

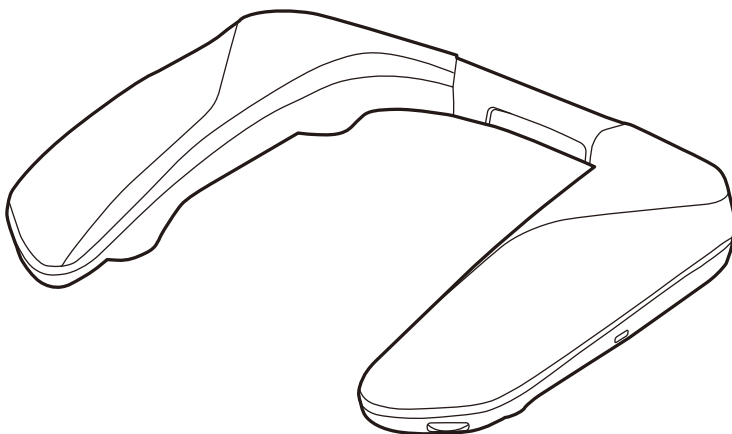
Panasonic®

Owner's Manual

Wireless Neck Speaker System

Model No. **SC-GNW30**

Wireless Neck Speaker	SB-GNW10
Wireless Transmitter	SH-GNW30



SOUND^{SLAYER}™

Thank you for purchasing this product.

Please read these instructions carefully before using this product, and save this manual for future use.

Register online at <http://shop.panasonic.com/support>

If you have any questions, visit:

<http://shop.panasonic.com/support>

Safety precautions

■ Unit

WARNING:

To reduce the risk of fire, electric shock or product damage,

- Do not expose this unit to rain, moisture, dripping or splashing.
- Do not place objects filled with liquids, such as vases, on this unit.
- Use the recommended accessories.
- Do not remove covers.
- Do not repair this unit by yourself. Refer servicing to qualified service personnel.

Avoid the use in the following conditions

- High or low extreme temperatures during use, storage or transportation.
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Extremely high temperature and/or extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.

■ Places where you use or store the product

- This unit is for indoor use.
- Do not use or leave where the temperature is extremely high such as in locations exposed to direct sunlight or near heating devices.
- Do not use or leave in locations with a lot of dust.
- Do not use or leave in locations with a lot of vibration.
- Do not use or leave in locations with a lot of moisture, such as bathrooms.

■ Handling

- Do not drop, hit, or apply strong shocks. This may cause malfunction.
- Sound may be interrupted or you may hear noise if the plug tip is dirty. If this occurs, wipe the tips of the plug and plug adaptor clean with a soft dry cloth.

■ Built-in battery

- Do not heat or expose to flame.
- Do not leave this unit in a car exposed to direct sunlight for a long period of time with doors and windows closed.
- Do not expose to low air pressure at high altitudes.
- Do not expose to extremely low air pressure, as this may result in explosions or leakage of flammable liquids and gases.

■ AC adaptor

This AC adaptor operates on AC between 110 V and 240 V.

But

- In the U.S.A. and Canada, the AC adaptor must be connected to a 120 V AC power supply only.
- When connecting to an AC supply outside of the U.S.A. or Canada, use a plug adaptor to suit the AC outlet configuration.

This unit may receive radio interference caused by mobile telephones during use. If such interference occurs, please increase separation between this unit and the mobile telephone.

The power plug is the disconnecting device.

Install this unit so that the power plug can be unplugged from the socket outlet immediately.

The symbols on this product (including the accessories) represent the following:

~ AC

=== DC

 Class II equipment (The construction of the product is double-insulated.)

 Standby



A lithium ion battery that is recyclable powers the product you have purchased.
Please call 1-800-8-BATTERY for information on how to recycle this battery.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

FCC ID: ACJ-SH-GNW30

Contains FCC ID: NKR-SWA20

Model: SC-GNW30 (SB-GNW10, SH-GNW30)

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

For SB-GNW10

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines as this equipment has very low levels of RF energy.

For SH-GNW30

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment must be installed and operated keeping the radiator at least 20 cm or more away from person's body.

FCC Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Supplier's Declaration of Conformity

Trade Name: Panasonic

Model No.: SC-GNW30

Responsible Party: Panasonic Corporation of North America
Two Riverfront Plaza, Newark, NJ 07102-5490

Support Contact: <http://shop.panasonic.com/support>

Conforms to
UL STD 62368-1.

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Expressions used in this document

- Pages to be referred to are indicated as “→ ○○”.
- The product illustrations may differ from the actual product.

Accessories

Please check and identify the supplied accessories.

1 x Wireless Transmitter

- Described as “transmitter” in this document.

