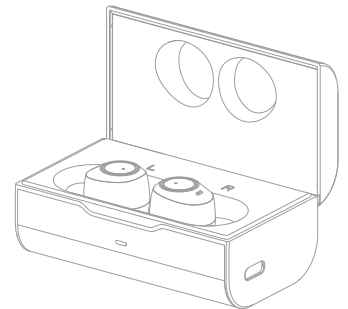


TWS04K TWS04K-WH



Truly Wireless Earphones

Read before using this product



Thank you very much for purchasing the TWS04K/TWS04K-WH. In order to use this product properly, please be sure to confirm the following User's Manual.

If any of the problems listed under "Is it broken? Troubleshooting Examples" below should occur while using this product, please confirm the causes and remedies listed in "Troubleshooting: When you think "Is it broken?" on P.7-8 of the User's Manual. There are cases in which the user can remedy the problem by him or herself.

Is it broken? Troubleshooting Examples

- Earphones will not turn ON.
- Earphones will not turn OFF.
- Earphones cannot be charged.
- Earphones cannot be detected / paired.
- While playing music, sound (connection) is interrupted.
- Sound only comes out from one side.
- In case it takes time to charge.
- Battery consumption is fast for one side of the earphones only.
- Mobile battery is not functioning.

Additional Guide for Purchase Made from Amazon:

Q What should I do if I need help regarding the product?

A Kindly refer to the user manual or Q&A section of the Amazon product page. Please post your question there if the answer you are looking for is not available yet. You will be replied very soon.

Q What should I do if the product is not functioning well within 30 days from purchase?

A Try to perform a factory reset by referring to the user manual. If this procedure does not help, you could make a request to return the product to Amazon by visiting Returns & Orders after logging in to your own account.

Q What should I do if the product is not working properly after 30 days from purchase?

A Try to perform a factory reset or perform the troubleshooting remedies which can be found in the user manual. If you need further help, you can reach us through Amazon by clicking on the Sold by: AG Direct on the product page then send your inquiry after clicking the Ask a question button. You will receive a reply soon.

Q This product is amazing! How can I share my experience to the others?

A We are very glad that you are happy with our product. By leaving a review on Amazon, your experience and excitement would reach millions of people around the world.

Q What should I do if I find the sealing sticker on the package opening is broken on receipt?

A Kindly make a request to return the product to Amazon by visiting Returns & Orders after logging in to your own account.

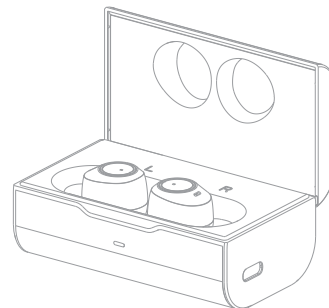
TWS04K

TWS04K-WH



Truly Wireless Earphones

Description of contents found on package



About us

ag is a brand established by final Inc. which also owns the Japanese high-end audio brand, final.

The brand name ag is inspired by the old Japanese word "arigatakimono" which means one of a kind or appreciation.

By utilizing the experience and knowledge cultivated through contract development and manufacturing for major brands, the core of ag is to create exquisite products at affordable prices.

Features



High-quality sound designed by Japanese high-end audio brand, final

The sound is tuned by the Japanese audio brand, final. By suppressing the fatiguing sound commonly possessed by Bluetooth, TWS04K delivers clear vocals with sufficient bass.



aptX™ with superb sound quality and stable connectivity

In addition to SBC and AAC, TWS04K also supports aptX™ which delivers superb sound quality with exceptional connection stability. TWS04K is compatible with a wide range of models such as iPhone and Android, through simple and easy pairing.



Mobile battery function

The earphone charging case equipped with a large capacity battery of 2600mAh also works as a mobile battery for the other devices such as smart phone, music players and etc.



Up to 180 hours of music playback

Up to 9 hours of music playback on a single charge of earphones. Together with the high capacity charging case which provides 20 times of full earphone charging, music playback is extended up to 180 hours.



IPX7 waterproof rating

Enhanced by IPX7 waterproof rating, TWS04K bring you non-stop music even in the rain or during sports.



