User manual POGS The Turtle

Wireless over-ear Noise Cancelling headphones

POGS

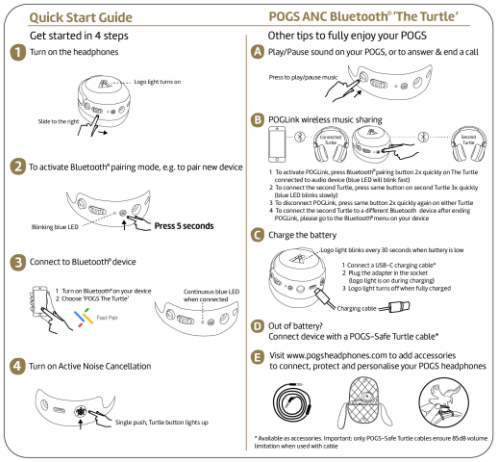
Welcome to POGS

Thank you for buying POGS The Turtle! Your new POGS have been designed specifically for the next generation to enjoy music and other content in a safe, creative and sustainable way with great sound experience.

We recommend you read through this manual to get the most out of your POGS headphones. We hope you enjoy your POGS and in case anything isn't as you expected, please contact us via email at hello@pogsheadphones.com.

What's in the box?

POGS 'The Turtle' Wireless over-ear Noise Cancelling headphones



Quick Start Guide

Optional accessories (available on www.pogsheadphones.com)

POGS-Safe Turtle cable (black plugs)

Important: only use POGS-Safe Turtle cable to ensure max 85 dB when using with cable

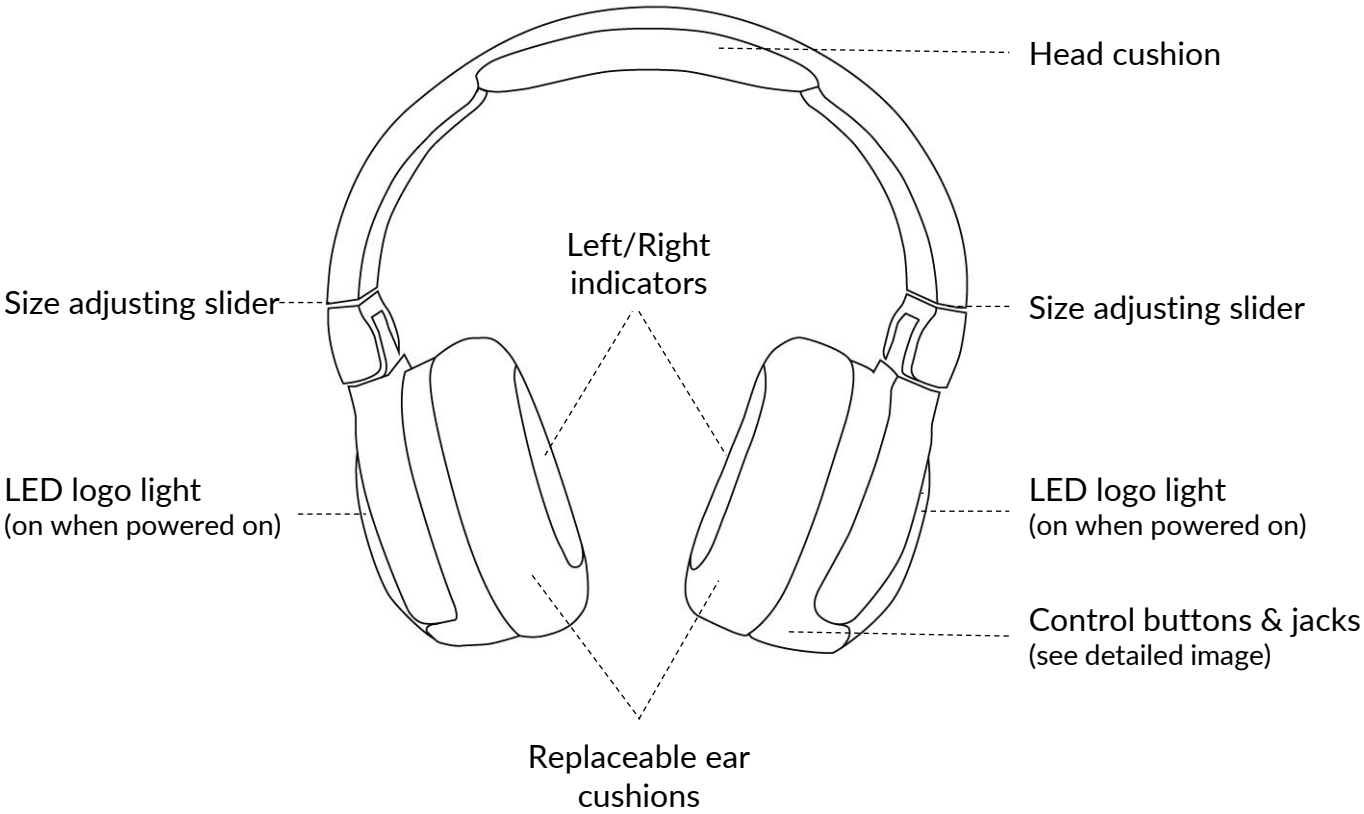
Travel pouch 'The Kangaroo'

