

Panasonic®

Basic Owner's Manual

Digital Wireless Stereo Earphones

Model No.

RP-HJE120B



If you have any questions, visit:

In the U.S.A.:
www.panasonic.com/support
In Canada:
www.panasonic.ca/english/support

Pour toute question, visitez :
www.panasonic.ca/french/support

For U.S.A. only /

Pour les É.-U. seulement

The warranty can be found on "Basic Owner's Manual".

Register online at

www.panasonic.com/register
(U.S. customers only)

For Canada only / Pour le Canada seulement

The warranty can be found on "Basic Owner's Manual".

La garantie se trouve dans le
« Manuel d'utilisation Fonctions de base ».

Panasonic Corporation of North America

Two Riverfront Plaza, Newark, NJ 07102-5490

http://www.panasonic.com

Panasonic Canada Inc.

5770 Ambler Drive, Mississauga, Ontario L4W 2T3

www.panasonic.com

© Panasonic Corporation 2017

Printed in China

TQBM0047

M0117K20

Dear customer

Thank you for purchasing this product.

Please read these instructions carefully before using this product, and save this manual for future use.

More detailed operating instructions are available in "Owner's Manual (PDF format)".

To read it, download it from the website.

http://panasonic.jp/support/global/cs/accessories/oi/rp_hje120b

- Click the desired language.



Accessories

Please check and identify the supplied accessories.

Only for U.S.A. : To order accessories, refer to "Limited Warranty".

Only for Canada: To order accessories, contact the dealer from whom you have made your purchase.

- 1 USB charging cord
- 1 Earpieces set (L, S)



- M-size earpieces are attached at the time of purchase.

Safety precautions

Unit

- Avoid using or placing this unit near sources of heat.
- Do not use while operating a motorized vehicle. It may create a traffic hazard and is illegal in many areas.
- Do not listen with this unit at high volume in places where you need to hear sounds from the surrounding environment for safety, such as at railroad crossings, and construction sites.

Earpieces

- Keep the earpieces out of reach of children to prevent swallowing.
- Securely attach the earpieces. If they are left in the ears after coming off, injury or sickness may be caused.

Allergies

- Discontinue use if you experience discomfort with the earphones or any other parts that directly contact your skin.
- Continued use may cause rashes or other allergic reactions.

USB

- Do not use any other USB charging cords except the supplied one.

Caution: Use only the supplied USB charging cord when connecting to a computer.

TQBM0047 (En)

THE FOLLOWING APPLIES ONLY IN THE U.S.A. AND CANADA.

This device complies with Part 15 of FCC Rules and Industry Canada's licence-exempt RSSs. 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 this device.

FCC ID : ACJ-RP-HJE120B

Model : RP-HJE120B

IC : 216A-HJE120B

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment has very low levels of RF energy that is deemed to comply without testing of specific absorption ratio (SAR).

THE FOLLOWING APPLIES ONLY IN THE U.S.A.

FCC Note:

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.

Any unauthorized changes or modifications to this equipment would void the user's authority to operate this device.

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.

Responsible Party: Panasonic Corporation of North America
Two Riverfront Plaza, Newark, NJ 07102-5490
Support Contact: http://shop.panasonic.com/support

FCC CAUTION

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

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.

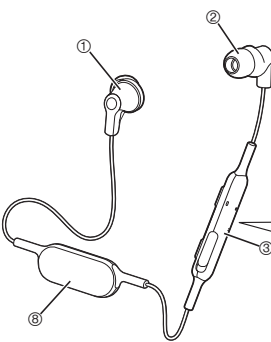
THE FOLLOWING APPLIES ONLY IN CANADA.

CAN ICES-3(B)/NMB-3(B)USB

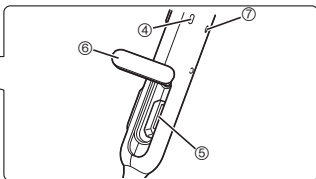
Part names

Left

Right



- ① Earphone
- ② Earpiece
- ③ Remote controller
- ④ LED indicator light
- ⑤ Charging terminal
- ⑥ USB lid
- ⑦ Microphone
- ⑧ Battery case (Please remove the battery when disposing of this product. Please read the instruction on this manual.)