1 x USB cable (for use with the Wireless Transmitter)

- Approx. 1.0 m (3.2 ft)

1 x AC adaptor

(SAE0001)

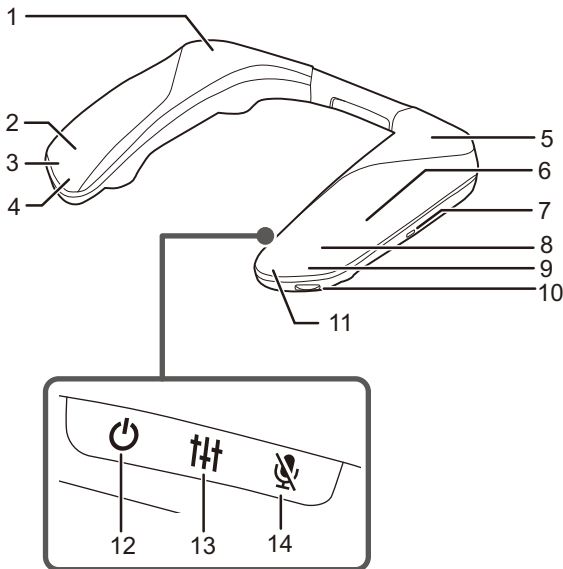
- Product numbers are correct as of April 2025. These may be subject to change.
- Do not use the supplied accessories with any devices other than this unit (SC-GNW30).

To order accessories, refer to “Limited Warranty” in the “Basic Owner’s Manual”.

Maintenance

- To clean the neck speaker, wipe with a soft, dry cloth.
- Never use alcohol, paint thinner or benzine to clean this system.
- Before using chemically treated cloth, read the instructions that came with the cloth carefully.

Part names (Neck Speaker)



- 1 Rear (R) speaker
- 2 Front (R) speaker
- 3 Operation indicator (R)
- 4 Microphone (R)
- 5 Rear (L) speaker
- 6 Built-in antenna
- 7 Charging terminal
- 8 Front (L) speaker
- 9 Operation indicator (L)
- 10 [VOL] dial (volume dial)
- 11 Microphone (L)
- 12 [⏻] button (standby button)
 - The input source changes in the following order each press:
USB → HDMI → TV → Bluetooth®
- 13 [🔊] button (sound mode button)
- 14 [🔇] button (microphone mute button)

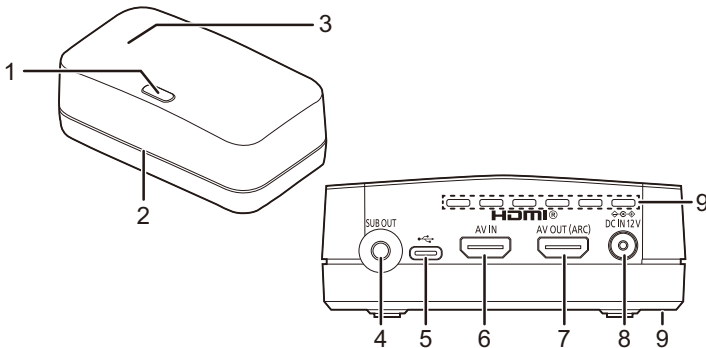
Operation indicator lighting/blinking examples

Operation indicator (L)	Operation indicator (R)	State
Off	Lights (red)	Charging is in progress
Lights (cyan) ^{*1*2}	Lights (cyan) ^{*1*2}	Connected wirelessly
Off	Blinking slowly (cyan) ^{*1}	On standby for wireless connection
Off	Blinking rapidly (blue)	On standby for pairing (registration) for a wireless connection
Lights (red)	Lights (red)	Microphones muted

^{*1} When only the operation indicator (R) is blinking (red), the battery is low. (→ 9, "Battery level notification")

^{*2} If the "Lighting Settings" in the app (→ 23) are set to "OFF", the indicators turn off after about 3 seconds.

Part names (Transmitter)



- 1 [INPUT/-PAIRING] button (input/pairing button)
 - The input source changes in the following order each press:
USB → HDMI → TV → Bluetooth
- 2 Operation indicator
- 3 Built-in antenna
- 4 Audio output terminal [SUB OUT]
- 5 USB port
- 6 HDMI AV IN terminal [AV IN]
For AV/Game
- 7 HDMI AV OUT terminal [AV OUT(ARC)]
For TV (ARC compatible)
- 8 DC IN terminal [DC IN]
- 9 Ventilation holes

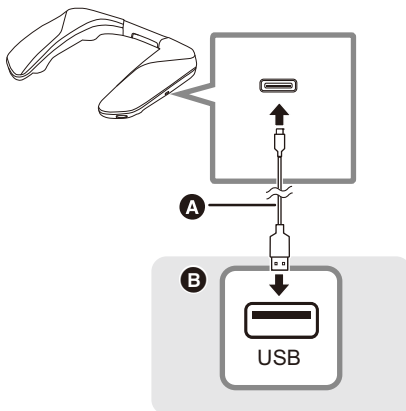
Operation indicator lighting/blinking examples

