Panasonic

Operating Instructions

Digital Wireless Stereo Headphones

Model No. **RB-C10**



Thank you for purchasing a Panasonic product.
Please read this operating instructions before using the unit and save them for future reference.

Before use

Accessories 3
(Important) About water resistance 3
Part names 4
Charging 6
Turning the earphones on and off 8
How to fit the earphones 9
Connecting to a Bluetooth® device 12
Pairing a second or subsequent device 13

Operation

Operating with the control buttons 15
Listening to music 17
Making a phone call 18
Activating the voice assistant 18

Other

Restoring to the factory settings 19
Firmware updates 19
Troubleshooting 20
Specifications 23
Cleaning the unit 26

Expressions used in this document
- The product illustrations may differ from the actual product.

Accessories



USB charging cord x 1
(Type-A to Type-C)

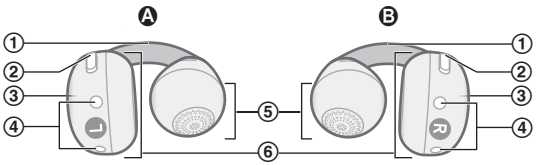
(Important) About water resistance

Cautions for use in places where the unit may get wet (from spray, rain, sweat, etc.)
Observe the following precautions. Incorrect operation may cause malfunction.
- Do not charge if your hands or the unit (earphones or charging cradle) are wet. Wipe dry before charging.
- Do not use the USB charging cord if the unit or cable is wet.
- Do not use soap or detergent, and do not immerse the unit in water.
- If water gets on the unit, wipe it off with a soft, dry cloth.
  - Sound may be reduced or distorted.
  - If water remains in the speakers, sound may be very quiet or inaudible. Dry the earphones thoroughly and remove any droplets.
- Failure to keep the unit dry may result in rust, corrosion, and device damage.

If water does get into the earphones or the charging cradle, cease use and consult your dealer. Damage caused by improper handling is not covered by the warranty.

Part names

Main unit (Earphones)



Ⓐ L (left) earphone
Ⓑ R (right) earphone

① Ear loops

② Control buttons
- Pressing these enables you to perform a variety of operations. (page 15, “Operating with the control buttons”)

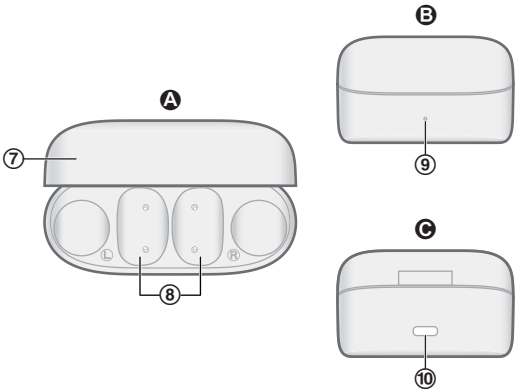
③ Microphones

④ Charging contacts

⑤ Speakers

⑥ Battery pods

Main unit (Charging cradle)



