User Guide

OPEN**COMM2** 2025 Upgrade
OPEN**COMM2 UC** 2025 Upgrade

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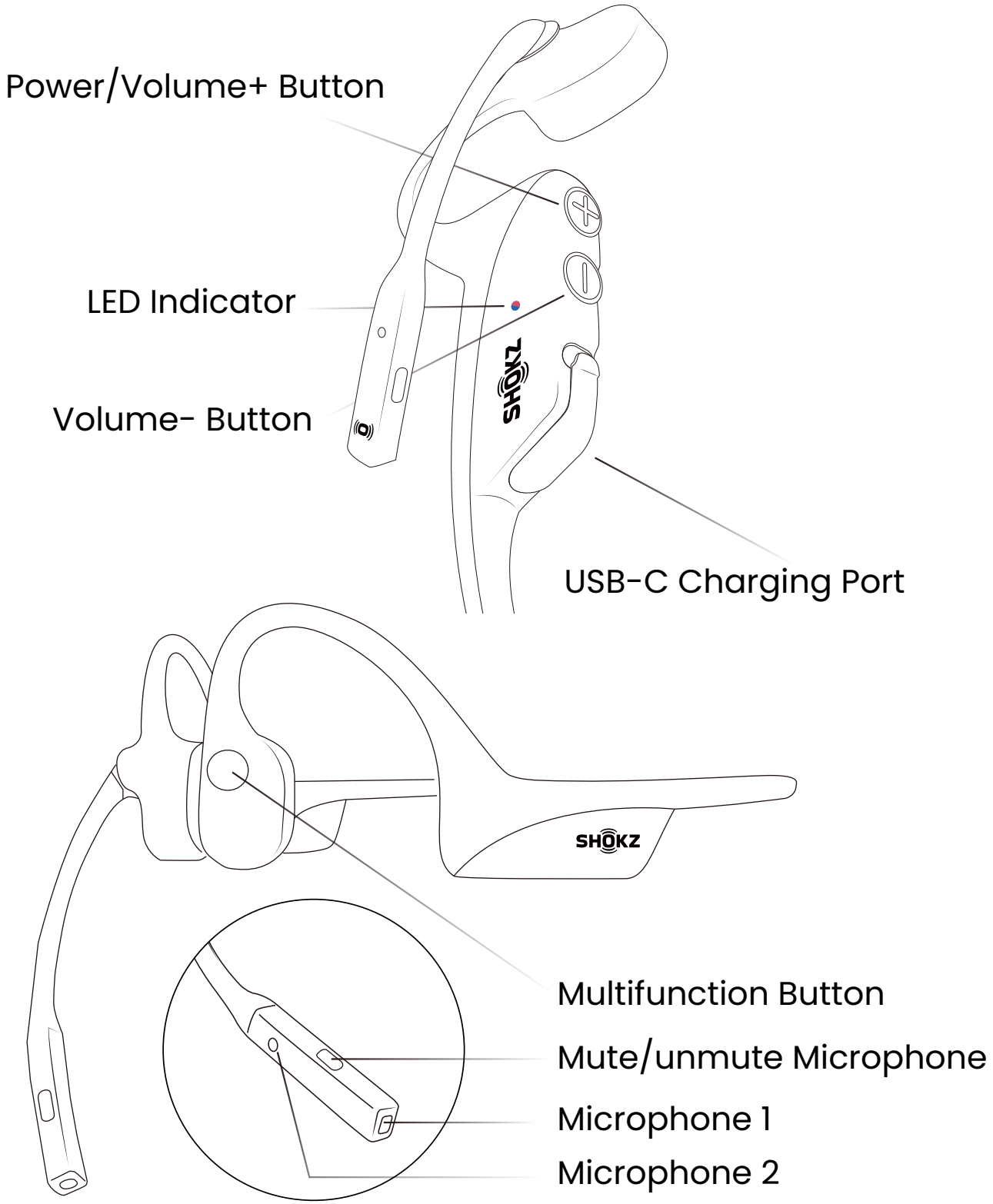
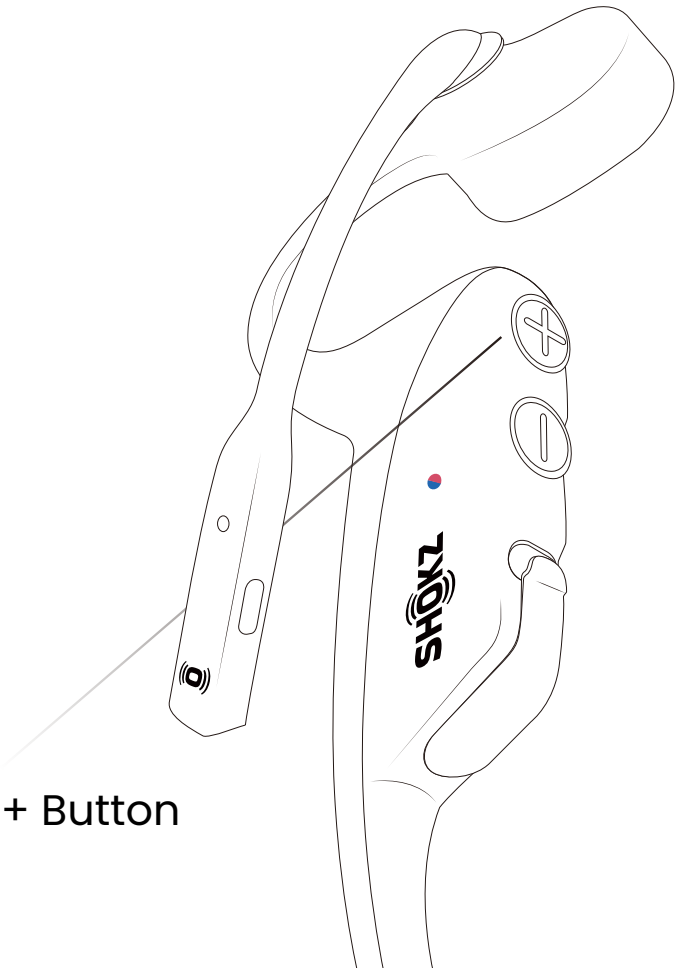
How It Works

Headset Controls



* MIC is used for voice calls only

ON/OFF



Power/Volume+ Button

Turn on the headset:

Press and hold the Power/Volume+ Button until the LED indicator flashes blue.

