OPENRUN PRO 2

User Guide

SHOKZ S820/SHOKZ S821

Download the Shokz App

Shokz

Download on the App Store

GET IT ON Google Play

The Shokz app allows you to switch EQ modes, connect to two devices simultaneously, upgrade firmware, and more. Download the app now for a simple and seamless audio experience.

*Only for limited regions.
Go to https://userguide.shokz.net/openrunpro2 for more information.

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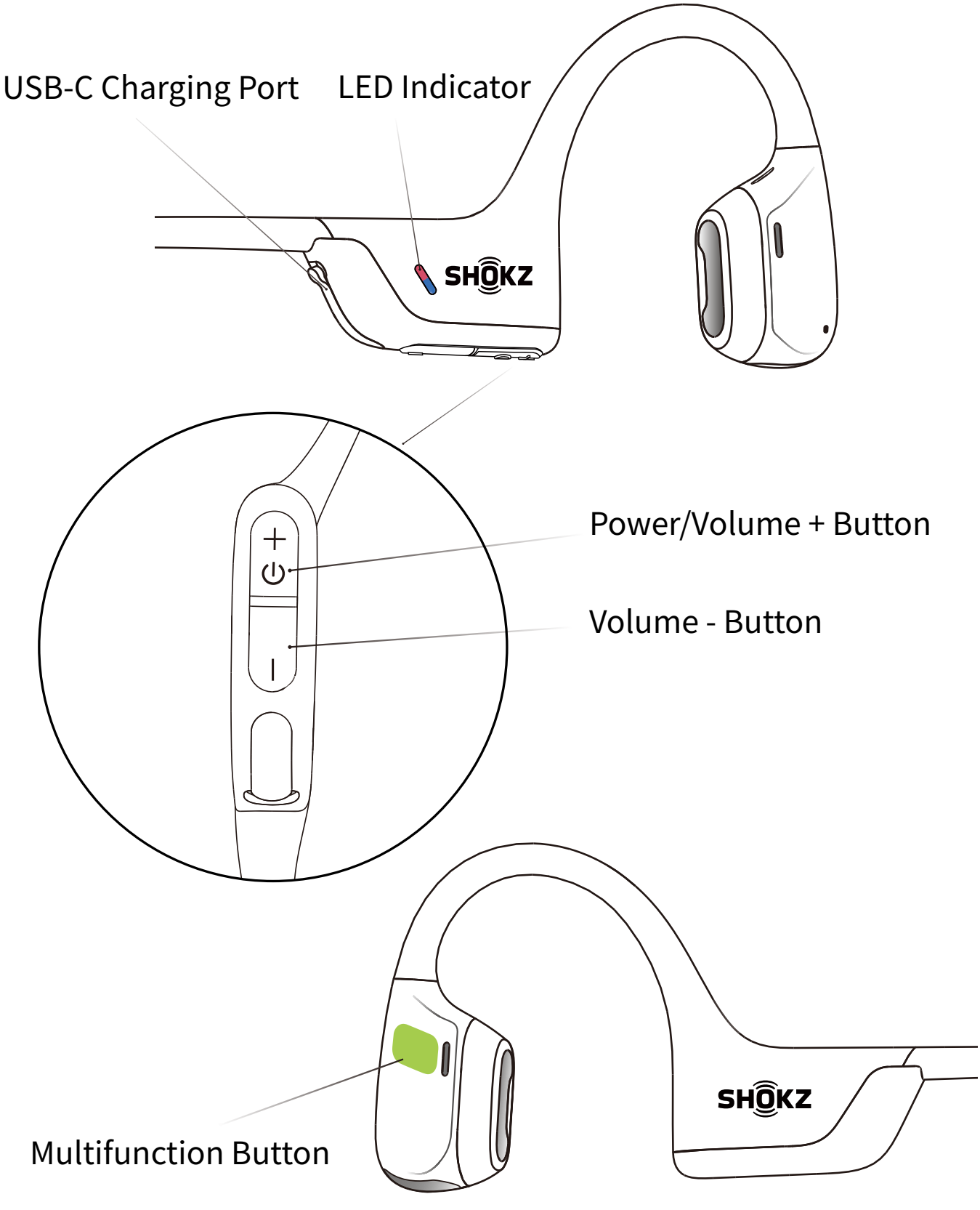
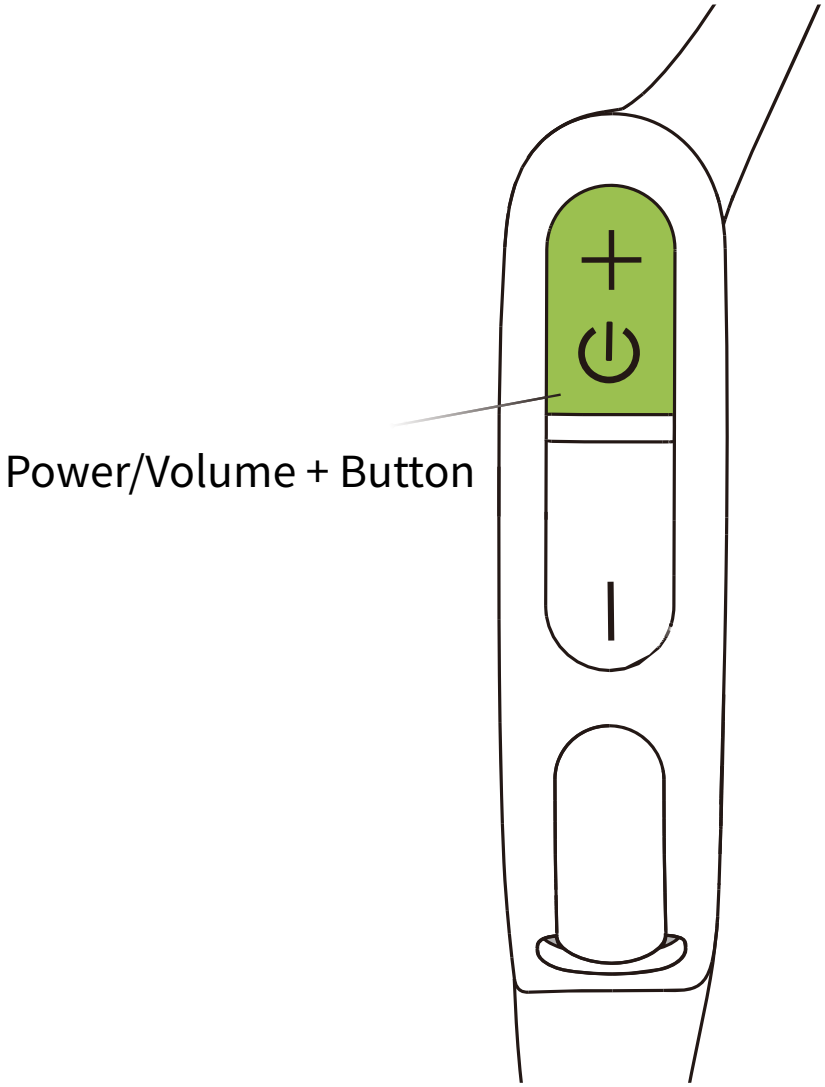
How It Works

Headphone Controls



ON/OFF



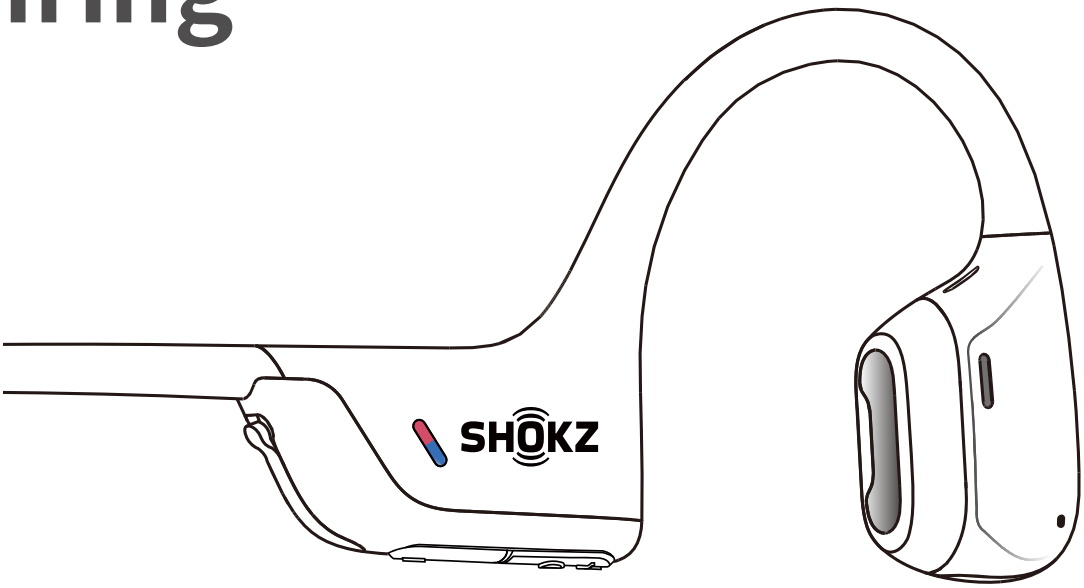
Turn on the headphones:

