58	Troubleshooting	64
Using Twiins® Headset	61	Other Information	65
Using the Intercom	63		

Getting Started

EN

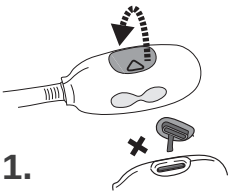
Twiins® Headset is the ultimate communication device that fits easily inside a helmet. The whole set is so small and lightweight you won't notice it. Enjoy connectivity with any Bluetooth®/wireless connection enabled phone/device. Experience clear audio and comfort. Talk to a passenger by intercom. All without spoiling the look of your favourite helmet while you navigate the urban jungle.

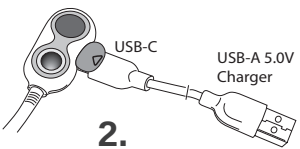
Twiins® Headset also works perfectly with the **Twiins® Smart Button** for push-to-talk communication on the Zello® walkie-talkie App. Available separately or in combined packs with Twiins® Headset.

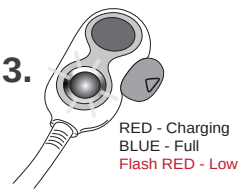
1 Charge your Twiins® Headset

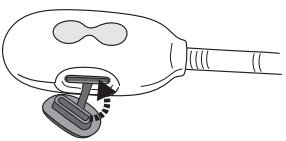
Charge your Twiins® Headset fully before first use.

1. Carefully lift the rubber USB cover on the side of the microphone unit, from the top as marked with an arrow. **Do not detach.**
2. Insert a USB-C charging cable and connect to a DC5.0V USB charger.
3. The indicator is red when charging and solid blue when charged. Full charge +/- 2hrs = 6hrs operation. Fast charge +/- 20mins adds 60mins. "*Battery low*" is heard and the LED flashes red when the battery is low, then repeats until empty. Phone also shows charge status.
4. Do not operate whilst charging.
5. If stored for long periods of time, charge every six months to keep the batteries in good condition.
6. The USB cover is a watertight seal. Close it by inserting the tab under the cover directly into the USB socket, whilst pushing the cover down and into the cavity until closed.









2 Fit Twiins® Headset into helmet

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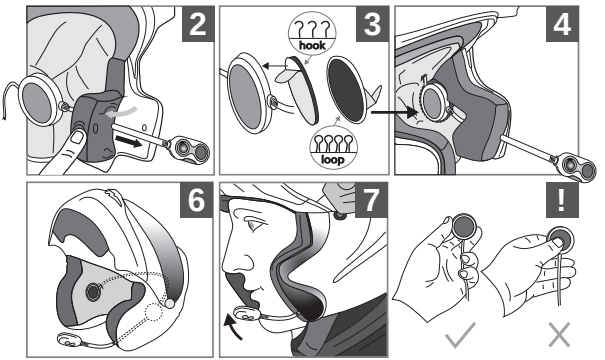
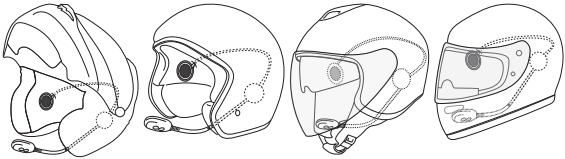
1. We recommend fitting the microphone on the left side of your helmet, with USB cover facing down. This better prevents ingress of water and dust.
2. Pass the microphone arm forward from the back of the helmet through or under the cheek-lining, so the microphone arm protrudes from the side of the helmet.
3. Attach a hooked pad to the back of each of the two headphones using the self-adhesive backing on those pads. Handle the headphones carefully by the sides, do not press their centres, as this may permanently damage sound quality.
4. Position the headphone of the microphone arm into the helmet at ear-height or in the speaker cavity of your helmet if it has one.
5. The hooked pad sticks to most helmet linings. If not, use the self-adhesive backing on one of the **looped** pads (supplied) and stick that into the helmet. Then attach the headphone with the hooked pad onto that looped pad. Additional looped pads are supplied to adjust the depth and comfort of the headphones.
6. Run the wire from the headphone on the microphone arm under the helmet lining and around the back. Then install the other headphone in the same way you just did the first.
7. Gently bend the microphone arm, so the microphone will point at your mouth. And that's it!



Removing the device:
Carefully detach the headphones first by gently pulling them from the helmet lining and then slide the microphone arm backwards from the cheek lining. Do not pull out from the arm, as this will stress components.



