IRIS FLOW HEADPHONES

ACTIVE LISTENING

Owners Manual

Warnings

- Do NOT use the headphones at a high volume for any extended period.
  - To avoid hearing damage, use your headphones at a comfortable, moderate volume level.
  - Turn the volume down on your device before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do NOT use your headphones while driving for phone calls or any other purpose.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact IRIS customer service.
- Remove headphones immediately if you experience a warming sensation or loss of audio.
- Do NOT use mobile phone adapters to connect headphones to airplane seat jacks, as this could result in injury or property damage due to overheating.

Contains small parts which may be a choking hazard. Not suitable for children under age 3.

This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.

- To reduce the risk of fire or electrical shock, do NOT expose this product to rain, liquids or moisture.
- Do NOT make unauthorized alterations to this product.
- Use this product only with an approved power supply which meets local regulatory requirements
- The operating temperature range of this product is 32 to 95 F(0℃ to 35℃) , and the storage temperature range is -4 to 113 F(-20℃ to 45 ℃) . Do NOT expose to excessive heat.
- To prevent possible hearing damage, do not listen at high volume levels for long periods.
- Turn the volume down on your device before placing the headphones on your ears.
- Please fully read this user guide before use.

REGULATORY INFORMATION

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.
-Increase the separation between the equipment and receiver.
-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-Consult the dealer or an experienced radio/TV technician for help.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

REGULATORY INFORMATION

PRODUCT COMPLIES WITH EUROPEAN SAFETY REGULATION

This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

Li-ion This device contains a lithium-ion battery which is a sensitive component that can cause injury if damaged. Do not attempt to remove the battery. Contact IRIS or a IRIS authorized service provider to replace the battery. Replacement by non-qualified professionals can damage your device. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard. Dispose of your device, battery, and accessories according to local environmental regulations. Do not dispose of them in normal household waste. Improper disposal may lead to fire, explosion, and/or other hazards.

Hereby, IRIS Audio Engineering Limited declares that the radio equipment type: TGR1 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: http://irislitenwell.com/resources/declaration.pdf

Table of Hazardous Substances or Elements

	Hazardous Substances and Elements					
Component Name	**Lead (Pb)**	**Mercury (Hg)**	**Cadmium (Cd)**	**Hexavalent (CR(VI))**	**Polybrominated Biphenyl (PBB)**	**Polybrominated diphenylether (PBDE)**
PCBs	O	O	O	O	O	O
Memory	O	O	O	O	O	O
Communication	O	O	O	O	O	O
Speaker	O	O	O	O	O	O
Cables	O	O	O	O	O	O

O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement of SJ/T 11363-2006.

X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement of SJ/T 11363-2006.

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Download the IRIS Listen Well app to keep your software up to date, personalize your headphone settings, easily manage *Bluetooth* connections and access new features.

What can I do with the IRIS Listen Well app?

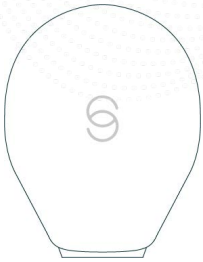
- Set the bluetooth name of your headphones
- Control voice prompts
- Alter the parameters of the IRIS algorithm
- Adjust the standby timer
- Access the product tour and help
- Keep headphones up to date with the latest software
- Manage the paired devices
- Get real-time battery status