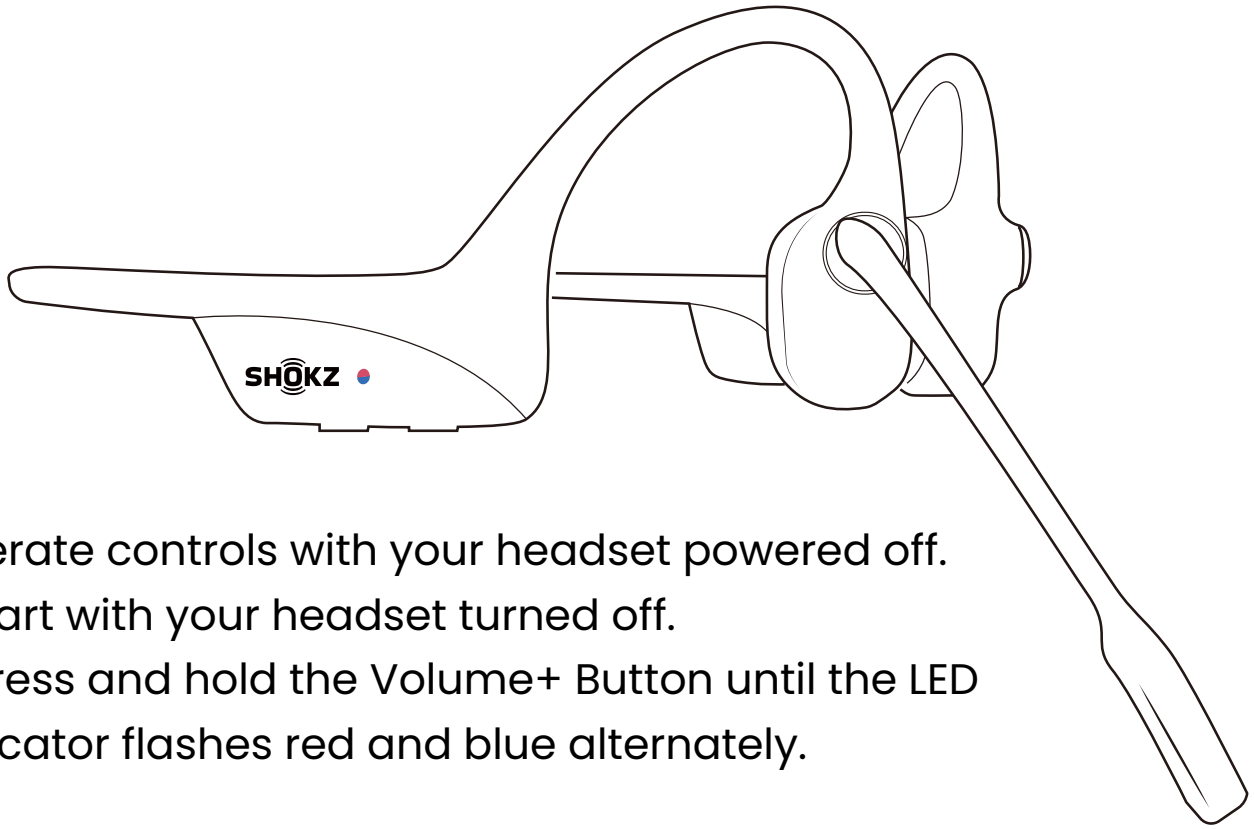
*Audrey will say, “Welcome to Shokz.”

Turn off the headset:

Press and hold the Power/Volume+ Button until the LED indicator flashes red.

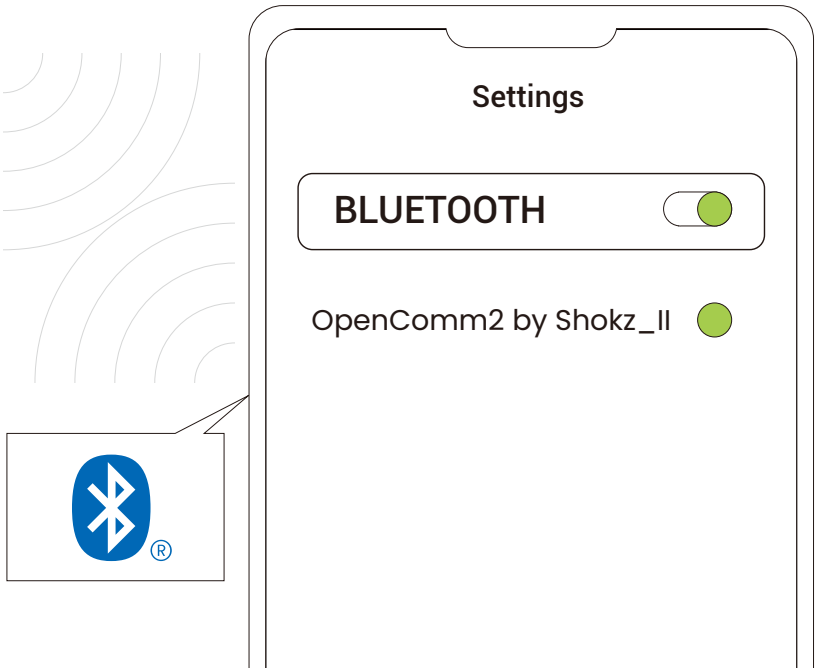
*Audrey will say, “Power off.”

Pairing to Mobile Device



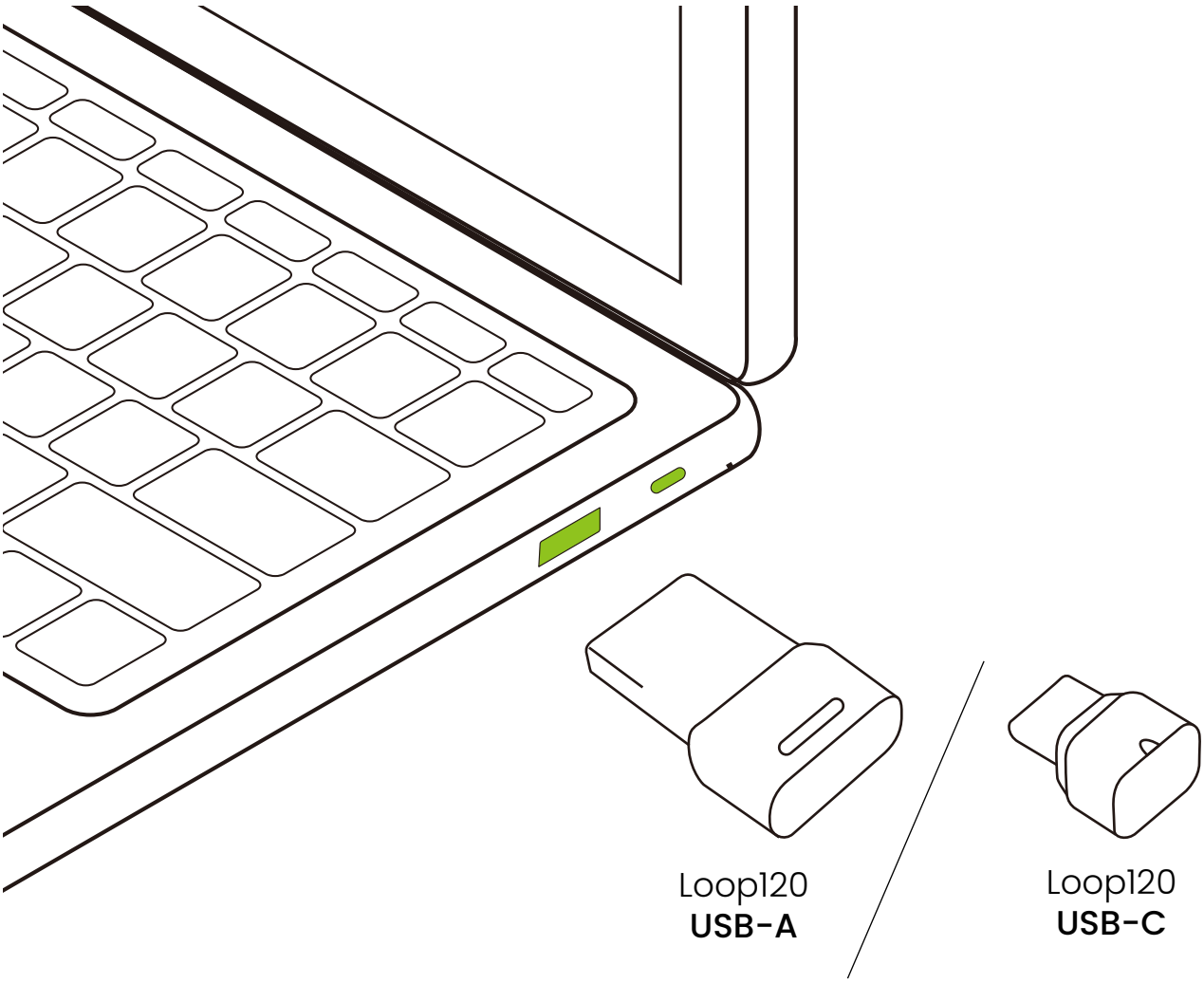
Operate controls with your headset powered off.

