Bowers & Wilkins

Pi8
In-Ear True Wireless Earbuds
User Manual

Welcome to Bowers & Wilkins and Pi8

Thank you for choosing Bowers & Wilkins. When John Bowers first established our company, he did so in the belief that imaginative design, innovative engineering and advanced technology were keys that could unlock the enjoyment of audio in the home.

Pi8 are high-performance in-ear true wireless earbuds designed to deliver the highest quality mobile personal audio experience combined with the convenience of wireless operation and the serenity of active noise cancellation. This manual will tell you everything you need to know to get the most from your Pi8 earbuds.

Your Pi8 can play music streamed wirelessly from your mobile phone, tablet or computer via Bluetooth. Pi8 can also be used for wireless telephony. The smart charging case can also connect to analogue and USB sources and retransmit this audio to your Pi8 earbuds.

Pi8 features include our latest innovations in Active Noise Cancellation, Ambient Pass-Through and enhanced Wear Sensing technologies. Our latest generation noise cancellation was designed from the ground up to deliver an uncompromised listening experience. Ambient Pass-Through enables external sounds, such as conversation or safety announcements, to be heard clearly without any need to remove the earbuds. The Wear Sensing feature enables Pi8 to respond naturally, pausing and resuming the music simply by removing an earbud from your ear. These features can be enabled and further customised via the Bowers & Wilkins Music app, available for free on iOS and Android devices.

Pi8 incorporates a rechargeable case. When fully charged, the earbuds and charging case can provide up to 20 hours of wireless media playback at average playback volume levels.

1. Pi8 Carton Contents

Pi8 True Wireless Earbuds with medium ear tips
Extra small ear tip x 2
Small ear tip x 2
Large ear tip x 2
Charging case
USB-C charging cable
USB-C to 3.5mm audio cable
Literature Pack (including Quick Start Guide and Safety & Warranty)

2. Getting to Know Your Pi8

We recommend installing the Bowers & Wilkins **Music** app on your iOS or Android device. This allows configuration of your earbuds and provides helpful hints and tips to make the most of your new earbuds.

bowerswilkins.com/downloadapp

2.1 Switching Earbuds On and Off

Pi8 power management is automatic. Your earbuds will be ready for use when removed from the charging case and will automatically enter standby and start charging when placed into the case.

If your earbuds are removed from the charging case and not used for 5 minutes, they will enter a power saving mode to preserve battery life. Simply tap both earbuds to wake them up (see section 2.2 below).

2.2 Earbud Controls

Each earbud has a touch-sensitive multi-function button area on the top face of each earbud; see Diagram 1.

2.3 Voice Assistance

Voice Assistance on your source device can be activated by tapping and holding the right (R) earbud multi-function button for 1 second. The Bowers & Wilkins Music app can be used to customise the multi-function button behaviour. Please refer to section 6 for details on using your earbuds with the Bowers & Wilkins Music app.

2.4 Active Noise Cancellation

Pi8 features an advanced Active Noise Cancellation (ANC) mode, which aids in significantly reducing undesired noise from the surrounding environment. The Pi8 earbuds use built-in microphones to pick up and cancel out ambient sound for a more comfortable listening experience while maintaining optimum sound quality.

Note: Noise cancellation requires a good seal between the earbuds and your ear canal for optimal performance.

Pi8 also features an ambient “Pass-Through” mode, which allows in some external sound from the surrounding environment, allowing safety announcements or conversations to be heard without the need to remove your earbuds.

Toggle between ANC and Pass-Through by tapping and holding the left (L) earbud multi-function button for 1 second. The Bowers & Wilkins Music app can be used to customise the multi-function button behaviour and adjust ANC and Pass-Through modes directly from your phone. Please refer to section 6 for details on using your earbuds with the Bowers & Wilkins Music app.

2.5 Wear Sensors

Pi8 incorporate our latest enhanced wear detection sensors in both earbuds. The sensors will pause audio when either earbud is removed from your ears. Playback will automatically resume when the earbuds are placed back in your ears.

The sensors also enable intelligent battery conservation by entering power saving mode when removed from your ears and left out of the charging case. Simply tap both earbuds to wake them up again.

The wear sensors can be enabled or disabled from the Bowers & Wilkins Music app. Please refer to section 6 for details on using your earbuds with the Bowers & Wilkins Music app.

Note: Take special care when wearing your earbuds. Hair or accessories trapped between your ears and the earbuds may interfere with wear sensor operation.