Ⓐ Top view

⑦ Charging cradle lid

⑧ Charging slot

Ⓑ Front view

⑨ Status indicator

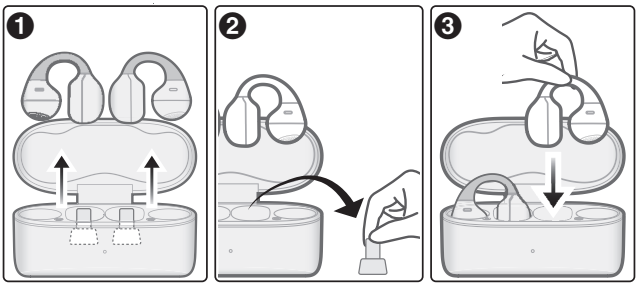
Ⓒ Back view

⑩ USB Type-C Charging terminal

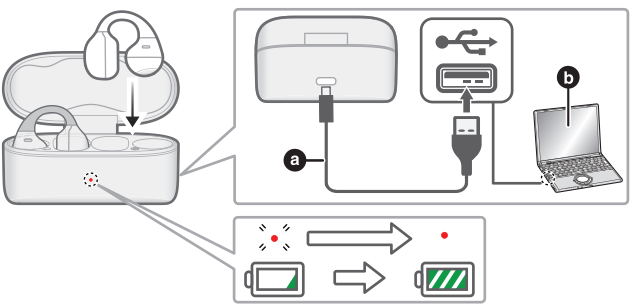
- Connect the supplied USB charging cord when charging. (page 6, “Charging”)

Charging

Before initial use: Remove the insulation sheet, then charge the unit.



The internal batteries are not charged initially. Charge fully before first use.



ⓐ: USB charging cord (supplied)
ⓑ: Power source (e.g., PC)

1 **Use the USB charging cord (supplied) to connect the charging cradle to a 5.0 V power source (500 mA or higher).**
- Insert and remove the cable straight, holding the plug. Do not force or insert at an angle; this may damage the terminal.

2 **Place the earphones in the charging cradle, matching the L (left) and R (right) markings.**

Charging time (from empty to full)

Earphones	Approx. 2.5 hours
Charging cradle	Approx. 2.5 hours
Earphones with charging cradle	Approx. 2.5 hours

Note:

- Use only the supplied USB charging cord. Charging is not guaranteed with all commercially available USB charging cords.
- While the earphones are placed in the charging cradle and charging, you cannot turn on the earphones or connect them to a Bluetooth® device.
- Place each earphone into the matching L and R charging slots. They will only charge correctly when placed in the right slot.

Battery level notification

When the earphones are placed in the cradle, the status indicator shows battery status.

Scenario	Status Indicator	Charging status
Cradle connected to power	Red (flashing)	Charging in progress
	Red (solid)	Fully charged
Cradle not connected to power	White (solid)*1	Earphones charging
	White (flashing)*2	Cradle battery empty / earphones not charging
	Indicator off	Earphones fully charged

*1 When you take the earphones out of the charging cradle, the status indicator lights for about 13 seconds.
*2 Charge the unit (page 6).

Note:

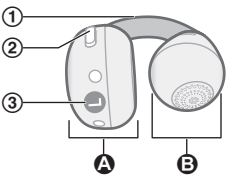
- If the status indicator remains off after placing the earphones into the charging cradle, the earphones will not turn on automatically when removed. When using the earphones, turn them on manually (page 8).

Turning the earphones on and off

Action	Steps
Turn on	● Take earphones out of cradle OR ● Press and hold the L or R control button for about 3 seconds
Turn off	● Place earphones in cradle OR ● Press and hold the L or R control button for about 5 seconds after disconnecting Bluetooth®.
Auto power off	● If the earphones remain disconnected from a device for 5 minutes, they will power off automatically.

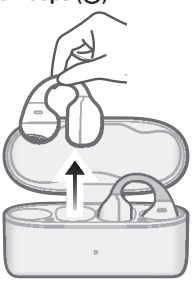
How to fit the earphones

Ⓐ Battery pod
Ⓑ Speaker
① Ear loops
② Control button
③ L (left)/R (right) marking



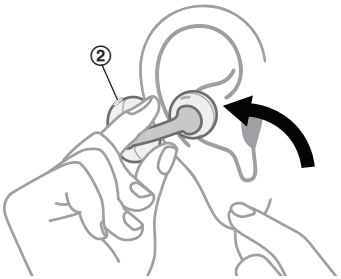
1 **Check the L (left) and R (right) markings of the earphones (③).**

2 **Pick up the earphone by the ear loops (①).**



3 Wear the earphone by placing the battery pod (Ⓐ) behind your ear with the control button (②) facing upward.

- Place the speaker (Ⓑ) on the inner surface of your ear (do not insert into the ear canal).



