

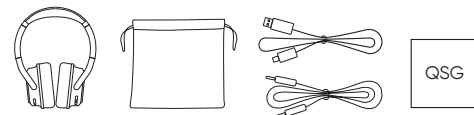
QUICK START GUIDE

WELCOME TO WYZE

Thanks for getting your hands on some Wyze Headphones. If this is your first Wyze product, welcome to the Wyze family! Whether you bought these to keep noise out on long flights or to listen to your favorite beats, you are on your way to a premium audio experience. Let's get started by setting up your Wyze Headphones.

IN THE BOX

- Wyze Headphones × 1
- Carrying pouch × 1
- USB-C charging cable × 1
- Audio cable × 1
- Quick start guide × 1



SETUP

- Download the Wyze app and sign in or create an account.

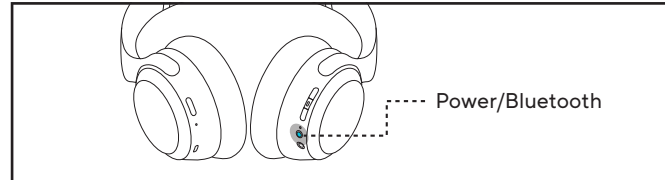
DOWNLOAD THE APP BY SCANNING THIS QR CODE



OR DOWNLOAD DIRECTLY FROM THE APPLE APP STORE OR GOOGLE PLAY



- Turn on your Wyze Headphones by pressing and releasing the "Power/Bluetooth" button. The LED status light will turn solid blue.



- Open the Wyze app. Select Wyze Headphones from the add a new product screen. Follow the instructions in the Wyze app to complete setup.

Note: Make sure your mobile device and Wyze Headphones are ready to connect. Enable Bluetooth on your device. Keep your mobile device nearby during the pairing process.

- That's it! Once your device is connected to your Wyze Headphones, you are ready to use them.

BASIC OPERATIONS

Power on/off

Press the "Power/Bluetooth" button once to turn on your headphones. The LED status light will turn solid blue. Press the "Power/Bluetooth" button once while your headphones are on to turn them off. The LED status light will turn off.

Bluetooth pairing

Press and hold the "Power/Bluetooth" button for 2 seconds until the status light flashes quickly or until you hear "pairing."

Note: Your Wyze Headphones can be actively connected to two devices at a time, but can only play audio from one device at a time.

Charging

To charge your Wyze Headphones, plug the included charging cable into the microUSB port. The LED status light will turn red. Once your Wyze Headphones are fully charged, the status light will be green while using your headphones.

Note: If the current charge supports less than 4 hours of listening time, the status light will flash red while charging. Please allow up to 2 hours to fully charge the headphones. You cannot play audio or use active noise cancelling while charging.

Clear Bluetooth list

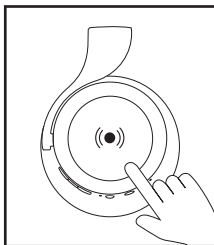
To clear the current list of paired Bluetooth devices, you must reset your Wyze Headphones. Press and hold the "Power/Bluetooth" button for 7 seconds. Your Wyze Headphone will reset to the original factory settings.

Auto-Off

Wyze Headphones will automatically power off when they are inactive for more than 1 hour.

TOUCH CONTROLS

The outside of the right ear cup on your Wyze Headphones is a touch panel that will let you control your Wyze headphones by tapping or by cupping your hand over the ear cup. See the following sections for how to control your headphones using the touch panel.



VOICE ASSISTANT

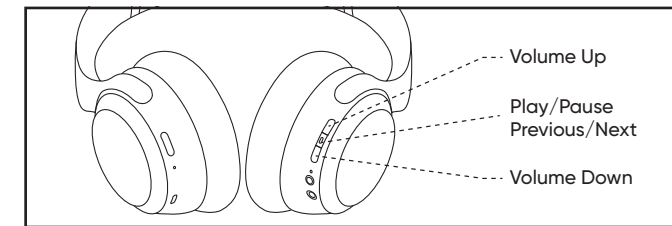
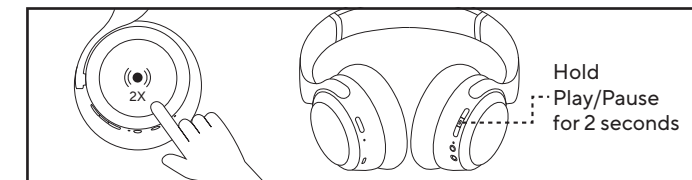
Wyze Headphones come equipped to access your device's native voice assistant (Siri, Google Assistant) or can be used with the Amazon Alexa voice assistant.

Setting up Amazon Alexa

You can set up Amazon Alexa in the Wyze app or in the Alexa app. To set up Alexa in the Wyze app, go into your Wyze Headphones settings, tap on "Alexa Built-in," then follow the prompts to sign into your Amazon account and connect Alexa.

Activating your voice assistant (native or Alexa)

Press and hold the "Play/Pause" button for 2 seconds or double tap the center of the right ear cup to activate your selected voice assistant.



MUSIC CONTROLS

Play/Pause

Press the "Play/Pause" button once to toggle between playing and pausing audio.

Volume up/down

Press the "Volume up" button to adjust the volume up and the "Volume down" button to adjust the volume down.

Previous/Next

Double-press the "Play/Pause" button to go to the next track. Triple-press the "Play/Pause" button to restart the current track or to go to the previous track.