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Microphone

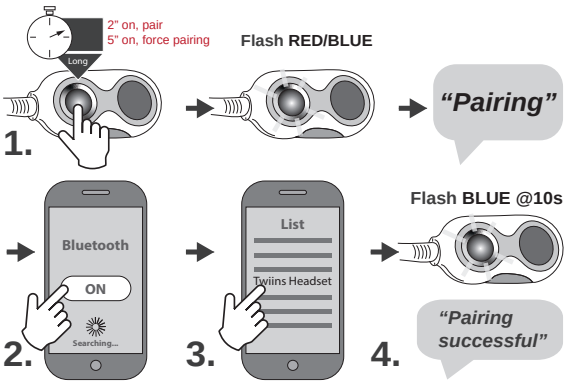
- Twiins® Headset is unique because its microphone is neatly recessed into the device, covered with a fixed foam wind baffle, which can't be lost.
- There is no need to add any additional foam or wind baffle.
- The microphone must face your mouth (with USB cover facing down), per the illustrations.

3 Pair Twiins® Headset with a phone

1. Press the button for 2 seconds to turn on. **If an already paired phone is in range,** the headset connects and flashes blue. **If no paired phone is in range**, it flashes red and blue, and searches for devices. "*Pairing*" is heard.
2. With the headset in pairing mode, select (on your phone): *Settings* ⇨ *Wireless & Networks* ⇨ *Bluetooth® Turn on* (Android) **or** *Settings* ⇨ *Bluetooth®* ⇨ *Turn on* (IOS).
3. Select "Twiins Headset" from the list.
4. You will hear "pairing successful" on the headset. **The LED will flash blue every 10 seconds, when paired.**

- **To pair with a different device:** Turn the headset off (press 2 seconds). Turn on again with a **5 second** long press until the LED flashes red and blue. This forces the headset to enter pairing mode. Repeat steps 2-4.

Pairing is only needed the first time devices connect. You may need to refresh the phone's Bluetooth® list (or turn Bluetooth® on/off) for it to recognise the headset.



Using Twiins® Headset

Your Twiins® Headset works in a simple familiar way with just one button. Use any short word to accept a call or your phone's assistant to make a call. Listen to your favourite music between calls.

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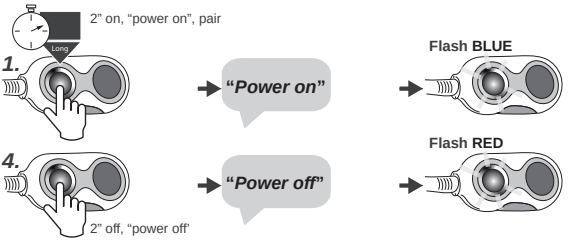
Turn Twiins® Headset on and off

1. To turn on, press and hold the button (+/- 2 seconds) until you hear "*power on*" and the indicator begins to flash.
2. Ensure Bluetooth®/wireless connection is active on your phone.
3. **If paired before, the devices automatically recognise each other and LED flashes blue.** (If not, see earlier instructions on pairing and resetting).
4. To turn off, press and hold the button (+/- 2 seconds) until you hear "*power off*". The indicator briefly flashes red.



Call functions

Receive a call:

- The same ringtone as your phone will alert you to an incoming call.
- Simply answer by speaking any word out loud (e.g. "Answer!").
- Or short press the button on Twiins® Headset.

End a call:

- Short press the button on the Headset (or wait for the other person to hang up).

Callback the last number:

- **When not on a call.** Short press the button on the microphone **twice**. This feature depends on the phone.

Reject a call:

- Short press the button on the microphone **twice** upon an incoming call.

Handsfree dialling

1. Ensure 'Hey Siri' (IOS) or 'Hey Google' (Android) is turned on in your phone's settings.
2. Short press the Twiins® Headset button *(When not on a call and not using the intercom mode).*

3. This should launch your phone's virtual assistant (e.g. Siri®, Google® Assistant), depending on the phone and configuration.
4. You may also need to say: 'Hey Siri' or 'Hey Google' before giving a command.
5. Ask your phone's assistant to dial a contact.

Note: the effectiveness and operation of your phone's virtual assistant is completely dependent on your phone and its software and not on Twiins®. Your phone's assistant processes and responds to your commands, not your Twiins® device. Connection to a mobile data network is needed to use your phone's assistant.

Set the volume

- Volume is controlled by your phone.
- Set the desired volume on the phone in the normal way.
- The Twiins® Headset is designed to reach a comfortable volume for use up to 100 km/h (62 mph).

Play music or sound from other apps

- Simply open the desired app on your phone. The sound from the music app or other app (e.g. GPS) will be heard automatically through your Twiins® Headset in **stereo** (depending on the source).
- Your Twiins® Headset must be connected to your phone by Bluetooth®, with no other audio playing device connected.
- Depending on your phone and virtual assistant, you may be able to select music and other app features by voice command (see 'Handsfree Dialling' above). This is dependent on your phone and not your Twiins® Headset.
- Calls and intercom take precedence. Music/App sound will pause when a call is made or received, and resumes when the call is finished.

Dual-Link mode

Twiins® Headsets can link to two devices at the same time (e.g. two phones).