1. Start with your headset turned off.
2. Press and hold the Volume+ Button until the LED indicator flashes red and blue alternately.



3. Select "OpenComm2 by Shokz_II" on your device's Bluetooth settings. Audrey will say, "Connected".

Pairing to PC

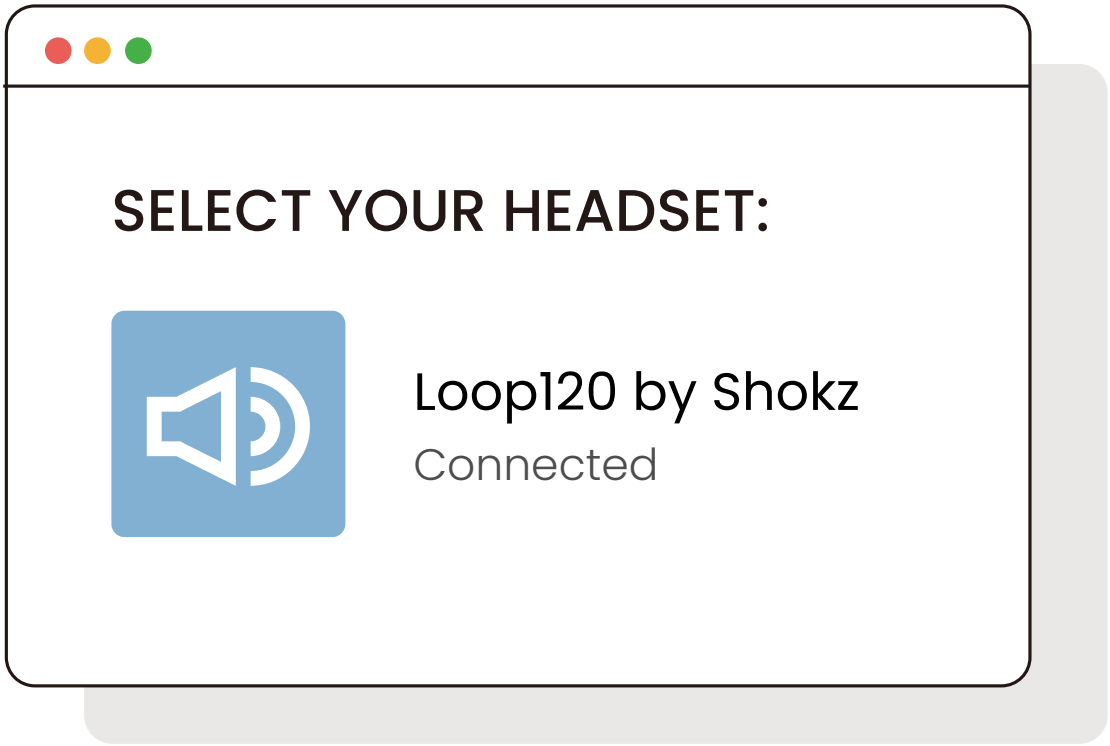


Operate controls with your headset powered off.

1. Start with your headset turned on.

2. Plug the included USB adapter into a USB port on your PC.

3. Connection is established when Audrey says "Connected" or beeps, and the LED indicator on the USB adapter is solid cyan.

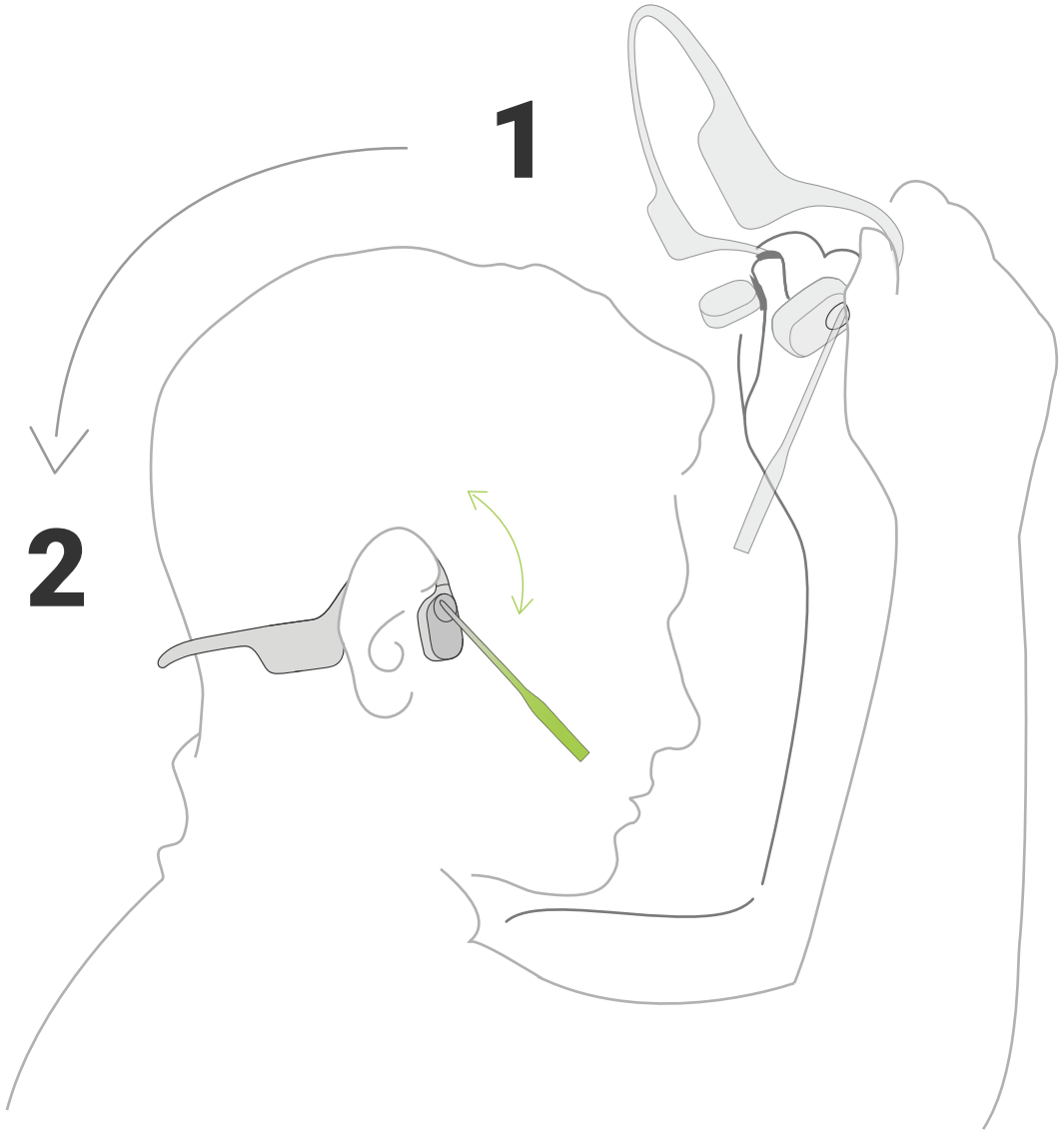


Configure

To play music or take calls on the headset, please ensure the “Loop120 by Shokz” is both identified as the default input and output devices in your operating system’s audio settings.