4 Adjust the earphone so it fits snugly in your ear for clearer sound.

- Ensure the earphones are securely fitted so they do not fall out of your ears.



5 **Gently move your head to confirm stability and comfort.**

■ Correct fit	
	● The battery pod is behind your ear and the control button faces upward. ● The speaker rests on the inner surface of your ear and it is not inserted into the ear canal. ● The earphone fits well in your ear for a secure and comfortable experience.
■ Incorrect fit	
	● The earphone battery pod is on the front side of your ear or the button is facing downwards. ● The earphone speaker is inserted into your ear canal instead of resting on the inner surface of your ear. ● The earphone does not fit well in your ear (it feels too tight or too loose).

Connecting to a Bluetooth® device

Connecting by pairing (registering) your earphones with a Bluetooth® device for the first time

Important:

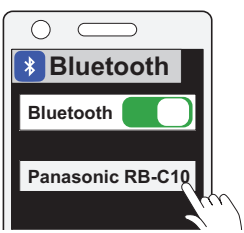
- Keep the Bluetooth® device and the earphones close to each other (within approx. 1 m).
- Depending on the connected Bluetooth® device, a loud sound may be output during playback. Check the volume setting of the Bluetooth® device before starting playback.

1 **Put both earphones (L and R) into the charging cradle to charge.**

2 **Take both earphones (L and R) out of the charging cradle and wear them.**
- The earphones will automatically go into pairing mode by announcing “Pairing”.

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

4 **From the Bluetooth® menu of the Bluetooth® device, select device name “Panasonic RB-C10”.**
- If prompted to enter a password, enter “0000”.
- For details on Bluetooth® connection procedures, refer to the operating instructions for the Bluetooth® device.



5 **Confirm that the earphones and the Bluetooth® device are connected.**

About Bluetooth® settings on computers and TVs

Important:

- The Bluetooth® setup procedures vary depending on the device, OS, version, or model. Refer to the operating instructions or support website for your computer or TV.

■ **Bluetooth® settings on a computer (For Windows® 11)**

1 **Select → (Settings) → [Bluetooth & devices], and turn on Bluetooth®.**

2 **Select [Add device] → [Bluetooth].**

3 **Select “Panasonic RB-C10”.**

■ **Bluetooth® settings on a computer (For Mac® (macOS® Sequoia 15))**

1 **Select Apple menu → [System Settings] → [Bluetooth].**

2 **Select “Panasonic RB-C10” from the list, and click [Connect].**

3 Follow the on-screen instructions.

■ **Bluetooth® settings on a TV (Example: Panasonic TV (model TV-55Z95AEB))**

1 Press Home button on the remote control, and select [Settings] on the screen.

2 Select [Remotes and Bluetooth Devices], and press [OK].

3 Follow the on-screen instructions.

- Keep the TV and earphones close to each other (within approx. 50 cm).

Pairing a second or subsequent device

You can pair (register) the earphones with up to 10 Bluetooth® devices. Registration can be performed using the control button on the earphones.

Example of use:

Pairing the earphones to a smartphone as the first device, and to a computer as the second device.

Important:

- Keep the Bluetooth® device and the earphones close to each other (within approx. 1 m).
- Depending on the connected Bluetooth® device, a loud sound may be output during playback. Check the volume setting of the Bluetooth® device before starting playback.

1 Put both earphones (L and R) into the charging cradle and charge.

2 Take both earphones (L and R) out of the charging cradle and wear them.

3 Press and hold both control buttons (L and R) at the same time for about 5 seconds.

- DO NOT UNPAIR from the device's Bluetooth® settings.
- The earphones will automatically disconnect from paired devices and go into pairing mode by announcing "Disconnected" and then "Pairing".