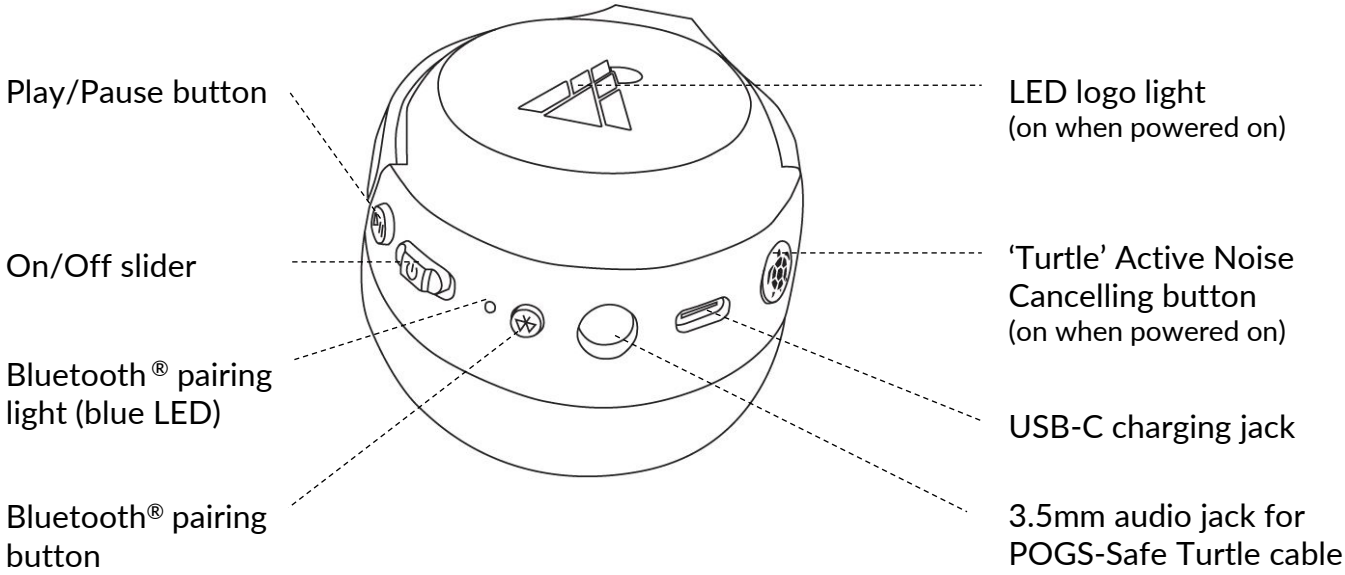
Universal USB-C charging cable

Travel pouch 'The Wallaby'