Operation indicator	State
Lights (cyan)	Connected wirelessly, connected via Bluetooth
Blinking slowly (cyan)	On standby for wireless connection
Blinking slowly (blue)	Bluetooth connection standby
Blinks (cyan)	On standby for pairing (registration) for a wireless connection
Blinks (blue)	Bluetooth pairing (registration) standby
Lights (red)	Microphones muted
Blinks (red)	When the input source is USB: Blinks when the USB cable is not connected properly. Connect the USB cable again. When the input source is TV: Blinks in the following cases. Check the settings. –The ARC connection with the TV has not been established (→ 10) –TV audio output settings have not been set to PCM (→ 13)

Charging

The rechargeable battery (installed in the neck speaker) is not charged initially. Charge the battery before using the neck speaker. Use a USB AC adaptor (optional) and USB Type-C cable (optional) to charge.

- The operation indicator (R) lights (red) during charging and goes out when charging finishes.



A USB cable (optional)

B USB AC adaptor (optional), etc.

■ Charging time

Approx. 4.0 hours

- When using a USB AC adaptor (optional) that is capable of supplying an output current of 1500 mA at 5 V DC
- Ambient temperature 25 °C (77 °F)/When recharging a fully discharged battery

Note:

- When using a USB AC adapter first connect the neck speaker to the charger, then plug the charger into the AC power source.
- Use a USB AC adaptor that is capable of supplying an output current of at least 1500 mA at 5 V DC. It is also possible to use a device that has an output current of less than 1500 mA, but it may not be able to charge correctly.
- Charging by connecting the USB cable (optional) to the USB port that supports USB charging on a computer is also possible. However, this operation is not guaranteed on all computers.
- Charging may not be performed or may stop if the computer is in or switched to standby or sleep mode.
- The built-in rechargeable battery may deteriorate if it is not used for long periods, so recharge once every 6 months.
- The volume reduces if you use the neck speaker with the USB cable connected.
- You can also see the remaining battery charge on the app (→ 23).

■ Battery level notification

- When the battery level drops to 20 %, an operation tone sounds and the operation indicator (R) changes to blinking (red).
- When you press and hold the [|||] button while the neck speaker is on, you can see the remaining battery charge with the operation indicators.

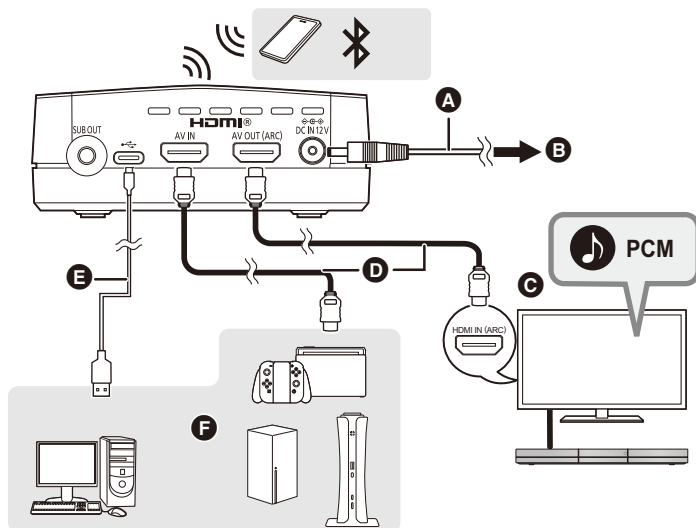
Remaining battery charge	Operation indicator (L)	Operation indicator (R)
71 % to 100 %	Lights (blue)	Lights (blue)
21 % to 70 %	Lights (blue)	Off
6 % to 20 %	Lights (red)	Off
5 % or less	Blinks (red)	Off

Connecting the transmitter

Connecting supported devices

Connect the supported device and the transmitter. The neck speaker supports PC, PS4/PS5, Xbox, Nintendo Switch.

- **Do not connect the AC adaptor of the transmitter to the AC power source until all connections have been completed.**
- Before connecting the transmitter, make sure your PC/Game Console is powered on.
- The operation indicator of the transmitter lights (cyan) when there is a wireless connection with the neck speaker and blinks (cyan) when there is no wireless connection with the neck speaker.
- For the HDMI cable, purchase a "Ultra High Speed HDMI cable". Cables that do not comply with the HDMI specification will not work.
- If the operation indicator on the transmitter is blinking red, check that the connections and settings are correct. (→ 8, 13)
- In order to properly use this unit, depending on the operating environment and OS, you need to change some sound settings on the computer. (→ 11, "When connecting to a PC")