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

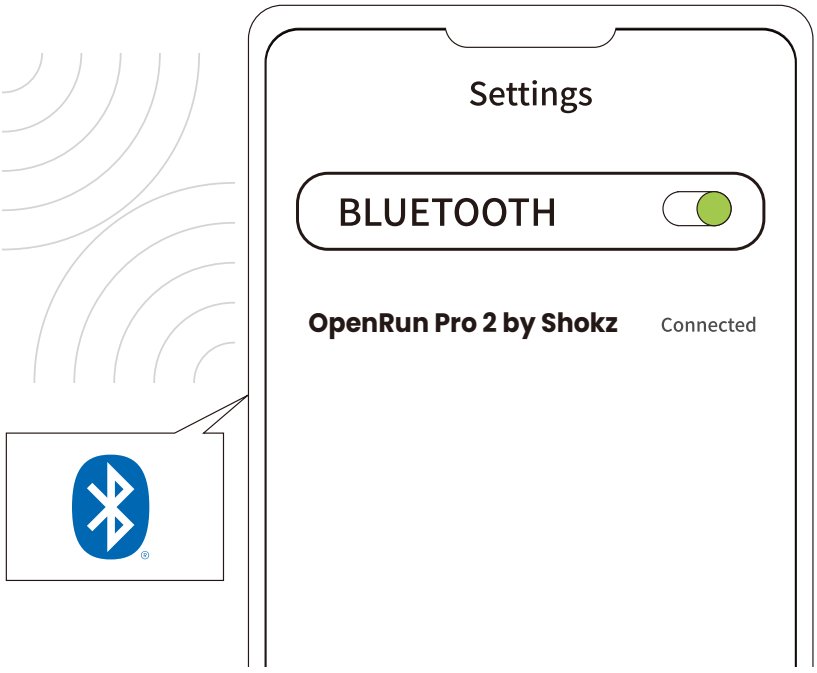
Turn off the headphones:

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

Pairing

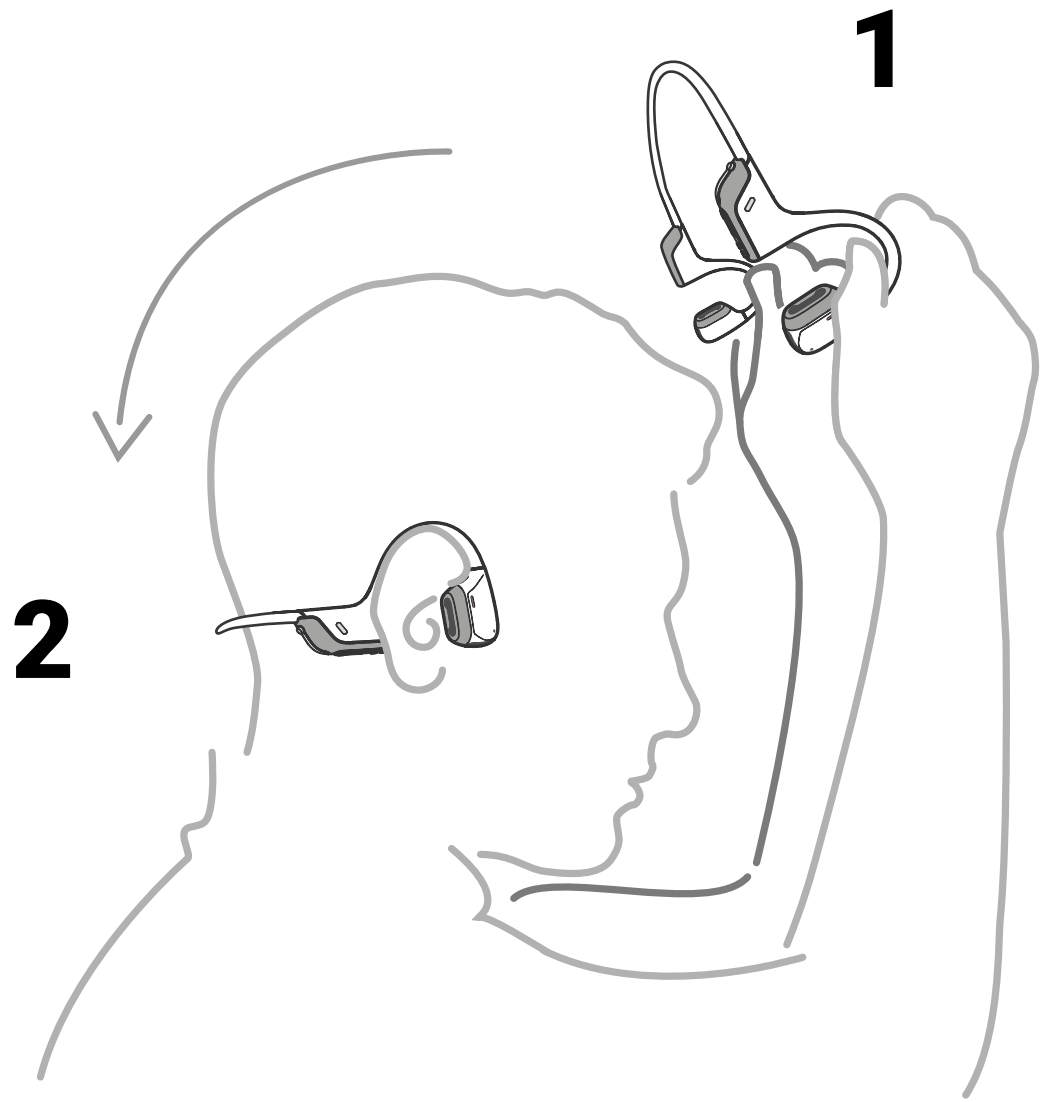


1. Start with your headphones powered off.
2. Press and hold the Volume + Button until the LED Indicator flashes red and blue alternately.



3.Open your device's Bluetooth settings and select " OpenRun Pro 2 by Shokz."

How to Wear

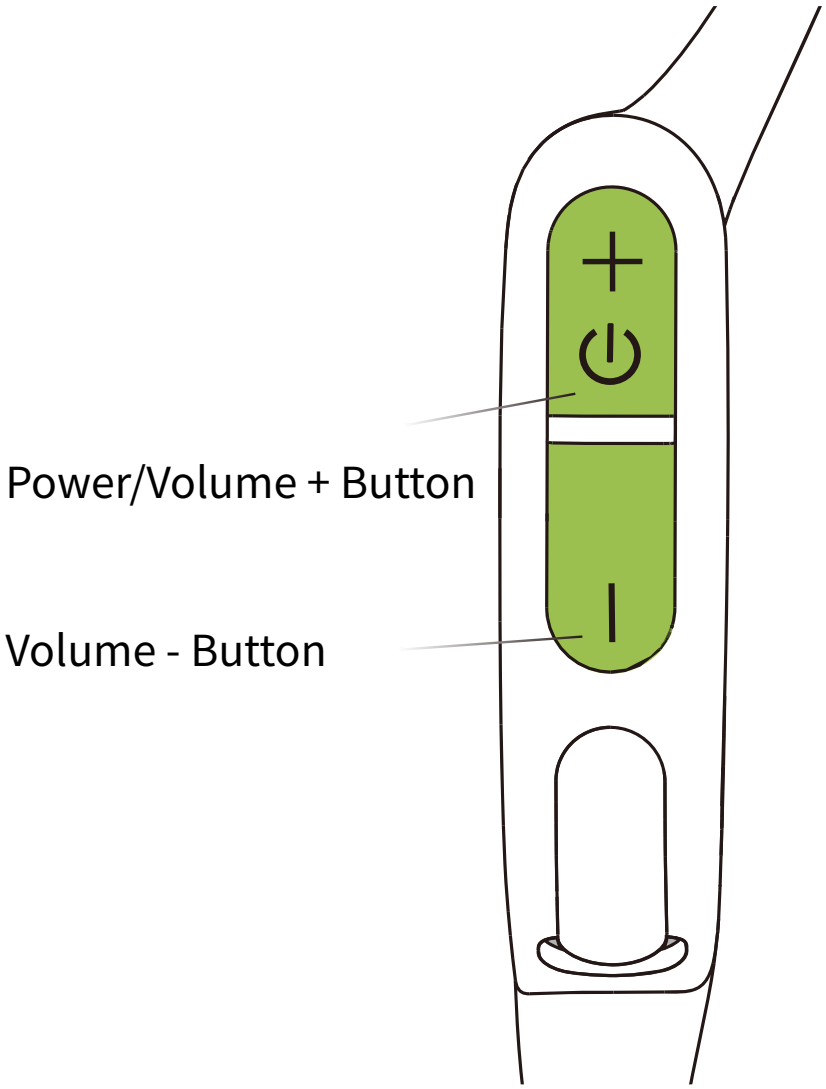


Pick up the headphones, bring them behind the back of the base of your neck, position the earhooks on your ears, then enjoy your music!

*Wearing your headphones the wrong way could cause discomfort. The transducers should rest in front of your ears.