Personalize your POGS with Doodas

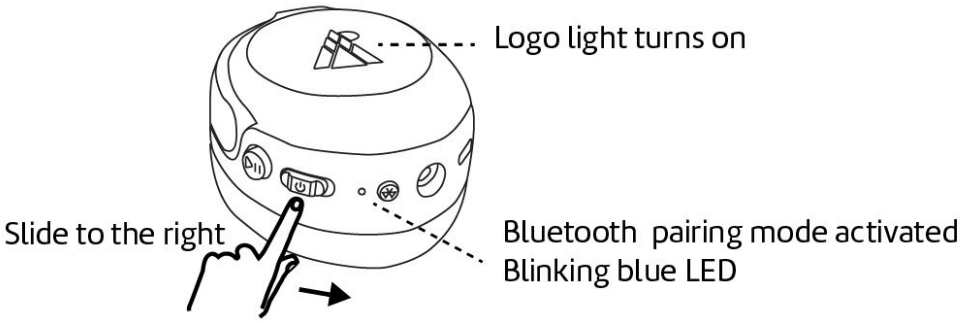
The Turtle controls





Using POGS The Turtle

Turning The Turtle on and off



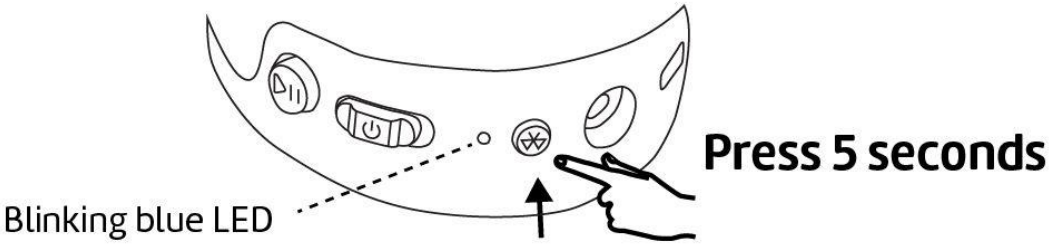
Move the slider to the right to turn on The Turtle. The logo light will turn on and you will hear the sound of morning birds. Your POGS will search for a known device for up to 25 seconds and if found nearby, it will connect automatically. If no known device is found within 25 seconds, the Bluetooth® pairing mode will be activated and the blue LED will start blinking.

You control the volume on your headphones with your connected device.

Move the slider button to the left to turn off the headphones. The LED logo light will switch off. When turning them off, you will hear the night sound of an owl.

Setting up Bluetooth® wireless connection

To activate Bluetooth® pairing mode to pair a new device, press the Bluetooth® pairing button and hold for 5 seconds. The blue Bluetooth® pairing LED light will start to blink fast.



To connect to your Bluetooth® device, select 'POGS The Turtle' on your device. The blue Bluetooth® pairing LED light will be on continuously when connected. Audio sounds will be heard when connected and disconnected.

For Android devices, Google Fast Pair prompt will appear on the device to allow for quick connection.

To disconnect, press Bluetooth® pairing button for 5 seconds. Or disconnect headphones using your Bluetooth® device.

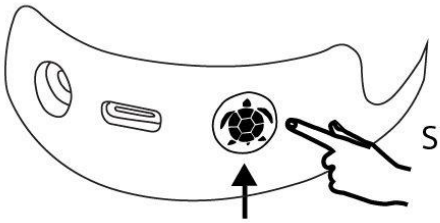
Using Active Noise Cancelling

Active Noise Cancelling will reduce background and surrounding noises which gives a better listening experience, and importantly, allows you to reduce the volume of your audio which is safer for your ears.

Active Noise Cancelling reduces outside noise and should not be used in risky areas where reduced outside noise can be dangerous, such as near traffic. Avoid using it when near traffic or other external hazards.

Parents are still recommended to limit the use of headphones to a maximum of 2 hours a day at the maximum volume of 85 dB. When the volume is lower, at 70 dB or 80% of the POGS maximum volume, the time limit no longer applies.

To turn Active Noise Cancelling (ANC) on, press the Turtle button and the LED light in the button will switch on. When turning ANC on, you will hear a bubble sound like a real turtle submerging under water, drowning out the exterior sounds.

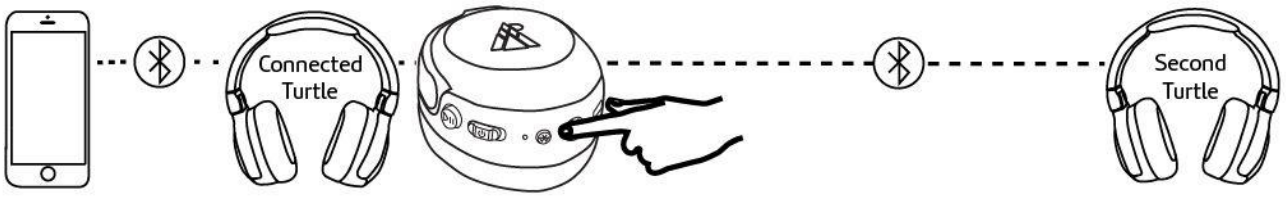


Single push, Turtle button lights up

To turn Active Noise Cancelling (ANC) off, press the turtle button again and the LED light in the button will switch off. When turning ANC off, you will hear a different bubble sound, like a turtle resurfacing.