Supreme highest sensation of fit

5 sizes of final newly designed [TYPE E Truly Wireless Exclusive Edition] ear tips are included as accessories.



Lost earphone unit repurchase service

Due to technical limitation, this feature is currently limited to Japan region only.

Specifications

Communication Format	Bluetooth® 5.0
Chipset	Qualcomm® QCC3020
Frequency Response	20Hz ~ 20kHz
Codecs Supported	SBC, AAC, Qualcomm® aptX™ audio
Profiles Supported	A2DP, AVRCP, HSP, HFP
Continuous Music Playback	aptX™: 6 hr, SBC/AAC: 9 hr (Maximum 180 hr with case)
Continuous Communication Time	4 hr
Continuous Standby Time	128 hr
Charging Time	Earphone: 2 hr / Case: 4 hr
Battery Capacity	Earphone: 45mAh / Case 2600mAh
Water Resistance Rating	IPX7

TWS04K TWS04K-WH



Truly Wireless Earphones

User's Manual

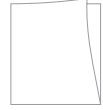
Package contents



Main units



Charging case



User's manual
(warranty card included)

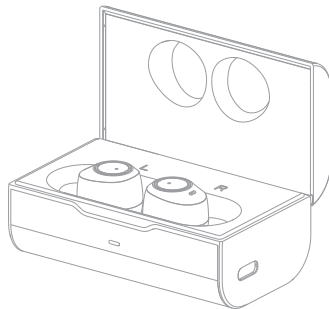
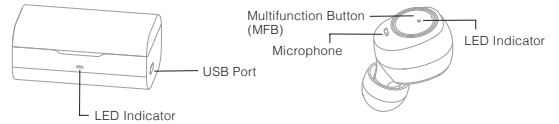


Ear tips
(final TYPE E for
truly wireless earphones)



USB Type-C
charging cable

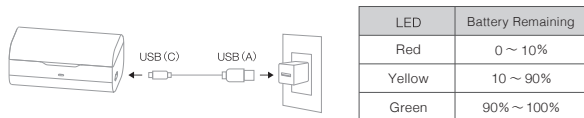
Part name



Power/Charging

Charging the charging case:

Connect the accessory USB charging cable(C) connector to the USB port on the charging case and connect the USB(A) connector to an electrical appliance or adapter with the same shape of connector and the internal battery within the charging case will begin to charge. While charging, the LED indicator light will flash in different color depending on the power level of the battery.



Charging the earphones:

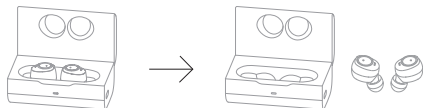
Insert the earphone units into the charging case and they will begin to charge.



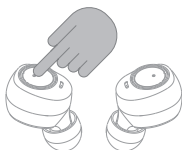
	Charging the charging case	Charging the earphones
Charging	Refer to the table above	Orange LED lights up
Charging completed	Green LED lights up	Orange LED turns off

Turning on the earphones

After charging, remove the earphones from the charging case and the power will automatically switch ON. (When the LED indicator lights up in white for 1 second, the power is ON.)

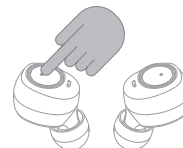


When the power is OFF, press the MFB button once to switch the power ON.



Turning off the earphones

Press and hold the MFB button for about 3 seconds until two types of beep sound emanate, and the power will switch OFF.



When the charging case is adequately charged, returning the earphones to the charging case will automatically switch the power OFF and charging will begin.

Performing device pairing

To connect to your smartphone or other device initially, it is necessary to perform pairing. For devices which have already completed pairing, a connection will automatically be established the next time the power is switched ON.



The first time the earphones are used:

1. Remove the left and right earphones from the charging case, and they will automatically be in pairing mode. (The LED indicator at left flashes between orange and white.)
2. Switch the Bluetooth function on the smartphone or other device ON and select [TWS04K_L]*1 once it appears on the display.
3. A [Bluetooth pairing request] from the other side earphone will appear on the display, please select [pairing] or [OK]. (The display varies depending on the smartphone or other device to which it is connected.) When the following appears on the display of the device being connected, left/right pairing has been completed.