3. Stowing the Earbuds

When not in use, the Pi8 earbuds should be stored inside the charging case, where they will be recharged ready for future use.

4. Battery Charging

Pi8 ships with the charging case and earbud batteries partially charged and may be used immediately. However, we recommend fully charging the earbuds and case before first use and every 3 weeks to maintain battery health. Please allow up to 3 hours to fully charge.

To charge your Pi8 earbuds:

1. Place the Pi8 earbuds in the charging case.
2. Close the charging case lid.

To charge the Pi8 charging case:

1. Use the supplied USB charging cable and connect one end to a USB wall charger or a powered computer USB port.
2. Connect the other end to the USB-C socket on the charging case.

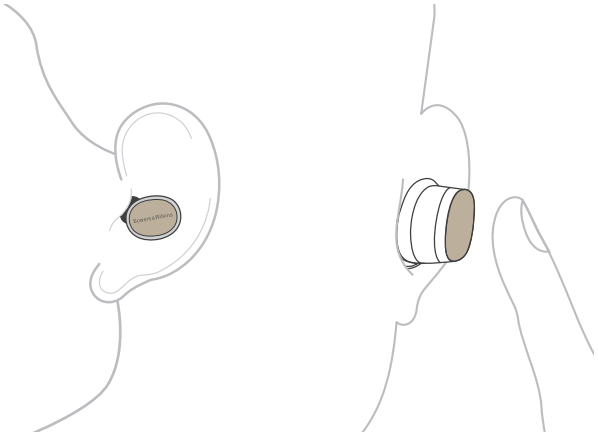


Diagram 1
Multi-function button location

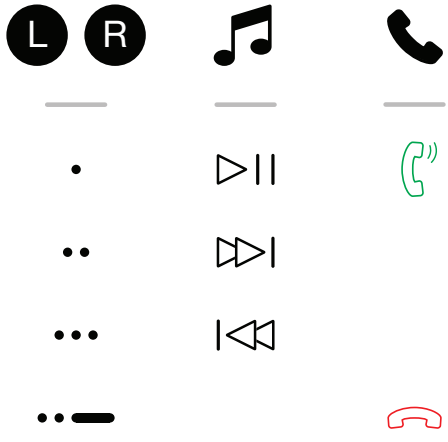


Diagram 2
Multi-function button functions

To charge the Pi8 case using a wireless charging station:

1. Place the charging case onto the centre of your wireless charging station (not supplied).

2. Ensure that the rear of the charging case is on the charging station (with the Bowers & Wilkins logo facing up).

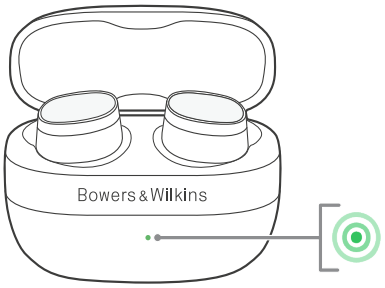
Note: While charging, the case indicator LED will flash green. When fully charged, the LED will light solid green. The case can be charged with or without the earbuds inside the case.

Note: It is normal for the charging case to get warm during charging.

4.1 Status Indicator

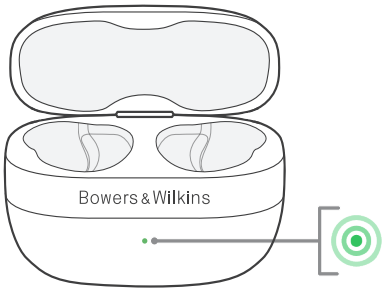
The status indicator LED is located on the front of the charging case. When the case is opened the status LED will display the battery charge status of the earbuds (if they are in the case) or the charging case itself (if the earbuds are out of the case). The status LED is also used to display Bluetooth pairing mode, audio retransmission mode and system status (e.g. firmware update).

Battery levels can also be viewed in the Bowers & Wilkins Music app.



LED states with earbuds in the charging case and the lid open:

Illumination	Operational state
Flashing Green (case lid open)	Earbud battery charge >40%
Flashing Yellow (after power on)	Earbud battery charge between 20% and 40%
Flashing Red (after power on)	Earbud battery charge <20%
Solid Red	System error
Flashing Blue	Bluetooth pairing mode enabled
Solid Blue (for 3 seconds)	Bluetooth pairing successful



Status LED states with the earbuds removed from the charging case:

Illumination	Operational state
Solid Green	Case battery fully charged/trickle charging
Flashing Green (case lid open)	Case battery charge >40%
Flashing Yellow (after power on)	Case battery charge between 20% and 40%
Flashing Red (after power on)	Case battery charge <20%
Solid Red	System error
Flashing White	Audio retransmission from case to earbuds active

Diagram 3
Status indicator illuminations

5. Bluetooth Connectivity

We recommend adding your earbuds to the Bowers & Wilkins Music app. This allows you to configure your earbuds in detail and provides helpful hints and tips to make the most of your new earbuds. The app can also assist in pairing the earbuds to your source device for audio playback. Please refer to section 6 for details on using your earbuds with the Bowers & Wilkins Music app.