Music sharing with wireless POGLink

To enjoy music or other content together, you can share audio between two Turtles without cables getting in the way. Wireless POGLink is activated and deactivated by pressing the Bluetooth® pairing button as instructed below, first on the Turtle that is connected to your audio device and then on the second Turtle. The blue LED light will be on continuously once connected.



1. To activate POGLink, press Bluetooth® pairing button 2x quickly on The Turtle connected to audio device (blue LED will blink fast)
2. To connect the second Turtle, press same button on second Turtle 3x quickly (blue LED blinks slowly)
3. When the two Turtle's are linked, the blue LED light is on continuously, on both Turtle's.
4. To disconnect POGLink, press same button 2x quickly again on either Turtle
5. To connect the second Turtle to a different Bluetooth® device after ending POGLink, please go to the Bluetooth® menu on your device

Music sharing with wireless POGLink (continued)

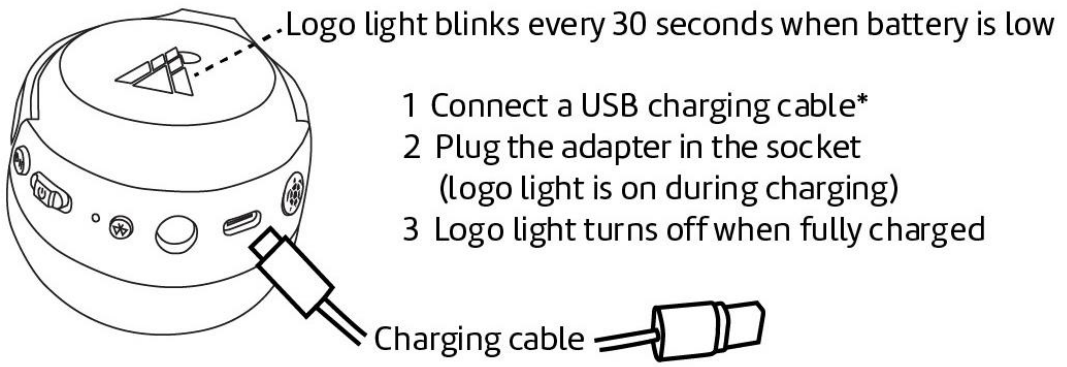
When POGLink is activated, an audio prompt will be heard in the headphones saying 'POGLink activated'. When the two Turtles are connected, the voice will say 'POGS linked'. When disconnected by turning POGLink off, or when out of Bluetooth® range, the voice will say 'POGS unlinked'.

Note that you can only connect two POGS The Turtle headphones together using wireless POGLink. If you wish to link other POGS headphones, please use the POGS-Splitter, an optional accessory available on www.pogsheadphones.com.

Charging your POGS The Turtle

To charge your POGS The Turtle, you will need a universal USB-C charging cable. This cable is **not** included in the box with your headphones, yet available as optional accessory at www.pogsheadphones.com or any other electronics store.

One of our POGS principles is to reduce our impact on the environment and to minimize waste. Most households already have USB-C charging cables, so adding these in the box can result in many unused cables. Instead, we offer the cable as an accessory if needed.



When battery is below 20%, the LED logo light will blink every 30 seconds. A battery low audio prompt will be given when battery reaches 20%, 10% and 5% of capacity.

When charging the logo light will be on. After charging, the headphones will be off and will need to be turned on again to use.

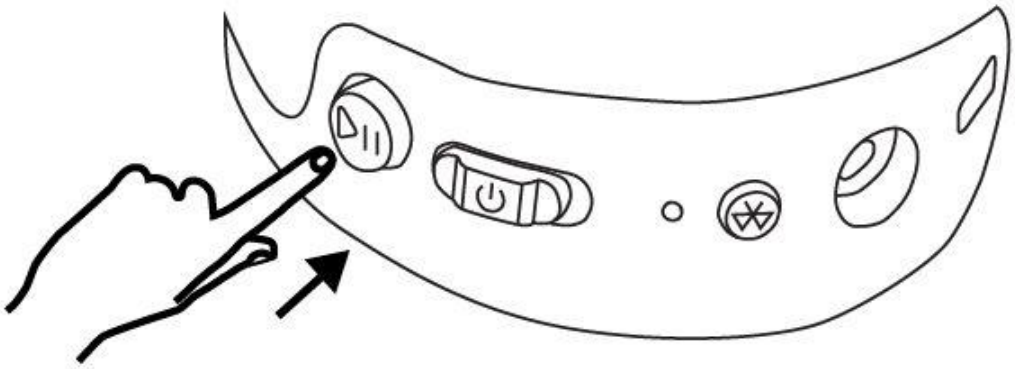
If you are out of battery, The Turtle can still be used with an audio cable. Equally, when using The Turtle where a wireless connection is not possible, like in an airplane, an audio cable can be used. Please always use the POGS-Safe Turtle cable when using the product with cable (available on www.pogsheadphones.com).

