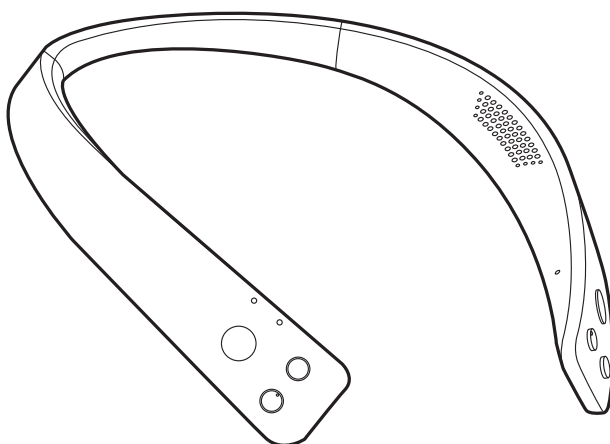# Panasonic®

## Owner's Manual
### Wireless Neck Speaker System

Model No. SC-WN10

Thank you for purchasing this product.
Please read these instructions carefully before using this product, and save this manual for future use.

**Register online at https://help.na.panasonic.com
(U.S. customers only)**

**If you have any questions,
visit https://help.na.panasonic.com**

PP

DVQX2751ZA/X1

# Safety precautions

## ∎Unit

**WARNING:**

**To reduce the risk of fire, electric shock or product damage,**
- **Do not expose this unit to rain, moisture, dripping or splashing.**
- **Do not place objects filled with liquids, such as vases, on this unit.**
- **Use the recommended accessories.**
- **Do not remove covers.**
- **Do not repair this unit by yourself. Refer servicing to qualified service personnel.**

**Avoid the use in the following conditions**
- **High or low extreme temperatures during use, storage or transportation.**
- **Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.**
- **Extremely high temperature and/or extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.**

## ∎Places where you use or store the product
- This unit is for indoor use.
- Do not use or leave where the temperature is extremely high such as in locations exposed to direct sunlight or near heating devices.
- Do not use or leave in locations with a lot of dust.
- Do not use or leave in locations with a lot of vibration.
- Do not use or leave in locations with a lot of moisture, such as bathrooms.

## ∎Handling
- Do not drop, hit, or apply strong shocks. This may cause malfunction.
- Sound may be interrupted or you may hear noise if the plug tip is dirty. If this occurs, wipe the tips of the plug and plug adaptor clean with a soft dry cloth.

## ∎Built-in battery
- Do not heat or expose to flame.
- Do not leave this unit in a car exposed to direct sunlight for a long period of time with doors and windows closed.
- Do not expose to low air pressure at high altitudes.
- Do not expose to extremely low air pressure, as this may result in explosions or leakage of flammable liquids and gases.

The power plug is the disconnecting device.
Install this unit so that the power plug can be unplugged from the socket outlet immediately.

This unit may receive radio interference caused by mobile telephones during use. If such interference occurs, please increase separation between this unit and the mobile telephone.

The symbols on this product (including the accessories) represent the following:
=== DC
⏻ Standby

A lithium ion battery that is recyclable powers the product you have purchased. Please call 1-800-8-BATTERY for information on how to recycle this battery.

For US and Canada only
Pour les É.-U. et le Canada seulement

**2**

**THE FOLLOWING APPLIES IN THE U.S.A. AND CANADA**

This device complies with Part 15 of FCC Rules and Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation.

Contains FCC ID: XN6BM83SM1 (SC-WN10, DVZE1055ZA (Wireless transmitter))

Contains IC: 8819A-BM83SM1(SC-WN10, DVZE1055ZA (Wireless transmitter))

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

**(For the U.S.A. only)**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines as this equipment has very low levels of RF energy.

**(For Canada only)**

This equipment has been tested and found to comply with ISED radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the ISED radio frequency (RF) Exposure rules.

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**THE FOLLOWING APPLIES ONLY IN THE U.S.A.**

**FCC 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.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Supplier's Declaration of Conformity

Trade Name:         Panasonic
Model No.:           SC-WN10
Responsible Party:   Panasonic Corporation of North America
                        Two Riverfront Plaza, Newark, NJ 07102-5490
Support Contact:    https://help.na.panasonic.com

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**THE FOLLOWING APPLIES ONLY IN CANADA.**

CAN ICES-003(B) / NMB-003(B)

Conforms to UL STD 62368-1.
Certified to CAN/CSA STD C22.2 No.62368-1.
Conforme à la norme CAN/CSA C22.2 No.62368-1.

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# About Bluetooth®

Panasonic bears no responsibility for data and/or information that is compromised during a wireless transmission.

## ■ Frequency band used
This unit uses the 2.4 GHz frequency band.

## ■ Certification of this unit
• This unit conforms to frequency restrictions and has received certification based on frequency laws. Thus, a wireless permit is not necessary.
• The actions below are punishable by law in some countries:
  – Taking apart/modifying this unit.
  – Removing specification indications.

## ■ Restrictions of use
• Wireless transmission and/or usage with all Bluetooth® equipped devices is not guaranteed.
• All devices must conform to standards set by Bluetooth SIG, Inc.
• Depending on the specifications and settings of a device, it can fail to connect or some operations can be different.
• This unit supports Bluetooth® security features. But depending on the operating environment and/or settings, this security may not be sufficient. Transmit data wirelessly to this unit with caution.
• This unit cannot transmit data to a Bluetooth® device.

## ■ Range of use
Use this unit at a maximum range of 10 m (33 ft).
The range can decrease depending on the environment, obstacles or interference.

## ■ Interference from other devices
• This unit may not function properly and troubles such as noise and sound jumps may arise due to radio wave interference if this unit is located too close to other Bluetooth® devices or the devices that use the 2.4 GHz band.

• This unit may not function properly if radio waves from a nearby broadcasting station, etc. is too strong.