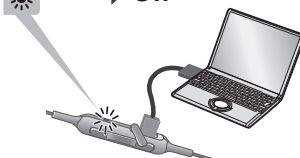


1 Charging

LED indicator light

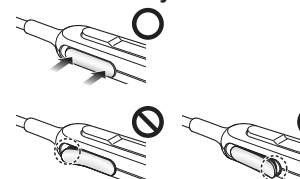
1.5 hours

Off



- If PC used for charging enters "sleep mode", charging may not take place.

Close the charging terminal cover securely.

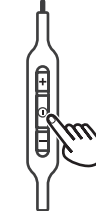


Do not touch the charging terminal with wet hand.

- If sweat or liquid is attached to the charging terminal, malfunction may occur.
- To avoid product damage, do not expose this product to rain, sweat, water or other liquids.

2 Connecting a Bluetooth® device

- Remote controller



Press the center button for 5 seconds, until the LED blinks Red & Blue.



When the LED is blinking you've successfully placed the unit in the Pairing mode.



Go to your smart device's Bluetooth® menu and select this device.

LED lighting color :

Red

Blue

3 Enjoy !

Power on/off

Remote controlling



Press for 3 sec.
On
Off



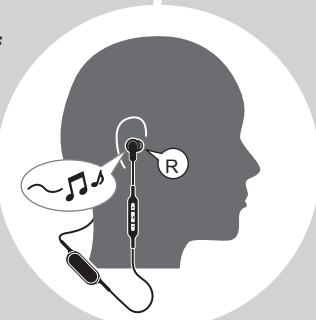
Press for 2 sec.
Press for 2 sec.

4 h 20 min.



BEEP

Off



5 min.

Off

Operating time

Auto power off

Operation example of the remote control

	Action	This unit	Music	Phone
+	Press	-	Increase the volume	Increase the volume
	Press for 2 sec.	-	Forward to the start of next track	-
①	Press	-	Play/Pause	Answer call/Call end
	Press twice quickly	-	-	Reject the incoming call/Switch the calling device
	Press for 3 sec.	Power on/off	-	-
-	Press	-	Decrease the volume	Decrease the volume
	Press for 2 sec.	-	Return to the start of current track	-

Note

- "Increase/Decrease the volume" function is not available while pause.

Making a phone call

1.Connect the Bluetooth® enabled phone and unit

2.When answering an incoming call:

Press ① on the unit and answer the call

When making an outgoing call:

Make an outgoing call on the Bluetooth® enabled phone

3.Start talking

4.Press ① to end the phone call

Troubleshooting guide

Before requesting service, make the following checks. If you are in doubt about some of the check points, or if the remedies indicated in the chart do not solve the problem, refer to "Customer Services Directory" if you reside in the U.S.A., or refer to "CONTACT INFORMATION" if you reside in Canada.

General

The unit does not respond

- Push ① button for 10 seconds. The unit will be reset.

Power supply and charging

If you are having difficulty charging the unit

- Make sure the computer is turned on and is not on standby or sleep mode.
- Is the USB port you are currently using working properly? If your computer has other USB ports, unplug the connector from its current port and plug it into one of the other ports.
- If the steps mentioned above are not applicable, unplug the USB charging cord and plug it in again.
- If the charge time and operating time become shortened, the battery may have run down. (Number of charging times of the installed battery: Approximately 300.)

LED does not light during charging / Charging takes longer

- Is the USB charging cord (supplied) connected firmly to the USB terminal of the computer? (→ 1 "Charging")
- Make sure to charge in a room temperature between 10 °C and 35 °C (50 °F and 95 °F).

The power does not turn on

- Is the unit being charged? The power cannot be turned on during charging. (→ 1 "Charging")

Bluetooth® device connection

The device cannot be connected

- Delete the pairing information for this unit from the Bluetooth® device, then pair them again. (→ 2 "Connecting a Bluetooth® device")

Sound and audio volume

No sound

- Make sure that the unit and the Bluetooth® device are connected correctly. (→ 2 "Connecting a Bluetooth® device")
- Check if music is playing on the Bluetooth® device.
- Make sure that the unit is turned on and the volume is not set too low.
- Pair and connect the Bluetooth® device and the unit again. (→ 2 "Connecting a Bluetooth® device")

Low volume

- Increase the volume of the unit. (→ 3 "Enjoy !")
- Increase the volume on the Bluetooth® device.