- | | |
|-----------------------------------|---|
| A AC adaptor (supplied) | D HDMI cable (optional) |
| B To a household AC outlet | E USB cable |
| C TV (Monitor) | F PC, PS4/PS5, Xbox, Nintendo Switch |

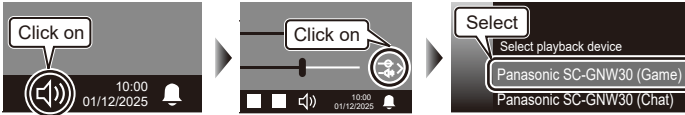
Note:

- Do not use any other AC adaptors except the supplied one.
- You can use either the supplied USB cable or a commercially available USB cable. When using a commercially available one, use a USB Type-C cable (approx. 1.0 m (3.2 ft)) that supports data transfer.
- When connecting to a TV, select the ARC-compatible HDMI IN terminal on your TV. Also change the audio output on your TV to PCM output. (→ 13, "Changing the settings of your TV")
- The operation indicator turns off when the neck speaker and the transmitter are not connected wirelessly. The operation indicator turns off, but wireless connection is possible when the neck speaker turns on. When connected wirelessly with the neck speaker or [INPUT/-PAIRING] button operations are performed, the indicator lights again.

When connecting to a PC

In order to properly use the neck speaker, depending on the operating environment and OS, you need to change some sound settings on the computer. Two devices are shown when you connect the transmitter, so make the settings as follows:

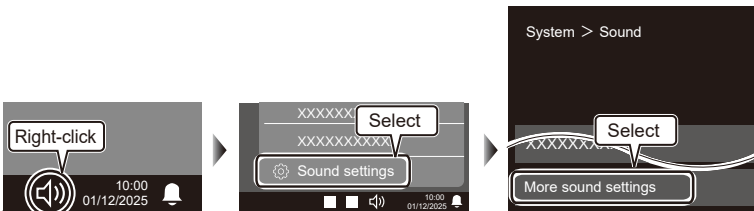
Make “Panasonic SC-GNW30 (Game)” the default device for “Playback”.



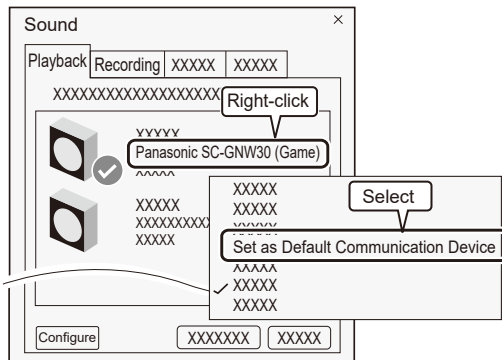
- 1 Click the speaker icon in the taskbar.
- 2 Click the “Speaker” on the right of the volume bar.
- 3 Select “Panasonic SC-GNW30 (Game)”.

Making “Panasonic SC-GNW30 (Game)” the default communication device for “Playback” and “Panasonic SC-GNW30 (Chat)” the default communication device for “Recording”

- 1 Right-click the speaker icon in the task bar and select “Sound settings” - “More sound settings”.



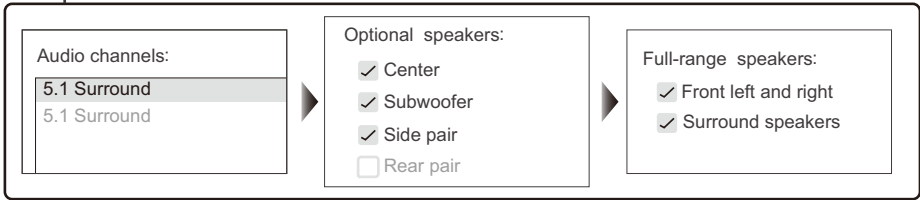
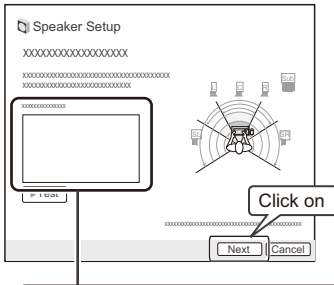
- 2 Select the “Playback” tab in the screen displayed.
- 3 Right-click “Panasonic SC-GNW30 (Game)” and select “Set as Default Communication Device”.
 - There is no need to change the default settings of the speaker properties.



- 4 Click “Configure” while “Panasonic SC-GNW30 (Game)” is selected.

5 Check the settings in the speaker setup screen, and click “Next”.

- There is no need to change the default settings of the items.