## ■ Intended usage
• This unit is for normal, general use only.

• Do not use this system near an equipment or in an environment that is sensitive to radio frequency interference (example: airports, hospitals, laboratories, etc).
This Bluetooth module meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health.
FCC RF Exposure Information and Statement the SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types: BM83SM1 (FCC ID: XN6BM83SM1) has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification for use at the Head is ******* W/kg and when properly worn on the body is ******* W/kg.
Body-worn Operation
This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 0cm must be maintained between the user's body and the Bluetooth module, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.
This equipment complies with ISED Canada radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue.
The highest SAR value for BM83SM1 (IC: 8819A-BM83SM1) when worn on the body is ******* W/Kg. This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 0 cm must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.

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# Table of contents

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**Expressions used in this document**

• Pages to be referred to are indicated as "➜ ○○".
• The product illustrations may differ from the actual product.

# Accessories

Please check and identify the supplied accessories.

**1 x Wireless transmitter**
• Described as "transmitter" in this document.

**1 x AC adaptor (for use with the Wireless Transmitter)**

**1 x DC cable (for use with the Wireless Transmitter)**
• Approx. 1.2 m (3.9 ft)

**1 x DC cable (USB charging cord for SC-WN10)**
• Approx. 0.5 m (1.6 ft)

**1 x Audio cable**
• Approx. 1.0 m (3.3 ft)

Only for U.S.A.:
To order accessories, refer to "Panasonic Products Limited Warranty (ONLY FOR U.S.A.)" (P23).

# Maintenance

• After turning off the power of SC-WN10, wipe with a soft dry cloth. If you are using the AC adaptor, unplug it from the AC outlet, and then wipe.
• When very dirty, after wiping off the dirt with a cloth that has been dipped in water and well wrung, wipe lightly with a soft dry cloth.
• Do not use solvents such as benzine, thinners, oils, or kitchen detergents or pre-moistened wipes as these can cause changes to the external case or the coating to peel off.

■ **Notes on the AC adaptor**
• Power is consumed even in the power-off condition. To save power, if you will not be using the unit for a long time, we recommend unplugging the power plug of the AC adaptor from the AC outlet.
• If the DC IN terminal is soiled, use a cotton swab, etc., to wipe clean before connecting the AC adaptor.

# Part names (SC-WN10)

(top)　　　　　　　　　　　　(bottom)
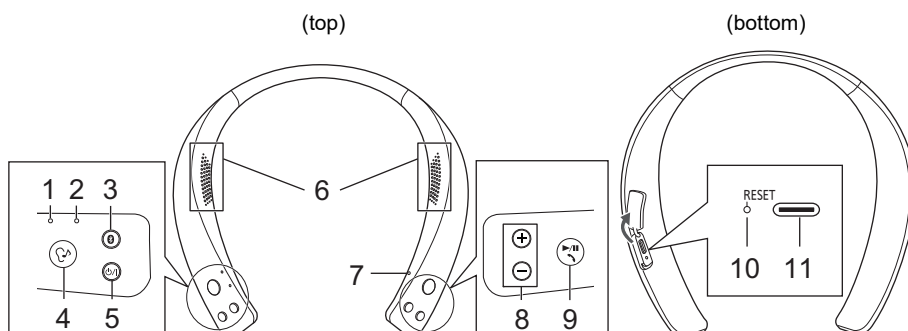
1 PHONE LED
2 TV LED
3 [🅑] button
4 [ᘰ] button (Clear voice button)
5 [⏻/I] button (Standby/on switch)
6 Speaker
7 Microphone
8 [+], [−] button (Volume button)
9 [▶/❚❚, ☎] button (Play/Pause, Phone button)
10 [RESET] switch
11 Charging terminal

**PHONE LED lighting/blinking examples (PHONE mode)**

| Lighting (red) | Charging is in progress<br>(Power "OFF" in PHONE mode) |
|---|---|
| Lighting alternately in blue and red | Bluetooth® pairing (registration) standby |
| Blinking slowly (blue)[*1] | Bluetooth® connection standby |
| Blinking twice about every 2 seconds (blue)[*1] | A Bluetooth® pairing (registration) has been established, the unit is connected, or a call is in progress |
| Blinking (blue)[*1] | A call is being received |

**TV LED lighting/blinking examples (TV mode)**

| Lights (red) | Charging is in progress<br>(Power "OFF" in TV mode) |
|---|---|
| Lighting alternately in blue and red | Waiting to pair with Wireless Transmitter |
| Blinking slowly (blue)[*1] | Waiting to connect to Wireless Transmitter |
| Blinking twice about every 2 seconds (blue)[*1] | Wireless Transmitter paired/connected |

*1 When only the operation indicator is blinking (red), the battery is low. (➔ 10, "Battery level notification")

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# Part names (Transmitter)

(top)                                                    (rear)
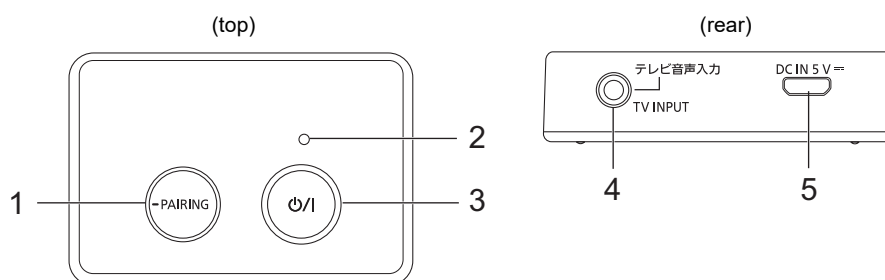


1    [-PAIRING] button (pairing button)
2    POWER/PAIRING LED
3    [⏻/I] button (Standby/on switch)[*1]
4    [TV INPUT] terminal (TV audio input terminal)
5    DC IN terminal

*1   The unit is not turned off completely even in the power "OFF" condition. To save power, if you will not be using the unit for a long time, we recommend unplugging the power plug from the AC outlet. The unit consumes a small amount of power even in the power "OFF" condition. (➔ 20, "Specifications")

■ **Notes on interference from other devices**
SC-WN10 uses frequencies in the 2.4 GHz band, so there may be effects such as interrupted audio when it is used close to microwave ovens, digital cordless telephones, etc., that use the same frequencies.