5.1 Pairing

Your Pi8 earbuds are designed to stream music wirelessly from Bluetooth audio devices, such as smartphones, tablets, or computers. To do so, the earbuds and source audio device must first be paired.

When you receive your Pi8 earbuds they will be ready to pair to any Bluetooth audio device. Simply open the charging case lid to enable Bluetooth pairing mode and start the pairing process. The case LED will flash blue to indicate pairing mode is enabled.

Note: The case LED will stop flashing blue if the buds are removed from the case during the pairing process, however the buds will remain in pairing mode.

To manually enable pairing mode (e.g. to pair a second device), tap & hold both earbuds simultaneously for 3 seconds. This can be performed with the earbuds in the charging case or when placed in your ears.

If the buds are in the case, the case LED will flash blue to indicate pairing mode has been enabled (see Diagram 4).

If the buds are worn, the buds will play a tone every 15 seconds to indicate pairing mode has been enabled (the charging case indicator will not flash blue in this scenario).

Note: To conserve power your earbuds will exit pairing mode if no device has been paired after 2 minutes.

Simply repeat the relevant steps below to pair subsequent devices.

5.1.1 Apple iPhone

We highly recommend installing the Bowers & Wilkins Music app, which will guide you through the pairing process, as well as allowing you to configure your earbuds in detail. Please refer to section 6 for details on using your earbuds with the Bowers & Wilkins Music app.

1. Place the case and earbuds no further than 10 cm (4 inches) away from your source device and ensure its Bluetooth connection is enabled.
2. Open the app and follow the instructions to link your earbuds to the app (refer to section 6 below if necessary).
3. During the process of connecting your earbuds to the app for the first time, you will be prompted to pair the earbuds as an audio accessory. Tap on the confirmation popup to complete the pairing process.
4. If the earbuds are in the case, the case LED will change to solid blue momentarily to indicate pairing is successful.
5. If the earbuds are out of the case, they will play a tone to indicate pairing is successful.

To pair your Pi8 without using the Bowers & Wilkins Music app, follow the instructions in section 5.1.2 below.

5.1.2 Mac / PC / Android / Other Devices

To pair your earbuds:

1. Place the case and earbuds no further than 10 cm (4 inches) away from your source device and ensure its Bluetooth connection is enabled.
2. Ensure the earbuds are in pairing mode (see section 5.1 above).
3. Go to the Bluetooth pairing menu of your source device and select “Pi8” from the device list. If multiple devices are listed, select the one with the headphones icon.
4. If the earbuds are in the case, the case LED will change to solid blue to indicate pairing is successful.
5. If the earbuds are out of the case, they will play a tone to indicate pairing is successful.

Note: On Windows 10 devices your Pi8 will appear as two Bluetooth audio profiles; Stereo (default) and Hands-Free (for telephony). The Hands-Free profile will automatically be used when making or receiving a call (e.g. Teams, Skype, Zoom etc.). However, the system volume will remain controlling the previously selected device (Stereo profile by default). To change the volume of the earbuds while on a call, use the application volume control or ensure the system volume control is set to control the Hands-Free profile.

5.2 Disconnect from a Device

You can quickly disconnect Pi8 from a device by placing the earbuds back into the case and closing the lid. Alternatively, use your device’s Bluetooth settings to select a new Bluetooth device or disable Bluetooth completely.

To stop Pi8 automatically connecting to your source device, the device must be deleted from the Pi8’s paired devices list using the Bowers & Wilkins Music app; refer to section 6 below.

5.3 Multiple Bluetooth Connections

Pi8 supports multipoint and can be connected to two devices simultaneously. Simply repeat the relevant steps above to pair multiple devices. However, note that only one device at a time can play audio or make calls.