4 Turn on the Bluetooth® device and enable the Bluetooth® function on the next device you want to pair.

5 From the Bluetooth® menu of the Bluetooth® device, select device name "Panasonic RB-C10".

6 Confirm that the earphones and the Bluetooth® device are connected.

Note:

- This unit remembers the device lastly connected. The unit may connect automatically after turning on the power of this unit.
- The unit will automatically turn off if it is in pairing mode and not connected to a device for 5 minutes. To turn it back on, refer to "Turning the earphones on and off" (page 8) and then do pairing again in "Pairing a second or subsequent device" (page 13).
- When you pair a device after the maximum has been exceeded, previous devices are overwritten. To use overwritten devices again, do the pairing again.
- This unit can be connected to up to 2 Bluetooth® devices at the same time (page 14).
- For information about using the Bluetooth® devices, please refer to the operating instructions of the Bluetooth® devices.

Using multipoint connection

Important:

- Multipoint connection is available with the devices that were last connected via Bluetooth® connection, up to 2 devices.
- For operation of the Bluetooth® device, refer to the operating instructions for the Bluetooth® device.
- Depending on the app or software used, this function may not operate.

1 **Check that the earphones have been paired with each Bluetooth® device.**

2 **Connect the first Bluetooth® device to the earphones.**
- select device name “Panasonic RB-C10” displayed in the Bluetooth® menu of the Bluetooth® device.

3 **Connect the second or subsequent Bluetooth® device to the earphones.**
- select device name “Panasonic RB-C10” displayed in the Bluetooth® menu of the Bluetooth® device.

Operating with the control buttons

Use the L (left) and R (right) earphone buttons to control music playback, phone calls, and other functions.

■ **Listening to music**

Function	L	R
Playback/pause	Press once	
Forward a track	–	Press rapidly 2 times
Back a track	–	Press rapidly 3 times
Volume up	Press rapidly 3 times	–
Volume down	Press rapidly 2 times	–
Polite Mode	–	Press and hold for about 2 seconds

■ **Making a phone call**

Function	L	R
Receiving a phone call	Press once while receiving the call	
End a phone call	Press and hold for about 2 seconds during the call	
Reject a phone call	Press and hold for about 2 seconds while receiving the call	
Volume up	Press rapidly 3 times	–
Volume down	Press rapidly 2 times	–

■ **Voice assistant**

Function	L	R
Start the voice assistant	Press and hold for about 2 seconds	–
Volume up	Press rapidly 3 times	–
Volume down	Press rapidly 2 times	–

■ **Turning the earphones on and off**

Function	L	R
Turning on	Press and hold for about 3 seconds	
Turning off	Press and hold for about 5 seconds in disconnected state*1	

*1 When this unit is not connected to a Bluetooth® device.

Note:

- You can also use just one side of the earphones independently. (page 16, “Using just one earphone”)
- Depending on the connected devices, operating systems, and applications, some functions may not respond or may operate differently than described above when using the control buttons on the earphones. Please check the status of the connected devices and perform any necessary operations on the connected devices.
- A beep will play to indicate that you have reached the maximum or minimum volume level.

Using just one earphone

This unit allows you to use either earphone independently after pairing.
For example, if you take only the R (right) earphone out while leaving the L (left) earphone in the charging cradle, the R earphone will connect to the smartphone.
This lets you listen to music or make a call with one earphone while charging the other. The sound will be monaural.

- When using only one earphone, removing the other earphone from the charging cradle will automatically reconnect both earphones to each other for stereo sound.
- While listening to music, “forward a track”, “back a track” and Polite Mode controls are not available on the L (left) earphone if the R (right) earphone is charging.
- While listening to music, “volume up” and “volume down” controls are not available on the R (right) earphone if the L (left) earphone is charging.

Listening to music

When paired with a Bluetooth® device, you can use the earphones to remotely control music and video playback in supported apps on the connected device.