■ **Notes on where to connect the power for the supplied Wireless Transmitter**
To use the Wireless Transmitter, be sure to connect it to the supplied AC adaptor. There may be increased noise if you connect to the USB port on a TV.

# Connecting the transmitter to TV
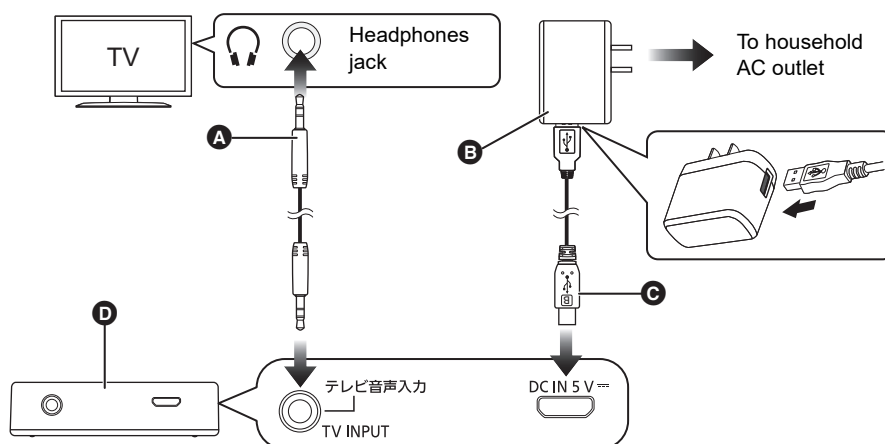


Ⓐ Audio cable (supplied)

Ⓑ AC adaptor (supplied)

Ⓒ DC cable (supplied) (Approx. 1.2 m (3.9 ft))
  • Check the direction of the terminals and plug in/out straight holding onto the plug. (It may result in malfunction by the deforming of the terminal if it is plugged in obliquely or in wrong direction.)

Ⓓ Transmitter

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**Note:**

• Use only the supplied AC adaptor, DC cable, and audio cable. Using others may result in malfunction.

• Insert the plug of the audio cable fully and firmly.
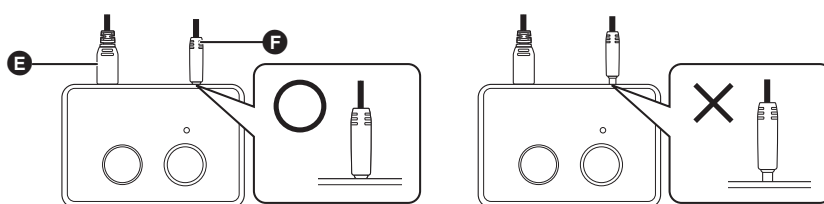


Ⓔ DC cable (supplied)

Ⓕ Audio cable (supplied)

■ **To get sound from the TV**

• To listen to sound from the TV's speakers, use with the audio cable unplugged from the headphone jack.

• Some TVs have settings that enable you to have sound output from both the TV's speakers and headphone jack. If you are going to use SC-WN10 with such a setting, there may be some delay with the sound from SC-WN10 compared to the TV speakers.

• Also refer to the operating manual, etc., for the TV for the specifications of the TV.

# Charging the main unit (wireless neck speaker)

• TV LED or PHONE LED lights (red) during charging and goes out when charging finishes.
• It takes approx. 6 hours to charge the battery from empty to full.
• After charging, unplug the DC cable (0.5 m (1.6 ft)), then fully close the terminal cover before use.
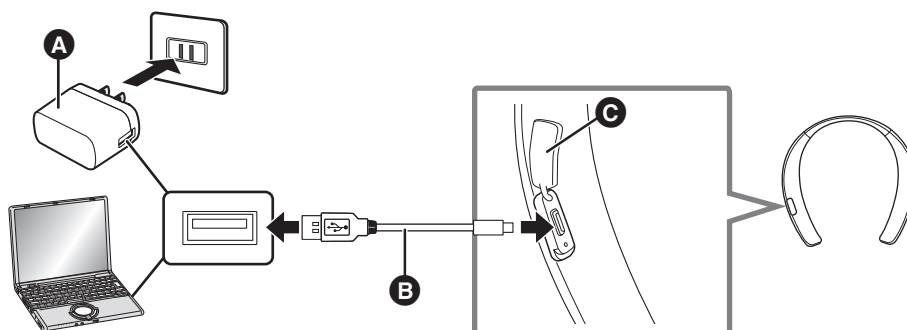


Ⓐ USB AC adaptor (optional)
Ⓑ DC cable (supplied) (Approx. 0.5 m (1.6 ft))
   • Check the direction of the terminals and plug in/out straight holding onto the plug. (It may result in malfunction by the deforming of the terminal if it is plugged in obliquely or in wrong direction.)
Ⓒ Terminal cover

**Note:**
• SC-WN10 cannot be used while it is charging.
• Charging may not be performed or may stop if the computer is in or switched to standby or sleep mode.
• Do not use any other DC cable except the one which is supplied. Doing so may cause a malfunction.
• The built-in rechargeable battery may deteriorate if it is not used for long periods, so recharge once every 6 months.
• You can use a commercially available USB AC adaptor (5 V, 1 A or less) for charging, but you can also use the supplied AC adaptor.

## ■ Battery level notification
• When SC-WN10 is turned on/off, there is a message notifying of the battery level. (Including auto off)
• When the battery level starts to run low while you are using SC-WN10, a beep sounds every minute to alert you.
• When no battery charge remains, a beep sounds and the power automatically turns off.
• When SC-WN10 is turned "ON", press and hold the [+] and [−] buttons at the same time to hear a guidance message indicating the battery level.