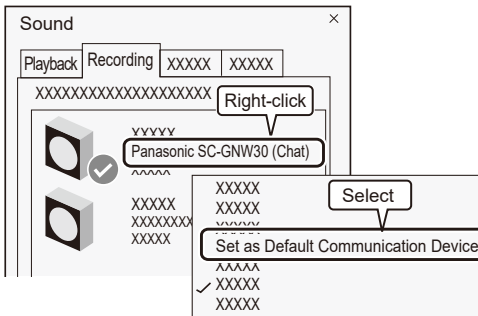


6 Click “Complete”.

7 Return to the screen from step 2 and select the “Recording” tab.

8 Right-click “Panasonic SC-GNW30 (Chat)” and select “Set as Default Communication Device”.

- There is no need to change the default settings of the speaker properties.



Note:

- Depending on the specifications of the computer, the settings may change if you plug the USB cable into a different terminal or if you restart the computer. If this happens, change the sound settings on the computer to “Panasonic SC-GNW30 (Game)” again.
- If “Panasonic SC-GNW30 (Game)” is not displayed on your computer, change the input source on the transmitter to USB.

Changing the settings of your TV

To connect the transmitter and the TV with an HDMI cable, you need to change the TV settings to output sound correctly from the neck speaker. The instructions below use a Panasonic TV (VIERA) as an example.

- The operating procedure and the names of on-screen displays differ depending on the TV (VIERA). Refer to the Owner's Manual or electronic Owner's Manual for the TV (VIERA) for details.

- 1 Connect the transmitter and the TV with an HDMI cable. (→ 10)
- 2 Set the TV's sound output destination to "Home theater".

- Perform the above procedure as necessary after reconnecting the transmitter or restoring the factory settings on the neck speaker.

Pairing the transmitter with a Bluetooth device

Preparation

- Turn on the power of the neck speaker and the Bluetooth device, and move the Bluetooth device close to the transmitter.
- Enable the Bluetooth function on the Bluetooth device.
- Check the Bluetooth device operation using its operation instructions as required.

■ Pairing (Registration) the transmitter with the Bluetooth device for connection

1 Press and hold the [INPUT/-PAIRING] button until the operation indicator on the transmitter blinks rapidly (blue).

- If the operation indicator is blinking slowly (blue), take your finger off the [INPUT/-PAIRING] button, then do the operation again.

2 Open the Bluetooth connections screen on the Bluetooth device and select “SC-GNW30” to connect.

- The operation indicator on the transmitter lights cyan when the transmitter and the Bluetooth device are connected.

■ Connecting a paired Bluetooth device

1 Press the [⏻] button on the neck speaker to change the input on the transmitter to “Bluetooth”.

2 Open the Bluetooth connections screen on the Bluetooth device and select “SC-GNW30” to connect.

Note:

- Only one Bluetooth device can be connected.
- A maximum of 8 Bluetooth devices can be paired with the transmitter. When you pair a device after the maximum has been exceeded, previous devices are overwritten. To use overwritten devices again, do the pairing again.
- You can use the app (➔ 23) to change the Bluetooth automatic connection settings.

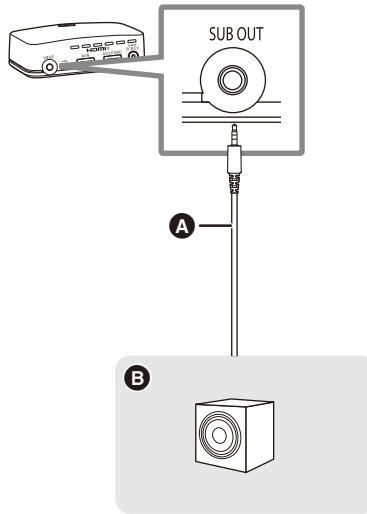
Connecting an active subwoofer (optional)

The bass can be output from an active subwoofer by connecting an active subwoofer to the audio output terminal (SUB OUT) of the transmitter.

You will need an optional audio cable for this connection.

- As noise may occur, use an audio cable (optional) that is 3 m (9.8 ft) or shorter.
- Refer also to the operating instructions of the active subwoofer for connection and usage instructions.

Connection example:



A Audio cable (optional)

B Active subwoofer

Using the neck speaker

The neck speaker is worn by placing it around your neck, on your shoulders.



Wirelessly connecting the neck speaker and the transmitter

Turn on the neck speaker

Before turning on the neck speaker, connect the transmitter and the supported device with the cable.

- 1 Press and hold the [⏻] button for about 2 seconds until the operation indicator (R) blinks (cyan).**

The wireless connection between the neck speaker and the transmitter starts.
When the wireless connection is completed, the neck speaker and the transmitter are in the following states:
Operation indicator on the transmitter (→ 17, “Input sources and the statuses of the operation indicator on the transmitter”)

Neck speaker	Operation indicator (L)	Lights (cyan) ^{*1*2}
	Operation indicator (R)	Lights (cyan) ^{*1*3}
Transmitter	Operation indicator	Lights (cyan)

- *1 If the “Lighting Settings” in the app are set to “OFF”, the indicators turn off after about 3 seconds.
- *2 Turns off when the battery level drops to 20 %.
- *3 Blinks (red) when the battery level drops to 20 %.