Volume

Operate volume controls while audio is playing.



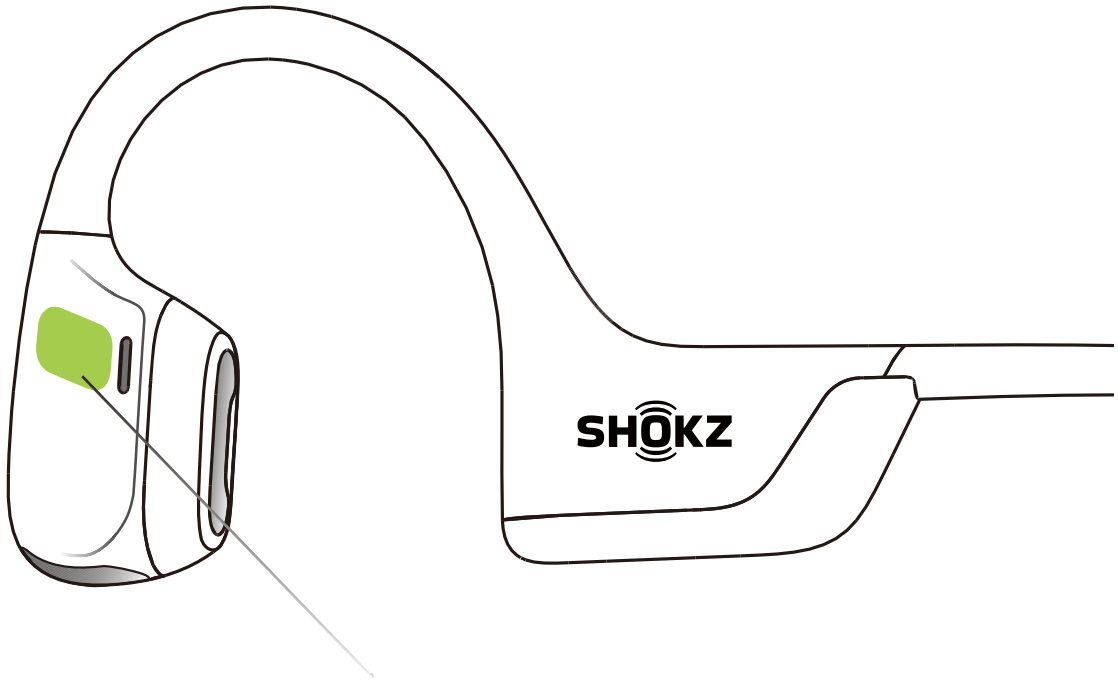
How to change volume:

While your audio is playing, adjust headphone volume by pushing either the Volume + or Volume – buttons.

*A “beep” will sound when the volume is at its max.

*Listening with headphones at high volume may affect your hearing and the audio will be distorted.

Multifunction Button



Multifunction Button

Play/pause music

Click once

Answer call

Click once

Next song

Double-click while music is playing

End call

Click once

Previous song

Triple-click while music is playing

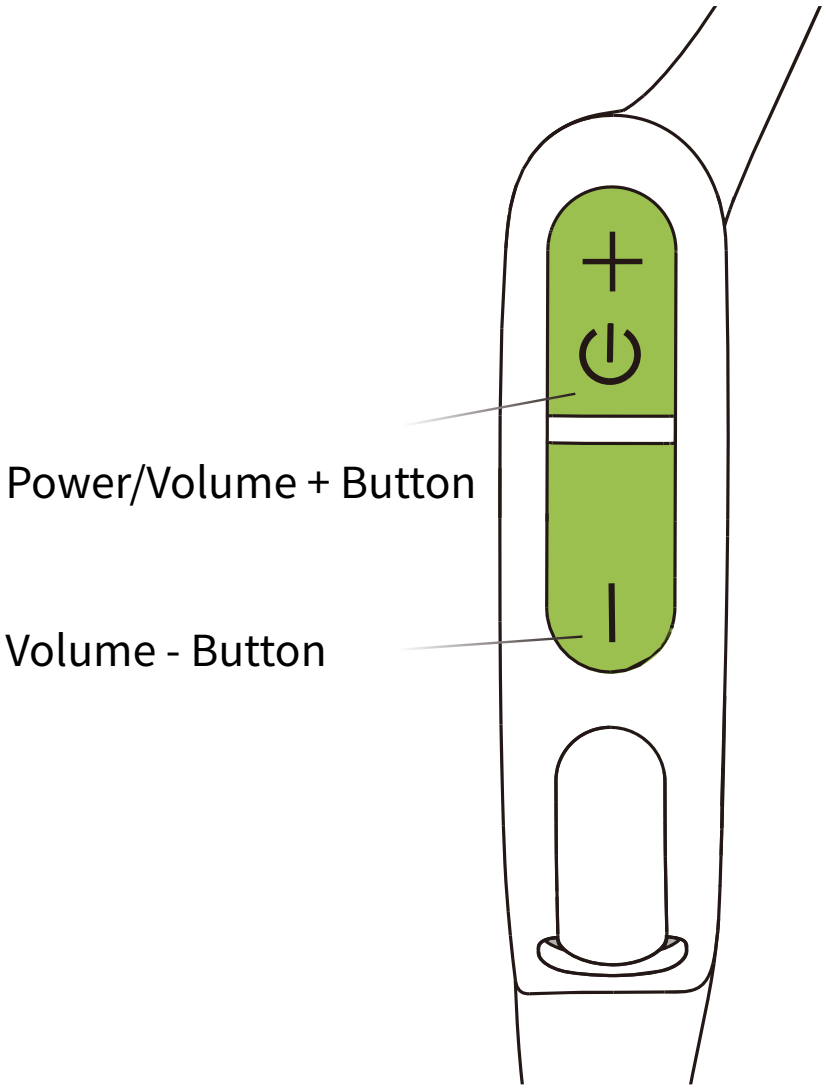
Multifunction Button

Play music	Click once
Pause music	Click once
Next song	Double-click while music is playing
Previous song	Triple-click while music is playing
Prompt device’s voice assistant	Press and hold for 2 seconds
Answer call	Click once
End call	Click once
Reject a call	Press and hold for 2 seconds
Change the language	Double click while in pairing status (red and blue lights flash alternately)
Answer a second call and decline th current call	Press and hold for 2 seconds while a second incoming call is ringing.
Answer a second incoming call and put the current call on hold	Click once while a second incoming call is ringing.
Switch between two calls	Click once while two calls are active.
Hanging up on a multiparty call is the current call	Press and hold for 2 seconds while two calls are active

*Only applicable for phone calls, not online calls

Check Battery Status

Operate controls while audio is not playing



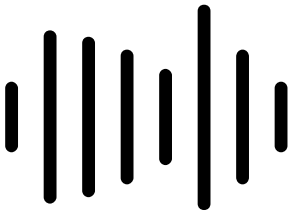
How to check battery status：

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

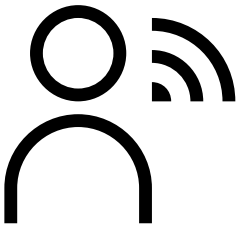
* "Battery high/Battery medium/Battery low/Charge me"

Extra Features

EQ Modes

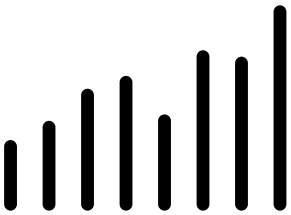


Standard Mode:
Balanced frequency, suitable for listening to music on a daily basis



Vocal Mode:
Enhance the mid frequency, suitable for listening to music while reading e-books and attending online courses

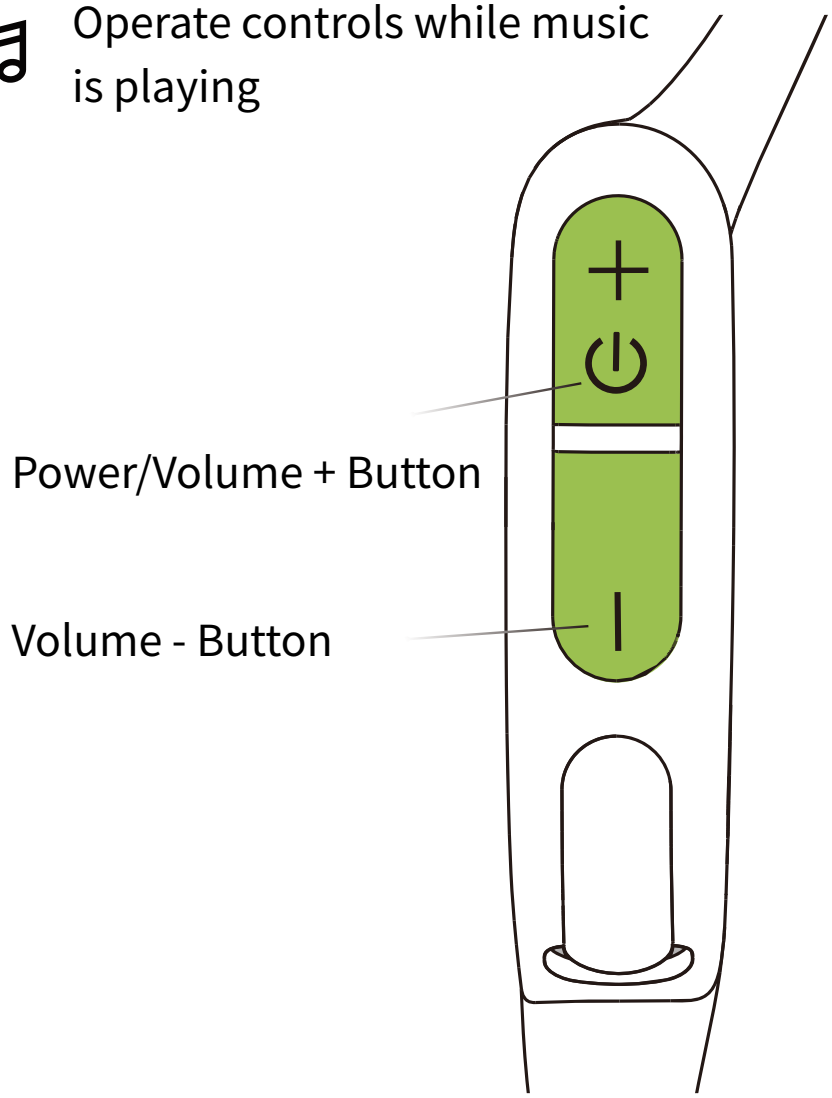
Increase Bass:
Enhance the low frequency, suitable for listening to music with a strong rhythm in a sports setting