# Watching TV

**Preparation**

• Check remaining battery charge in SC-WN10. (After purchase, charge SC-WN10 before use.)

• Turn on the TV.

**1 Press [⏻/I] on the Wireless Transmitter to turn on the power.**
   • The POWER LED lights.

**2 Press [⏻/I] on SC-WN10 for 2 or more seconds to turn on the power.**
   • You will hear a guidance message. (The TV LED or PHONE LED starts to blink)
   • If the PHONE LED lights or blinks, press the [🟦] button to change to TV mode.

**3 Press the [+][−] buttons on SC-WN10 to adjust the volume.**
   • If you cannot adjust to the volume you desire, adjust the volume on the TV.
   • If you have connected to the headphone output jack on the TV, also check the headphone output volume.
   • When connected to the monitor (audio) jack on the TV, the volume output from the TV will be at a constant level. Adjust the volume on SC-WN10.
   • The volume can be adjusted in 17 steps. A beep sounds to indicate that you have reached either the maximum level or the minimum level.
   • Press the [▶/II, ✎] button to mute the TV audio. Press the [▶/II, ✎] button again to cancel muting.

To use SC-WN10, place it on your shoulders.

---

**Note:**

• SC-WN10 has no magnetic shielding. Do not bring clocks or magnetic cards (credit cards) close to it.

• Do not use for long periods at high volume levels. This can cause deterioration of speaker characteristics and extremely shorten the life of the device.

• Turn down the volume if sound is distorted. (If you do not reduce the volume, damage to the speakers may result.)

• There may be some delay between the audio you hear from SC-WN10 and the video you see on the TV.

• If the input signal is excessive, the functionality of SC-WN10 stops automatically for safety reasons, and the power may turn off.

---

### To turn the power off

**1 Press and hold [⏻/I] button of the SC-WN10 for at least 2 seconds.**
   • You will hear a guidance message. (The TV LED or PHONE LED turns off)

**2 Press [⏻/I] of the transmitter.**
   • The POWER LED turns off.

---

**Note:**

• When there is no audio input to SC-WN10 for about 5 minutes, SC-WN10 automatically turns off. (Auto off function)

• The auto off function may not work in some cases when there is noise from other devices.

---

### To make dialogue easier to hear (Clear voice function)

The range with voices is enhanced to make voices easier to hear.

### Press the [ ⌣ᐯ ] button.

• The mode switches between normal mode and clear voice mode each time you press the button.

| Normal mode | A beep sounds twice and the LEDs on SC-WN10 blink twice (purple) |
|---|---|
| Clear Voice mode | A beep sounds once and the LEDs on SC-WN10 blink once (purple) |

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## To use 2 Wireless Neck Speaker systems (Multi-speaker)

(You will need another SC-WN10 system.)
Two people can enjoy the TV audio at the same time by using a second Wireless Neck Speaker system.

**Preparation**
• Turn "ON" the power of the Wireless Transmitter.
• Turn "ON" the power of the second pair of Wireless Neck Speakers.

**1 Press and hold [-PAIRING] button of the transmitter for at least 2 seconds.**
   • The PAIRING LED on the Wireless Transmitter blinks and it enters the pairing standby state. The pairing state continues for about 1 minute.

**2 Press the [ ] button on the second pair of Wireless Neck Speakers several times until the TV LED starts blinking.**

**3 Press the [ ] button on the second pair of Wireless Neck Speakers for 2 seconds or more.**
   • The TV LED alternates blinking in two colors, red and blue, indicating the pairing standby state. Pairing is complete when it changes to blinking one color, red or blue.

**Note:**
• There may be some interruption to the sound on the first set of speakers when pairing the second set, but this does not indicate a fault.

## To connect another Wireless Transmitter

(You will need another SC-WN10 system.)
By pairing (registering) a second Wireless Transmitter being used in another location, you can still use SC-WN10 when you change location.

**Preparation**
• Turn "ON" the power of the second Wireless Transmitter.
• Turn "ON" SC-WN10.

**1 Press and hold [-PAIRING] button of the transmitter for at least 2 seconds.**
   • The PAIRING LED on the Wireless Transmitter blinks and it enters the pairing standby state. The pairing state continues for about 1 minute.

**2 Press the [ ] button on SC-WN10 several times until the TV LED starts blinking.**

**3 Press and hold [ ] button of the SC-WN10 for at least 2 seconds.**
   • The TV LED alternates blinking in two colors, red and blue, indicating the pairing standby state. Pairing is complete when it changes to blinking one color, red or blue.

**Note:**
• To reconnect to the first Wireless Transmitter again, turn on the first Wireless Transmitter and perform the same procedures.
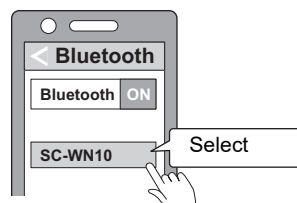
# Connecting a Bluetooth® device

## Pairing (Registration) this unit with the Bluetooth® device for connection

**Preparation**

• Move SC-WN10 and the Bluetooth® device close to each other.

**1 Press the [ ] button on SC-WN10 several times until the PHONE LED starts blinking.**

**2 Press and hold [ ] button of the SC-WN10 for at least 2 seconds.**
   • The PHONE LED alternates blinking in two colors, red and blue, indicating the pairing standby state.

**3 Turn on the power of the Bluetooth® device, and enable the Bluetooth® function.**

**4 Select "SC-WN10" from the Bluetooth® device's menu.**
   • A MAC address (an alphanumeric character string that is displayed by and unique to the device) may be displayed before "SC-WN10" is displayed.
   • If prompted for a passkey, input the passkey "0000 (four zeros)" of this unit.