1 Connect the Bluetooth® device and the unit. (page 12, "Connecting to a Bluetooth® device")

2 Select and play the music or the video on the Bluetooth® device.
- The unit's earphones will output the music or the audio of the video being played back.
- For operating procedures during music playback. (page 15, "Operating with the control buttons")
- Operating time may become shorter depending on the usage conditions.

Note:
- Wear the earphones in a position where you can hear the sound clearly.
- The unit might leak sound depending on the volume level.
- When the volume is increased to near maximum level, music may sound distorted. Decrease the volume until the distortion is cleared.
- When using a multi-point connection, if you start playing music on one device while another device is already playing, you may experience delays in audio switching or it may not switch correctly. To resolve this, please pause the music on the other device and play music only on the device you wish to listen to.

Polite Mode (reduces sound leakage)

This earphone design does not fully seal the ear canal. This helps you stay aware of your surroundings, but it also means that some sound may escape and be faintly heard by people nearby, especially at higher volumes or in quiet places such as libraries or elevators.
Polite Mode minimizes audio leakage into the surrounding environment and is recommended for use in quiet spaces. This setting is "Off" by default.

Press and hold the R (right) control button for about 2 seconds while wearing the earphones.
Each long press of the button toggles the setting on or off.
- When turned on, "Polite Mode" is announced and when turned off, "Off" is announced.
- The setting is retained until it is changed.

Making a phone call

With Bluetooth® enabled phones (cell phones or smartphones), you can use the unit for phone calls.

1 Connect the Bluetooth® device and the unit. (page 12, "Connecting to a Bluetooth® device")

2 Press the control button (L or R) on the earphone once to answer an incoming call.
- During an incoming call, ringtone will sound from the unit.
- To reject a phone call, press and hold the control button (L or R) for about 2 seconds.

3 Start talking.
- You can adjust the volume using the control buttons on the earphones (page 15).

4 Press and hold the control button (L or R) on the earphone for about 2 seconds to end the call.

Note:

- Depending on the Bluetooth® compatible phone:
  – Settings such as hands-free calling may be required.
  – The ringtone or dialling sound may be heard through the earphones.

Activating the voice assistant

You can use the control button on the earphones to activate the voice assistant (Siri, Google Assistant, etc.) on your smartphone or similar device.

1 Connect the Bluetooth® device and the unit. (page 12, "Connecting to a Bluetooth® device")

2 Press and hold the L control button for about 2 seconds to activate the voice assistant.
- The voice assistant function on the Bluetooth® device is activated.

Note:

- For details on voice commands, refer to the operating instructions of the Bluetooth® device.
- Depending on the smartphone specifications or app version, the voice assistant function may not operate properly.

Restoring to the factory settings

When you want to delete all pairing device information, etc. in the earphones, you can restore the earphones to the factory settings (original settings upon purchase).

Important:

- Charge the earphones before restoring the earphones to their factory settings.

1 **Take both earphones (L and R) out of the charging cradle.**

2 **Disable the Bluetooth® function on the connected device, then press the control button (L or R) rapidly 7 times.**
- When a beep sound is heard, initialization of the earphones is complete.

Note:

- To pair the earphones again, first delete the registered information (device name: “Panasonic RB-C10”) from the Bluetooth® device, then perform pairing again (page 12).

Firmware updates

If it is necessary to update the firmware for the unit, we will post a notification on the following website.
https://panasonic.jp/support/global/cs/audio/download/index.html#headphone

Troubleshooting

Before requesting service, make the following checks. If you are in doubt about some of the check points, or if the remedies indicated do not solve the problem, consult your dealer for instructions.

Does not connect with the Bluetooth® device.

- You can pair a maximum of 10 Bluetooth® devices. When you pair a device after the maximum has been exceeded, previous devices are overwritten. To use overwritten devices again, do the pairing again.
- Forget or unpair this unit from the Bluetooth® menu on the Bluetooth® device, and then pair it again (page 13).

The left and right batteries deplete at different rates.