Increase Treble:
Enhance the high frequency, suitable for listening to elegant, light music while resting

Switching EQ Modes

Operate controls while music is playing

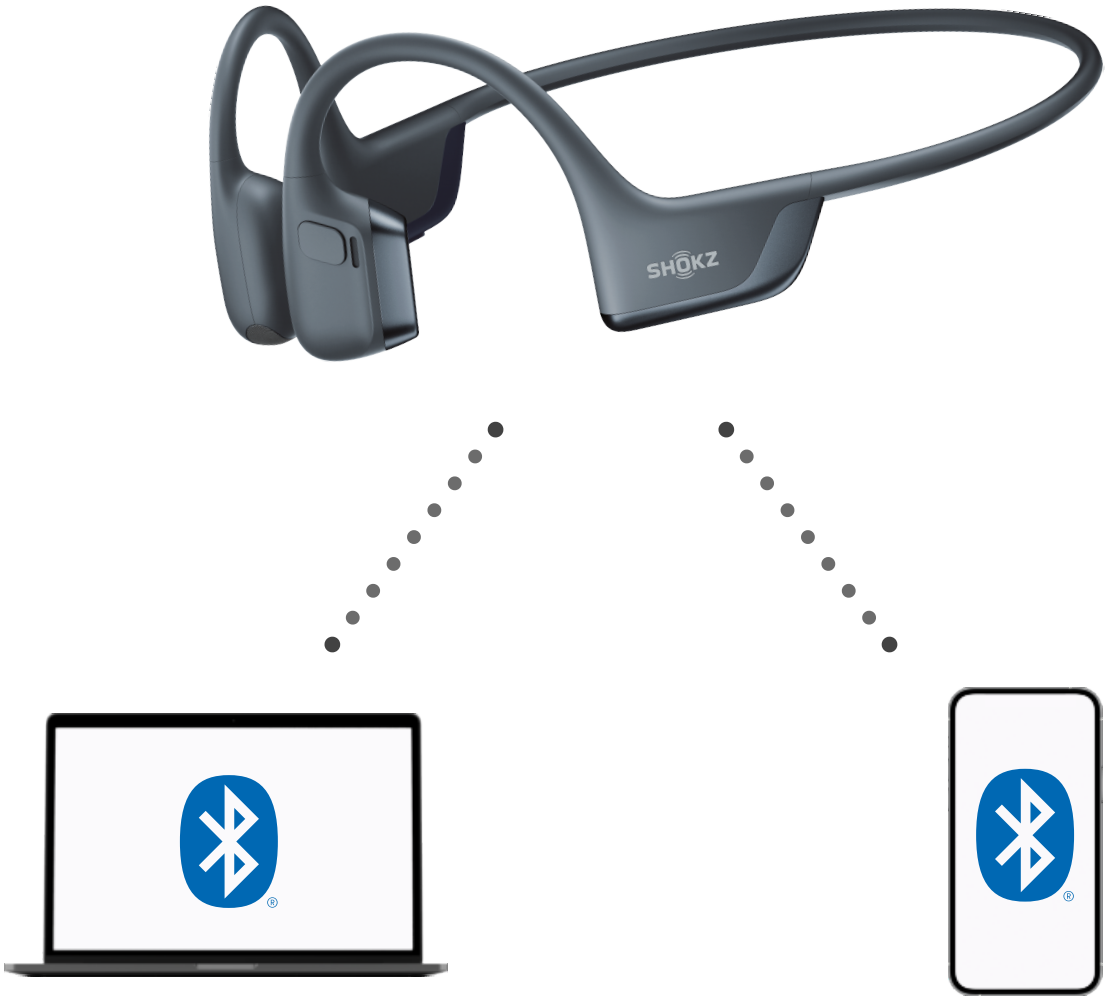


How to switch EQ mode:

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

*You can also use the Shokz App to change the EQ mode

Multipoint Pairing

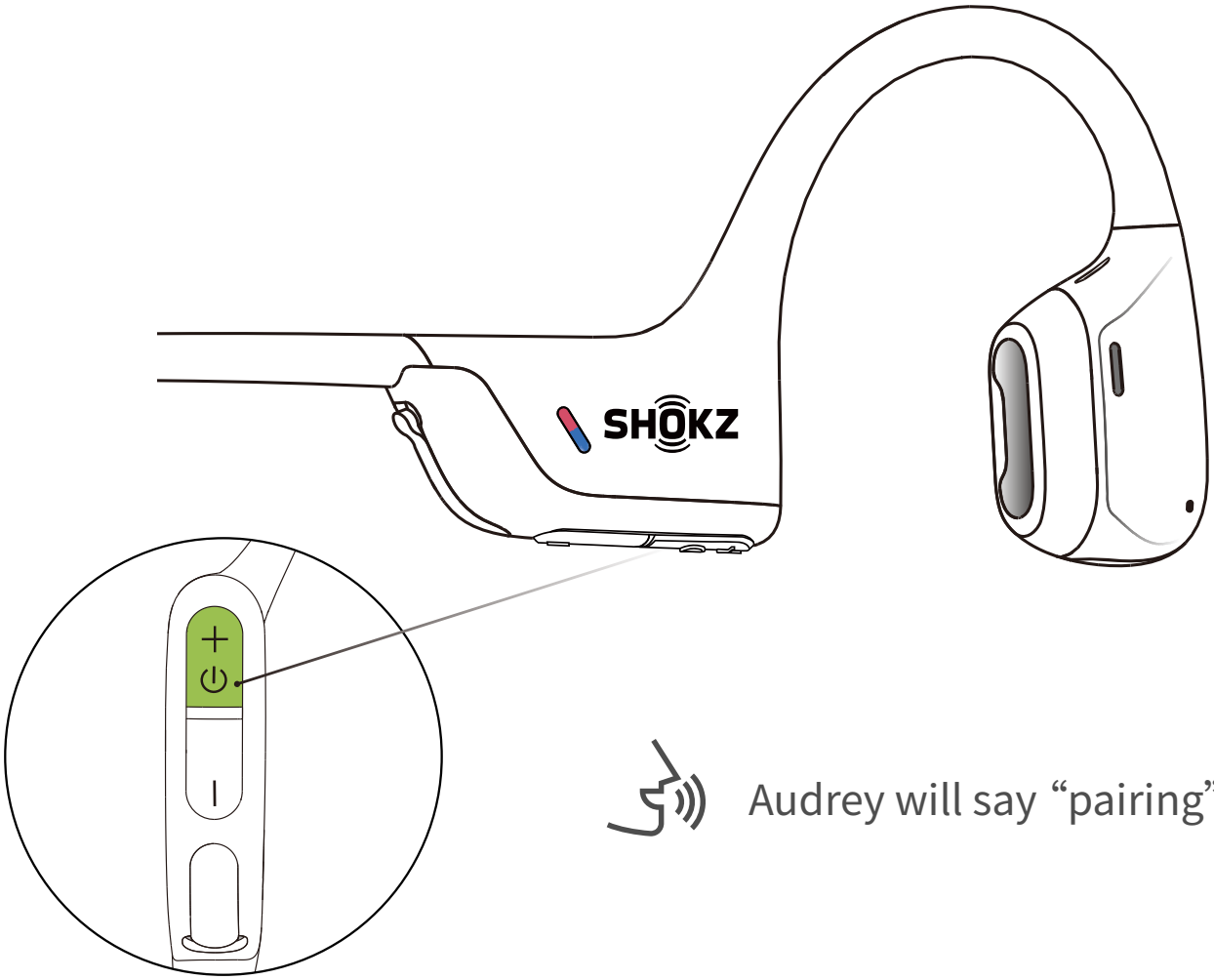


Pair Two Devices

Switch between two devices
seamlessly with multipoint pairing

Multipoint Pairing

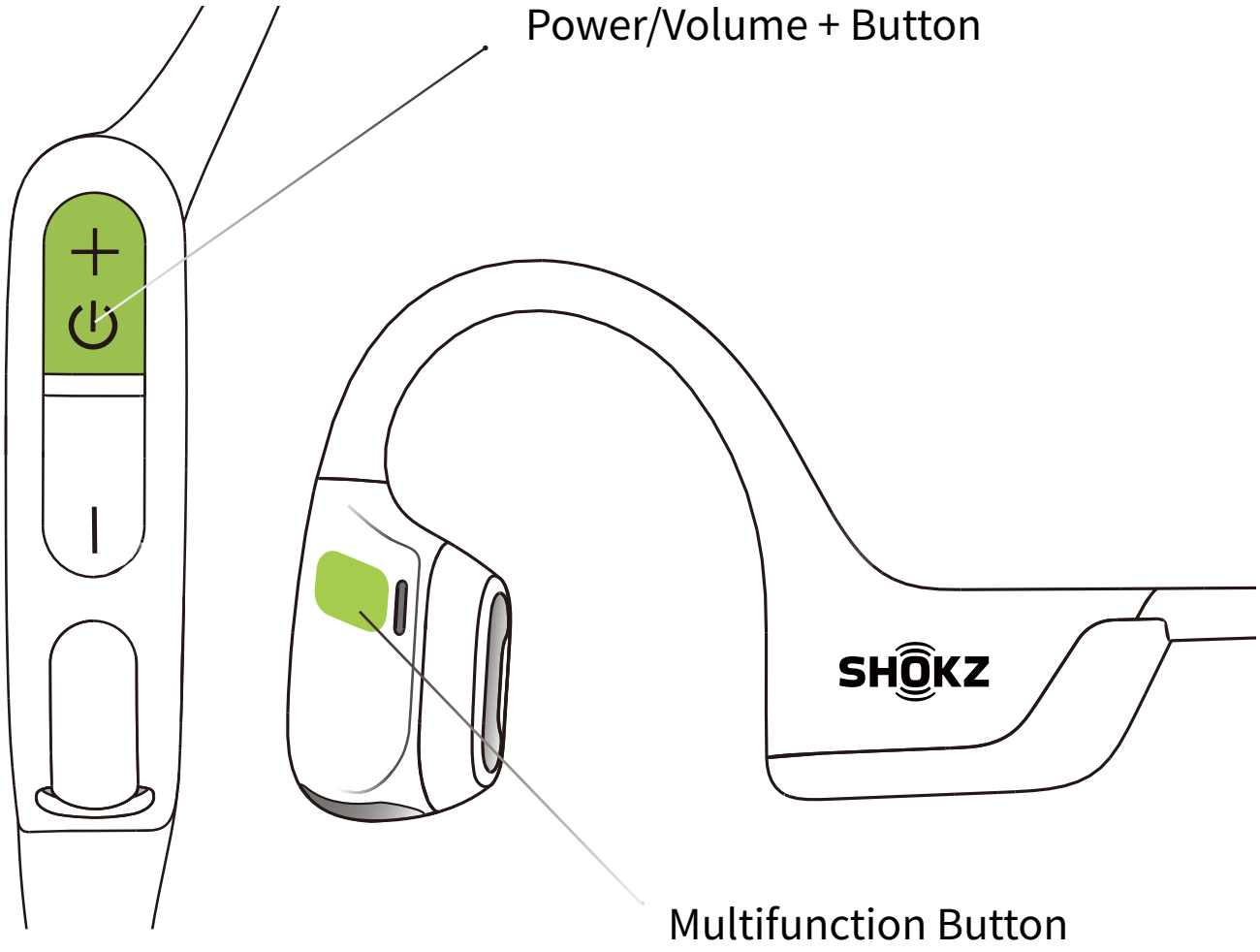
OFF Operate controls with headphones powered off



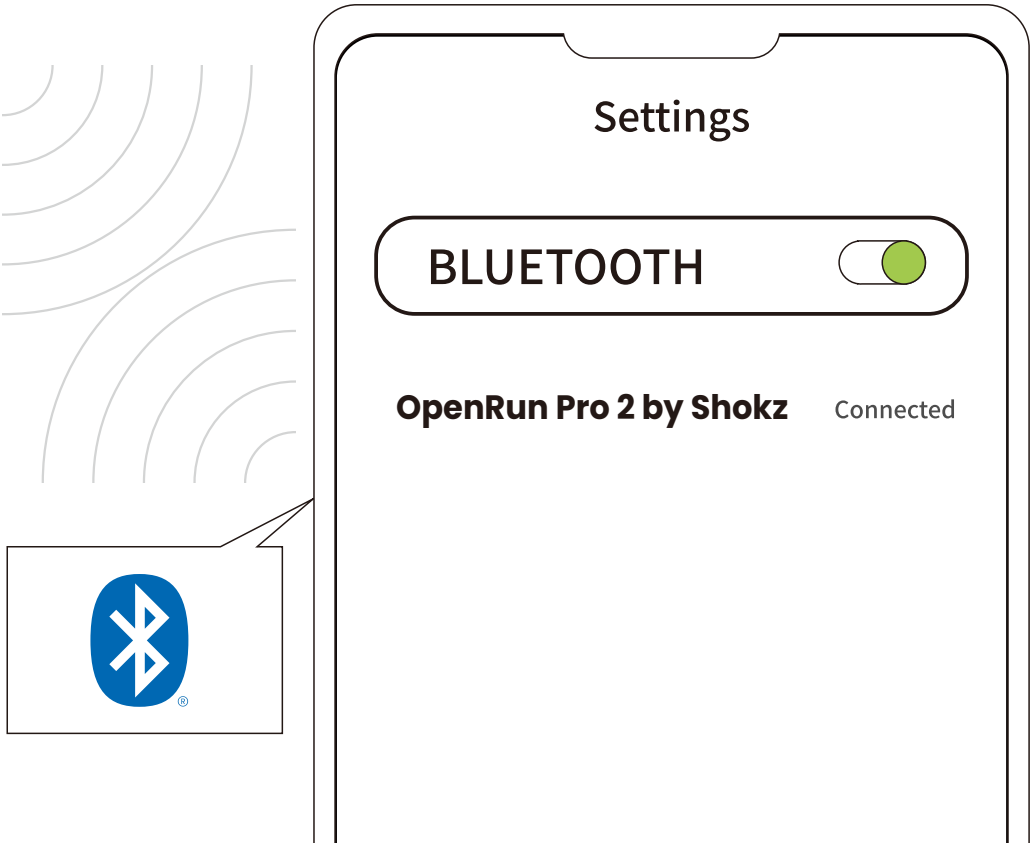
Audrey will say “pairing”

1. Start with your headphones powered off.
2. Press and hold Volume + until Audrey will say “pairing” and the LED indicator flashes red and blue alternately.

*You can also use the Shokz App for easy switching between devices

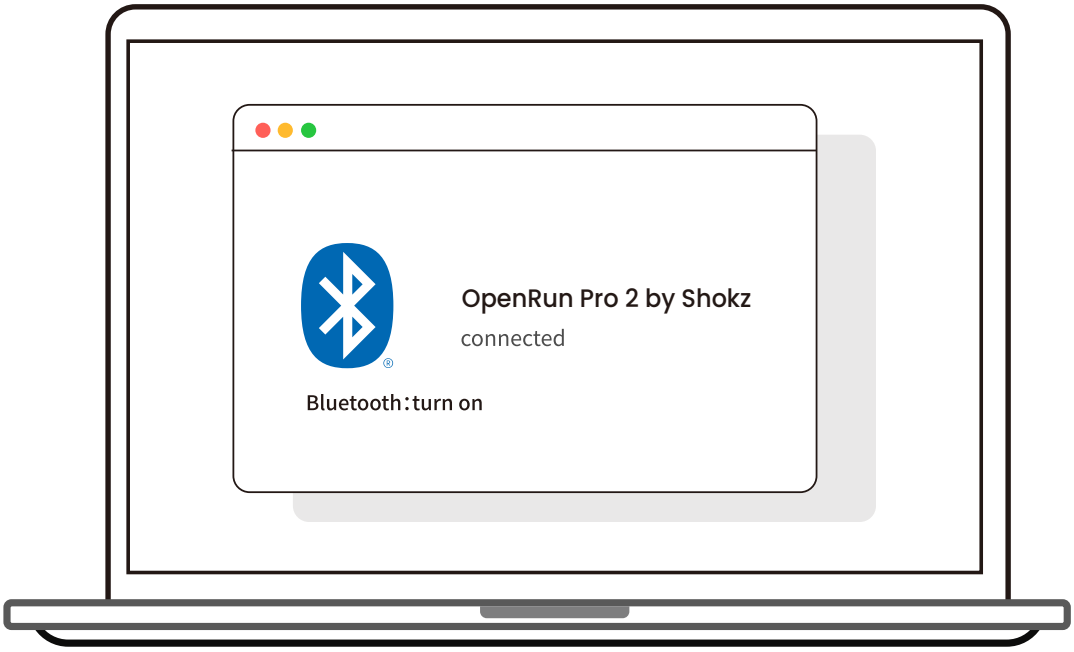


3.Press and hold the multifunction button and Volume + button until the headphones emit a prompt sound.



