Technical Description And User Manual
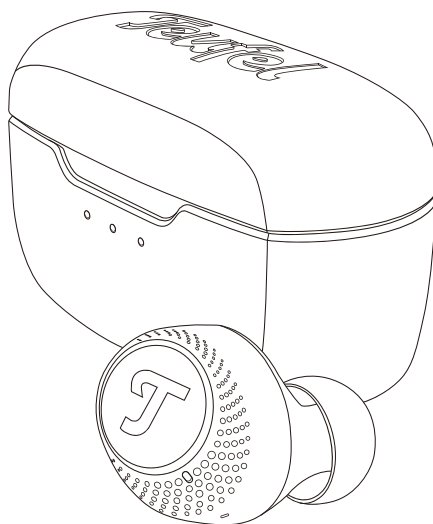
REAL BLUE
REAL BLUE TWS 2

Bluetooth In-Ear Headphone

Download (PDF):
https://www.teufelaudio.com/real-blue-tws-2

Teufel

Table of contents

Introduction

Thank you for purchasing the
Teufel REAL BLUE TWS 2 Bluetooth
headphones which are designed
to bring an extraordinary sound
experience for your entertainment.
Please read this user manual before
using the headphones for the first
time, it will provide you with useful
information and help you get started.

General Information

Notice

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Version 1.1

October 2022

Right of Return

If you wish to exercise your right of return, we ask that you make sure that you hold onto the original packaging. We can only accept the return of headphones with the original packaging. Headphones returned without the original packaging will not be accepted.

Complaints

In the event of a complaint, the invoice number is required in order for your complaint to be processed. The invoice number can be found on the sales slip (enclosed with the product) or on the order confirmation PDF document.

Thank you for your support!

For Your Safety

Proper Use

The "Teufel REAL BLUE TWS 2" Headphone are designed for the playback of audio signals that can be wirelessly transmitted via Bluetooth® from the external player. The headphones are also suitable as a headphone for connecting to Bluetooth compatible (mobile) phones. Only use the headphones as described in this user manual. Any other use will be deemed as not in accordance with the instructions and may lead to damage to property or even persons. The manufacturer accepts no liability for damage caused by improper use. The headphones are intended for private use only.

Before operating the headphones, please first read the safety notes and user manual carefully. This is the only way to use all functions safely and reliably. Store the user manual in a safe place and also be sure to pass it on to any subsequent owner.

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Android and Google Assistant are trademarks of Google LLC.

Bluetooth®

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1. What's in the box

Unpack the box carefully and ensure
that the following parts are included.
If any part is damaged or missing, do
not use it and contact your retailer or
customer service representative.
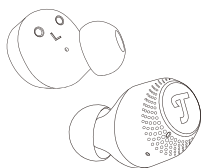
Headphones
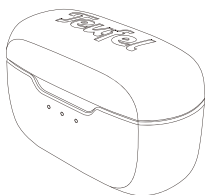
Charging Case

Eartips (4 sizes, M pre-mounted to
the headphones)

USB-C Charging Cable

Quick Start Guide & Safety Book

2. Product overview

2.1 Headphones

The User Interface of "REAL BLUE
TWS 2" has the following elements:

1. Multipurpose Area
2. Built-in Microphone
3. LED indicator
4. Charging contact
5. Position label - left (L) and right (R)
6. Built-in Microphone

2.2 Charging Case

REAL BLUE TWS 2

① ②
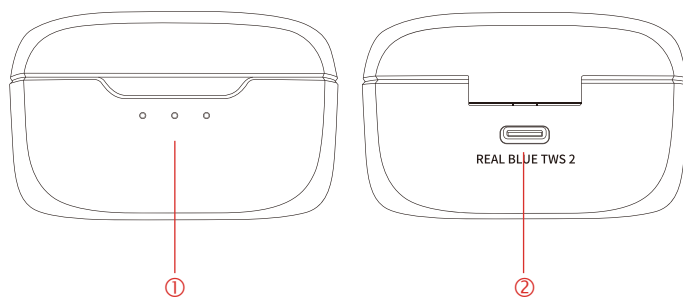
1. Battery indicator
2. USB-C charging port
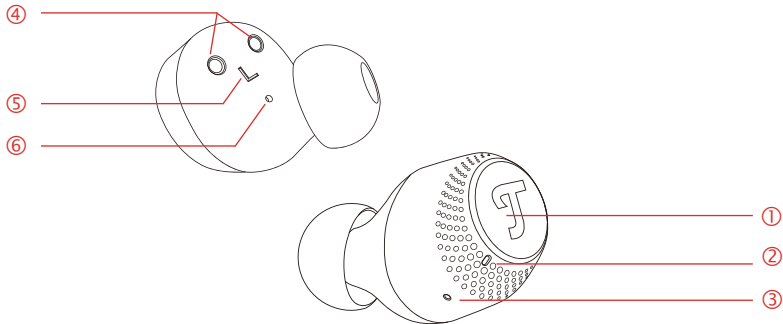
2.3 Headphone LED indications
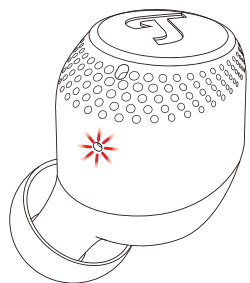
Headphone State	LED indicator
Power On	The indicator solid on white for 2 seconds.
Power Off	The indicator solid on blue for 2 seconds.
BT Pairing Mode	The indicator flashes white and blue alternately.
Pairing timeout	The indicator flashes blue and white in the first 10 minutes, and solid on blue for 2 seconds, then go out.
BT Connected	The indicator flashes white.
Standby	The indicator flashes white once in 5 seconds.
Clear device list	The indicator slowly flashes blue 4 times.