**5 Confirm that this unit and the Bluetooth® device are connected.**
   • Pairing is complete when the PHONE LED changes to blinking one color, red or blue.

---

**Note:**
• Also refer to the operating manual, etc., for the Bluetooth® device.
• If connection to a device is not established within approximately 5 minutes, the unit will be turned off. Perform pairing again.
• You can pair a maximum of 8 Bluetooth® devices with this unit. When you pair a device after the maximum has been exceeded, previous devices are overwritten. To use overwritten devices again, do the pairing again.
• SC-WN10 does not support devices with Bluetooth® versions 2.1 or earlier.

## Connecting a paired Bluetooth® device

■ **When switching from the TV to a Bluetooth® device**

### Press [ ] button of the SC-WN10.

• The PHONE LED blinks and then the Bluetooth® device that was last connected is automatically connected.

■ **To connect to a Bluetooth® device other than the one last connected**

**1 Press and hold [ ] button of the SC-WN10 for at least 2 seconds.**
   • The connection with the Bluetooth® device last connected is severed, the PHONE LED on SC-WN10 alternates blinking in two colors, red and blue, indicating the pairing standby state.

**2 Perform steps 3 and 4 of "Pairing (Registration) this unit with the Bluetooth® device for connection". (→ 13)**

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# Listening to music

If the Bluetooth® compatible device supports the "A2DP" and "AVRCP" Bluetooth® profiles, music can be played back with remote control operations on the unit.

| A2DP (Advanced Audio Distribution Profile) | Transmits audio to the unit. |
|---|---|
| AVRCP (Audio/Video Remote Control Profile) | Allows remote control of the device using the unit. |

**1  Connect the Bluetooth® device and the unit. (→ 13, "Connecting a Bluetooth® device")**

**2  Select and play the music on the Bluetooth® device.**
  • The unit will output the music or the audio of the video being played back.

**Note:**
• When playing video on a Bluetooth® device, there may be some delay between the audio and the video.

## Remote controlling

• Depending on the Bluetooth® device or the app, even if you press buttons on the unit, some functions may not respond or may operate differently from the descriptions below.
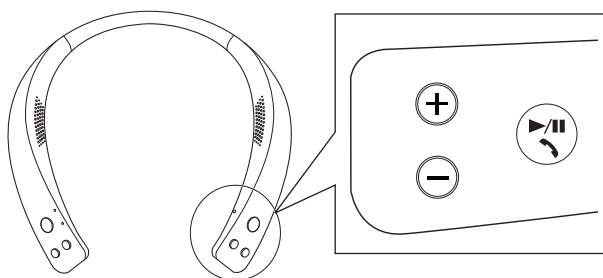


(Operation example)

| Function | Operation |
|---|---|
| Play / Pause | Press [▶/II, ↘] button. |
| Increase the volume | Press [+] button. |
| Decrease the volume | Press [−] button. |
| Forward to the start of next track | Press [▶/II, ↘] button twice quickly. |
| Return to the start of current track | Press [▶/II, ↘] button three times quickly. |

**Note:**
• The volume can be adjusted in 17 levels. When the maximum or minimum volume is reached, a beep will sound.
• Turn down the volume if sound is distorted. (If you do not reduce the volume, damage to the speakers may result.)

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# Making a phone call

With Bluetooth® enabled phones (cell phones or smartphones) that support the "HSP" or "HFP" Bluetooth® profile, you can use the unit for phone calls.

| HSP (Headset Profile) | This profile can be used to receive monaural sounds and establish two-way communication using the microphone on the unit. |
|---|---|
| HFP (Hands-Free Profile) | In addition to the HSP functions, this profile has the incoming and outgoing calls function.<br>(This unit does not have a function that allows you to make phone calls independently of a Bluetooth® enabled phone.) |

### ■ Taking a call while connected to a Bluetooth® device in PHONE mode

When a Bluetooth® enabled telephone, such as a smartphone, etc., is connected to SC-WN10 via Bluetooth®, you can take calls with SC-WN10.

**1 When a call is incoming, press the [▶/ΙΙ, ↘] button on SC-WN10.**
   • You can start communicating through SC-WN10 once you hear the beep.
   • (HFP only) To reject a phone call, press and hold the Phone button [▶/ΙΙ, ↘] for 2 or more seconds until the ringtone stops.

**2 When the call is finished, press the [▶/ΙΙ, ↘] button to hang up.**
   • The phone hangs up and playback on the Bluetooth® device resumes.

### ■ Taking a call while using in TV mode

When a Bluetooth® enabled telephone, such as a smartphone, etc., is paired with SC-WN10, you can take calls by switching to PHONE mode.
• When paired with multiple Bluetooth® enabled telephones, the connection is made with the telephone last connected.
• It may take a few seconds to switch to PHONE mode and allow communications to start.

**1 Press [ ] button of the SC-WN10.**
   • The PHONE LED blinks and SC-WN10 connects with the Bluetooth® enabled telephone.

**2 Press [▶/ΙΙ, ↘] button of the SC-WN10.**
   • You can start communicating through SC-WN10 once you hear the beep.
   • (HFP only) To reject a phone call, press and hold the [▶/ΙΙ, ↘] button for 2 or more seconds until the ringtone stops.

**3 When the call is finished, press the [▶/ΙΙ, ↘] button to hang up.**
   • To continue watching the TV, press the [ ] button on SC-WN10 to return SC-WN10 to TV mode.

**Adjusting the volume of a call**
Press the [+][−] buttons on SC-WN10.

---

**Note:**
• There may be instances when hands free setting needs to be done on the Bluetooth® enabled phone.
• Depending on the Bluetooth® enabled phone, you may hear incoming and outgoing call ringtones of the phone from the unit.
• (HFP only) It may be difficult to hear phone conversations when the unit is used in locations with loud ambient noise or in outdoor or other locations exposed to powerful winds. In that case, change the calling location or switch the calling device to the Bluetooth® enabled phone to continue the call. (Press [▶/ΙΙ, ↘] on the unit twice quickly to switch.)