ACTIVE NOISE CANCELATION (ANC) CONTROL

Press the "ANC" button to toggle through the different ANC modes - High/Transparency

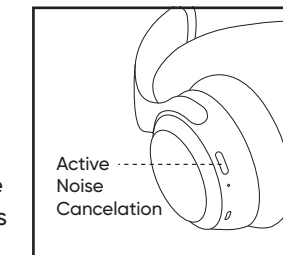
High

Max noise cancellation reduces environmental noise and creates a private immersive audio experience

Transparency

No noise cancellation and amplifies environmental sound to hear what's happening around you.

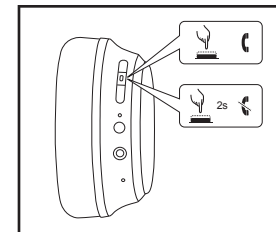
Note: A "Low" ANC mode is available via accessing your Wyze Headphones settings menu in the Wyze app.



CALL CONTROL

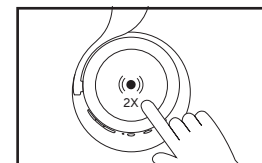
Answer call/End call

Press the "Play/Pause" button once or single-tap the right ear cup touch panel to answer an incoming call or to end an active call.



Reject a call

Long-press (2-seconds) the "Play/Pause" button or the right ear cup touch panel to reject an incoming call.



Mute the microphone

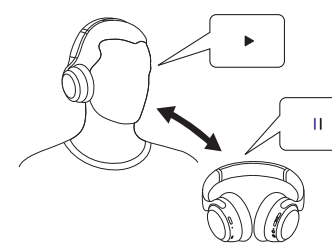
When in a call, double tap the right ear cup touch panel to mute the microphone during a call.

QUICK CONVERSATION

To activate "quick conversation" mode, place your hand over the outside of the right ear cup. This will temporarily disable active noise cancellation and allow ambient noise to pass through.

Auto play/pause

Wyze Headphones are equipped with an auto-play and auto-pause function that automatically occurs when you take off the headset or put it back on.

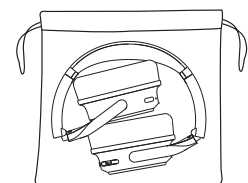


STORING WYZE HEADPHONES

- Adjust the headband to the smallest size.

- Fold the left ear cup in first, followed by the right one as shown below.

- Place in the included carrying pouch.



Note: Make sure to wipe the outside surfaces with a soft, dry cloth to prevent moisture and oil damage during storage. Do NOT use water or any cleaning chemicals when wiping down. Do NOT allow moisture to get inside the ear cups or the 2.5mm port.

FAQs

Headphones won't connect with Bluetooth device

Turn the Bluetooth feature off and then on again on the device you are trying to connect. Delete the headphones from the Bluetooth list on your device and try to connect them again. Clear the headphone device list by pressing and holding the "Power/Bluetooth" button for 7s. Reconnect the headphones using the instructions in the quick start guide.

Wyze app doesn't work on mobile device

Make sure your mobile device is compatible with the Wyze app and meets minimum system requirements. For more information, refer to the app store on your mobile device. Uninstall the Wyze App on your mobile device, then reinstall the app.

No sound is coming out of the headphones

Press play on your mobile device to make sure audio is playing. Play audio from a different application or music service. Play audio from content stored directly on your device (this will help avoid the issue that the device is not connected to the internet). Restart your device. If two devices are connected, pause the first device and play the other mobile device. Ensure both devices are within range of the headphones. Try disconnecting one of the devices.

Headphones don't respond to touch control

Make sure you are tapping the touch control surface on the outside of the right earcup (the left ear cup does not have touch controls). Make sure your hands are dry. If wearing gloves, remove them before tapping the touch control surface. For multi-tap functions, vary the tap pressure.

Battery life is shorter than expected

Make sure your headphones are fully charged (leave your Wyze Headphones plugged into the charger for at least two hours). The power consumption will be greater in the call state than in the music playing state, and the working time may be decreased if used extensively for calls.

WARNING/CAUTION:

- Do NOT use your headphones while driving for phone calls or any other purpose.
- Do NOT use the headphones with noise canceling on at any time the inability to hear surrounding sounds may present a danger to yourself or others, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc., and follow applicable laws regarding headphone use.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact Wyze 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.
- Do NOT use the headphones as aviation communication headsets except in case of emergency.
- Contains small parts which may be a choking hazard. Not suitable for children under 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 expose this product to dripping or splashing, and do not place objects filled with liquids, such as vases, on or near the product.
- Do NOT make unauthorized alterations to this product.
- Use this product only with an agency-approved power supply that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Do NOT wear the headphones while charging.
- The headphones do not play audio while charging.

FCC WARNING:

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. 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.The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction. FCC ID:000000000

SPECIFICATIONS

- Product Name: Wyze Headphones
- Model: WNCH1
- Product Size: 190mm(H)x160mm(W)x90mm(T)
- Product Weight: 0.6lb (280g)
- Power: 950mAh DC 3.7V
- Compatibility: Android 5.0+, iOS 9.0+
- Operating Temperature: 32°F ~ 104°F (0°C ~ 40°C)
- Operating Humidity: ≤85%RH
- Storage & Transport temperature: -4°F ~ 140°F (-20°C ~ 60°C)
- Storage and Transport humidity: ≤95%RH
- Warranty information: 12-month limited warranty

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NEED HELP?

Contact our support wizards:
<https://support.wyze.com>



Scan the QR code to learn more