First Device

4.Open first device's Bluetooth® menu and select "OpenRun Pro 2 by Shokz.
5.Turn your headphones off.



Second Device

6.Re-enter pairing mode by pressing and holding Volume + until Audrey says “pairing” and the LED indicator flashes red and blue alternately.

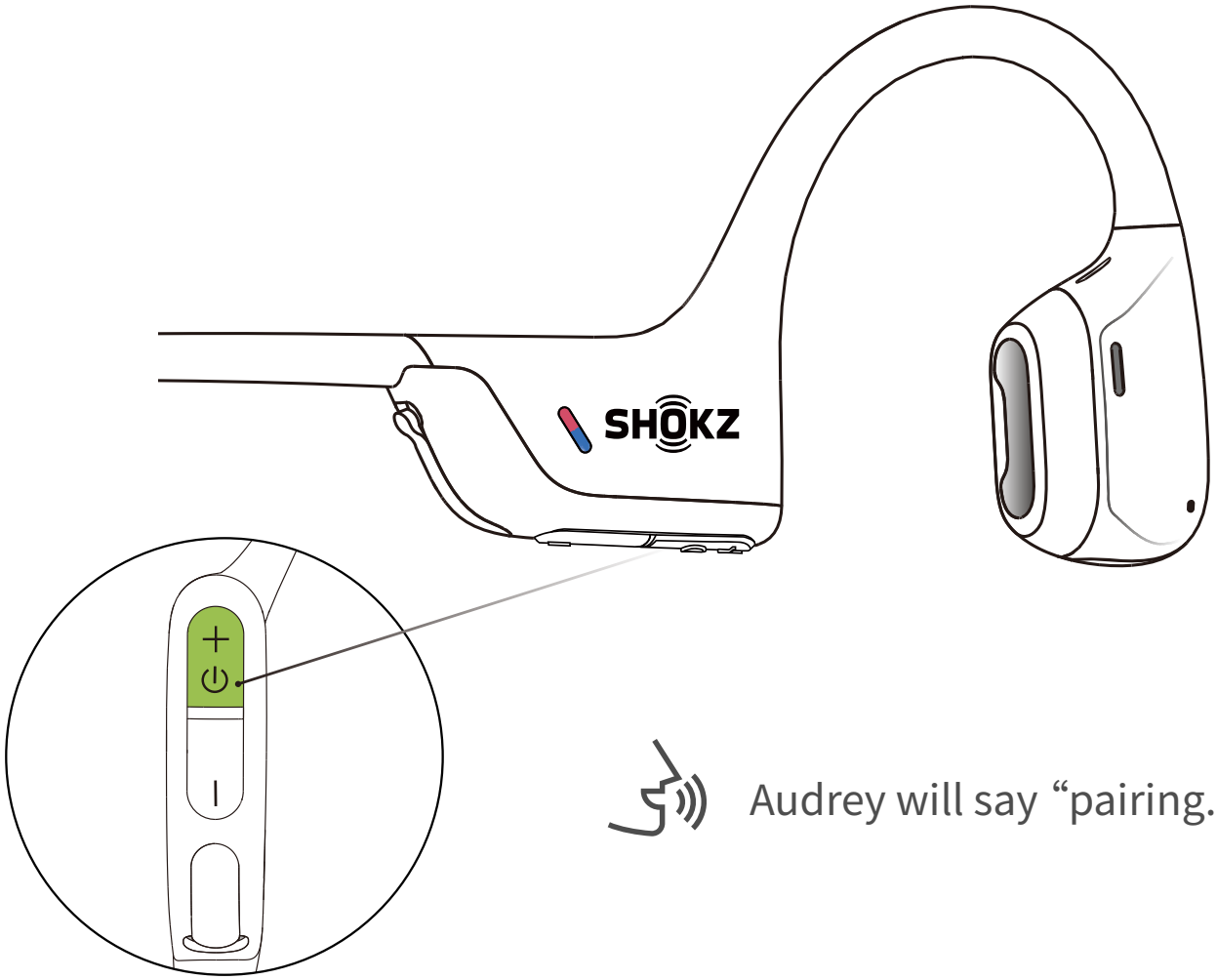
7.Open second device's Bluetooth® menu and select "OpenRun Pro 2 by Shokz."

8.Turn your headphones off.

9.Turn your headphones on. Your headphones are now connected to both devices.

Turn Multipoint Pairing Off

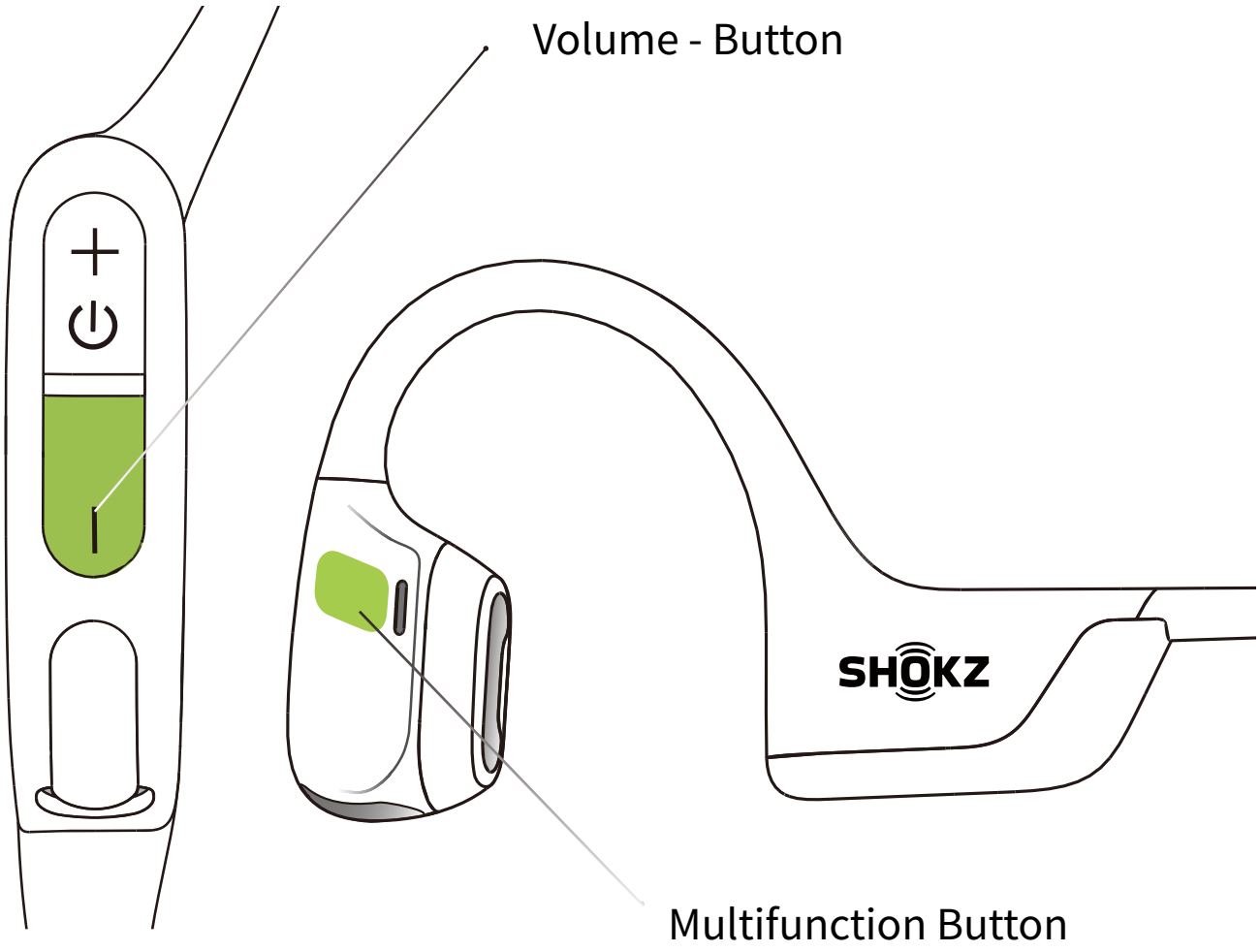
OFF Operate controls with headphones powered off.



Audrey will say “pairing.”

1. Start with your headphones powered off.
2. Press and hold Volume + until Audrey will say “pairing” and the LED indicator flashes red and blue alternately.