- 2 Press the [⏻] button on the neck speaker or [INPUT/-PAIRING] button on the transmitter, then select the connected device.**

- The input source changes in the following order each press:
USB → HDMI → TV → Bluetooth
If you selected USB, HDMI, or TV:
Change the input on the connected device to the one the transmitter is connected to, then start play on the device connected to the transmitter.
If you selected Bluetooth:
Start play on the Bluetooth device connected to the transmitter.

To turn the neck speaker off

Press and hold the [⏻] button for about 2 seconds until the operation indicator (L) blinks 3 times.

- The operation indicator (L) turns off and the power of the neck speaker turns off.

■ Input sources and the statuses of the operation indicator on the transmitter

Input source	Operation indicator colors and patterns of lighting and blinking	State
USB	Lights (cyan)	Connected by USB cable
	Blinks (red)	Not connected by USB cable
HDMI	Lights (cyan)	Connected/not connected by HDMI cable
	Blinks (red)	Data format error
TV	Lights (cyan)	Connected by HDMI cable and audio output format is normal (PCM)
	Blinks (red)	Connected by HDMI cable and audio output format is wrong (other than PCM)
		Not connected by HDMI cable
Bluetooth	Lights (cyan)	Connected via Bluetooth
	Blinking slowly (blue)	Bluetooth connection standby
	Blinks (blue)	Bluetooth pairing (registration) standby

Note:

- If the neck speaker and the transmitter do not connect wirelessly, try pairing again. (→ 22)
- If the sound is distorted, turn down the volume.
- If there is an excessive input signal, the function of the neck speaker may stop automatically and the power may be turned off for safety.
- When connected wirelessly, if there is no sound for 5 minutes or more, the neck speaker automatically turns off. (Auto off function)
- The auto off function may not work in some cases when there is noise from other devices.
- The settings for the auto off function can be changed in the app. (→ 23) (Factory default: on (5 min))
- Energy consumption increases when you disable the auto off function.

Basic operations

Adjusting the volume

Adjust the volume.

Turn the [VOL] dial.

- An operation tone sounds when you reach either the minimum volume or the maximum volume.

Note:

- The volume setting is maintained for each input source even when the power is turned off.
- You can use the app (➔ 23) to adjust the volume.

Enjoying sound field effects that suit the source (sound mode)

You can enjoy sound field effects that suit the images on connected equipment by switching the sound mode. (Factory default: RPG)

Press the [] button.

The voice prompt (English) announces the current mode when you press the [] button.

(An operation tone sounds when the mode is switched to Custom1/2/3.)

The mode changes if you press the [] button again within 3 seconds of the announcement.

- The voice prompt (English) announces the mode you switched to.

RPG	Mode suited to RPG (role-playing games).
FPS	Mode suited to FPS (first-person shooter games).
Voice	Enhances voices. Mode that makes people's voices easier to hear.
Cinema	Enjoy sound with the spatial effects and power you would expect from a film.
Music	Enjoy the powerful sound quality optimised for instruments and vocals.
Stereo	A mode to output the same sound from the rear and front speakers to enjoy a stereo sound.
Live	A mode to enjoy live music with the immersive sensation of a stadium. The bass is emphasised more than Sports mode.
Sports	A mode to enjoy watching sport with the immersive sensation of a stadium. The emphasis is on the expansive aspects of the stadium and spectator noise.
Anime	A mode that makes it easier to hear the dialogue of anime characters and for enjoying battle scenes and the audio of voice actors.
Custom1/2/3	Can only be selected when registered in the app (➔ 23).

Note:

- The setting is maintained until it is changed again.
- You can also switch the sound mode using the app (➔ 23).

Microphone muting

Switches ON/OFF the microphone.

Press the [] button.

The operation indicator (L) and operation indicator (R) of the neck speaker and the operation indicator of the transmitter light (red) and the microphones are muted.

- Press again to cancel.

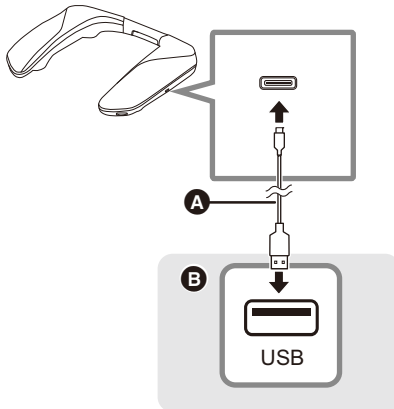
Note:

- Microphone muting is maintained even when the power is turned off.
- Microphone muting can be changed while the neck speaker and the transmitter are connected wirelessly.