When using a cable to connect to your output device when out of battery, please make sure you are using the POGS-Safe Turtle cable. This cable has unique built-in technology to limit the volume to a maximum of 85 dB, which other audio cables do not.

For your safety, the headphones cannot be used during charging.

To prolong battery lifespan, fully charge at least once every 3 months. Battery life varies by use and settings.

Using the Play/Pause button for music, phone calls and voice control



Music / audio	
Play music	Press once
Pause music	Press once
Play next song	Press twice

Phone calls	
Answer a call	Press once
Reject incoming call	Long press 1 second
Hang up a call	Press once
Answer a call while on the phone	Press once
Reject a call while on the phone	Long press 1 second
Hang up second call and return to first call	Press once

Voice assistant	
Access voice control on connected device	Long press and hold for more than 2 seconds

Renaming your POGS The Turtle

You can change the name of your POGS The Turtle on the device you have connected to your POGS using Bluetooth®, if your device supports this. Or in the POGS app (see next chapter).

This will make it easier to select your POGS for Bluetooth® connections in the future, especially if there are multiple POGS products around.

If your device supports this, you will be able to see the battery level of your POGS on your device and have the option to change the name of your POGS.

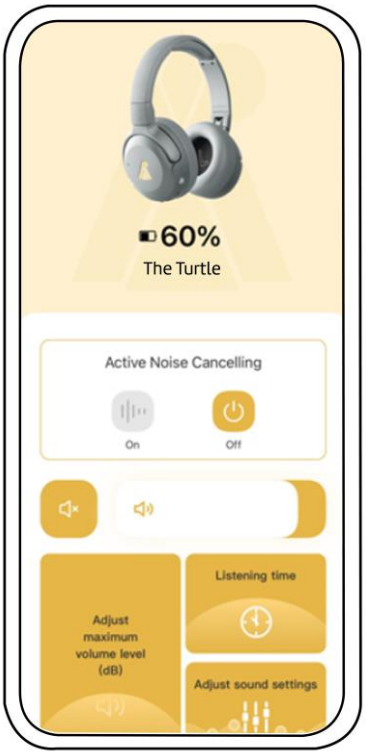
Fast Pair

If you have an Android device, you can rename your POGS The Turtle through your Android device (Google Fast Pair).

Controlling your headphones with the POGS app

Your POGS The Turtle headphones can be controlled with the POGS app.

Audio controls to ensure safe listening
- Turn Active Noise Cancelling on and off
- Check and change volume level
- Mute headphones
- Change maximum volume of headphones (recommended to lower below 85 dB maximum)



Timer
- Monitor how long headphones have been used, and reset timer for instance at the start of the week. Please don't exceed stated times for set maximum volume levels.
- Set timer for headphones to shut down with option to send alarm before shut-down
- Change audio settings (equalizer)

Other settings
- Set color of your headphones
- Change name of your headphones (will show up when connecting with Bluetooth®)
- Get support
- Review privacy policy

Download the Android app from the Google Play Store or the iOS app from Apple App store.

GET IT ON Google Play

Download on the App Store

After installing on your device, please connect the headphones as usual via Bluetooth®. Once the headphones are connected, open the POGS app, and choose to add headphones. Select the headphones and you will get access to the controls.

You can also control your POGS from one device while streaming audio from another. Let's use the example of controlling your POGS with the POGS app on your phone, while your kid is streaming audio from a tablet. First, connect your POGS to your phone via Bluetooth (see Quick Start Guide if needed). Open the POGS app on your phone, and add your headphones by following the instructions. Once connected, press and hold the pairing button on your POGS to make your POGS discoverable for the tablet. Then connect your POGS to your tablet via Bluetooth, just like you did previously with your phone. Now you can stream audio from your tablet to your POGS. Open the POGS app on your phone, select your POGS if needed, and you can control your POGS with the app from your phone.