* Only for headsets connected with the wireless adapter.

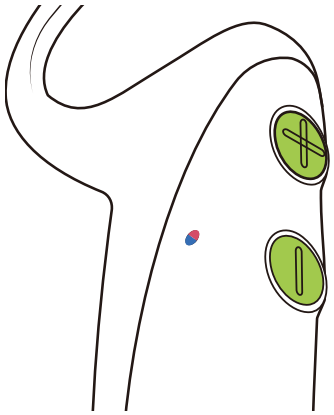
How to Wear



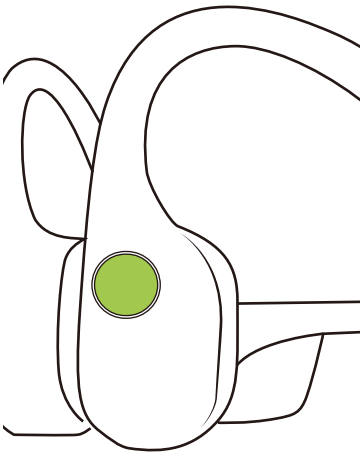
Slide the headset over your head, bring it to the back of your neck and position the ear hooks on your ears.

*Position the noise-canceling microphone close to your mouth.
*Wearing your headset the wrong way could cause discomfort. Be sure you have the transducers resting in front of your ears.

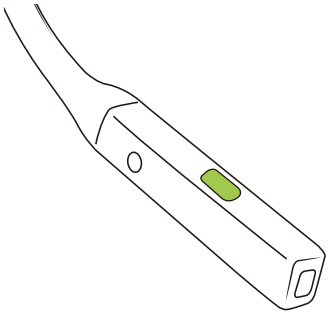
Music and Calls



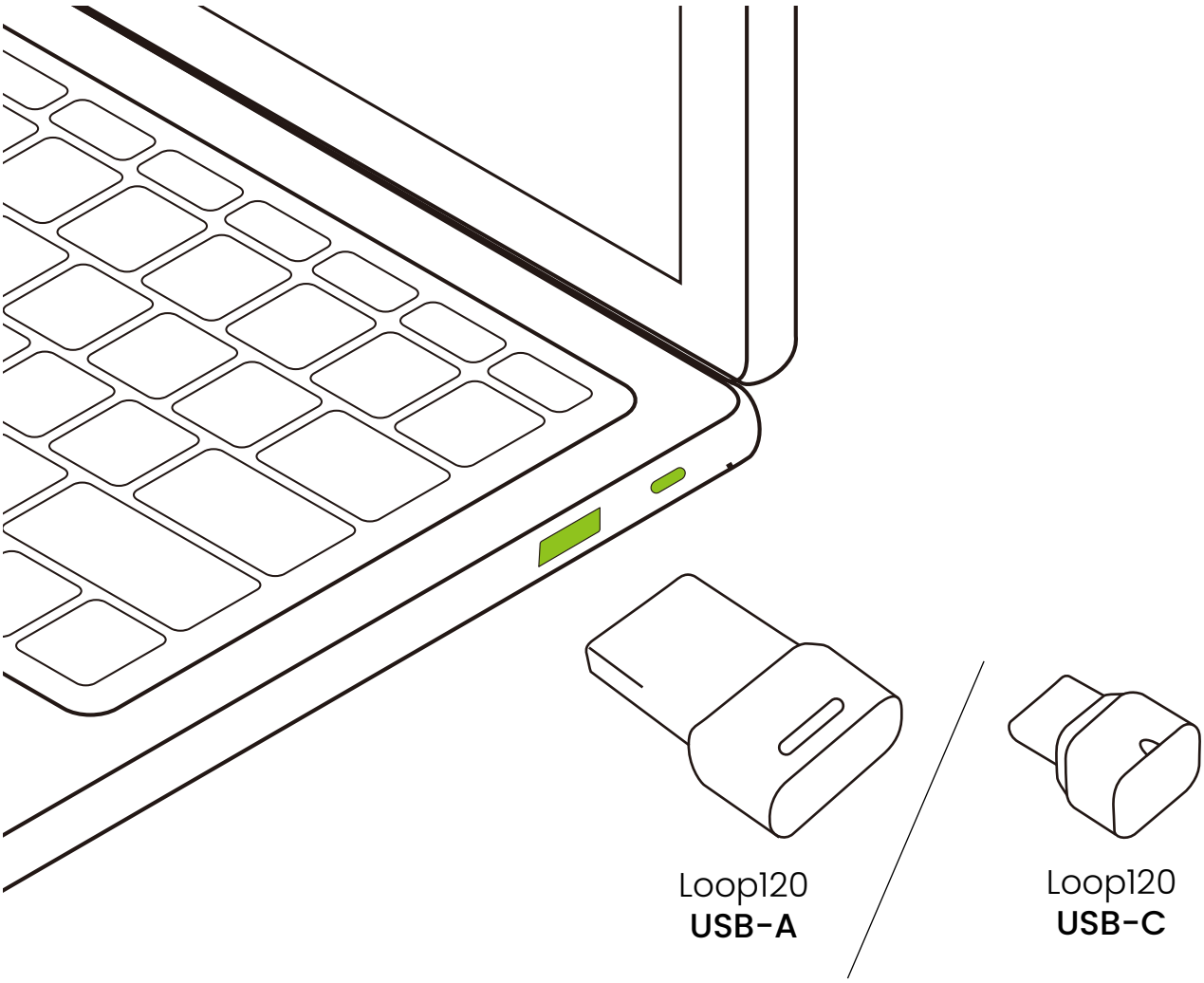
Adjust volume	While your audio is playing, adjust the headset volume by pressing either the “Volume+” or “Volume-” buttons. *A “beep” will sound when the volume is at its max. *Listening with your headset at a high volume may affect your hearing and the audio will be distorted.
Switching EQ Modes	Press and hold both buttons (Power/Volume+ button and Volume- button) while music is playing until you hear a voice prompt.



Play/pause music	Click once
Next song	Double-click while music is playing
Previous song	Triple-click while music is playing
Switch language	Double-click while pairing
Answer call	Click once when a call comes in
End call	Click once
Reject call	Double-click the multifunction button
Answer an incoming call and end the current call	Click once

	Answer an incoming call and place the current on hold	Press and hold for 2 seconds
	Switching between calls	Press and hold for 2 seconds
	Ending a call and switching to a call on hold	Click once
	Activate voice assistant	Press and hold the mute button for 2 seconds when not on a call.
	Mute microphone	Click once when on a call *Audrey will say, “Mute on”.
	Unmute microphone	Click once when on a call *Audrey will say, “Mute off”.