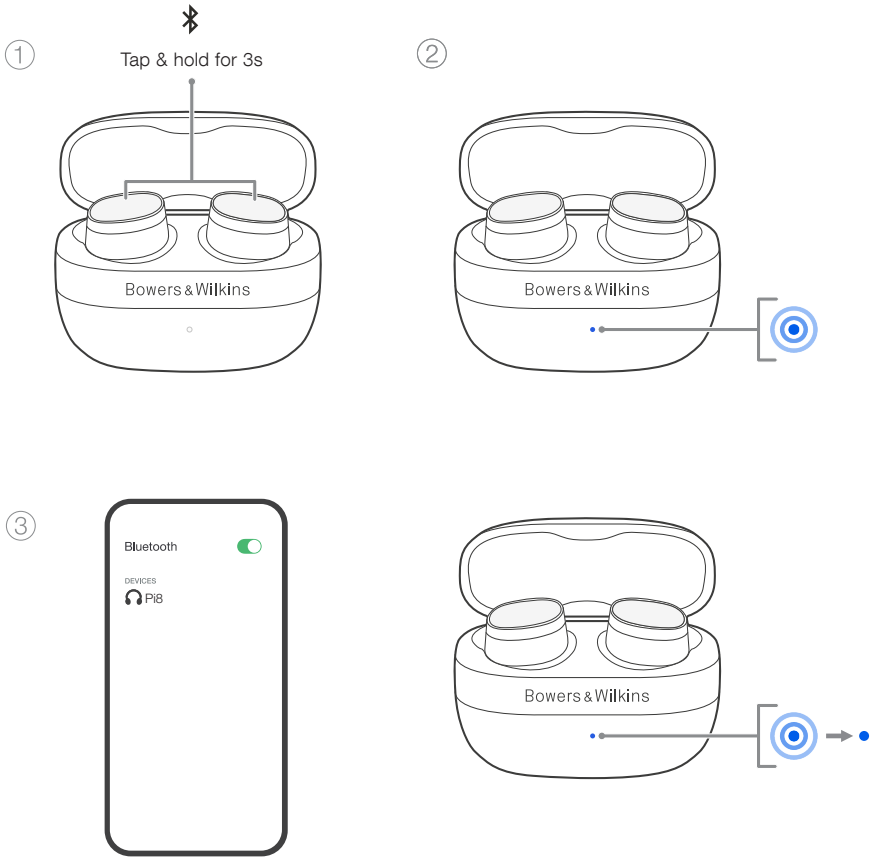


Diagram 4
Bluetooth pairing

To switch playback between two connected devices:

1. Pause audio on the first device.

2. Play audio from the second device and the earbuds will automatically switch over to this device.

When streaming audio, receiving a call on the second device will automatically pause playback on the first device and the call will be routed to your earbuds.

You can manage connections in further detail using the Bowers & Wilkins Music app.

6. Bowers & Wilkins Music App

The Bowers & Wilkins Music app is available for free on iOS and Android devices and provides extended setup and adjustments to features such as Active Noise Cancellation, Pass-Through and Wear Sensors. The app also provides further functions such as connection management and software updates.

To add your earbuds:

1. From your Android or iOS device, download and install the Bowers & Wilkins Music app.

   bowerswilkins.com/downloadapp

2. Ensure your earbuds are powered on by opening the charging case or taking them out of the case.

3. Open the app, then read and follow the instructions pertaining to app notifications and permissions.

4. The app should detect your earbuds automatically and invite you to set up your earbuds; follow the in-app instructions to complete the setup process.

5. If your earbuds are not detected automatically, navigate to the Settings page (⚙ icon), tap **Add product** and follow the in-app instructions.

6.1 Controlling Your Earbuds

Commonly used features of your earbuds are accessible directly on the homepage of the Bowers & Wilkins Music app, including battery status and environmental controls (Noise Cancellation/Pass-Through). Other settings can be adjusted from the Settings page. Tap the ⚙ icon at the bottom of the screen to enter the Settings page then select your earbuds.

Environmental Controls
Set the desired Noise Cancelling and Pass-Through mode from the following options:

- Noise Cancelling On
- Pass-Through On
- Noise Cancelling and Pass-Through Off

Advanced EQ
Use the sliders to customise the tone of your earbuds.

Pi8 features a True Sound™ mode which bypasses any tonal customisation to deliver the audio as the artist and Bowers & Wilkins intended.

Connections
Tap **PAIRED DEVICES** to view more detailed connection settings, including currently connected devices and previously paired devices. To delete a device from the list, tap the device and select **Remove device**.

Device Management
Toggle **Wear sensor** on to enable intelligent playback control. Once enabled, remove an earbud to pause playback; place the earbud back in your ear to resume playback.