Using the neck speaker with a USB cable connected

When the battery charge in the neck speaker is running low, you can use the neck speaker by connecting it to a USB AC adaptor or the USB port on a computer.

- Connect to a USB AC adaptor or USB port on a computer that is capable of supplying an output current of at least 900 mA at 5 V DC.
- If the power supplied by USB is insufficient, the operation indicators (L) (R) on the neck speaker blink (green) for about 1 minute and then the power turns off.



- A** USB cable (optional)
- B** USB AC adaptor (optional), etc.

Note:

- If the neck speaker is used while connected with a USB cable, the neck speaker is not charged.
- The maximum volume becomes smaller.
- Operation is not guaranteed with all USB cables.

Changing the neck speaker's settings

Changing the balance between the volume of the other party in a chat and speaker output (volume balance)

Adjust the balance of the audio output of the other party in a chat and the speaker volume, which are output from the speakers.

(Factory default: 0 (same balance))

Volume balance is a function for adjusting a particular sound source, such as the voice of a chat partner or the sound effects in a game, to make the sound source easier to hear, without changing the overall volume. For example, to make it easier to hear the voice of a chat partner, adjust by reducing the volume of the sound effects in a game. Similarly, to enhance the sound effects in a game, you reduce the volume of the voice of the chat partner.

- 1 While pressing the [] button, turn the [VOL] dial in the [+] direction until the operation indicators blink (blue).**
 - While in the volume balance mode, the operation indicator (L) and the operation indicator (R) each blinks (blue) three times repeatedly.
- 2 While the neck speaker is in the volume balance mode, turn the [VOL] dial to adjust (11 levels).**
 - The balance of the chat volume increases when you turn in the [+] direction.
 - The balance of the sound volume increases when you turn in the [-] direction.
 - Operation tones are made at the maximum value (chat volume balance maximum), same balance, and minimum value (sound volume balance maximum).
(The tone sounds twice when you reach the maximum value or the minimum value, and sounds once when at the same balance.)
- 3 Press any button other than the [VOL] dial to complete the settings.**
 - The settings are also automatically completed if the neck speaker is left in the volume balance mode continuously for 10 seconds or more without any operations.

Note:

- The setting returns to 0 (same balance) if the neck speaker is turned off or the input source is changed.
- Adjustment is only possible when connected wirelessly.
- You can also use the app (→ 23) to adjust the volume balance.

Adjusting the bass (Bass Level)

Adjusts the volume of the bass that is output from the speakers.

(Factory default: level 3)

- 1 While pressing the [] button, turn the [VOL] dial in the [–] direction until the operation indicators blink (blue).**
 - While in the bass level mode, the operation indicator (L) and the operation indicator (R) each blinks (blue) two times repeatedly.
- 2 While the neck speaker is in the bass level mode, turn the [VOL] dial to adjust (5 levels).**
 - The volume of the bass increases when you turn in the [+] direction.
 - The volume of the bass decreases when you turn in the [–] direction.
 - Operation tones are made at the maximum value (level 5), unadjusted value (level 3), and minimum value (level 1). (The tone sounds twice when you reach the maximum value or the minimum value, and sounds once when there is no adjustment.)
- 3 Press any button other than the [VOL] dial to complete the settings.**
 - The settings are also completed if the neck speaker is left in the bass level mode continuously for 10 seconds or more without any operations.

Note:

- The setting is maintained until it is changed again.
- Adjustment is only possible when connected wirelessly.
- You can also switch the bass level using the app (→ 23).

Turning off the operation indicators during wireless connection (lighting settings)

Changes the on/off setting for the operation indicators (cyan) that indicate the neck speaker is connected wirelessly to the transmitter.

(Factory default: on)

- 1 Unplug the AC adaptor of the transmitter.**
- 2 Press and hold the [] button for about 5 seconds until the operation indicators blink (blue).**
 - Operation indicator (L) and operation indicator (R) blink once: Off setting
 - Operation indicator (L) and operation indicator (R) blink twice: On setting

Note:

- The setting is maintained until it is changed again.
- You can also switch the lighting settings using the app (→ 23).

Pairing the neck speaker and the transmitter again

If wireless connection between the neck speaker and transmitter is not possible, wireless connection can be achieved by pairing the units again.

- 1 Press and hold the [INPUT/-PAIRING] button on the transmitter.**
 - The operation indicator on the transmitter blinks rapidly (cyan).
- Do the following procedure with the power of the neck speaker off.**
- 2 Press and hold the [] button for about 6 seconds until the operation indicator (R) blinks (blue) rapidly.**
 - Wireless connection pairing between the neck speaker and the transmitter starts.

