

2021

True Wireless Headphones

RZ-S500W

RZ-S300W

For Global

True Wireless Headphones RZ-S500W / RZ-S300W

Panasonic Releases Firmware Update for the RZ-S500W and RZ-S300W

Introduction

Panasonic will release a firmware update for the RZ-S500W and RZ-S300W true wireless headphones along with an application to enhance functions and usability. All programs will be available on February 25, 2021. The major functions to be updated are as follows:

Firmware Version:

RZ-S500W JMS1ZY 02.50

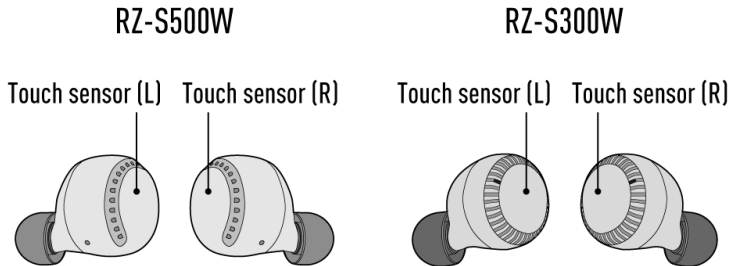
RZ-S300W JMS1ZX 02.00

- **Added touch sensor customization option**
- **Improved voice transmission quality during phone calls**
- **Added explanation of how to wake up the headphones from the “auto power off” mode**

More details on the firmware improvements are included below.

Added touch sensor customization option

Users can now customize the controls for the left and right touch sensors through the application.



List of touch sensor controls

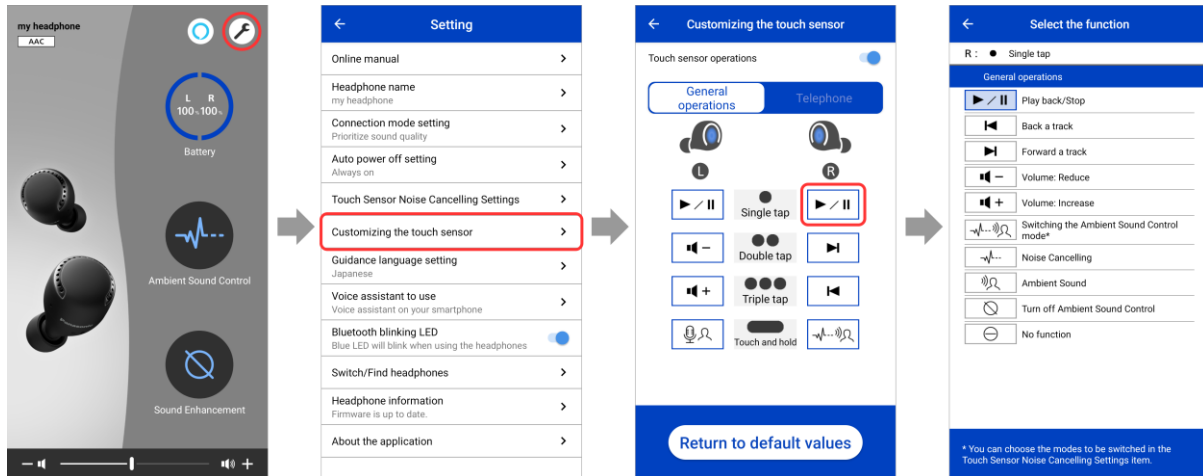
General operations		Play back/Stop	
		Back a track	
		Forward a track	
		Volume: Reduce	
		Volume: Increase	
		Switching the Ambient Sound Control mode	
		Noise Cancelling*	
		Ambient Sound	
		Turn off Ambient Sound Control	
	Start voice assistant		
	No function		
Telephone	When receiving a call		Take call
			Reject call
			No function
	During a call		Volume: Reduce
			Volume: Increase
			End call
	No function		

*Noise Cancelling function is only available for the RZ-S500W.

How to setup

Tap the settings button to display the settings screen.

Tap "Customizing the touch sensor," and choose from the available control options.