Wireless Adapter

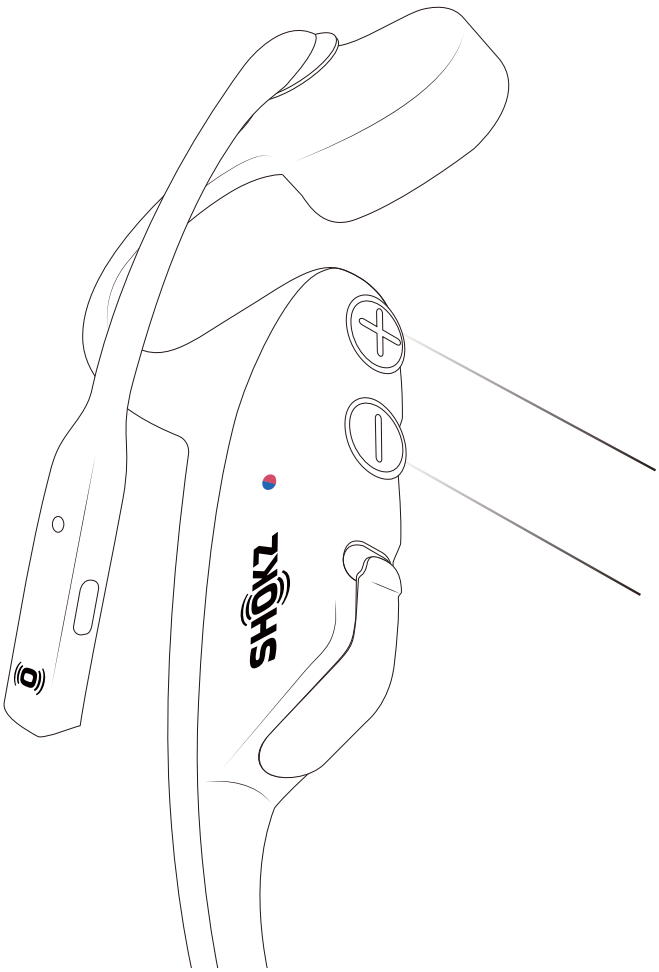


Install Shokz Connect on your computer to access additional information related to pairing, firmware updates, feature settings, and resets for the Shokz Bluetooth adapter.

LED on the adapter

- **Pairing Mode:** Flashes red and blue
- **Reconnect Mode:** Flashes blue every second
- **Standby Mode:** Flashes blue every five seconds and stop flashing in one minute
- **Bluetooth Connection:** Solid cyan
- **Streaming Music/Media:** Solid blue
- **On a Call:** Solid green
- **Muted During a Call:** Solid red

Check Battery Status



Operate controls while audio is not playing

Power/Volume+ Button

Volume- Button

How to check battery status:

Click the “Volume+” or “Volume-” button while music is paused, Audrey will tell you what the battery status is:

* "Battery high/Battery medium/Battery low/Charge me"

Extra Features

EQ Modes

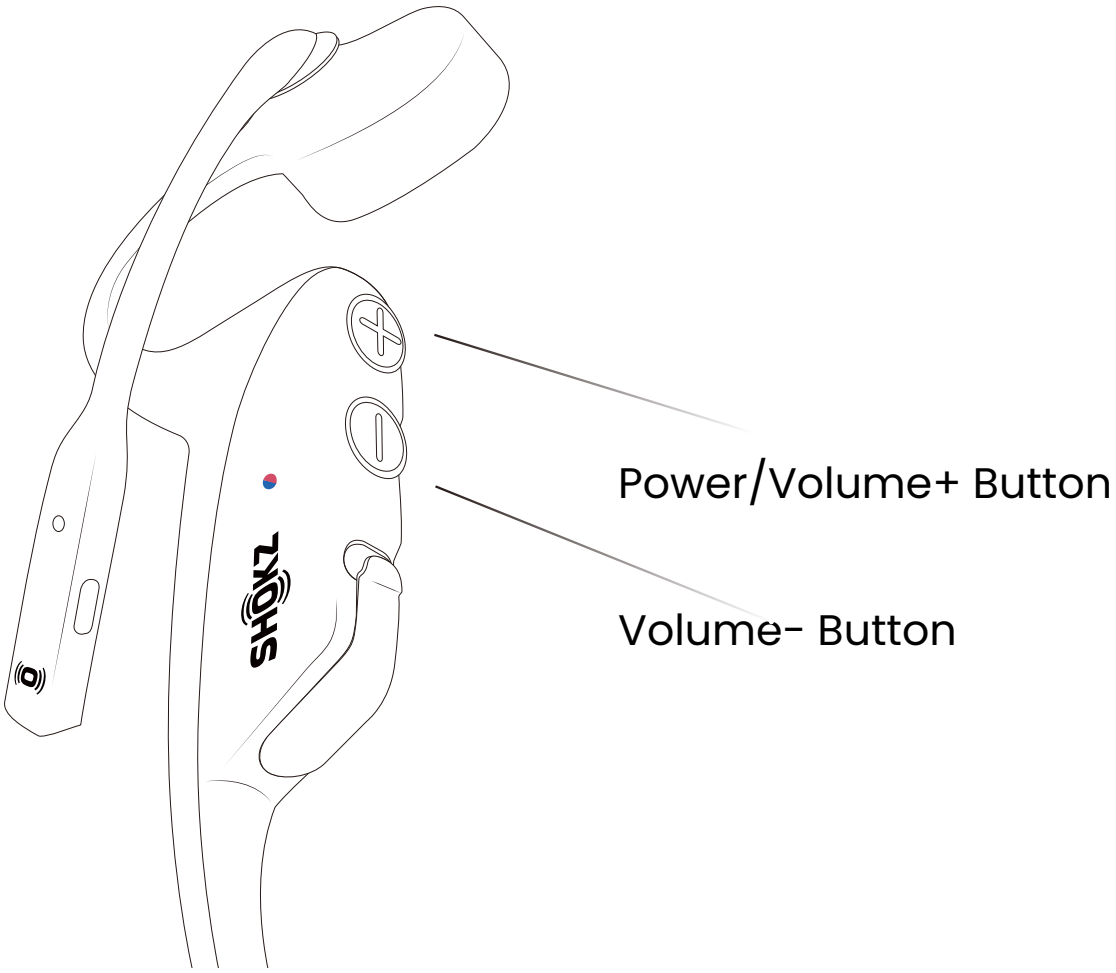
Standard Mode

Balanced frequency for listening to music

Vocal Booster Mode

Enhanced intermediate frequencies
for audiobooks, podcasts, etc.

Switching EQ Modes

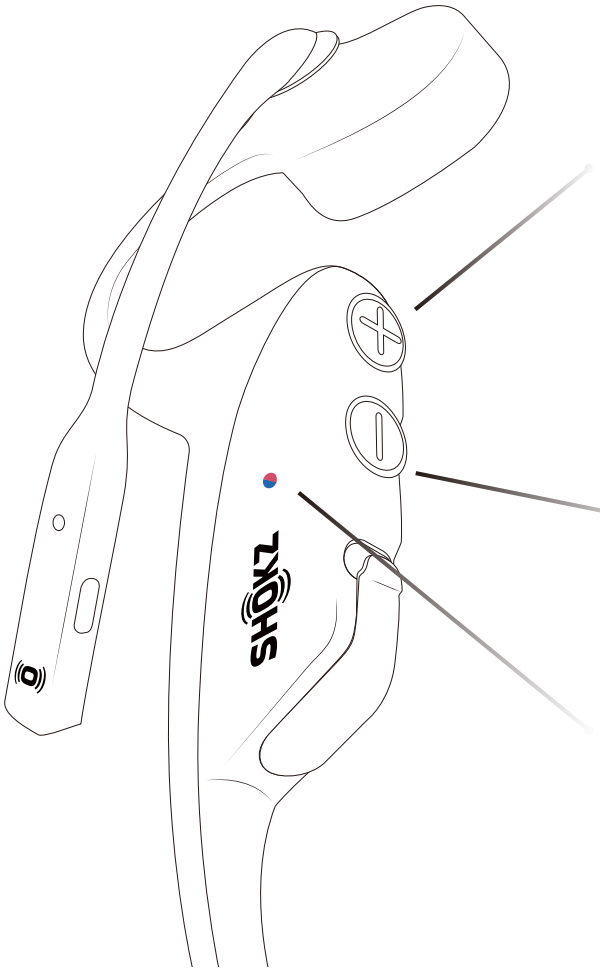


How to switch EQ mode:

Press and hold both buttons (Power/Volume+ Button and Volume- Button) while music is playing until you hear a beep.