Sound from the device is cut off / Sound quality is bad

- Sound may be disrupted if signals are blocked. Do not fully cover this unit with the palm of your hand, etc.
- The device may be out of the 10 m (33 feet) communication range. Move the device closer to this unit.
- Remove any obstacle between this unit and the device.
- Switch off any wireless LAN device when not in use.
- A communication problem may arise if the battery is not fully charged. Charge the unit. (→ 1 "Charging")

Phone calls

You cannot hear the other person

- Make sure that the unit and the Bluetooth® enabled phone are turned on.
- Check if the unit and the Bluetooth® enabled phone are connected. (→ 2 "Connecting a Bluetooth® device")
- Check the audio settings of the Bluetooth® enabled phone. Switch the calling device to the unit if it is set to the Bluetooth® enabled phone.
- If the volume of the other person's voice is too low, increase the volume of both the unit and the Bluetooth® enabled phone.

Maintenance

Clean this unit with a dry and soft cloth.

- Do not use solvents including benzine, thinner, alcohol, kitchen detergent, a chemical wiper, etc. This might cause the exterior case to be deformed or the coating to come off.

Keeping the battery performance

- During the long period of disuse, full charge this unit once every 6 months to keep the battery performance.

- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Panasonic Corporation is under license.
- Other trademarks and trade names are those of their respective owners.
- Other system names and product names appearing in this document are in general the registered trademarks or trademarks of the respective developer companies. Note that the ™ mark and ® mark do not appear in this document.

Specifications

■ General	
Power supply	DC 5 V, 0.6 W (Internal battery: 3.7 V (Li-polymer 90 mAh))
Operating time*1	Approx. 4 hours 20 minutes
Charging time*2 (25 °C (77 °F))	Approx. 90 minutes
Charging temperature range	10 °C to 35 °C (50 °F to 95 °F)
Operating temperature range	0 °C to 40 °C (32 °F to 104 °F)
Operating humidity range	35%RH to 80%RH (no condensation)
Mass (Weight)	Approx. 12.2 g (0.4 oz)

*1 It may be shorter depending on the operating conditions.

*2 Time taken to recharge from empty to full.

■ Bluetooth® section

Bluetooth® system specification	Ver. 4.1
Wireless equipment classification	Class 2 (2.5 mW)
Frequency band	2402 to 2480 MHz
Max EIRP	4 dBm
Supported profiles	A2DP, AVRCP, HSP, HFP
Supported codec	SBC
Operating distance	Up to 10 m (33 ft.)

■ Speaker section

Driver units	9 mm (3/8 in.)
--------------	----------------

■ Terminal section

DC IN	DC 5 V, 500 mA
-------	----------------

■ Microphone section

Type	Mono
------	------

■ Accessory section

USB charging cord	0.1 m (0.3 ft.)
Earpieces set	L, S

● Specifications are subject to change without notice.

Useful information
(For Latin American Countries Only)

Customer Service

Customer Service Directory

Obtain products information and operative assistant; localize the closer distributor or Service Center; buy spare parts and accessories by our Web Site to Latin American:

COUNTRY	WEB SITE	CONTACT CENTER
Panama	www.panasonic.com/pa/soporte/	800-7262
Colombia	www.panasonic.com/co/soporte/	01-8000-947262
Ecuador	www.panasonic.com/ec/soporte/	1-800-726276
Costa Rica	www.panasonic.com/cr/soporte/	800-7262737
El Salvador	www.panasonic.com/sv/soporte/	800-7262
Guatemala	www.panasonic.com/gt/soporte/	1-801-811-7262
Uruguay	www.panasonic.com/uy/soporte/	0-800-7262
Paraguay	www.panasonic.com/uy/soporte/	0-800-11-7262
Chile	www.panasonic.com/cl/soporte/	800-390-602 022-797-5000
Peru	www.panasonic.com/pe/soporte/	0800-00726
Venezuela	www.panasonic.com/ve/soporte/	800-7262-800
Mexico	www.panasonic.com/mx/soporte/	01800-847-7262 55-5000-1200
Argentina	www.panasonic.com/ar/soporte/	0800-333-7262 0810-321-7262
Dominican Republic	www.panasonic.com/do/soporte/	809-200-8000

The serial number of this product can be found on the tag. Remove the USB lid to see it.
Please note them in the space provided below and keep for future reference.