*You can also use the Shokz App for easy switching between devices



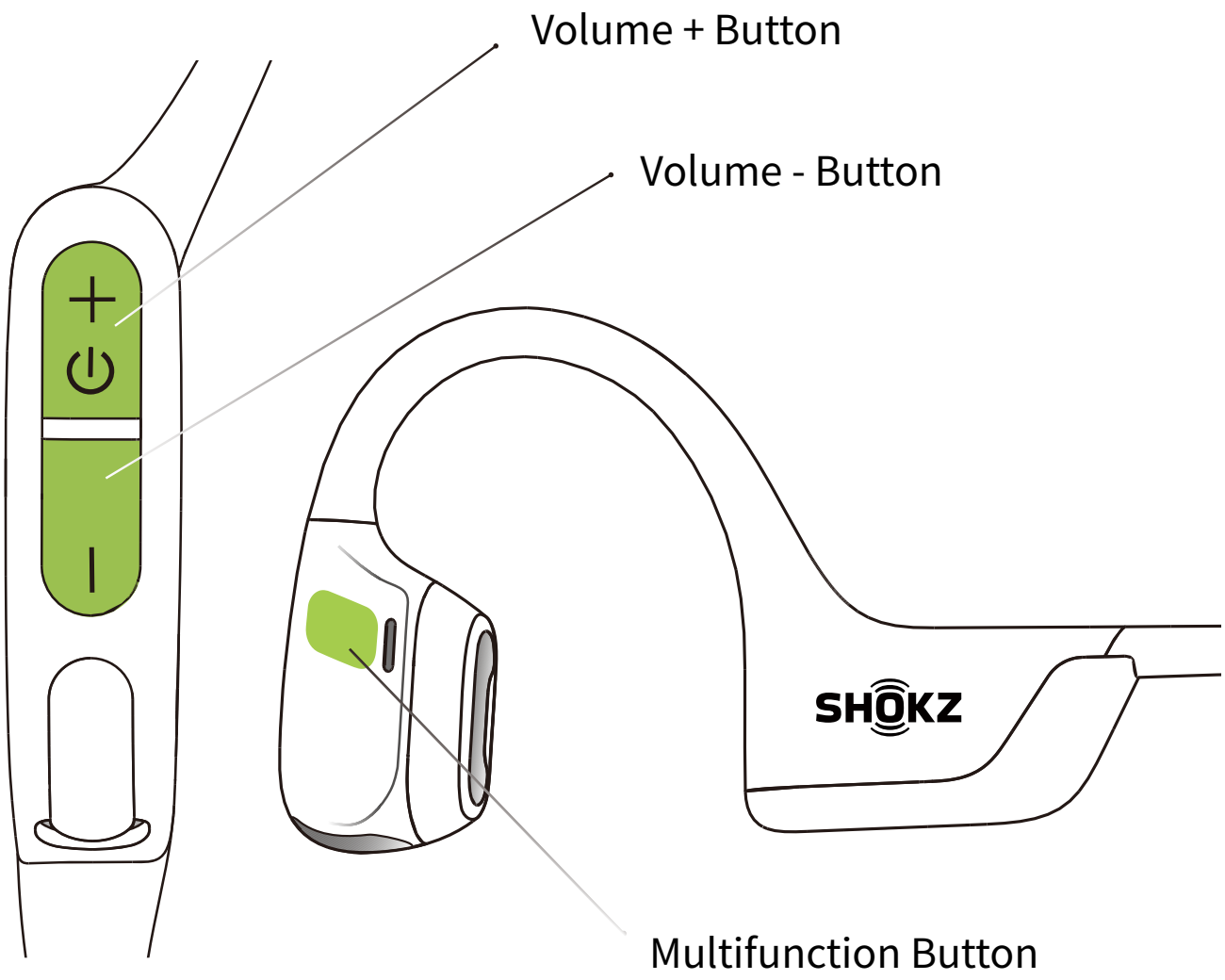
3. Press and hold the multifunction button and Volume - button until the headphones emit a prompt sound.

Restore the headphones to factory settings

OFF Operate controls with headphones powered off.

Audrey will say “pairing.”

1. Start with your headphones powered off.
2. Press and hold Volume + until Audrey will say “pairing” and the LED indicator flashes red and blue alternately.

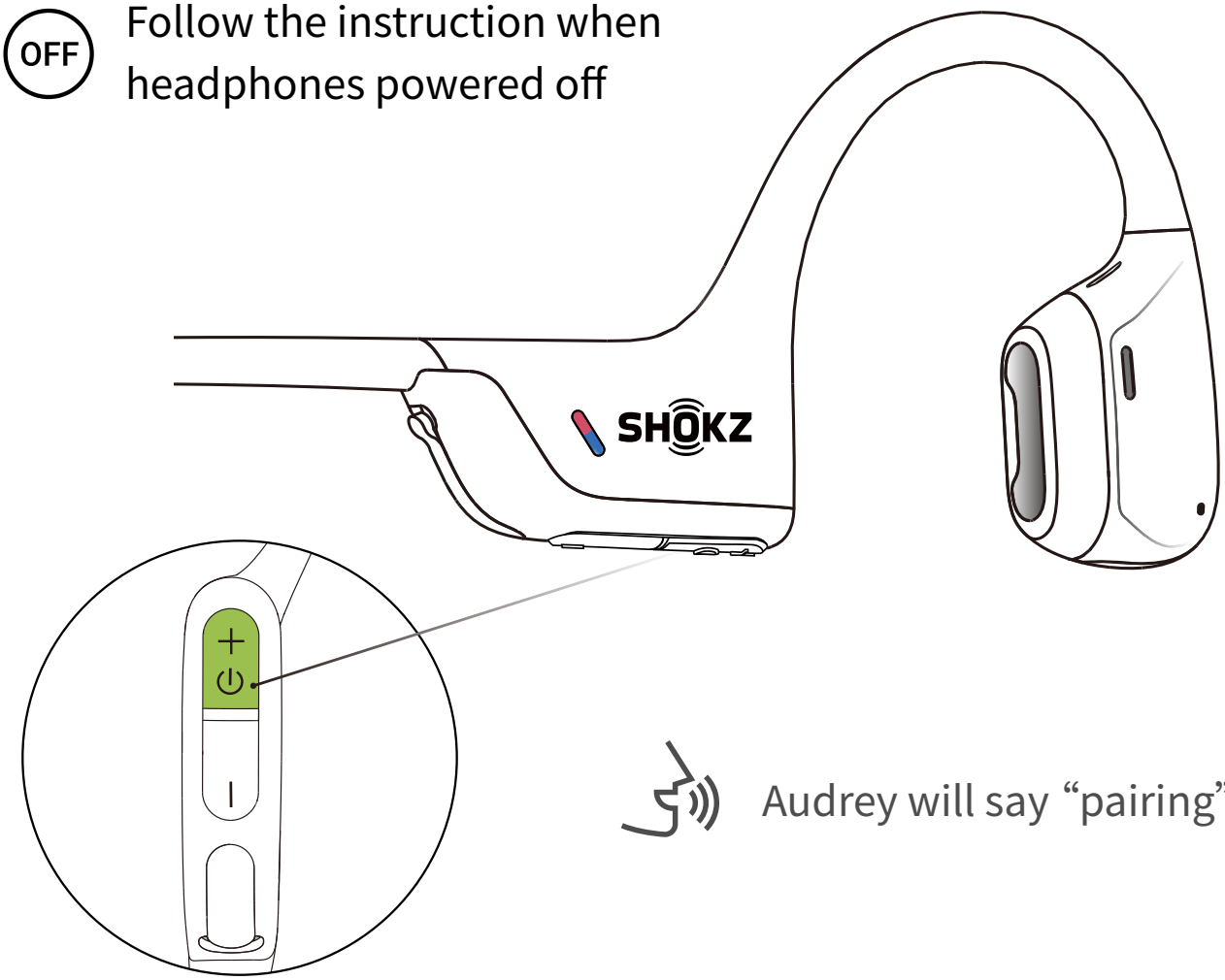


3. Press and hold the multifunction button / Volume + button / Volume - button until the headphones emit a prompt sound

Changing Languages

Your headphones have four built-in languages:
Chinese, English, Japanese and Korean.

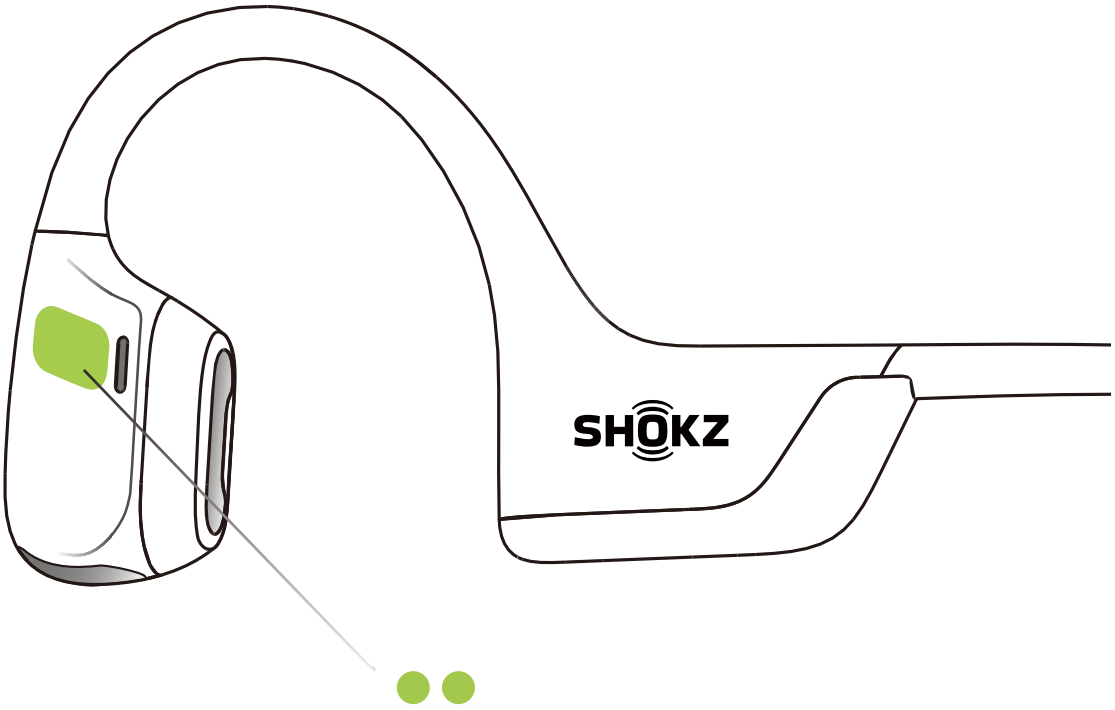
OFF Follow the instruction when headphones powered off