Audio signals

Below is a summary of the audio signals for the various functions of the POGS The Turtle headphones.

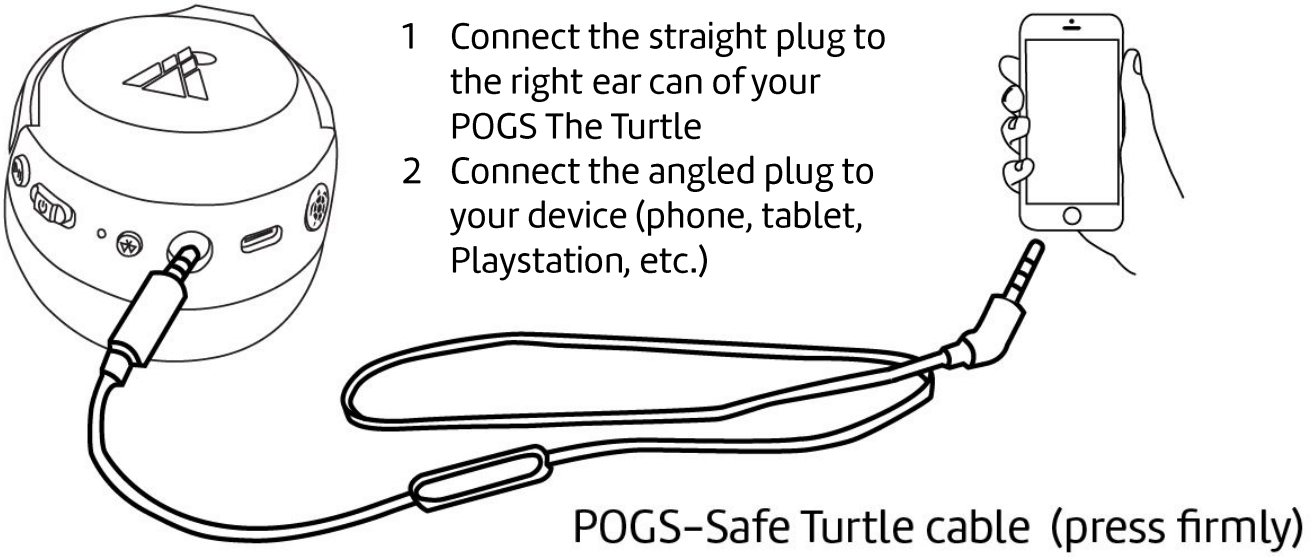
Audio signals	
Power	Morning birds (on) / Owl (off)
Active Noise Cancelling	Multiple bubbles (on) / Single bubble (off)
Bluetooth® connection	Connected tone / Disconnected tone
Wireless POGLink	Voice: POGLink activated / POGS linked (Turtles connected) / POGS unlinked (disconnected)
Google Fast Pair	Google connection tone (connected)
Low battery	Low battery tone at 20%, 10% and 5% of remaining battery

Using your headphones with audio cable

When using a cable to connect to your output device, for instance in a plane or when out of battery, please make sure you use the POGS-Safe Turtle cable. This cable has unique built-in technology to limit the volume to a maximum of 85 dB, which other audio cables do not.

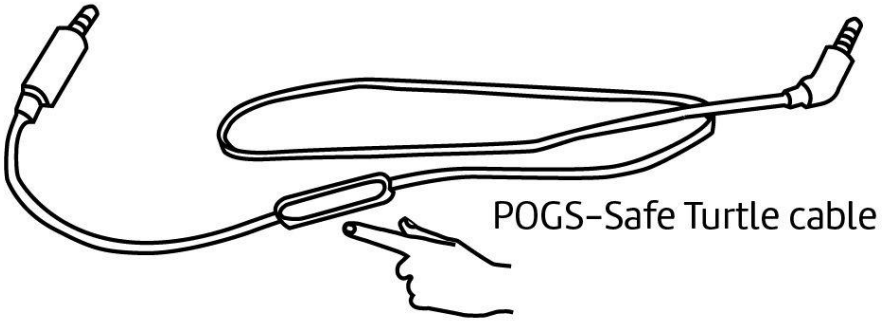
Be aware that when using an audio cable, the audio level of headphones is determined by the power of the output device. Our POGS-Safe Turtle cable ensures a maximum of 85 dB at an output power of 1V, which is the maximum of most common consumer devices. If you are unsure, please contact the supplier of your device to verify.