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# Useful functions

### Switching the audio guidance language

**Press and hold [🚯] and [−] for at least 5 seconds.**
- The language is switched one at a time each time this operation is performed.
- This unit has messages for the following languages for the audio guidance.
  English / Japanese
- The factory setting is "English".

# Restore factory settings

**Preparation**
- Check that there is remaining battery charge in SC-WN10.

1 **Press the [−] button on SC-WN10 to reduce the volume to minimum.**
   - A beep sounds twice when the volume reaches the minimum level.

2 **Press and hold the [🔄] button and the [▶/‖, ↘] button on SC-WN10 at the same time for 5 or more seconds.**
   - A beep sounds five times in quick succession and the factory settings are restored.
   - The TV mode pairing information is initialised, so pair with the Wireless Transmitter again.
     (Perform steps 1 - 3 of "To connect another Wireless Transmitter". (➜ 12))

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**Note:**
- When pairing a device again, delete the registering information (Device: "SC-WN10") from the Bluetooth® device's menu, and register this unit with the Bluetooth® device again. (➜ 13)

# Licenses

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Panasonic Holdings Corporation is under license.
Other trademarks and trade names are those of their respective owners.

Other names of systems and products mentioned in these instructions are usually the registered trademarks or trademarks of the manufacturers who developed the system or product concerned.
Some ᵀᴹ and ® marks are not specified in the text.

# Troubleshooting

Before requesting service, make the following checks. If you are in doubt about some of the check points, or if the remedies indicated in the chart do not solve the problem, refer to "Customer Services Directory" (➔ 23) if you reside in the U.S.A., or refer to "CONTACT INFORMATION" (➔ 23) if you reside in Canada, or consult your dealer for instructions.

**There are interruptions to the sound. / Sound is clipped. / Too much noise.**
• Communications can be interrupted if you simultaneously use devices that use the 2.4 GHz band of radio waves, such as wireless broadband routers and microwave ovens. Move the SC-WN10 and its transmitter closer to each other and move interfering devices further away.
• Make sure you have not covered SC-WN10 or the Wireless Transmitter with the palm of your hand. This may block communication between the two which can interrupt sound.
• Has the usable communication distance (approx. 10 m (32.8 ft)) been exceeded? Move the SC-WN10 and its transmitter closer to each other.
• Is there an obstacle between SC-WN10 and the Wireless Transmitter? Avoid obstacles.
• Turn off the power of wireless LAN devices that are not in use. Alternatively, do not use near wireless LAN devices.
• Charge SC-WN10 if the remaining battery charge is low.
• Are you getting the power for the Wireless Transmitter from the TV? Use the AC adaptor.
• Try turning down the volume on SC-WN10.
• Depending on the TV connected, the headphone output level may be higher. The input level to SC-WN10 may be too high which may result in sound being clipped or noise. If this is the case, use by turning down the volume on the TV.
• When SC-WN10 is used continuously for a long time, you may notice a delay in the sound from SC-WN10 compared to the TV or Bluetooth® enabled device. After turning off the power of SC-WN10, turn the power on again.

**There is no sound. / The sound is low.**
When using in TV mode
• Check the connection between the TV and the Wireless Transmitter.
• Insert the plug of the audio cable fully and firmly. (➔ 9, "Connecting the transmitter to TV")
• Also adjust the volume on the headphone output of the TV.
• If a theatre system is connected to the TV, audio from the TV may not be output to the Wireless Transmitter. Try turning off the power of the theatre system.

When using in PHONE mode
• Retry the registration/connection between SC-WN10 and the Bluetooth® device. (➔ 13, "Connecting a Bluetooth® device")
• Confirm that the Bluetooth® device supports the "A2DP" profile.
• If there is more than one active Bluetooth® device around this unit, it may be connected to the wrong one, so check that it is connected to the correct one.
• Check the volume on the Bluetooth® device and increase it if it is too low.

**SC-WN10 is not working properly.**
• Press the reset switch on SC-WN10 with a rod that has a thin end and then a short press of the power button. The device is reset and the power is "OFF". Bluetooth® pairing information is not deleted.

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**Cannot charge. / The TV LED blinks (red) or does not light during charging.**
• Are you using the supplied DC charging cable (approx. 0.5 m (1.6 ft))?
 Charging may not be possible depending on the specifications of commercially available cables.
• Is the supplied DC cable (approx. 0.5 m (1.6 ft)) connected firmly to the USB terminal of the AC adaptor? (➜ 10, "Charging the main unit (wireless neck speaker)")
• Confirm that the computer power is on. Charging may not start if the computer is in standby or sleep mode.
• Make sure the USB port is normal. If there are other USB ports on your computer, try using one of the other USB ports.
• If the power still does not come on even after performing the above, unplug the supplied USB cable (approx. 0.5 m (1.6 ft)) and then plug it in again.
• Charge at an ambient temperature of between 10 °C and 35 °C (50 °F to 95 °F) (permissible ambient temperatures). Even when within the permissible ambient temperature range, a temperature increase may be detected in the battery during operation or immediately after ceasing operation, making it impossible to charge. If this happens, stop using and allow SC-WN10 to cool down.

**The device cannot be connected.**
• Delete the pairing information for this unit from the Bluetooth® device, then pair them again. (➜ 13, "Connecting a Bluetooth® device")

**The SC-WN10 does not work.**
• Check if the SC-WN10 is charged. (➜ 10, "Charging the main unit (wireless neck speaker)")

**Usage time is very short even after charging.**
• The battery has reached the end of its service life.

**Cannot make a phone call.**
• Confirm that the PHONE LED is on and that PHONE mode is engaged.
• Check if the Bluetooth® compatible device supports "HSP" or "HFP" profile. For details on profiles, see "Making a phone call" (➜ 15). Also refer to the operating manual for the Bluetooth® enabled phone.