- There may be some difference between left and right due to signal and usage condition.

Cannot charge the unit.

- Make sure to charge at a room temperature between 10 °C and 35 °C.
  Outside this range, charging may not be possible. In such cases, the earphones may appear not to charge even when:
  – the USB charging cord is connected to the charging cradle, but the status indicator is off.
  – the USB charging cord is not connected to the charging cradle, and the earphones are placed in it, but the status indicator turns off after about 15 seconds.
- The unit may already be fully charged or the charging cradle battery may be empty. Check the status indicator (page 7).
- When charging via a computer, ensure:
  – the USB charging cord is firmly connected.
  – the computer is powered on (not in standby or sleep).
  – the USB port is working properly. Try another port if needed.
- Ensure the earphones are properly placed in the charging cradle. Reinsert them if charging does not start (page 6).
- If the charging time and operating time become shorter, the built-in batteries of the earphones and charging case may be worn out.
  (Battery lifespan: approx. 500 charge cycles each)
- Right after purchase or if the device has not been used for a while, the status indicator may not blink for several minutes after charging starts. If you continue charging, it will begin blinking. If it still does not blink after some time, contact your retailer for repair.

Cannot charge the charging cradle via USB charging cord.

- Check for dirt or debris on the USB charging cord and charging terminals. Clean if needed. Dirt may cause overheating or malfunction (page 26).
- Connect the USB charging cable:
  – Connect one end to a computer or a commercially available AC adapter (USB Type-A port).
  – Connect the other end to the USB port on the charging cradle.
- When using a computer USB port:
  – Ensure the computer is powered on. Charging will not occur in standby or sleep mode.
  – If charging does not start, try a different USB port.
- If charging still does not start, disconnect the USB charging cable, then reconnect it securely.
- If the status indicator flashes white when the USB charging cord is not connected, the battery is low.
  Recharge the charging cradle using the USB charging cord (page 6).

Cannot charge the earphones.

- Check for dirt or debris on the earphone charging contacts. Clean if needed. Dirt may cause poor charging or malfunction (page 26).
- Check that the earphones are correctly inserted into the charging cradle. Improper placement may prevent charging (page 6).

Cannot turn on or operate the earphones.

- Turn the power off and on again by placing the earphones in the charging cradle for about 15 seconds, then removing them (page 8).
- Please restore factory setting (page 19).

The earphones do not turn on automatically.

- Press and hold the control buttons (L and R) for about 3 seconds to turn on the earphones manually (page 8).

No sound.

- Make sure that the earphones and the Bluetooth® device are connected correctly.
- Check if music is playing on the Bluetooth® device.
- Check that the earphones are turned on and the volume is not too low (page 15).
- Pair and connect the Bluetooth® device and the earphones again (page 13).
- Disable the Bluetooth® function on the other connected device when using multipoint, then check again (page 14).

Low sound or call volume.

- Wear the earphones correctly (page 9).
- Increase both the Bluetooth® device volume and the earphones volume, as they may be controlled separately (page 15).

Sound from the device is cut off. / Too much noise. / Sound quality is bad.

- Sound may be disrupted if signals are blocked. Do not fully cover the earphones with the palm of your hand, etc.
- The device may be out of the 10 m communication range. Move the device closer to the earphones.
- Remove any obstacle between the earphones and the device.
- Switch off any wireless LAN device when not in use.
- Devices such as microwave ovens may cause interference.
- Depending on the environment, signals in the same 2.4 GHz band as Bluetooth® may interfere and cause sound dropouts.

Cannot make a phone call.

- Check the audio settings of the Bluetooth® compatible phone. If it is not set to use this device for calls, change the setting accordingly.

Sound Leaks to surroundings.

- Make sure the Polite Mode is turned on (page 17).