This POGS-Safe Turtle cable is **not** included in the box with your headphones to ensure we do not produce more cables than are wanted by our customers. The cables are available as optional accessory at www.pogsheadphones.com. Select the POGS-Safe Turtle cable with the black plugs.



The cable connection has priority over Bluetooth®. This means that if both connections are established, the music transmitted via cable will be played back.

Using the button on the optional POGS-Safe Turtle cable for music, phone calls, and voice control



When using the POGS-Safe Turtle cable, the button on the cable can be used to access the features on The Turtle.

Music / audio	
Play music	Press once
Pause music	Press once
Play next song	Press twice
Play last song	Press three times

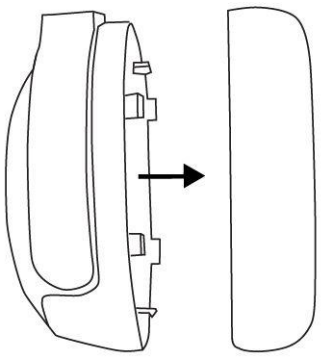
Phone calls	
Answer a call	Press once
Reject incoming call	Long press 1 second
Hang up a call	Press once
Answer a call while on the phone	Press once
Reject a call while on the phone	Long press 1 second
Hang up second call and return to first call	Press once

Voice assistant	
Access voice control on connected device	Long press and hold for more than 2 seconds

Replacing your ear cushions

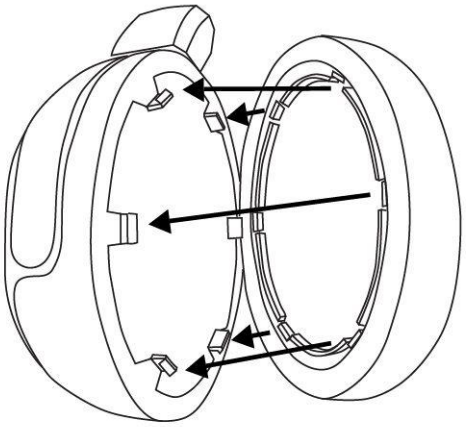
We hope you'll enjoy using your POGS for a long time. To prolong the life of your POGS The Turtle, you can replace the ear cushions if they show signs of wear and tear due to extended or frequent use. If the ear cushions have accidentally detached, please reattach them following the instructions provided below.

Removing ear cushions



To take off the ear cushions, firmly place your fingertips between the soft ear cushion and the hard ear can, applying some force, and then remove them.

Installing ear cushions



To install the ear cushions, align them perfectly with the ear can. Apply pressure ensuring that the clips are fastened, which you will hear. When all the clips are securely fastened, the gap between the ear can and the cushion will be evenly distributed. If some clips are not fully secured, apply additional pressure to those areas.

You can find replaceable ear cushions for The Turtle on our webshop under accessories, please check www.pogsheadphones.com.

Caring for your POGS headphones

We would love for you to use our products for a long time, and the products have been developed to withstand rough handling. Proper care can extend the lifetime of your POGS.

- We recommend that you clean the headphones regularly.
- Turn your POGS headphones off and remove all cable connections before you start cleaning.
- You can remove any dust or light dirt with a dry microfiber cloth.
- You can wipe off more stubborn dirt with a cloth which has been slightly dampened with water.
- Then, immediately wipe the damp surfaces off with a soft dry cloth without applying pressure.

Liquid can destroy your POGS headphones' electronics.

- Make sure that no liquids of any kind penetrate the headphones.
- Do not, in any case, use solvents or abrasive cleaners.

Trouble shooting

In case you have trouble with your POGS, please refer to our website www.pogsheadphones.com. Under the support section, you can find instruction videos as well as answers to Frequently Asked Questions.

Please make sure you have followed the instructions in this manual to ensure your headphones are charged and connected to your device with Bluetooth® wireless connection or using the POGS-Safe Turtle cable.

If you are still facing issues, you can perform a factory reset of the headphones, by pressing the Bluetooth® pairing button together with the Play/Pause button for 5 seconds. The logo light will flash 3 times when it resets.

We're happy to help you find a solution if you contact us by email: hello@pogsheadphones.com.

For your safety

Important safety instructions.

