

## **Troubleshooting Steps**

### **Does the Razer Hammerhead True Wireless support both Android and iOS handsets? How about my PC?**

The Razer Hammerhead True Wireless earbuds can work with most devices with Bluetooth audio capability. This product is designed to work with mobile devices. However, if your PC has Bluetooth audio capabilities, the Razer Hammerhead True Wireless earbuds may work with it.

### **What is the maximum range of the Razer Hammerhead True Wireless earbuds?**

The Razer Hammerhead True Wireless earbuds range is up to 10 meters. Do note that some obstacles such as walls and/or doors may affect the operational distance.

### **Does the Razer Hammerhead True Wireless come in any other color variant?**

No, the Razer Hammerhead True Wireless is only available in black.

### **How do I clean my Razer Hammerhead True Wireless earbuds?**

To clean the earbuds, remove any attached silicone tips and wipe the earbuds with a soft cloth that is lightly saturated with warm water. Be careful not to allow the liquid to penetrate the actual speaker. The silicone tips and cords can be cleaned the same way and allow them to dry before re-installing.

## **Hardware**

### **What are the Technical Specifications of the Razer Hammerhead True Wireless?**

Headphone

Bluetooth: Version 5.0

Driver Size/Type: 13mm/Dynamic

Driver Impedance:  $32 \pm 15\%\Omega$

Sensitivity: 91dB+/- 3dB,0dBFS at 1KHz

Frequency Response: 20-20kHz

Rated Power: 5mW

Codec: SBC, AAC

Controls: One-Touch Control (Click/Double Click/Long Press) for each earbud

Power Consumption: Average < 10mA at 1mW output @ 32 ohm, audio playback

Expected Battery Life

Earbuds: Minimum 4 Hours

Charging Case: Minimum 12 Hours

Connection

Wireless Connection: Bluetooth BR/EDR, LE V5.0

Bluetooth Profile: HFP/AVRCP/A2DP/BLE

Operation Distance: >10m

LED: Red, Orange, Green LEDs 1 x Charging Case

Notification (Earbuds)

Voice Prompt in following various languages

Tones

Notification (Charging Case): Red, Orange, Green LED

Charging for Earbud

Contact Charging

Charging time: about 90mins

Charging Case

Pocket-sized

USB Type C

Charging time: about 90mins

Microphone

Microphone - Speech: NA

ENC: NA

Mic Sensitivity: -42 dB± 3 dB@1kHz

## **How do I turn my Razer Hammerhead True Wireless on or off?**

Here are the simple steps in turning your Razer Hammerhead True Wireless on or off:

The earbuds will turn off automatically when placed inside the charging case (lid closed). They will also turn on and pair when the charging case is opened.

To turn on your Razer Hammerhead True Wireless manually, press and hold the function button for each earbud for 2 seconds to power on. You will hear an audio prompt from each earbud once they are powered on.

If the earbuds are left idle for a few minutes, you will hear an audio prompt and then the earbuds will automatically power off.

## **How do I charge the Razer Hammerhead True Wireless earbuds?**

To charge your Razer Hammerhead True Wireless earbuds, connect the charging case to a USB port using the charging cable with the earbuds. Both the earbuds and charging case will charge.

## **Software**

### **How do I activate the Gaming Mode on the Razer Hammerhead True Wireless earbuds?**

To activate the Razer Hammerhead True Wireless gaming mode, triple-tap either left or right function buttons then hold the last tap for at least 2 seconds. Repeat the same gesture to disable gaming mode.

### **How do I control the Razer Hammerhead True Wireless earbuds?**

The Razer Hammerhead True Wireless earbuds feature touch controls. Change music tracks, manage calls, and activate your smartphone's voice assistant—all from the earbud touch interface. Please refer to the master guide for a full list of controls.

### **One of the speakers in my earbuds will not work or one side plays louder than the other. What can I do to remedy this?**

First, confirm that the issue is with the headset itself and not with the audio source. To do this, try to connect the headset to a different audio source and see if the issue persists.

Sometimes, wax build-up on earbuds may cause audio quality and output level issues on the headset. Cleaning the earbuds may help aid the issue. To clean the earbuds, remove any attached silicone tips and wipe the earbuds with a soft cloth that is lightly saturated with warm water.

If you are still having issues on your headset, contact the Razer Support Team for further assistance.

## **I lost my left/right earbud, will the Razer Hammerhead True Wireless still work?**

Yes. Each earbud can work individually.

The Razer Hammerhead True Wireless earbuds don't power off/still connected to my phone even after placing inside the charging case and closing it. What do I do?

This can sometimes happen if the charging case does not have enough power to charge the earbuds (LED indicator is blinking RED). To turn off the earbuds, please try the following options:

Recharge the case by plugging into a power source using the included USB cable. When the case has enough power to charge the earbuds, they will turn off.

If you do not have access to a charger and just want to turn off the earbuds, tap and hold both earbuds until you hear the "pairing" voice prompt. Then, tap one of the earbuds 3 times and hold the last tap for 2 secs or until you hear the "power off" voice prompt.

Only one of the Razer Hammerhead True Wireless earbuds is connecting to my phone and playing music. How do I fix this?

You may try the following workarounds:

Place the misbehaving earbud into the charging case and close it. Wait about 5 seconds and then open the charging case. The earbud should reconnect automatically. If the earbud doesn't reconnect, please make sure the charging case has enough battery (LED indicator is GREEN) and try again.

One of the earbuds may not have enough power. To remedy this, place both earbuds inside the charging case and connect it to a power source for about 15 minutes and try again.

Your earbuds may have not paired properly with each other. Press both earbuds until you hear it go to "Pairing". Double-tap both earbuds simultaneously. You should hear a two-blip tone from one of the

earbuds, followed by another blip two seconds later. This means both earbuds have paired together successfully. Try to pair your Razer Hammerhead True Wireless to your phone again.

## **What is compatibility mode and when do I need to enable it?**

Compatibility mode enables your Hammerhead True Wireless earbuds to work with devices that may have connectivity issues otherwise. These devices may not have implemented all protocols of the Bluetooth standard in terms of packet size. By default, the setting will be in the “OFF” position to allow for the best wireless performance. The setting can be adjusted via the smartphone application.

The following devices need compatibility mode enabled:

Apple MacBook Pro with macOS 10.15

Huawei phones running Android 10

Meizu Pro 7 Plus

RedMi Note 4

Note that after switching from “OFF” to “ON” position or vice versa, the earbuds will disconnect for about four to six seconds. Please wait for the earbuds to reconnect before attempting to play music or any type of media.