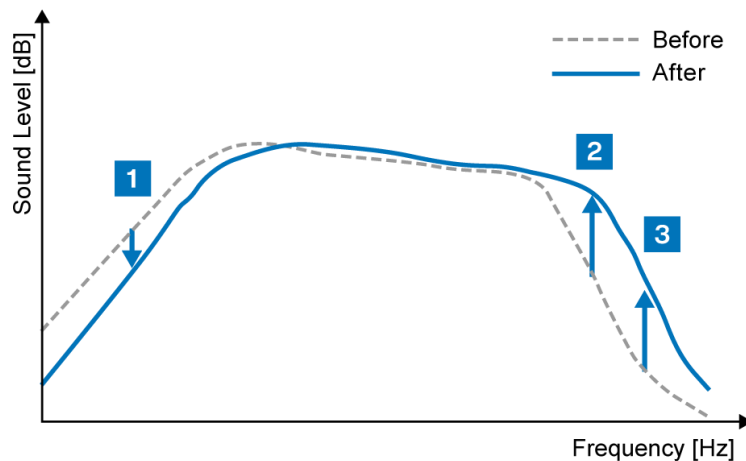
Improved voice transmission quality during phone calls

During phone calls, users' voices are transmitted even more clearly than before to the other end of the line.

Improvements

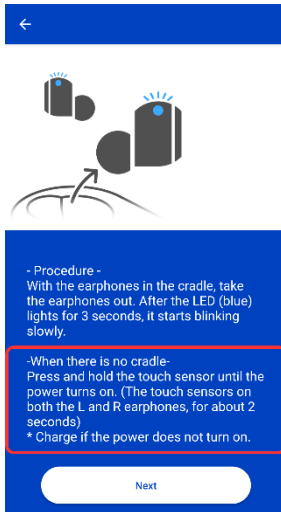
- (1) Reduced clipping and distortion with low-pitched voices.
- (2) Voices have been made clearer, with sound reproduction close to the speaker's actual voice.
- (3) Even high-pitched whispers have been made clearer, with sound reproduction close to the speaker's actual voice.

Sound collection



Added explanation of how to wake up the headphones from the “auto power off” mode

Users can now see how to wake up the headphones from the "auto power off" setting through the application.



About the "auto power off" setting

If no sound comes through the headphones for a specified amount of time, the headphones are automatically turned off. Users can choose from "Always on," "5 minutes," "10 minutes," "30 minutes," and "60 minutes."

How to wake up the headphones from the “auto power off” mode

Hold down both the left and right touch sensors until the LED light turns on (approx. 2 seconds). If the headphones do not turn on, please ensure they are fully charged.



*Photo shows the RZ-S500W.

How to Update

Before you start

Charge both the left and right sides of the headphones to more than 70%.

The update process will take approximately 15 minutes* to complete.

The file size is about 1.8 MB.

*The update may take up to an hour depending on the device and internet environment.

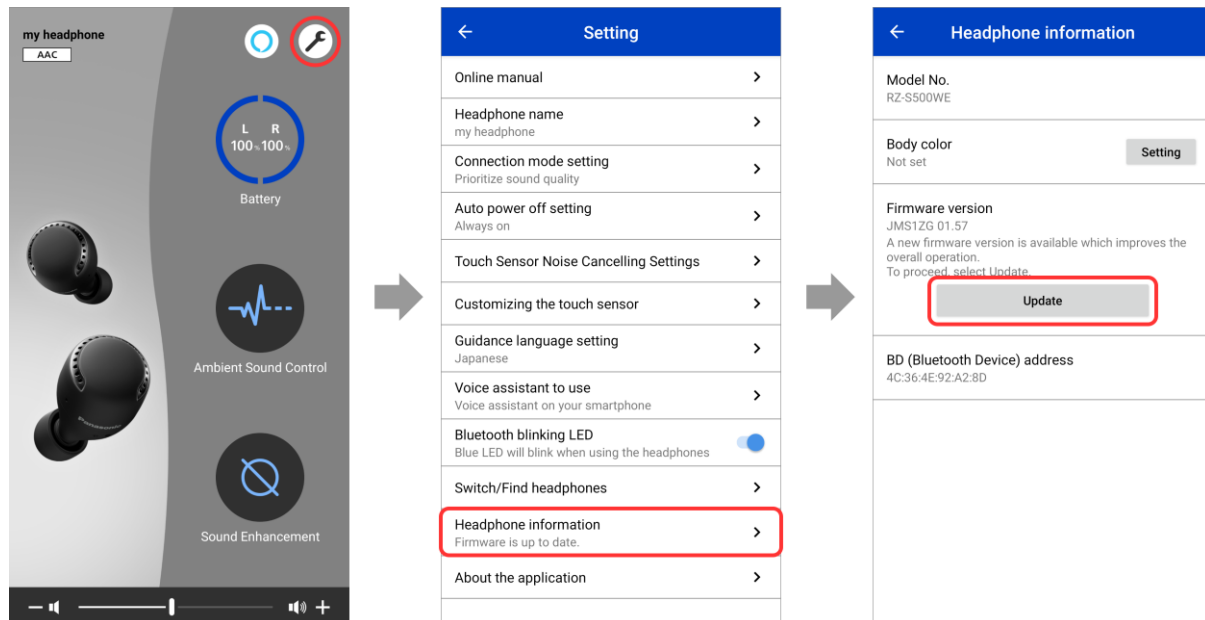
Checking the firmware version and updating