1. Read and keep these instructions.
2. Follow all instructions and warnings.
3. Clean only with a dry cloth or a lightly damp cloth.
4. Do not wear the headphones while charging, they will switch off when charging.
5. Use only attachments/accessories specified by POGS.
6. Refer all servicing or repairs to POGS through www.pogsheadphones.com.
7. Do not expose your headphones to rain, dripping, splashing or moisture of any kind. For instance, do not use your headphones outdoors during a thunderstorm, as this may result in electric shock or malfunction of your headphones.

Protect your hearing

Although POGS are volume-limited headphones, the WHO recommends limiting the use of headphones. Extended listening may negatively impact hearing. And only use the volume-limited POGS-Safe Turtle cable when using The Turtle with a wired connection.

Beware of your surroundings

Your headphones significantly dampen external noise. Do not in any case wear your headphones when you are required to pay attention to your surroundings.

Safety notes for lithium polymer batteries

Please do not open the products. Service should only be done by POGS B.V. or a service agent appointed by POGS B.V. Inside the product is a battery, which is normally inaccessible.

⚠ CAUTION

- ⚠ Don't disassemble, crush, puncture, short external contacts, expose to temperature above 60°C (140°F), sunshine, or expose to extremely low air pressure, or dispose of in fire or water.
- ⚠ Make sure that children in particular do not have access to the installed storage battery. Properly dispose of a defective device at your local recycling facility.
- ⚠ Do not allow battery acid to come into contact with skin, eyes or mucus membranes. In the event of contact with acid, immediately flush the applicable areas with plenty of clean water and consult a physician if necessary. Lithium batteries may explode if handled improperly.
- ⚠ Do not heat or short circuit batteries or dispose of them in fire.

⚠ CAUTION

- ⚠ Do not expose batteries to direct sunlight.
- ⚠ If you suspect that the battery has been swallowed or otherwise incorporated, seek immediate medical attention. Leaking battery acid may lead to chemical burns, severe internal injury and, in extreme cases, even death.
- ⚠ Only use the headphones to receive wireless signals in environments where the use of Bluetooth® technology is permitted.
- ⚠ Ensure that the headphones do not become wet. Protect them from moisture, heat (e.g. during the summer in cars) and mechanical influences (e.g. severe shocks, pressure and dropping).
- ⚠ Only charge the batteries at ambient temperatures of 10 – 40 °C.

Wireless specification

Bluetooth® version 5.2
Bluetooth® transmission frequency range: 2400 MHz – 2483.5 MHz
Bluetooth® transmission power: ≤15 dBm (EIRP)

Caution FCC statement for users (USA only)

This device complies with part 15 of the Federal Communication Commission (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.

FCC Interference Statement

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.

Caution: Changes or modifications not expressly approved by POGS could void the user's authority to operate the equipment.

Caring for our planet

Please take care when disposing of your POGS headphones after they've reached the end of their life.

This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling help protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality or disposal service. This ensures that old devices are recycled in a professional manner and also rules out negative consequences for the environment.

Your POGS headphones are RoHS compliant (Directive 2011/65/EU and UK The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, and its amendments), on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

Your POGS are REACH compliant (Regulation No. 1907/2006), which addresses the production and use of chemical substances and their potential impacts on human health and the environment. Article 33(1) of REACH Regulation requires suppliers to inform the recipients if an article contains more than 0.1 % (per weight per article) of any substance(s) on the Substances of Very High Concern (SVHC) Candidate List ('REACH candidate list'). At the time of release of this product no substances of the 'REACH candidate list' are contained in a concentration of more than 0.1% per weight in this product.

Your POGS are Prop 65 compliant and do not lead to significant exposure to chemicals that cause cancer, birth defects or other reproductive harm.

Your POGS have built-in battery that lasts for the lifetime of the product; removal is not possible for the user. Recycling or recovery centers should handle the dismantling of the product and the removal of the battery. If, for any reason, it becomes necessary to replace such a battery, this procedure must be performed by POGS. In the European Union and other locations, it is illegal to dispose of any battery with household trash. All batteries must be disposed of in an environmentally sound manner. Contact your local waste-management officials for information regarding the environmentally sound collection, recycling and disposal of used batteries.

Declaration of Conformity

POGS B.V. hereby declares that this product has been tested and is compliant according to the test standard EN 60065:2014 + A11: 2017. POGS B.V. hereby declares that this equipment is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and UK Radio Equipment Regulations 2017.

FCC SDOC supplier's declaration of conformity POGS B.V. hereby declares that this equipment follows the FCC Part 15 Subpart B.

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