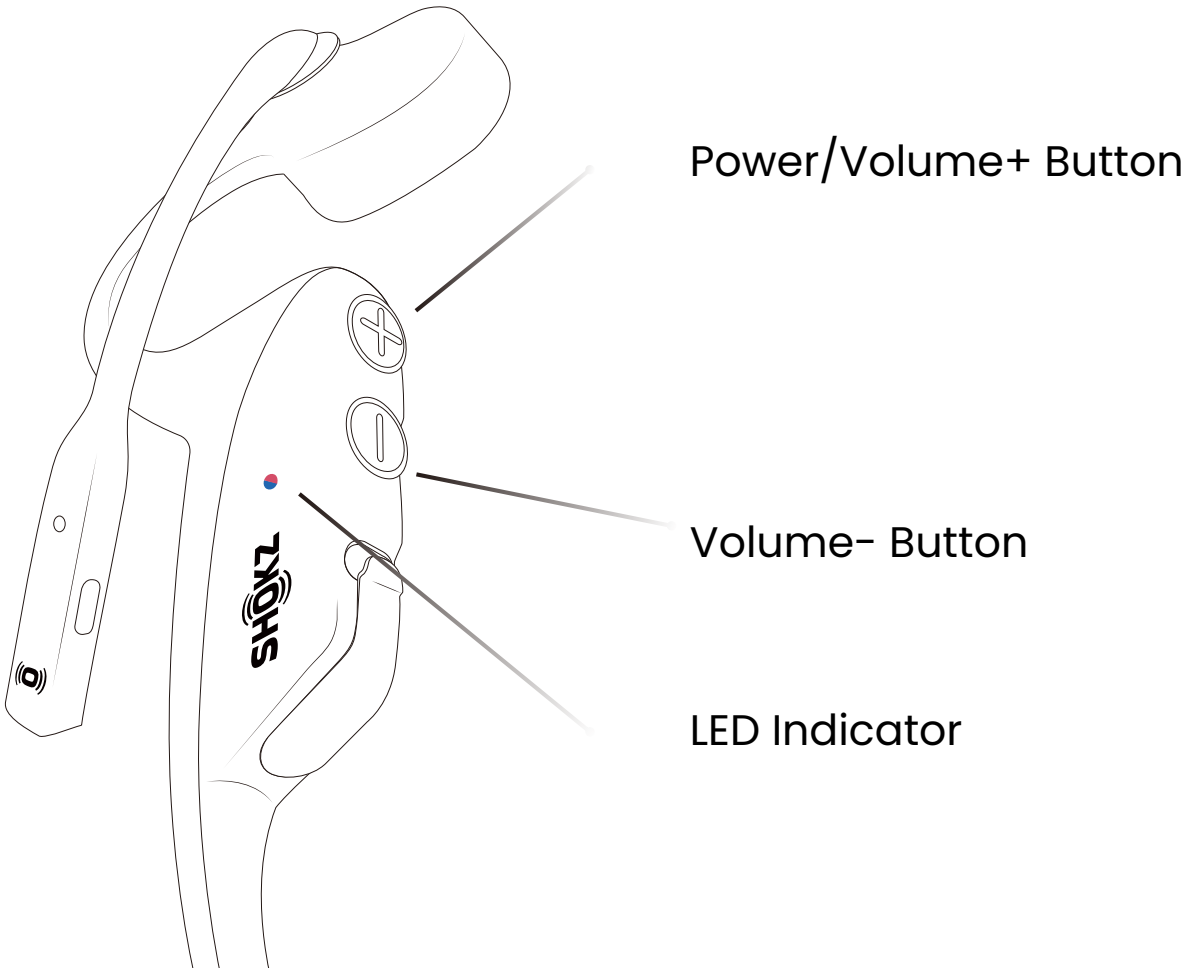
*Audrey will say, “Standard Mode/Vocal Booster Mode.”

Turn MultiPoint Pairing On



1. Start with your headset powered off.
2. Press and hold Volume+ until Audrey will say “Pairing” and the LED indicator flashes red and blue alternately.
3. Press and hold the multifunction button and Volume+ button until Audrey will say "MultiPoint enabled."
4. Open first device's Bluetooth® menu and select "OpenComm2 by Shokz_II"Audrey will say "Connected".
5. Turn your headset off.
6. Re-enter pairing mode by pressing and holding Volume+ until Audrey says “Pairing”and the LED indicator flashes red and blue alternately.
7. Open second device's Bluetooth® menu and select "OpenComm2 by Shokz_II"Audrey will say "Connected."
8. Turn your headset off.
9. Turn your headset on. Your headset is now connected to both devices.

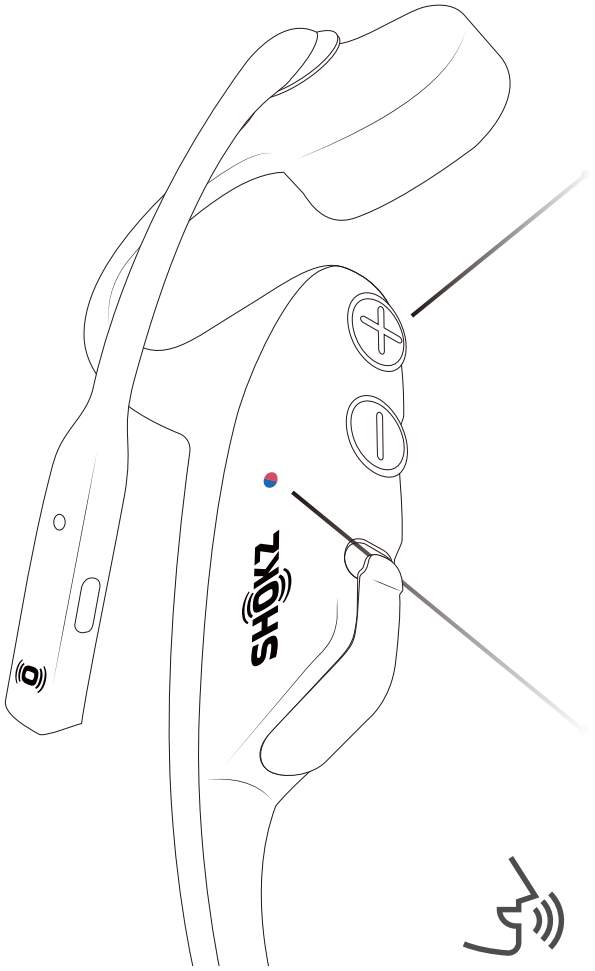
Turn MultiPoint Pairing Off



1. Start with your headset powered off.
2. Press and hold Volume+ until Audrey will say “Pairing” and the LED indicator flashes red and blue alternately.
3. Press and hold the multifunction button and Volume+ button until Audrey will say "MultiPoint Pairing disabled."