**Sound is delayed in TV mode, there are interruptions to the sound. / Sound is clipped. / Too much noise.**
• Short press [⏻/I] on SC-WN10 (1 second or less). When you do this, the sound is temporarily interrupted, SC-WN10 automatically connects with the Wireless Transmitter again, and an attempt to improve the playback sound is made.

**The voice of the other party in a call is low and cannot be heard clearly.**
• Press the [+] button on SC-WN10 to increase the volume.
• Depending on the device of the other party or the surrounds, the volume may be low. If this is the case, communicate directly using the telephone.

# (Important) About water resistance

**Specifications for this unit are equivalent of IPX4 of IEC 60529, the protection level of electronic device enclosures that protects from splashes, and is not designed to be totally waterproof.**

**About IPX4 (liquid ingress protection level against splashing water)**
**This unit is compatible to operate after splashing from nozzles approximately 1.8 L/min (0.5 gal/min) of room temperature tap water from every direction approximately 20 cm (8 in) from this unit for 10 minutes.**
**The transmitter and the AC adaptor (supplied) are not water resistant.**
**Water resistance is not guaranteed under all conditions.**

■ **Cautions for use in places where the unit may get wet (from spray, rain, etc.)**
Observe the following precautions. Incorrect operation cause malfunction.
• Close the terminal cover firmly.
• Do not open or close the terminal cover with wet hands or while SC-WN10 itself has water on it.
• Do not use the AC adaptor or DC cable.
• Do not apply soapy water or detergent or immerse in water.
• If the seal on the terminal cover has foreign matter such as hair, lint, sand, dust, etc. on it, remove before closing.
• If there are water drops, wipe off with a soft, dry cloth.
• If there is water on the speaker sections or SC-WN10, turn SC-WN10 on its side to let the water drain away, then wipe with a soft, dry cloth. (If left as is, sound may be muffled or distorted.)

If water does get into the SC-WN10, cease use and consult your dealer.
Malfunction due to improper handling by you will not be covered by the warranty.

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# Specifications

■ **General (Neck Speaker (SC-WN10))**

| Power supply | Input | USB Type C DC 5 V |
|---|---|---|
| | Built-in Battery | DC 3.7 V (400 mAh), 1.48 Wh |
| Battery Performance | Charging time | Approx. 6.0 hours<br>• Ambient temperature 25 °C (77 °F)/When recharging a fully discharged battery |
| | Charging temperature | 10 °C to 35 °C (50 °F to 95 °F) |
| | Continuous Playback Duration | Approx. 13.0 hours |
| Splash proof | IPX4 or equivalent | |
| Dimensions (W × H × D) | 189 mm (7 $7/16''$) × 36 mm (1 $7/16''$) × 183 mm (7 $1/4''$) | |
| Mass (Weight) | Approx. 108 g (3.8 oz) | |
| Operating temperature range | 5 °C to 35 °C (41 °F to 95 °F) | |
| Operating humidity range | 35 %RH to 80 %RH (no condensation) | |

■ **General (Wireless Transmitter)**

| Power supply | Input | USB Micro Type B DC 5 V |
|---|---|---|
| | AC Adaptor (SAE0012A) | Input: AC 110 - 240 V 50/60 Hz 0.2 A<br>Output: DC 5 V 1 A |
| Power Consumption | Approx. 0.3 W | |
| Dimensions (W × H × D) | 72 mm (2 $7/8''$) × 16 mm ($21/32''$) × 48 mm (1 $29/32''$) | |
| Mass (Weight) | Approx. 29 g (1.0 oz) | |
| Operating temperature range | 0 °C to 35 °C (32 °F to 95 °F) | |
| Operating humidity range | 35 %RH to 80 %RH (no condensation) | |
| Terminal | Audio In:<br>Stereo 3.5 mm ($1/8''$) jack | |

■ **Bluetooth® section**

| Version | Bluetooth® Ver. 5.0 |
|---|---|
| **Class** | Class 1 |
| **Support Profiles** | AVRCP, A2DP, HFP, HSP |
| **Frequency Band** | 2.4 GHz band FH-SS |
| **Operation Distance** | 10 m (33 ft) |
| **Support Codec** | SBC, AAC |

■ **Speaker section**

| Speaker (L/R) | Full range speaker unit: Approx. 11 mm ($^{13}/_{32}''$) $\times$ 34 mm (1 $^{5}/_{16}''$) Cone type 2 pcs |
|---|---|

• Specifications are subject to change without notice.

# When disposing of the product

The built-in batteries are a valuable recyclable resource. When disposing of the SC-WN10, rather than disposing of in general waste (non-combustible garbage), follow the local national laws and take to the appropriate collection point. Contact your local government organization if you are unsure of your local collection point.

• The SC-WN10 may keep the user settings information in the SC-WN10. If you discard the SC-WN10 either by disposal or transfer, then follow the procedure to return all the settings to the factory defaults to delete the user settings. (➜ 16)

## To remove the battery when disposing of the SC-WN10

**The following instructions are not intended for repairing purposes but for the disposal of the SC-WN10. The SC-WN10 is not restorable once disassembled.**
**• When disposing of the SC-WN10, take out the battery installed in the SC-WN10 and recycle it.**

• Disassemble after the battery runs out.
• Keep disassembled parts out of reach of children.

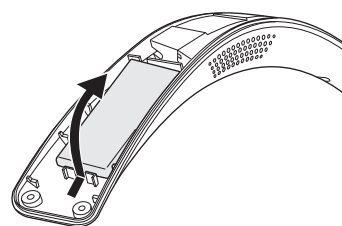**1 Take off the cap (5) on the bottom of the SC-WN10, then unscrew the screws (5).**
 • Use a commercially available cross-head precision screwdriver to remove the screws.
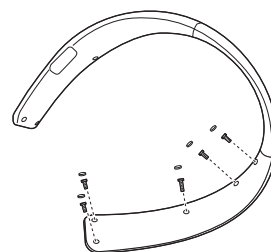
**2 Remove the cover of the SC-WN10.**
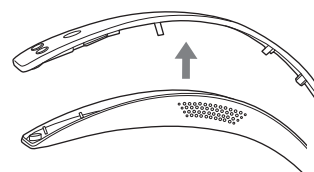
**3 Take off the connector, then take the battery out of the SC-WN10.**

**Regarding the handling of used battery**
• Insulate the terminals with adhesive tape or similar material.
• Do not disassemble.