You can use the free “Panasonic Audio Connect” app* to update the firmware of the connected headphones.

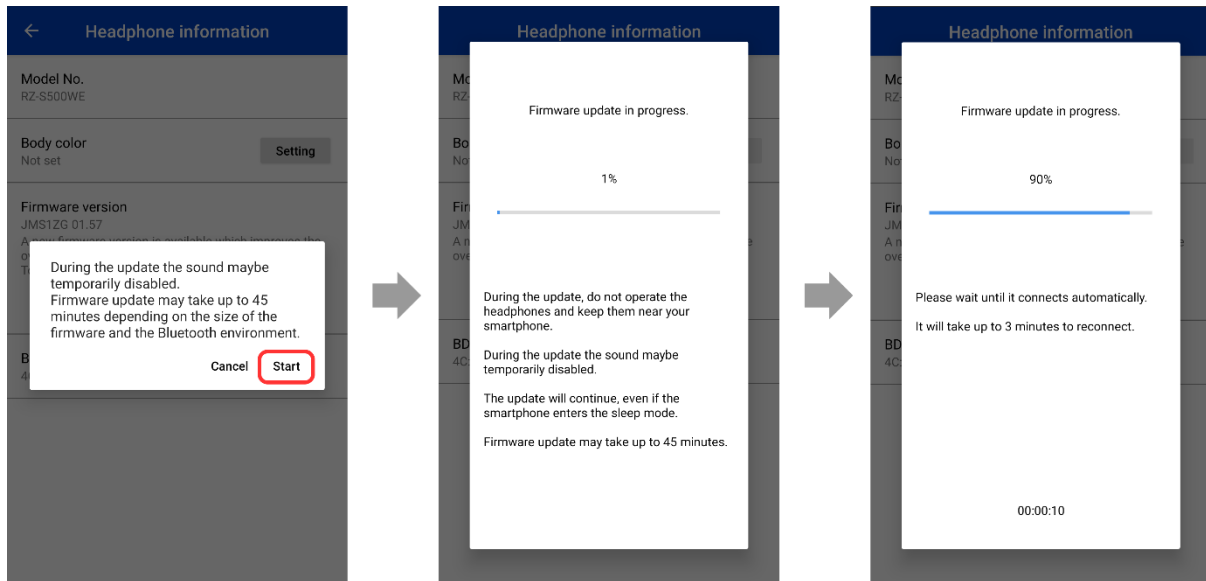
*Compatible with smartphones and tablets that are equipped with Android™ 6.0 or higher and that support Google Play™, or an iPhone®, iPad® and iPod Touch® equipped with iOS9.3 or higher.

*Images below are of the app on an Android™ device. The user interface will differ slightly on iOS, but the procedure is the same.

When the latest version of the firmware is detected, tap “Update”.



When you tap "Update", the firmware is transferred to the headphones and the update will begin. Transfers may be interrupted or slowed down if music is being played or there is a call during the transfer. Start the transfer with the headphones outside of their charging cradle, set them down close by and do not operate them.



Wait until the update completes, without operating the headphones or the app.

After the firmware has been updated, the headphones will automatically restart and reconnect with the handset.

The app will not work properly until the update is complete. Do not try to operate the headphones or the app while the update is in progress.



The update is complete when the main screen appears.

[NOTICE]

Functions, function names, and specifications are subject to change without notice.

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