1. Pair the headset with phone/device #1 as usual. Turn Bluetooth® off on phone/device #1, then turn the headset OFF.
2. Turn headset back on, it will go into pairing again. Pair with phone/device #2.
3. Reconnect Bluetooth® on phone/device #1, then manually select the headset on the list on phone/device #1 to reconnect.

- The device that plays music first has priority. The latest device connected to the headset (i.e. device #1 here) has priority for voice assistant and calls.
- **This feature is NOT available in INTERCOM mode.**

Loss of connection

If wireless connection is lost, the headset will try to reconnect for up to 5 minutes. The LED will flash 2 x blue every 5 seconds during loss of connection and 1 x blue every 10 seconds when reconnected. After 5 minutes of lost connection, the headset powers off.

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Using the intercom

Speak with a passenger that is connected to your Twiins® Headset through a second Twiins® headset. **You can choose to use headsets only as an intercom or for *both* intercom and handsfree phone use.**

Pair for intercom and handsfree use

1. Ensure each Headset has already been paired with its corresponding phone. (See instructions in 'Getting Started.)
2. Turn off both headsets. **Turn off Bluetooth®/wireless connections on both phones. Make sure that there is no other Bluetooth®/wireless connection device around.**
3. Press and hold the button on both Headsets until the indicator flashes red and blue continuously and you hear "*pairing*".
4. Short press the button on **one** of the two headsets. You will hear "*intercom pairing*". Both headsets will pair with each other, and you will hear "*pairing successful, connected, intercom on*", confirming the intercom function is activated. Both devices will flash blue every 10 seconds.
5. Switch Bluetooth®/wireless connection back on, in both phones. They will each connect with the Headset they are already paired with. You may need to reselect the Twiins® device from each phone's device list.
6. Both Twiins® Headset devices are now connected for intercom use and for each to independently receive handsfree calls from their phones.

Notes:

- If a call is received, you will hear "*intercom off*" and intercom is disconnected. After the call, "intercom on" sounds and intercom is reconnected.
- Twiins® Headset is equipped with universal Bluetooth®/wireless connection capabilities, allowing connections with any other devices with this feature.

Intercom use only

1. Turn off both headsets. **Make sure that there is no other Bluetooth®/wireless connection device around.**
2. Press and hold the button on both Headsets until the indicator flashes red and blue continuously and you hear "*pairing*".
3. Short press the button on **one** of the two headsets. You will hear "*intercom pairing*". Both headsets will pair with each other, and you will hear "*pairing successful, connected, intercom on*", confirming the intercom function is activated. Both devices will flash blue every 10 seconds.

Activating the intercom mode

1. Ensure both Twiins® Headsets are paired in the desired mode (above).
2. Press the button on either headset for two seconds to activate intercom mode. You will hear "*intercom on*".
3. Press the button on either headset again for two seconds to deactivate the intercom. You will hear "*intercom off*".

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Adjusting intercom volume

- Short press the button on each Twiins® Headset to cycle through two levels of volume: Low ⇨ High ⇨Low…etc. You will **hear** "*low*" ⇨"*high*" ⇨"*low*"…etc.

  Note: You can adjust both headsets intercom volume independently.

Intercom modes and the Zello® app

IMPORTANT!

- To use your Twiins® Headset with a Smart Button and the Zello® app, please **disconnect** the INTERCOM function.
- To use the INTERCOM function of your Twiins® Headset, please log out from the Zello® app, and close the app.

Troubleshooting

Twiins® Headset will provide years of trouble-free use if cared for and paired correctly.

Pairing

When pairing for the first time, be careful to ensure that the phone is in Bluetooth® connection discovery mode (searching for devices) and the Twiins® Headset is also in pairing mode by long-pressing the button **until the indicator flashes red and blue continuously**. They will not pair in any other mode. The phone and Headset should be around 1 metre apart for first pairing.

After the first pairing, the phone and Twiins® Headset should connect automatically when both are on, and Bluetooth® connection is active on the phone. This is also true in the intercom mode when both phones and both headsets turned on near to each other.

To Reset the list of paired devices (i.e. delete and start again):

- Press and hold the button until the headset turns on and flashes red and blue.
- Quick-press twice during pairing. The indicator flashes purple once and 'beeps' twice.
- It will seek new pairings upon the next power on.

Correct use of intercom mode

Intercom mode is only intended for use by a main user and another user in the same space and is limited to a range of only up to 10 metres.

Learn more

Find out more about the exciting range of Twiins® Headsets, the Twiins® Smart Button and other devices designed by Twiins®, and further use and troubleshooting information, FAQs and video tutorials at:

www.twiins.com

Technical specifications, important safety notices, battery safety, warranty, disposal and other regulatory information are supplied in a **separate booklet** accompanying this product. **Please study all literature supplied with this product carefully.**

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