MODEL NUMBER **RP-HJE120B**

SERIAL NUMBER

To remove the battery when disposing of this unit

The following instructions are not intended for repairing purposes but for the disposal of this unit. This unit is not restorable once disassembled. When disposing of this unit, take out the battery installed in this unit and recycle it.

Danger

As the rechargeable battery is specifically for this product, do not use it for any other device.

Do not charge the removed battery.

- Do not heat or expose to flame.
- Do not leave the battery(ies) in a car exposed to direct sunlight for a long period of time with doors and windows closed.
- Do not pierce the battery with a nail, subject it to an impact, or dismantle or modify it.
- Do not let the wires touch any other metal or each other.
- Do not carry or store the battery with a necklace, hair pin, or the like.

Doing so may cause the battery to generate heat, ignite, or rupture.

Warning

Do not place the removed battery, and other items within reach of infants. Accidental swallowing of such an item may have an adverse effect on the body.

- In the event that you think such an item has been swallowed, consult a doctor immediately.

In the event of fluid leaking from the battery, take the following measure, and do not touch the fluid with bare hands.

Fluid entering into an eye may cause loss of eyesight.

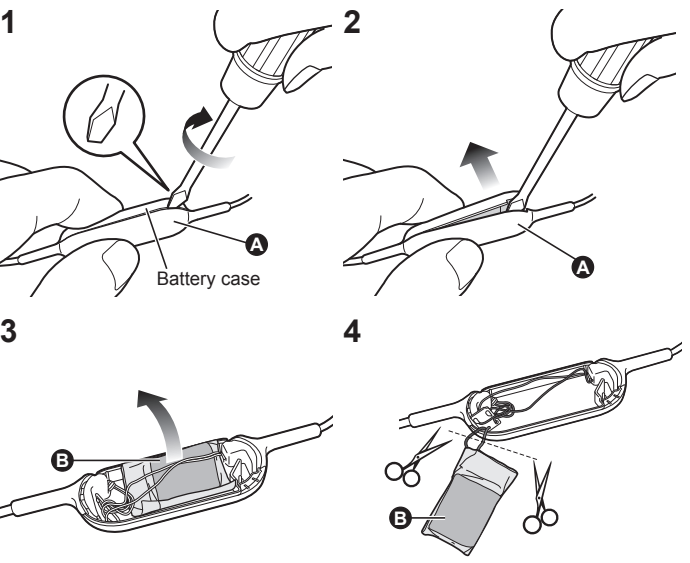
- Wash the eye with water immediately without rubbing it, and then consult a doctor.

Fluid getting on your body or clothes may cause inflammation of the skin or injury.

- Sufficiently rinse with clean water, and then consult a doctor.

A lithium-ion polymer rechargeable battery is built in to the battery case. Please discard according to local regulations. When disposing this product, disassemble properly by following the procedure, and remove the internal rechargeable battery.

- Disassemble after the battery runs out.
- When disposing of the battery, please contact your local authorities or dealer and ask for the correct method of disposal.



- Put a straight-slot screwdriver (commercially available) under the upper cover **A**
 - Make sure to keep fingers away from the tip of the screwdriver.
 - Select a screwdriver to be large enough for a space under the upper cover.
- Use the screwdriver for leverage, and push the upper cover **A** upward
 - Be careful not to touch the battery with the screwdriver.
- Hold the battery **B**, and remove it
- Pull off the battery **B** and separate it from the battery case by cutting off the wires, one by one, with scissors
 - Insulate the wire parts of the removed battery with cellophane tape.
 - Do not damage or dismantle the battery.

(For US and Canada only)
A lithium ion battery that is recyclable powers the product you have purchased. Please call 1-800-8-BATTERY for information on how to recycle this battery.