*1: In the case of TWS04K-WH, [TWS04K-WH_L] will be displayed.

TWS04K		TWS04K-WH	
TWS04K_L	Connected	TWS04K-WH_L	Connected
TWS04K_R	Not connected	TWS04K-WH_R	Not connected

* If Connected is displayed for either side, pairing has succeeded.

* The side for which connected is displayed is the parent earphone.

To reestablish pairing or to perform pairing with a second or later device:

1. Remove the earphones from the charging case and the LED indicator will light up white for 1 second as the power automatically switches ON.
2. Press the MFB button twice on one side of the earphones to switch to pairing mode. (LED indicator flashes between orange and white.)
3. Switch the Bluetooth function on the smartphone or other device ON, and select either [TWS04K_L] or [TWS04K_R]*2 once it appears on the display.
4. A [Bluetooth Pairing Request] from the other side earphone will appear on the display, please select [Pairing] or [OK]. (Varies depending on the smartphone or other device to which it is being connected.) Left and right pairing has been completed when any of the messages below have been displayed.

*2: In the case of TWS04K-WH, [TWS04K-WH_L] or [TWS04K-WH_R] will be displayed.

* Before performing pairing with a new device, please disconnect the device to which it has already been paired or switch the Bluetooth function OFF on the device to which it has already been paired.

Operation of the MFB button

		L	R
Music	Playback	Press Once	
	Pause	Press Once	
	Next Track	—	Press until beep sound emanates once, then release
	Previous Track	Press until beep sound emanates once, then release	—
	Raise Sound Volume	Press Twice	—
	Lower Sound Volume	—	Press Twice
Phone Calls	Receive Call	Press Once	
	End Call	Press Once or insert into charging case	
	Refuse Call	Press Twice	
Siri/ Google Assistant	Initialize	Press Twice (Parent earphone, only while music is stopped)*	

* Depending on the device to which connected, this function may not be available.

Factory reset method

When pairing could not be successfully completed, please perform earphone factory reset by following the procedure below. Once the factory reset has been completed, please attempt another pairing operation.

1. Insert the left and right earphones into an adequately charged charging case and press the MFB button on both sides simultaneously for 10 or more seconds and the LED indicator will first turn off, then light up in orange.
2. Next, remove the left and right earphone, and the LED indicator will flash white as pairing is performed between the left and right earphones.
3. After a certain amount of time, the earphones will automatically switch to pairing mode with the smartphone or other device. In this situation, the factory reset has been completed.

Mobile battery function

The charging case can perform as a mobile battery by connecting a compatible cable to its USB (Type-C) port. To use it as a mobile battery, please first connect a compatible cable to the case, and then connect the cable to the device which is to be charged.

*Please ensure that the order of cable connection to be correct before using this function. If the connection order is incorrect, the device you want to charge might not be charged properly.

*Please check the orientation of the terminals before plugging in to avoid damage to the connector.

*There is the possibility that this function is not working on certain devices.

*The output is DCSV / 1A max. Please check in advance whether the connected device is compatible.

*Only the cable for charging case charging is included. To use this function to charge other devices, please prepare a compatible adapter or a compatible cable separately.

About the ear tips

When bass is difficult to hear and high range sound jars the ear, there is a possibility that the ear tip fit is not appropriate. In order to enjoy music in accordance with the design of the earphone, it is important that the ear tip fits properly and there is a means of sealing the ear canal. In order to achieve the proper fit, please try the following method:

- Please try various sizes, not just M size.
- In case of small ears, please try not just S and SS size, conversely try larger sizes as well.
- Even if the size of the ear canal is the same, the left and right ears may be different, so please also try different sizes for left and right.