Rename product
Tap **Rename product** to choose a new Bluetooth name for your earbuds. Note that devices already paired with the earbuds may still reference the previous name.

6.2 Earbud Software Update

Bowers & Wilkins will occasionally make available software updates that refine and optimise the performance of your earbuds or add new features. We recommend installing updates whenever available to obtain the best experience with your earbuds.

The Bowers & Wilkins Music app will notify you when a software update is available. Follow the in-app instructions to perform the update.

7. Wearing Your Earbuds

Correctly wearing your earbuds will help ensure the best possible experience. Like many in-ear earbuds, Pi8 are designed to seal the ear canal in order to perform optimally. Four eartip sizes are provided: extra small, small, medium and large. The earbuds come pre-fitted with the medium eartips, the other sizes are located in the bottom of the Pi8 box. Finding the best size for each ear is critical to obtaining a good seal and ensuring the advanced features of Pi8, such as Active Noise Cancellation and superior audio performance, function optimally.

1. Identify the left and right earbud by finding the **L** and **R** identification (located on the inner side of each earbud).

2. Place each earbud in your ear and twist them backward slightly so that the tips engage comfortably with the opening of the ear canal.

3. If the earbud tip feels too large or small, try another ear tip size to ensure the best fit. You may find that different sizes are required for each ear.

Each Pi8 earbud contains two microphones designed to optimise the pick-up of your voice during calls. As a general rule the Bowers & Wilkins logo on each earbud should be in alignment with your mouth, see Diagram 5. However, these microphones work together to provide excellent call quality for a range different wearing positions.

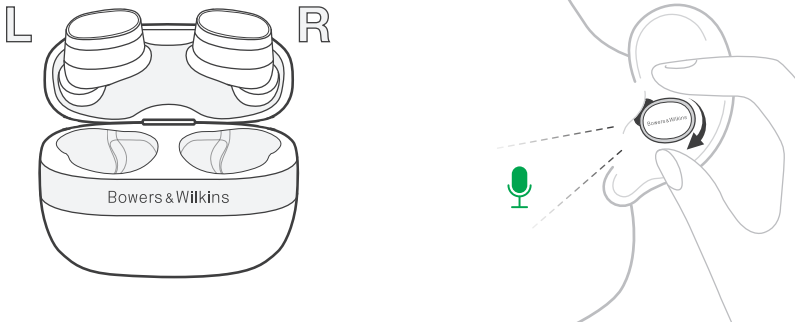


Diagram 5
Wearing your earbuds

8. Media Streaming Using The Smart Charging Case

The charging case of your Pi8 can be used to wirelessly retransmit audio to your earbuds using the supplied USB type-C-to-3.5mm (analogue) or USB type-C-to-C Cable; see Diagram 6.

1. Remove the earbuds from the charging case and close the lid.
2. Connect the supplied 3.5mm or USB-C cable to the charging case and the source device.
3. Start playback on the source device.
4. Your Pi8 case will automatically start transmitting audio to the earbuds.

Note: If using Mac and streaming over USB for the first time, go to **Apple Menu** > **System Preferences** > **Sound** > **Output** *and select "Bowers & Wilkins Pi8".*

Note: The charging case will only transmit audio from the analogue/USB source; the microphone signals from the earbuds will not be transmitted back to the case.

9. Resetting/Troubleshooting

If your Pi8 earbuds or charging case stop working, try returning the earbuds to the charging case, closing the lid and charging the case from a USB power source until the LED turns solid green. If the earbuds/case remain unresponsive, try performing a hardware reboot as detailed in the next section.

9.1 Reboot

To reboot the earbuds and charging case:

1. Place the earbuds inside the case and close the lid.
2. Press and hold the recessed button next to the USB socket for 8-10 seconds. Use an object with a rounded end such as a sim card removal tool to prevent damaging the charging case.
3. The case LED may flash amber indicating Factory Reset mode (see below). Do **not** release the button until the case LED turns off. This will ensure a reboot is performed instead of a factory reset.

If a reboot does not resolve the issue, please try a factory reset; this is described in the next section.

9.2 Factory Reset

Factory reset can be used to clear the product's paired device history and restore all settings to their defaults. Open the case with the earbuds placed inside.

To factory reset the earbuds and charging case:

1. Place the earbuds inside the case and close the lid.
2. Press and hold the recessed button next to the USB socket for 3-5 seconds. Use an object with a rounded end such as a sim card removal tool to prevent damaging the charging case.
3. Release the button when the case LED starts flashing amber.
4. The case LED will turn solid amber to indicate the reset is in progress then green when the reset is complete.