Specifications

■ **General**

Power supply (Charging cradle)	DC 5 V, 500 mA
Internal battery	Earphones: 3.85 V, Lithium-ion 60 mAh Charging cradle: 3.7 V, Lithium polymer 500 mAh
Operating time*1 (Earphones)	Approx. 7.0 hours (AAC) Approx. 7.0 hours (SBC)
Operating time*1 (Earphones with charging cradle)	Approx. 26.0 hours (AAC) Approx. 26.0 hours (SBC)
Quick charge operating time*1 (Earphones)	15 min. charge, Approx. 60 min. (AAC)
Charging time*2 (25 °C)	Earphones: Approx. 2.5 hours Charging cradle: Approx. 2.5 hours Earphones with charging cradle: Approx. 2.5 hours
Charging temperature range	10 °C to 35 °C
Operating temperature range	0 °C to 40 °C
Operating humidity range	35 %RH to 80 %RH (no condensation)
Mass (Weight)	Earphone: Approx. 5.5 g (one side only: L and R are the same) Charging cradle: Approx. 38.0 g

*1 It may be shorter depending on the operating conditions.
*2 The time required to charge the batteries from empty to full.

■ **Bluetooth® section**

Wireless equipment classification	Class 1
Max RF Power (e.i.r.p)	9 dBm
Frequency band	2402 MHz to 2480 MHz
Supported codec	SBC, AAC
Operating distance	Up to 10 m

Other

■ **Earphones section**

Driver units	11 mm
Microphone	Mono

■ **Charging cradle section**

Charging terminal	USB Type-C Shape

■ **Accessory section**

USB Charging Cord (Input Plug: USB Type-A Shape, Output Plug: USB Type-C Shape)	Approx. 0.2 m

- Specifications are subject to change without notice.

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https://panasonic.jp/support/global/cs/audio/download/index.html

About Bluetooth®

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

Frequency band used: 2.4 GHz

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.
  The range can decrease depending on the environment, obstacles or interference.

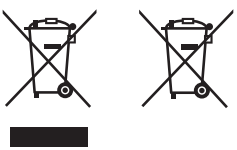
Interference from other devices

- 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).

Disposal of Old Equipment and Batteries
Only for European Union and countries with recycling systems



These symbols on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries must not be mixed with general household waste. For proper treatment, recovery and recycling of old products and used batteries, please take them to applicable collection points in accordance with your national legislation.
By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment.
For more information about collection and recycling, please contact your local authority. Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

Note for the battery symbol (bottom symbol):
This symbol might be used in combination with a chemical symbol. In this case it complies with the requirement set by the Directive for the chemical involved.

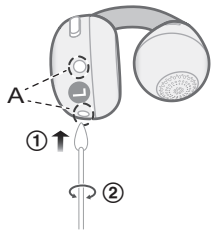
Note for the batteries removal in the European Union:

- For your safety, you must not attempt to remove the batteries yourself.
- Please contact your local service center for information and assistance with batteries removal.

Cleaning the unit

- Use a soft, dry cloth to wipe the earphones.
- For the earphone mesh, gently clean with a dry cotton swab, then wipe with a soft cloth.

Clean the charging contacts of earphones



Use pointed cotton swab to gently wipe the charging contacts of the earphones to remove foreign material.

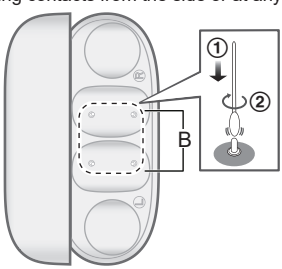
1 Touch the tip of the pointed cotton swab to the charging contacts (A).

2 Rotate the cotton swab to wipe away dirt.

Clean the charging contacts of charging cradle

Important:

Do not apply force to the charging contacts from the side or at any angle. (It may cause damage)



Use cotton swab to gently clean the charging contacts of the charging cradle.

1 Use a cotton swab on the tip of the charging contacts (B) from above.

2 Wipe off dirt by stroking the tip of the charging contacts with a cotton swab.

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