Points of Caution

- There is a risk of permanent hearing loss from extended use at excessive sound volumes. Please do not exceed 40 hours use per week at a sound volume of 80 dB(A) or 5 hours per week at a volume of 89 dB(A).
- To avoid electromagnetic interference, please refrain from use in places in which the use of electronic devices is prohibited.
- If you are using a pacemaker or other electronic medical device, please consult your physician before using this product.
- This product contains small parts that may be hazardous to children, so please store in a place that is out of the reach of children.
- Please do not subject to strong shocks or apply excessive force. Damage from abnormal use is not covered by the warranty. To prevent damage, please store the earphones inside the case in an appropriate location.
- Causing damage to the circuits may result in fire or electrical shock, so please do not attempt to disassemble this product.
- Please keep this product away from water or other liquids that may cause shorts or other damage.
- Please do not attempt to repair this product yourself as unauthorized attempts at repair may void the product warranty.
- Never use earphones when operating a bicycle, automobile, motorcycle or other motor vehicle as this is a cause of traffic accidents and there is a risk of serious consequences. Even when not driving, please do not use at railroad crossings, traffic intersections and other environments where there is a danger in the inability to hear surrounding sounds.
- This product may be damaged if it is placed in locations where the environment is subject to excessive direct sunlight, humidity, dust and other contaminants.
- Always keep the charging terminals clean. Dirt and dust adhered to the metal charging points of the earphones or the pins of the charging case might cause short-circuit, burn, or fire.

Troubleshooting: When you think, "Is it broken?"

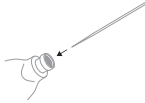
Problem	Cause	Remedy
Earphones will not turn ON	(Immediately after purchasing) Battery charge is low	For safety of transportation from overseas, laws and regulations do not allow the internal battery to be fully charged at the time of shipping. For that reason, voltage may fall below the level required for operation at the time the customer opens the package. Fully charging the battery before use may relieve this inconvenience. Please refer to "Power/Charging" on P.3 regarding the method for charging.
	Earphone batteries are depleted	Please place the earphones in the charging case and charge them. (In case the charge in the charging case has run out, first charge the charging case.) Please refer to "Power/Charging" on P.3 regarding the method for charging.
	MFB has not been pressed for adequate time	Please press the MFB button long enough for the earphone to turn ON. Please refer to "Turning on the earphones" on P.3 regarding the method for turning the earphones ON.
Earphones will not turn OFF	An error has occurred due to improper operation	In some cases, performing a reset operation may fix the problem. Please refer to "Factory reset method" on P.5. regarding the reset method.
	MFB has not been pressed for adequate time	Please press the MFB button long enough for the earphone to turn OFF. Please refer to "Turning off the earphones" on P.4 regarding the method for turning the earphones OFF.
	Charging case battery charge is low	In some cases, the battery remaining in the charging case drops before you notice. After once charging the charging case, place the earphones in the charging case and check that the LED indicator illuminates. Please refer to "Power/Charging" on P.3 regarding the method for charging.
	Using ear tips other than those included as accessories	When ear tips other than those included as accessories are used, there are cases in which they may interfere with the charging case and make satisfactory charging impossible. Please check to see whether proper charging is possible using original ear tips.
Earphones cannot be charged	Metal contact on earphone is not touching the pins on the charging case	Please check that there is adequate contact between the metal contacts and the pins on the charging case.
	Charging case battery charge is low	In some cases, the battery remaining in the charging case drops before you notice. After once charging the charging case, place the earphones in the charging case and check that the LED indicator illuminates. Please refer to "Power/Charging" on P.3 regarding the method for charging.
	Using ear tips other than an accessory	When ear tips other than those included as accessories are used, there are cases in which they may interfere with the charging case and make satisfactory charging impossible. Please check to see whether proper charging is possible using original ear tips.
Earphones cannot be detected/paired	Earphones are not in the pairing mode	In some cases, performing a reset operation may fix the problem. Please refer to "Factory reset method" on P.5. regarding the reset method.

Troubleshooting: When you think, "Is it broken?"