For California Residents
California Proposition 65 Warning

WARNING

This product contains a chemical known to the State of California to cause cancer and birth defects or other reproductive harm.

Limited Warranty (ONLY FOR U.S.A.)

Panasonic Products Limited Warranty

Limited Warranty Coverage (For USA Only)
If your product does not work properly because of a defect in materials or workmanship, Panasonic Corporation of North America (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("warranty period"), at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by the warrantor.

Product or Part Name	Parts	Labor
Accessories	90 Days	Not Applicable
Batteries (Non-Rechargeable Batteries are not warranted)	10 Days	Not Applicable

During the "Labor" warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts. This Limited Warranty excludes both parts and labor for non-rechargeable batteries, antennas, and cosmetic parts (cabinet). This warranty only applies to products purchased and serviced in the United States. This warranty is extended only to the original purchaser of a new product which was not sold "as is".

Mail-In Service--Online Repair Request

Online Repair Request
To submit a new repair request and for quick repair status visit our Web Site at <http://shop.panasonic.com/support>

When shipping the unit, carefully pack, include all supplied accessories listed in the Owner's Manual, and send it prepaid, adequately insured and packed well in a carton box. When shipping Lithium Ion batteries please visit our Web Site at <http://shop.panasonic.com/support> as Panasonic is committed to providing the most up to date information. Include a letter detailing the complaint, a return address and provide a daytime phone number where you can be reached. A valid registered receipt is required under the Limited Warranty.

IF REPAIR IS NEEDED DURING THE WARRANTY PERIOD, THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. CUSTOMER WILL BE CHARGED FOR THE REPAIR OF ANY UNIT RECEIVED WITHOUT SUCH PROOF OF PURCHASE.

Limited Warranty Limits and Exclusions
This warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Factory Service

Limited Warranty (ONLY FOR CANADA)

Panasonic Canada Inc.
5770 Ambler Drive, Mississauga, Ontario L4W 2T3

PANASONIC PRODUCT – LIMITED WARRANTY
EXCHANGE PROGRAM

Panasonic Canada Inc. warrants this product to be free from defects in material and workmanship under normal use and for a period as stated below from the date of original purchase agrees to, at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by Panasonic Canada Inc.

Accessories including rechargeable batteries	Ninety (90) days
--	------------------

This warranty is given only to the original purchaser, or the person for whom it was purchased as a gift, of a Panasonic brand product mentioned above sold by an authorized Panasonic dealer in Canada and purchased and used in Canada, which product was not sold "as is", and which product was delivered to you in new condition in the original packaging.

IN ORDER TO BE ELIGIBLE TO RECEIVE WARRANTY SERVICE HEREUNDER, A PURCHASE RECEIPT OR OTHER PROOF OF DATE OF ORIGINAL PURCHASE, SHOWING AMOUNT PAID AND PLACE OF PURCHASE IS REQUIRED

LIMITATIONS AND EXCLUSIONS

This warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by Panasonic Canada Inc., or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Authorized Servicer, or damage that is attributable to acts of God.

Dry cell batteries are also excluded from coverage under this warranty.

Center or other Authorized Servicer, or damage that is attributable to acts of God.
THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE".
THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY.
(As examples, this excludes damages for lost time, travel to and from the servicer, loss of or damage to media or images, data or other memory or recorded content. The items listed are not exclusive, but for illustration only.)
ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.
Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to:
Consumer Affairs Department
Panasonic Corporation of North America
661 Independence Pkwy
Chesapeake, VA 23320

PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.

Shop
Accessories!

for all your Panasonic gear

Go to
<http://shop.panasonic.com/support>

Get everything you need to get the most out of your Panasonic products
Accessories & Parts for your Camera, Phone, A/V products, TV,
Computers & Networking, Personal Care, Home Appliances, Headphones,
Batteries, Backup Chargers & more...

Customer Services Directory

For Product Information, Operating Assistance, Parts, Owner's Manuals,
Dealer and Service info go to <http://shop.panasonic.com/support>

For the hearing or speech impaired TTY: 1- 877-833-8855

As of July 2015