Restore Factory Settings

OFF Operate controls with headset powered off



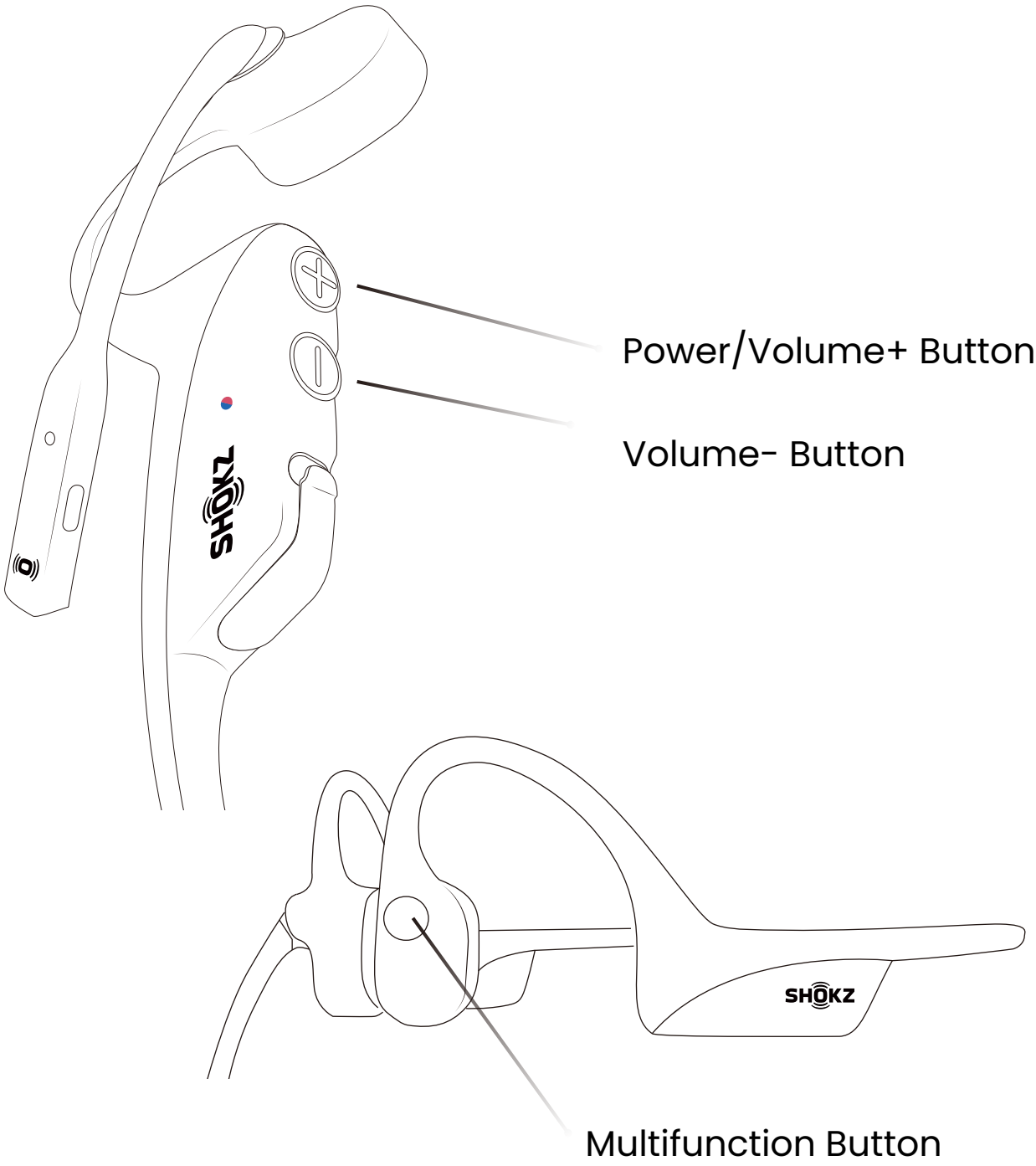
Power/Volume+ Button

LED Indicator

Audrey will say, “Pairing.”

1. Start with your headset powered off.

2. Press and hold the “Volume+” button until Audrey says “Pairing”. The LED indicator will flash red and blue.



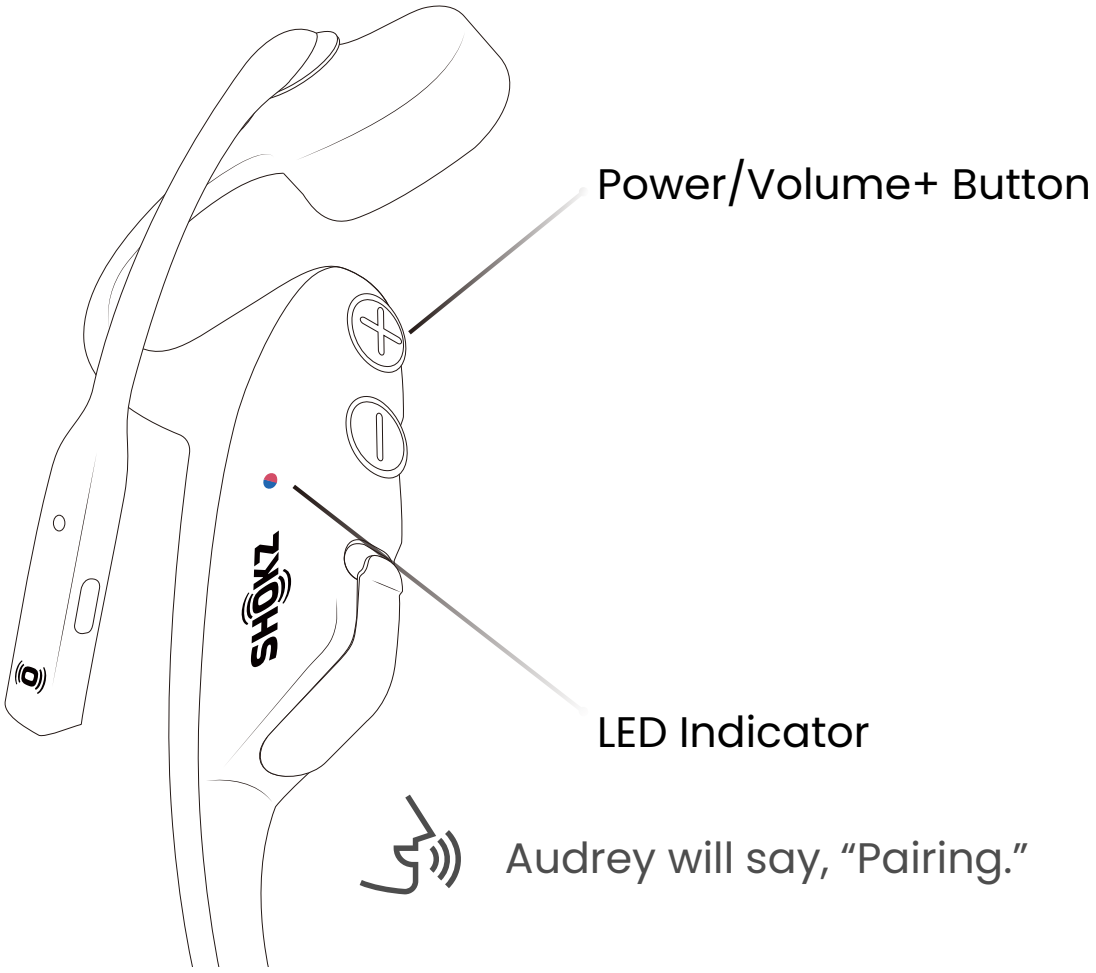
3. Hold down the Multifunction button, the Volume- button, and the Volume+ button until you hear two beeps.