Problem	Cause	Remedy
Earphones cannot be detected / paired	Has automatically been connected to a previously connected device	Please try performing the pairing operation again after having deleted the pairing information from a previously paired device.
While playing music, sound (connection) is interrupted	Receives interference from external factor, and an impact on the connection status results	Bluetooth communicates using the 2.4GHz band. This band is used by other wireless standards such as Wi-Fi, etc., and so there is a possibility of receiving interference. Moreover, this 2.4GHz band does not penetrate liquids. There is impact from humidity and rain, and the human body also contains liquid, so there are individual differences in connectivity. Furthermore, it depends on the specifications of smart phones and other devices. For that reason, switching OFF unused Wi-Fi/Bluetooth settings on surrounding devices, etc. is a countermeasure. While outside, there is a possibility that moving a smartphone from inside a bag to a breast pocket, etc. or otherwise reducing the distance between devices may improve the connection status.
Sound only comes out from one side	The left/right earphone pairing has been released	In some cases, performing a reset operation may fix the problem. Please refer to "Factory reset method" on P.5. regarding the reset method.
	The battery of one side of the earphones has depleted	Please place the earphones in an adequately charged charging case and charge the earphones. Please refer to "Power/Charging" on P.3 regarding the method for charging.
In case it takes time to charge	The output of the USB adapter being used for charging is low	In case you are using the USB port on a PC, etc., there are cases in which the output is low and it may take more time to charge than the publicly listed value. As such, please use a 5V/1A USB adapter when charging this product.
Battery consumption is fast for one side of the earphones only	Based on the design specification, one side is the parent and the other side is the child, so the burden between left and right is different	Under the specification for Bluetooth earphones, communication generally takes place with one side as the parent and the other as the child. As such, the child only communicates with the parent, but the parent communicates with the smartphone or other device and communicates with the child as well, and so there is a difference in the level of burden borne by the left and right earphone. As a result, a difference in the battery consumption between the left and right may occur.
Mobile battery is not functioning	Charging case battery charge is low	In some cases, the battery remaining in the charging case drops before you notice. After once charging the charging case, place the earphones in the charging case and check that the LED indicator illuminates. Please refer to "Power/Charging" on P.3 regarding the method for charging.
	The connection order is incorrect	If the connection order is incorrect, the device you want to charge might not be charged properly. Please refer to "Mobile Battery Function" on P.5 regarding the correct connection order.
	The direction of the cable connection is incorrect	Depending on the cable used, the device might start charging by the charging case simply by interchanging the side of the cable. Please attempt to switch the connection side of the cable terminals. Please refer to "Mobile Battery Function" on P.5.

Maintenance

Gently remove any build-up from the mesh filter with the tip of a toothpick. Please take care to ensure that no foreign particles fall inside when doing so.



Warranty and after service

The warranty for this product is valid for 1 year from the date of purchase. During the warranty period, we will repair the product based on the provisions below. The warranty is only valid in the country in which the product was purchased. In the event that you need after sales service or support on the purchased product, please contact the store you made the purchase from. If your purchase was made from Amazon, kindly refer to the "Additional Guide for Purchase Made from Amazon" which can be found on page ii of this manual.

1. During the warranty period, we will repair the product free of charge if the product failed even though it was used in accordance with the instructions in the user's manual and the point of caution sections.
2. In the following cases, repairs to the product will be subject to a fee even during the warranty period:
 - (1) The necessary documentation noted in the warranty card is not complete.
 - (2) The product is identified to be modified, disassembled, or repaired by a third party or customer other than our company or our authorized organizations.
 - (3) The earphones were subjected to a strong impact or were allowed to get wet. Product failure resulting from an excessive use of force on the product.
 - (4) Failure of the product or damage caused as a result of fire, earthquake, storm or flood damage, lightning strike or other natural disaster.
 - (5) Repair of scratches on the surface of the housing or repair of the housing itself.

Product Certification Information



Product : Bluetooth Earphone
Model number : AG-TWS04K
FCC ID : 2AX2R-TWS04K

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 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.

Manufacturer:

final Inc.
3-12-7 Kitakase, Saiwai-ku, Kawasaki-shi,
Kanagawa 212-0057, Japan

* There is a possibility of a change in the specification, so please scan this QR code for the latest user's manual.



Warranty Card

This card is necessary in the event that the warranty is utilized. Please store this card along with a receipt or other documentation showing the date of purchase in a safe place to be produced in the event that the warranty is utilized.

Please refer to the manual for the provisions of the warranty.