2.4 Charging case LED indications
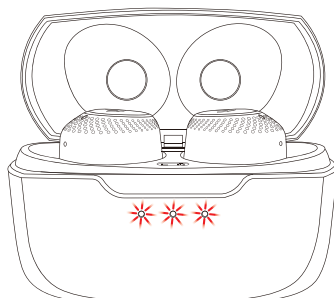
Charging Case State	LED indicator
Opening/Closing case	Battery Level of case for 5s. Then off.
Battery level	3 LEDs on: Full, can charge headphones 3 times;
	2 LEDs on: can charge the headphones 2 times;
	1 LED on: can charge the headphones 1 time;
	When battery is low: the first LED on the left flashes.
Charging the case	The 1st LED flashes when the battery level falls below one third.
	The 1st LED is always on and the 2nd LED flashes when the battery level is more than one-third.
	The first two LEDs are on and the third LED flashes when the battery level is more than two-thirds.
	3 LEDs are always on when fully charged.
	When unplugging the charging cable: 3 LEDs flash 3 times and then go out.
Charging the headphones	Put the headphones into the charging case, the LEDs are in white for 5 seconds and go out, then the LEDs on the left and right flash in blue (if only one headphone is put in, then only one LED flashes, left for L headphone, right for R headphone), when fully charged, the current charging case battery level is displayed and the LEDs solid on white for 5 seconds and go out.

3. Getting started

3.1 Powering on & off

1. Open the charging case, the headphones will automatically turn on.
2. Place the headphones into the charging case, then close the charging case, the headphones will power off and continue charging.

3.2 Choosing the correct eartips

For optimal audio performance, it is important to choose the correct eartip size. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all four sizes. You may need a different size for each ear.

NOTICE

To test the fit, try speaking aloud. Your voice should sound muffled in both ears; if not, select another tip size.
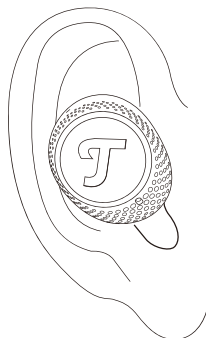
Insert the right headphone into your right ear and the left headphone into your left ear.

Insert the headphones at a slight angle into the ears and twist them slightly into the ear canal, so that they fit comfortably and snugly.

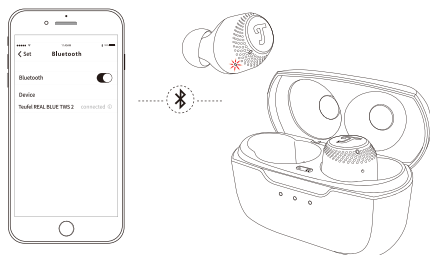## 3.3 Connecting with the headphones

1. Opening the charging case for the first time will automatically start pairing on the headphones. The LED's on the headphones will flash white and blue alternatively.

2. Enable Bluetooth on your device and search for the "Teufel REAL BLUE TWS 2". The LED will flash white once successfully paired.

3. If the headphones have been paired with another device before, hold both L and R multipurpose area for 1.5 seconds. The headphones will enter pairing mode and the new device can find and connect to it.

4. If the headphones have already been paired to a device, they will automatically reconnect to that device. If none of these devices are available within 60 seconds, the headphones will enter pairing mode.

3.4 Information on the Bluetooth wireless connection

The headphones are compatible with Bluetooth 5.2.

If your audio source supports high-resolution audio encoding methods SBC, AAC, it will automatically play high audio quality music.

The paired devices immediately establish the Bluetooth wireless connection after switching on and are ready for use.

When you switch the headphones on, they automatically try to connect to the last connected Bluetooth device.