Download on the App Store

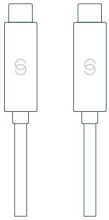
GET IT ON Google Play

Contents

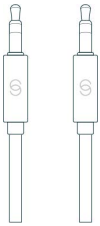
IRIS Flow Headphones



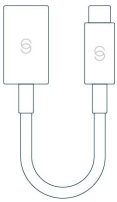
Carry case



USB-C power cable



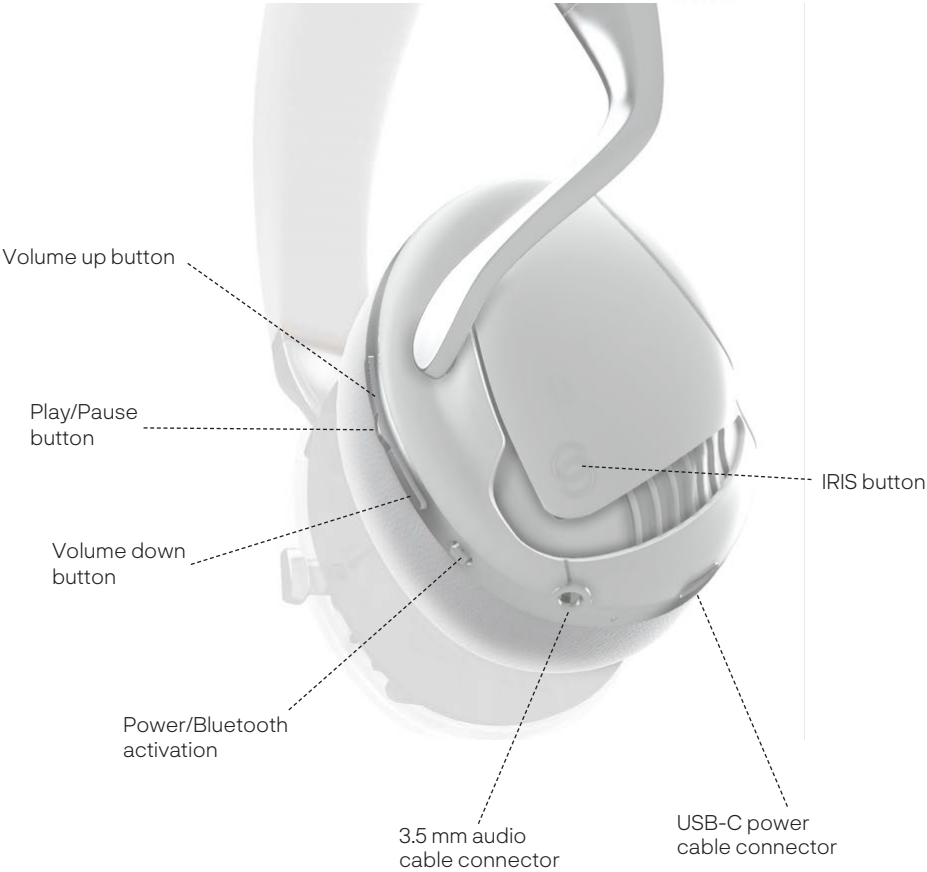
3.5 mm audio cable



USB-A -> USB-C adapter

6.35mm -> 3.5 mm audio adapter

HEADPHONE CONTROLS



Power on

Slide the Power/*Bluetooth* switch up.

A voice prompt announces the battery level and the status indicator glows according to the current charge level or connectivity.

- Steady green status LED - not connected
- Steady blue status LED - connected
- Steady orange status LED - low battery below 5% charge

Standby timer

The standby timer conserves the battery when the headphones are not being used.

To set up and customize the standby timer, use the IRIS Listen Well app.

Power off

Slide the Power/*Bluetooth* switch down.

When the headphones are powered off, the amp, DAC and IRIS algorithm will not work, but you will still get audio through the speakers.

Headphone functions

Media functions

Function	Button
Play/Pause	Short Press the Play/Pause button
Skip forward	Long press (2s) the Volume Up (+) button
Skip backward	Long press (2s) the Volume Down (-) button
Volume up	Short Press Volume Up
Volume down	Short Press Volume Down

Call functions

Function	What to do
Answer a call	Short press Play/Pause button
End a call	Short press Play/Pause button
Decline an incoming call	Long press (2s) Play/Pause button
Mute/Unmute a call	While on a call, press Volume Up and Volume Down and simultaneously.

How to use the Google Assistant

1. Connect your headphones to your mobile device.
2. Set up your Google Assistant using your mobile device:
   - On your Android device, press and hold the home button to open the Google Assistant and follow the on-screen instructions.
   - On your Apple device, open or download the Google Assistant app and follow the app instructions.

Function	What to do
Talk to your Google Assistant	Press and hold the Play/Pause button to begin. For examples of questions and things you can do, visit: https://assistant.google.com/platforms/headphones
Stop your Google Assistant	Double-press the Play/Pause button.

The IRIS algorithm is a revolutionary new audio experience that dramatically increases sound quality while simultaneously activating your brain.

This is achieved through a proprietary algorithm which splits out and increases the phase information sent to the brain. The listener's brain then reassembles this vast increase in information and becomes far more active in the listening process. This is Active Listening.

The IRIS algorithm is not on by default, and should be switched on. This will lead to a more immersive and engaging listening experience. It can also help with call clarity and engagement

Activating the IRIS alorithm

How to use the algorithm

1. The algorithm can be used at any time, on music or voice calls
2. Simply press the IRIS button to activate.
3. Once activated, the audio stream will immediately be separated and phase shifted between your ears, leading to active listening.
4. Parameters 'Intensity' and 'Integration' can be adjusted via the IRIS Listen Well app. Integration adjusts the mix of the algorithm, whilst intensity adjusts the width of phase separation.

Charge the headphones

1. Plug the one end of the USB cable into the USB-C connector on the right earcup.
2. Plug the other end into a USB wall charger or computer that is powered on.

Whilst charging, the status LED blinks green, and goes steady green if fully charged.

If the charging cable is plugged in and battery is still charging, the other functions do not affect the LED ie it only shows charging indication

Charging time

Allow up to for hours to fully charge the headphones.

When connected wirelessly, a full charge powers the headphones for up to 37 hours.

Checking the battery level

Each time you power on the headphones, a voice prompt announces the battery level.

To visually check the exact battery status, please use the IRIS Listen Well app.