Audrey will say “pairing”

1. Start with your headphones powered off.
2. Press and hold Volume + until Audrey will say “pairing” and the LED indicator flashes red and blue alternately.

*You can also use the Shokz App to change the language.



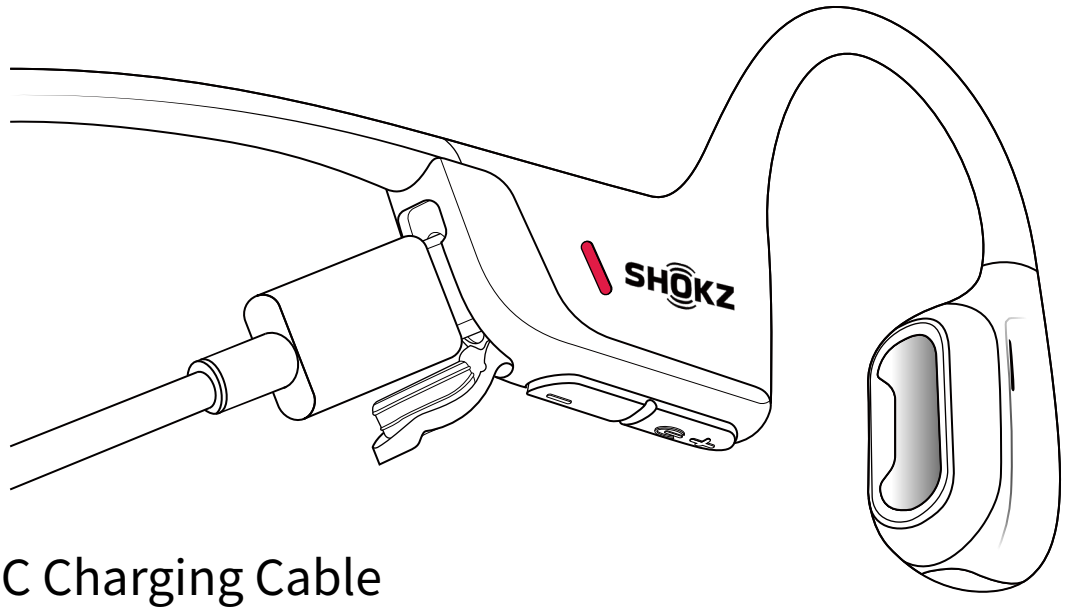
Multifunction Button

3. Double-click the multifunction button, then single-click the volume + button. Languages have been switched when you hear the corresponding language.

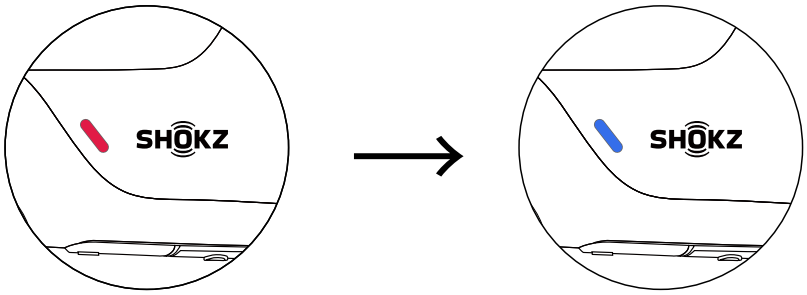
Care and Maintenance

Charging Tips

OFF The headset will automatically shut down when charging



USB-C Charging Cable



Charging Charging Completed

When the headphones are at low battery, there will be a “charge me” prompt and the red light will flash intermittently. Use the corresponding USB-C charging cable for charging.
The LED indicator will turn red during the charging process and the headphones will automatically turn off. The LED indicator will turn from red to blue when charging is complete.

Storage and Maintenance

- Store the headphones in a cool, dry place. The working temperature should be 0~40°C (32-102°F).
- Keep the headphones away from heat sources, combustible gas or other clean/corrosive liquids, keep the headphones away from a long time of direct sunlight, using or placing in hot places.
- Stop using the headphones immediately if any parts are damaged, smoking, hot, or have a burning smell.
- The headphones' liquid and dust resistance level is IP55. It can be used in non-water sports and exercises and is not fully waterproof. Do not place the headphones in water. IP55 is not a permanent protection rating and may be reduced by normal wear and tear.
- Clean the headphones with a soft dry cloth.
- After storage for a long period, please charge the headphones before using again.

BC

Hearing Loss

Listening with headphones at high volume may affect your hearing and the audio will be distorted.

Please do not listen with headphones at high volume for a long time.

Battery

CAUTION

- Replacement of a battery with an incorrect type that can defeat a safeguard.
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.
- Do not use the battery if it is noticeably expanded.

Charge

- Always confirm that the charging port is dry before connecting the device to the charging cable. Failure to do so could result in increased possibility of short circuit issues, fire or explosion danger.
- Do not charge right after exercising in case there's sweat inside the charging port, which could lead to circuit burning while charging.
- Keep the headphones away from heat sources when charging.
- Only power supplies that have been approved by relevant departments and meet local regulatory requirements (such as UL, CSA, VDE and CCC) shall be used.

Dangers of Driving

Please note that in some countries or regions, it may be illegal to use the headphones while operating any type of vehicle. Please check and comply with the traffic rules or relevant laws and regulations in your area or consult your local regulatory authority.

Skin irritation

- Although rare, some users may experience skin allergies or skin sensitivity when coming into long-term contact with the headphones' outer materials.
- To avoid the risk of an allergic reaction, please do not wear the headphones if you are experiencing skin injuries or irritations on or around the neck, ears, and/or head.
- If you experience any redness of the skin, swelling, or itchiness while wearing the headphones, discontinue use of the headphones immediately and consult a physician.

Notice

Design and specification are subject to change without notice. For the most up-to-date product information, please visit www.shokz.com.

Electromagnetic Interference

- Do not use this product in places where wireless devices are prohibited (such as in airports and local medical facilities, etc.), as it may interfere with other electronic devices or cause other hazards.
- Some electronic devices may fail due to radio interference from this product (e.g., some automotive electronic equipment). Please contact the manufacturer of such electronic devices for more information.
- Radio waves generated by this product may affect the regular operation of some medical devices, such as pacemakers, defibrillators, cochlear implants, hearing aids, etc. If you use any of these medical devices, consult your physician and medical device manufacturer about restrictions on using this product, and keep this product within a safe distance from medical devices. Stop using this product if you suspect interference with your medical devices.

Warranty

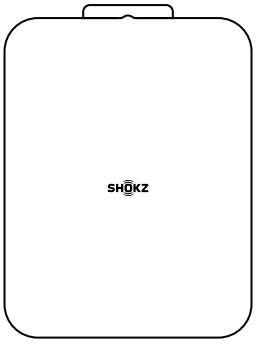
Your headphones are covered by a warranty.
Visit our website at https://shokz.com/pages/warranty-landing for details of the limited warranty.

To register your product, download the Shokz App.
*Failure to register will not affect your limited warranty rights.

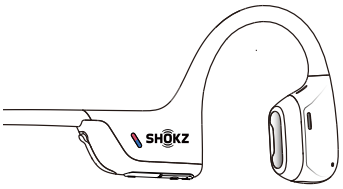
Troubleshooting

If you have any trouble or problems,please visit
https://shokz.com/pages/faq
for more support!

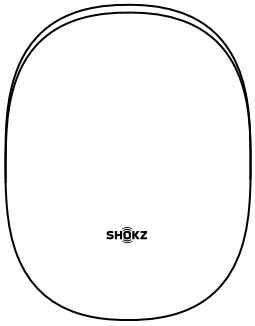
What's in the Box



OpenRun Pro 2
Box*1



OpenRun Pro 2
headphones*1



OpenRun Pro 2
Package*1

OpenRun Pro 2
User Guide*1

OpenRun Pro 2
Legal Statement*1

USB-C
Charging Cable*1

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

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

SHOKZ