Note that you will also need to delete the Pi8 from each device's Bluetooth pairing list and re-pair the Pi8 earbuds after resetting them; please refer to section 5.1 above for pairing instructions.

10. Caring For Your Earbuds

Your earbuds and charging case can be cleaned by a soft, clean, damp cloth and gently dabbing until clean. Do not use cleaning detergents, rubbing alcohol, or chemical cleaners/polish, doing so may damage your product.

12. Service/Support

If you need help troubleshooting a specific problem or simply have a question you would like answered, please initially consult the Headphones Support section of the Bowers & Wilkins website: www.bowerswilkins.com.

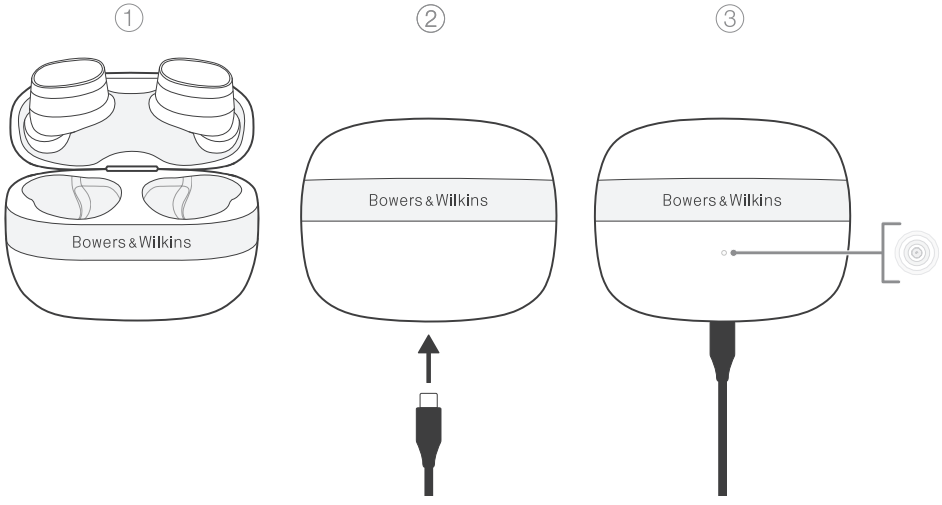


Diagram 6
Audio Retransmission

Specifications

Technical Features	High performance DSP with dedicated DSP and amplifier/DAC True 24-bit audio connection 5 band customisable EQ + TrueSound™ mode Bluetooth 5.4 with aptX™ Lossless technology Multipoint connectivity Active Noise Cancellation (ANC) Audio retransmission from charging case (aptX Adaptive) Wireless and USB-C charging Fast charging support Apple MFi Made For iPhone support
Wearing Style	In-ear noise cancelling true wireless earbuds
Bluetooth Codecs	aptX Lossless aptX Adaptive aptX Classic AAC SBC
Bluetooth Profiles	A2DP v1.3.2 AVRCP v1.6.2 HFP v1.8 HSP v1.2 BLE GATT (Generic Attribute Profile)
Frequency Band	Bluetooth Tx & Rx: 2402MHz - 2480MHz Wireless Charging Rx: 114.8kHz - 119kHz
RF Output Power	<15dBm
H-field	-3.99dBuA/m at 10m
Microphones	3 per earbud for telephony and ANC
Drive Units	12mm Carbon Cone
Battery Type	Rechargeable Lithium-ion (earbuds and charging case)
Battery Life* and Charging	Up to 6.5 hours for earbuds (with ANC on) Additional 13.5 hours from charging case Charge time = 2 hours 15 minute charge = 2 hours playback *Testing performed using pre-production hardware and software paired with a smartphone. Actual battery life differs based on device settings, environment, usage, and additional factors.
Wireless Charging Support	Yes
Water Resistance	Yes – IP54 (earbuds)
Inputs	Earbuds: Bluetooth Charging case: USB-C & 3.5mm analogue jack (wireless audio retransmission via charging case)
Accessories	Extra Small / Small / Medium / Large ear tips 60cm USB-C to USB-C charging cable 80cm 3.5mm jack to USB-C audio cable
Dimensions	Charging case: 65mm (w) x 29mm (d) x 52mm (h)
Weight	Earbuds: 7 g (each) Charging case: 46 g

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