4. Using the Headphones
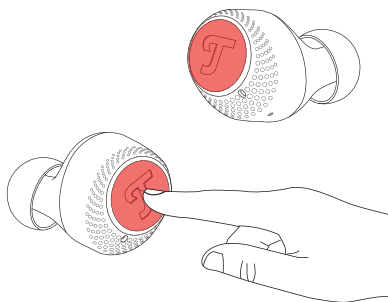
Play music

●● ▶❚❚ Double-tap the L/R multipurpose area to play/pause music.

●●● ▶▶❙ Triple-tap the R multipurpose area to skip to the next track.

●●● ❙◀◀ Triple-tap the L multipurpose area to go back to the previous track.

Phone

●● 📞 Double-tap L/R multipurpose area to answer a call.

1.5 sec 📞 Tap and hold L/R multipurpose area 1.5 seconds to refuse a call.

●● 📞 Double-tap L/R multipurpose area to end a call.

Volume

● During playback, single-tap R multipurpose area for volume up,
L multipurpose area for volume down.

Voice Assistant

1.5 sec ◯ Tap and hold R multipurpose area for 1.5 seconds to activate/end the
Voice Assistant (Siri, Google Assistant etc.).

Transparency/ANC

1.5 sec Tap and hold L multipurpose area for 1.5 seconds to cycle through:
Noise Cancelling on--> Transparency On --> Noise Cancelling off.

Clear BT List

●●●●● Put both earbuds inside the charging case, tap either one 5 times to
clear the BT list.

5. Charging

5.1 Charging the headphones

The headphones charge while they are in the charging case.

5.1.1 Charging time

Allow up to two hours to fully charge the headphones.

NOTICE

A full charge of the headphones allows up to 7.5 hours of use.

5.1.2 Check the headphone battery level

While using the headphones

If connected to an Apple or Android device, the device displays the approximate battery level near the upper right corner of the screen and in the notification bar.

This displayed battery level is not accurate. To get the real-time battery level, use a Battery Widget for Android or iOS or the companion app.

While charging the headphones

When an headphone is inserted, its corresponding charging indicator glows according to charging status.
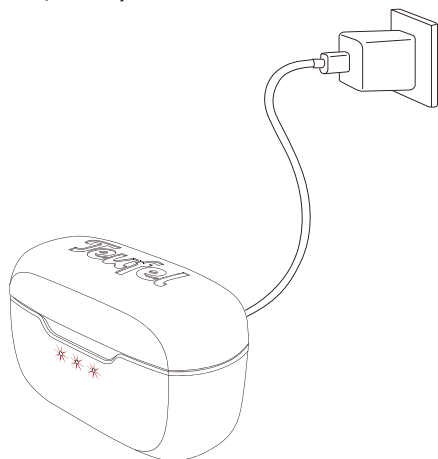
Battery status

1-32%	LED 1 flashes
33-65%	LED 1 solid on and LED 2 flashes
66-99%	LED 1 + 2 solid on and LED 3 flashes
100%	LED 1 + 2 + 3 solid on

5.2 Charging the charging case

The charging case stores and charges the headphones when not in use.

⚠ **CAUTION**

Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., CE, CCC).

1. Connect the small end of the supplied USB cable into the USB-C port.
2. Connect the other end into a USB wall charger (not provided).

NOTICE

Before charging, be sure that the headphones are at the correct operating temperature of between 0°C and 45°C.
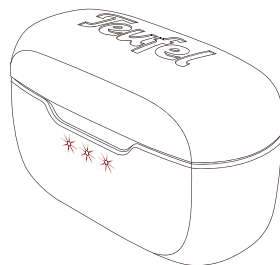
5.2.1 Charging time

Allow up to two hours to fully charge the case. When the headphones are inside of the case, charging time varies.

NOTICE

When the case in fully charged, you can charge the headphones up to 3 times.

5.2.2 Check the case battery level

The LED power indicators are on the front of the case, they glow according to the battery level as follows:

Overview of the LED indications of the charging case.

Charging Case State	Charging Case LED Behavior
Battery Level of charging case 66% - 100%	All 3 LEDs solid on for 5s. Then off.
Battery Level of charging case 33% - 65%	LED 1 and LED 2 solid on for 5s. Then off.
Battery Level of charging case 11% - 32%	LED 1 solid on for 5s. Then off.
Battery Level of charging case 1% - 10%	LED 1 keeps repeating fast flashing.
Charging the case	Status LEDs flash according to charging progress: 0% - 32% power: LED 1 flashes 33% - 65% power: LED 1 solid on, LED 2 flashes 66% - 99% power: LED 1 and 2 solid on, LED 3 flashes
Charging Complete	All 3 LEDs solid on while charging cable is connected, then flash 3 times and off.
On connecting charging cable	LEDs display current battery level for one second and then repeat charging pattern according to charging progress.
On disconnecting charging cable	LEDs display current battery level for 5s. Then off.

6. Care and maintenance

6.1 Cleaning the headphones and charging case

The headphones and charging case may require periodic cleaning.