4. Turn your headset off. The headset is now reset and can be re-paired to your device.

Changing Languages

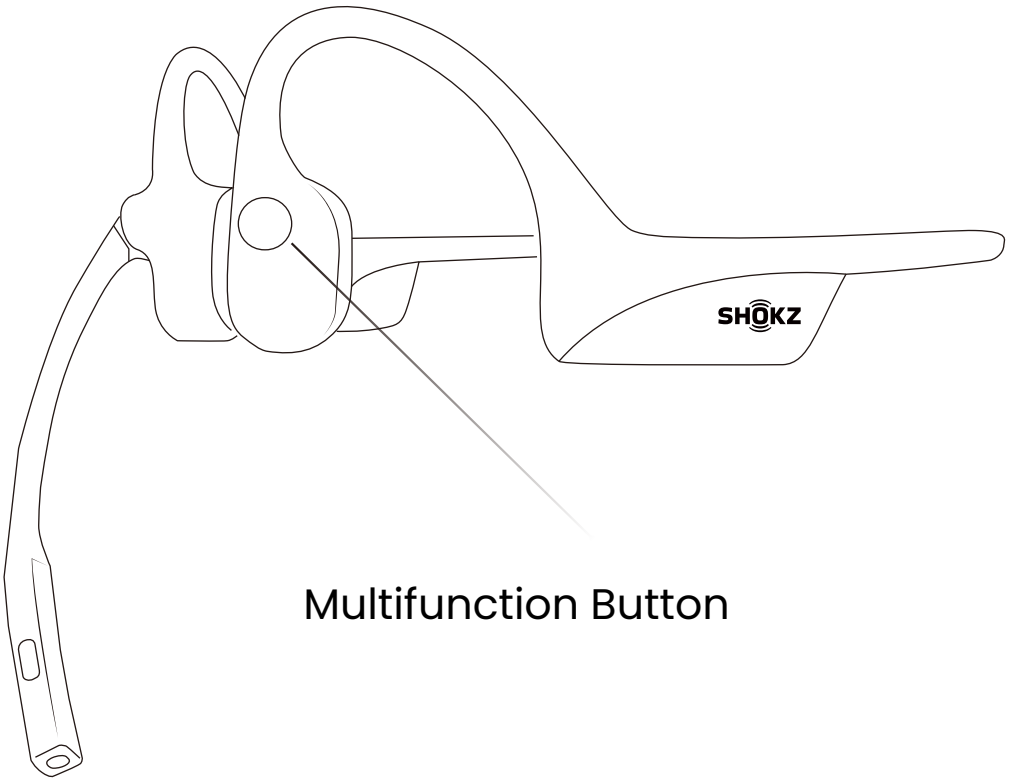
Your headset has four built-in languages:
Chinese, English, Japanese and Korean.

OFF Follow the instruction when your headset is powered off.



1. Start with your headset powered off.

2. Press and hold Volume+ until Audrey says “Pairing” and the LED indicator flashes red and blue alternately.

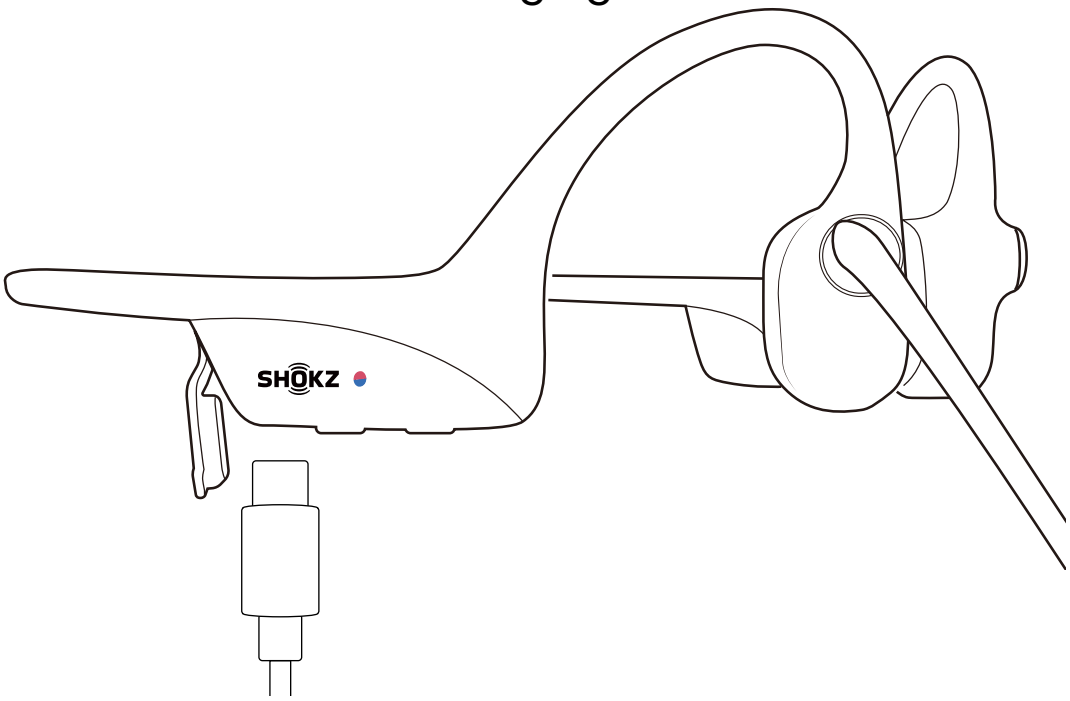


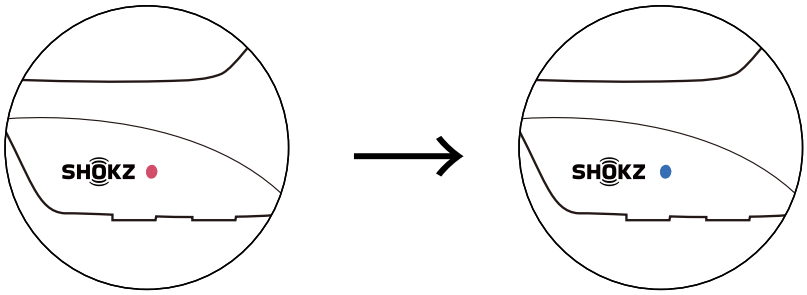
3. Double-press the multifunction button. Languages have been switched when you hear the corresponding language.

Care and Maintenance

Charging Tips

OFF The headset will automatically shut down when charging





Charging Charging Completed

When the headset's battery is low, you will hear a “Charge me” prompt, and the red light will flash. Use the provided charging cable to recharge.

The LED indicator will light up red while charging, and the headset will automatically power off. Once fully charged, the LED indicator will turn from red to blue.

Warranty

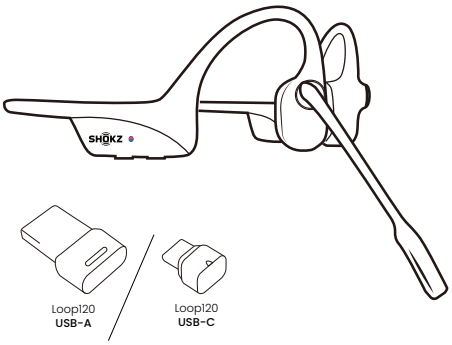
Your headset is covered by a warranty. Visit our website at https://shokz.com/pages/warranty-landing for details of the limited warranty. *Failure to register will not affect your limited warranty rights.

Troubleshooting

If you experience any issues or problems, please visit https://shokz.com/pages/faq for more support

What's in the Box

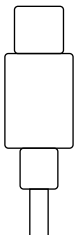
OpenComm2 & UC Box



OpenComm2 Headset

*Loop 120 USB-A/USB-C Dongle (UC version only)

OpenComm2 & UC Package



USB-C Charging Cable

OpenComm2 & UC User Guide

Legal Statement

If any part of your product is damaged or missing, do not use it. Contact an authorized Shokz dealer or Shokz customer service.

*Please note that product packaging may vary depending on the sales region.

Shokz App & Shokz Connect

Shokz Connect

Download the Shokz App for your phone and Shokz Connect for your computer for the latest features and technical support.

GET IT ON Google Play

* Please note, the headset only supports the Android version of the Shokz App.

* Google Play is a trademark of Google LLC.

SHOKZ