# Panasonic Products Limited Warranty (ONLY FOR U.S.A.)

**Limited Warranty Coverage**

If your product does not work properly because of a defect in materials or workmanship, Panasonic Consumer Electronics Company, Division of Panasonic Corporation of North America (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("Limited warranty period"), at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace, or refund will be made by the warrantor.

| Product or Part Name | Parts | Labor |
|---|---|---|
| Wireless Neck Speaker System | 1 year | Not Applicable |
| All included Accessories | 90 days | Not Applicable |

During the "Labor" Limited warranty period there will be no charge for labor. During the "Parts" Limited warranty period, there will be no charge for parts.
You must visit https://help.na.panasonic.com to arrange for service during the Limited Warranty period.
If non-rechargeable batteries are included, they are not warranted.
This Limited Warranty only applies to products purchased and serviced in the United States. This Limited Warranty is extended only to the original purchaser of a new product which was not sold "as is". A purchase receipt or other proof of the original purchase date is required for Limited Warranty service.

**Mail-In Service--Online Repair Request**

**Online Repair Request**
To submit a new repair request and for quick repair status visit our Web Site at https://help.na.panasonic.com

When shipping the unit, carefully pack, include all supplied accessories listed in the Owner's Manual, and send it prepaid, adequately insured and packed well in a carton box. When shipping Lithium Ion batteries please visit our Web Site at https://help.na.panasonic.com as Panasonic is committed to providing the most up to date information. Include a letter detailing the complaint, a return address and provide a daytime phone number where you can be reached.
A valid registered receipt is required under the Limited Warranty.

**IF REPAIR IS NEEDED DURING THE WARRANTY PERIOD, THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. CUSTOMER WILL BE CHARGED FOR THE REPAIR OF ANY UNIT RECEIVED WITHOUT SUCH PROOF OF PURCHASE.**

**Limited Warranty Limits and Exclusions**
This Limited warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The Limited warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Factory Service Center or other Authorized Servicer, or damage that is attributable to acts of God.

**THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE".**
**THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY.**

(As examples, this excludes damages for lost time, travel to and from the servicer, loss of or damage to media or other memory or recorded content. The items listed are not exclusive, but for illustration only.)

**ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied Limited warranty lasts, so the exclusions may not apply to you.
This Limited warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the Limited warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to:

Panasonic Corporation of North America
Consumer Affairs Department
Two Riverfront Plaza
Newark NJ 07102-5490

**PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.**

Product registration is not mandatory. Failure to complete the form does not affect the consumer's warranty rights.

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## Shop Accessories!

for all your Panasonic gear
Go to
https://help.na.panasonic.com

Get everything you need to get the most out of your Panasonic products
Accessories & Parts for your Camera, Phone, A/V products, TV, Computers & Networking, Personal Care, Home Appliances, Headphones, Batteries, Backup Chargers & more...

## Customer Services Directory

For Product Information, Operating Assistance, Parts, Owner's Manuals, Dealer and Service info go to https://help.na.panasonic.com

For the hearing or speech impaired TTY: 1- 877-833-8855

As of September 2024

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# Limited Warranty (ONLY FOR CANADA)

## Panasonic Canada Inc.

5770 Ambler Drive, Mississauga, Ontario L4W 2T3

### PANASONIC PRODUCT – LIMITED WARRANTY EXCHANGE PROGRAM

Panasonic Canada Inc. warrants this product to be free from defects in material and workmanship under normal use and for a period as stated below from the date of original purchase agrees to, at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by Panasonic Canada Inc.

| Wireless Neck Speaker System | One (1) year |
|---|---|

This warranty is given only to the original purchaser, or the person for whom it was purchased as a gift, of a Panasonic brand product mentioned above sold by an authorized Panasonic dealer in Canada and purchased and used in Canada, which product was not sold "as is", and which product was delivered to you in new condition in the original packaging.

**IN ORDER TO BE ELIGIBLE TO RECEIVE WARRANTY SERVICE HEREUNDER, A PURCHASE RECEIPT OR OTHER PROOF OF DATE OF ORIGINAL PURCHASE, SHOWING <u>AMOUNT PAID AND PLACE OF PURCHASE</u> IS REQUIRED**

**LIMITATIONS AND EXCLUSIONS**

This warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by Panasonic Canada Inc., or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Authorized Servicer, or damage that is attributable to acts of God.

Dry cell batteries are also excluded from coverage under this warranty.

THIS EXPRESS, LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL PANASONIC CANADA INC. BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. (As examples, this warranty excludes damages for lost time, travel to and from the Authorized Servicer, loss of or damage to media or images, data or other memory or recorded content. This list of items is not exhaustive, but for illustration only.)

In certain instances, some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or the exclusion of implied warranties, so the above limitations and exclusions may not be applicable. This warranty gives you specific legal rights and you may have other rights which vary depending on your province or territory.

**CONTACT INFORMATION**
For product operation and information assistance, please visit our Support page:
**https://help.na.panasonic.com**

For defective product exchange within the warranty period, please contact the original dealer.

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The model number and serial number of this product can be found on either the back or the bottom of the unit.
Please note them in the space provided below and keep for future reference.
MODEL NUMBER          SC-WN10
SERIAL NUMBER

User memo:

DATE OF PURCHASE
DEALER NAME
DEALER ADDRESS

TELEPHONE NUMBER

DVQX2751