Component	Cleaning procedure
Eartips	Remove the tips from the headphones and wash them with a mild detergent and water. **Note:** Make sure you thoroughly rinse and dry the tips before re-attaching them to the headphones.
Headphone nozzles	Clean only with a dry, soft cotton swab or equivalent. **Note:** Never insert any cleaning tool into the nozzle.
Charging pins (on headphones and case)	To prevent rusting, regularly clean with a dry, soft cotton swab or equivalent.
Charging Case	Clean only with a dry, soft cotton swab or equivalent.

6.2 Storing the headphones in the charging case

Store the headphones in the charging case to prevent damage to the headphones when you are transporting them. The headphones are automatically charged when in the charging case so that you always have the longest possible battery life.

– Open the charging case, lift the top cover, and insert the left headphone into the left charging compartment and the right headphone into the right charging compartment.

The headphones are magnetically pulled into the charging compartments.

– Close the charging case.

7. Troubleshooting

If you experience problems with your headphones or charging case, see the table below to identify symptoms and solutions to common problems.

If you are still unable to resolve your issue, contact Teufel customer service.

Symptom	Solution
Headphones don't power on	1. Place the headphones in the charging case to initiate charging. 2. Make sure the headphones is not in standby mode and wake it up by pressing the multipurpose area.
Headphones don't connect with mobile device	1. Make sure your mobile device supports Bluetooth technology. 2. On your mobile device: Turn the Bluetooth feature off and then on. 3. Delete your Teufel REAL BLUE TWS 2 headphones from the Bluetooth list on your mobile device. Connect again. 4. Move your mobile device closer to the headphones and away from any interference or obstructions. 5. Connect a different mobile device. 6. Clear the headphones pairing list and connect again. To clear the BT device list, put the headphones in the charging case and tap the L and R multipurpose area 5 times.
Headphones don't charge	1. Make sure the headphones are properly placed in the charging case. 2. Make sure the charging case battery is not depleted. 3. Make sure there is no dirt or debris covering the charging conductors within the case or on the headphones. 4. If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and then try charging again.

Symptom	Solution
Charging case doesn't charge	1. Check the case battery level by opening the case. If needed, charge the case with the supplied USB-C cable.
	2. Make sure, both ends of the USB cable are plugged in correctly and securely.
	3. If your charging case has been exposed to high or low temperatures, let the case return to room temperature and then try charging again.
No sound	1. Tap Play on your mobile device to make sure the audio track is playing.
	2. Place the headphones in the charging case to check the headphones charging status. If needed, charge the headphones.
	3. Increase the volume on the mobile device.
	4. Move your mobile device closer to the headphones (10 m) and away from any interference or obstructions.
	5. Use a different music source.
	6. Connect a different mobile device.
No sound from one headphone	Make sure that both headphones are charged and that the headphones are paired with your Bluetooth device and connected to it. Also make sure that the headphones are inserted into your ears correctly.
Poor sound quality	1. Make sure that both headphones fit securely in your ear.
	2. Use a different music source.
	3. Try connecting another mobile device.
	4. Move your mobile device closer to the headphones (10 m) and away from any interference or obstructions.
	5. Clear any debris or wax buildup from the headphones and headphones nozzles.
Eartips falling off	Securely attach the tips to the headphones.

Symptom	Solution
TWS Pairing (for Lost and purchase a new earbud)	1. Make sure, there is no Bluetooth connection enabled in your playback device.
	2. Take each one headphone out of the charging case and triple tap the multipurpose area.
	3. The headphone will connect after several seconds.

8. Technical Data

Driver Size:	Ø12 mm full range
Max Level during BT playback:	100 dB SPL (A) (According to EN-50332)
Battery:	Earbuds (x2): Lithium-Ion, 3.7 V, 55 mAh Charging Case (x1): Lithium-Ion, 3.7 V, 370 mAh
Radio network:	Bluetooth®
Frequency bands in MHz:	2400 – 2483.5
Transmission power in mW/dBm:	< 10 mW/< 10 dBm

You can find further technical data on our website.

Technical changes reserved!

9. Declaration Of Conformity

C E Lautsprecher Teufel GmbH declares that this product complies with Directive 2014/53/EU. The full text of the EU declaration of conformity can be found at these Internet addresses:

www.teufel.de/konformitaetserklaerungen
www.teufelaudio.com/declaration-of-conformity

Teufel

Please contact our customer service department with any questions, suggestions, or complaints:

Lautsprecher Teufel GmbH Bikini Berlin, Budapester Str. 44 10787 Berlin (Germany)

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Telefon:

Deutschland: +49 (0)30 217 84 217
Österreich: +43 12 05 22 3
Schweiz: +41 43 50 84 08 3
International: 0800 400 300 20
Fax: +49 (0) 30 / 300 930 930
Online-Support:
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