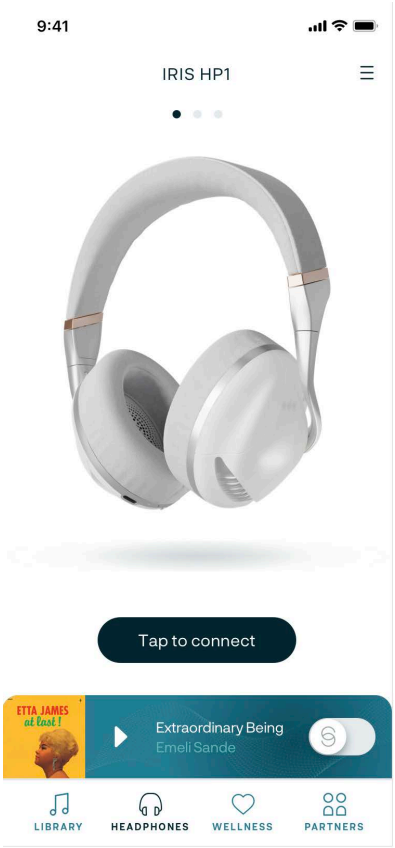
STATUS INDICATOR

Indicator activity	System state
Steady green	Medium to full charge, not connected
Blinking green	Charging
Steady orange	Low charge
Blinking blue	Ready to connect
Steady blue	Connected

Bluetooth wireless technology lets you stream music from mobile devices such as smartphones, tablets and laptop computers. Before you can stream music from a device, you must connect the device with your headphones.

Connect your mobile device using the IRIS Listen Well app

1. Power on the headphones (see page 9).
2. Download the IRIS Listen Well app and follow the on-screen connection instructions.



Once connected, you hear “IRIS Headphones Connected” and the status LED goes steady blue

Connect using the Bluetooth menu on your device

You can connect your mobile device with your headphones using *Bluetooth* wireless technology

1. Slide the Power/*Bluetooth* button down and hold for 2 seconds.

   You will see the *Bluetooth* indicator blinks blue

2. On your device, enable the *Bluetooth* feature from the settings menu.

3. Select your headphones from the device list.

   Once connected, you hear “IRIS Headphones Connected” and the status LED goes steady blue

Disconnect a mobile device

Use the IRIS app to disconnect your mobile device.

You can also disconnect using the *Bluetooth* settings menu on your mobile device.

Connect another mobile device

You can store up to eight connected devices in the headphone pairing list, and your headphones can be actively connected to two devices at a time.

To connect another device, download the IRIS Listen Well app (see page 18) or use the *Bluetooth* settings menu on your mobile device (see page 19).

You can only play audio from one device at a time.

Reconnect a previously connected device

When powered on, the headphones will try to reconnect with the most recently-connected device.

The device must be within range (10m) and powered on.

Clear the headphone pairing list

Delete your headphones from the *Bluetooth* list on your mobile device. All

devices are cleared and the headphones are ready to connect.

Connect the audio cable

Use the 3.5 mm cable to connect a non-wireless device or to continue using the headphones if the battery charge is depleted.

1. Insert the cable into the connector on the right earcup.
2. Insert the other end of the cable into the connector on your device.

Clean the headphones

Your headphones may require periodic cleaning.

- Wipe the outside surfaces with a soft, dry cloth.
- Don t allow moisture to get inside the earcups or the audio input connector.

Replacement parts and accessories

Replacement parts and accessories can be ordered through IRIS customer service.
Visit: irislistenwell.com or email support@irislistenwell.com

Your headphones are covered by a limited warranty. Visit our website at irislistenwell.comfor details of the limited warranty.

Common solutions

If you experience problems with your headphones:

- Check the state of the status indicators (see page 16).
- Charge the battery (see page 16).
- Increase the volume on your headphones, mobile device and music app.
- Try connecting another mobile device (see page 19).

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact IRIS customer service at support@irislistenwell.com.

Symptom	Solution
Headphones don't power on	Charge the battery.
Headphones don't connect with your mobile device	• Check the state of the status indicators (see page 16). • Disconnect the USB charging cable. • On your mobile device: - Disable the *Bluetooth* feature and then re-enable. - Delete your headphones from the Bluetooth list on your device. Connect again. • Move your mobile device closer to the headphones and away from any interference or obstructions. • Connect another mobile device (see page 19). • Clear the headphone pairing list (see page 20) and connect again.

TROUBLESHOOTING

Symptom	Solution
No sound	• Move your mobile device closer to the headphones and away from any interference or obstructions. • Use a different music source. • Connect another mobile device (see page 19).
Poor sound quality	• Use a different music source. • Connect another mobile device (see page 19). • Disconnect the second device. • Move your mobile device closer to the headphones and away from any interference or obstructions.
No sound from a device connected by the audio cable	• Secure the ends of the back-up audio cable. • Increase the volume on your headphones, your mobile device and music source. • Connect another device (see page 19).
Poor sound quality from a device connected by audio cable	• Secure the ends of the back-up audio cable. • Connect another device (see page 19).
Battery won't charge	• Secure the ends of the USB charging cable. • Try another charging source.
Your Google Assistant not responding	• Connect your mobile device to Wi-Fi. • Make sure you are in a country where the Google Assistant is available. • For additional support, visit: support.google.com/assistant

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IRIS

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