When the wireless connection is completed, the neck speaker and the transmitter are in the following states:

Neck speaker	Operation indicator (L)	Lights (cyan)
	Operation indicator (R)	Lights (cyan)
Transmitter	Operation indicator	Lights (cyan)

Simultaneously using two neck speakers to enjoy music

You can enjoy the same sounds on a main unit (first) and sub unit (second) neck speaker system.

Preparation

- Firstly, turn off all of the neck speakers.
- Connect the AC adaptor to the transmitter.

■ Connecting the main unit (first)

- 1 With the neck speaker turned off, press and hold the [⏻] button for about 5 seconds until the operation indicator (R) blinks (blue) rapidly.**
- 2 Press and hold the [INPUT/-PAIRING] button on the transmitter until its operation indicator blinks (cyan).**

■ Connecting the sub unit (second)

- 1 Perform the same procedure as step 1 for the main unit.**
 - 2 Press the [🔊] button.**
 - The operation indicator (R) blinks (blue) two times repeatedly.
 - 3 Press and hold the [INPUT/-PAIRING] button on the transmitter until its operation indicator blinks (cyan).**
- There are the following limitations when two units are connected at the same time:
 - The volume, sound mode, etc., will be the same on the main unit and the sub unit.
 - The only operations available on the sub unit are turning it on/off and making connections.
 - The microphone function is not available on the sub unit.
 - The information displayed in the app (→ 23) is for the main unit only. The operations performed are also only for the main unit.
 - The volume reduces for both units if you use them with a USB cable connected to either the main unit or the sub unit.
 - If you turn off the main unit only, then the sub unit becomes the main unit. It becomes possible to perform operations such as volume adjustments, etc.

Changing settings using the app (SOUNDSLAYER Engine)

You can use the app to change the settings for the neck speaker.

- Equalizer settings
- Adjusting speaker balance
- Turning off the operation indicators (lighting settings)
- Updating software
- Changing the chat audio layered over the sound of another input
- Adjusting the delay between images and audio (audio delay)
- Setting the audio priorities for chat input
- etc.

Refer to the following website for details about the app:

<https://panasonic.jp/support/global/cs/audio/download/sse/>

(This site is in English only.)

Restore factory settings

This is done when returning the neck speaker to the state of purchase, such as by discarding or transferring the neck speaker.

To restore the factory settings, the neck speaker and the transmitter need to be connected wirelessly.

- 1 Turn the [VOL] dial in the [–] direction until the volume reaches the minimum level [0].**
 - An operation tone is made when the volume reaches the minimum level [0].
- 2 Press and hold the [] and [] buttons for about 5 seconds or more.**
 - An operation tone is made and the neck speaker is in the factory settings mode.
 - When the neck speaker enters the factory settings mode, the operation indicator (L) and the operation indicator (R) each blinks (blue) once every second.
- 3 Press the [] button while the neck speaker is in the factory settings mode.**
 - The settings are each initialised, returning to the factory settings.
 - The neck speaker turns off.

Note:

- The pairing information for the neck speaker and the transmitter does not get deleted even when the factory settings are restored. (There is no need to pair the units again.)

Licenses

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Other names of systems and products mentioned in these instructions are usually the registered trademarks or trademarks of the manufacturers who developed the system or product concerned. Some ™ and ® marks are not specified in the text.

Troubleshooting

Before requesting service, make the following checks. If you are in doubt about some of the check points, or if the remedies indicated in the chart do not solve the problem, refer to “Customer Services Directory” in the “Basic Owner’s Manual” or consult your dealer for instructions.

There is no sound.

- Make sure device connections are correct. (→ 10)
- The terminal or plug may be dirty. Wipe the terminal and plug clean with a soft dry cloth.
- The sound may have been muted or turned down low on the connected device. Adjust the volume on the connected device.
- Make sure that “Panasonic SC-GNW30 (Game)” is selected as the audio output device on your PC. (→ 11)
Depending on the specifications of the computer, the settings may change if you plug the USB cable into a different terminal or if you restart the computer. If this happens, change the sound settings on the computer to “Panasonic SC-GNW30 (Game)” again.
- Confirm that the power for the neck speaker is on.
- Confirm that the neck speaker and the transmitter are wirelessly connected. Check the status of the wireless connection. (→ 7, 8)
- When connected wirelessly, if there is no sound for 5 minutes or more, the neck speaker automatically turns off. (Auto off function)
Turn on the power of the neck speaker again. (→ 16)
- If the operation indicator of the transmitter is blinking (red) while the input source is USB, try the following:
 1. Use a USB cable to connect again.
 2. Disconnect and then reconnect the AC adaptor.
If it is still blinking (red), check if the USB cable is deteriorated or damaged.
- If the operation indicator of the transmitter is blinking (red) while the input source is HDMI, try the following:
 - A data format error has occurred. Try changing the audio format on the connected device to PCM.
- If the operation indicator of the transmitter continues blinking (red) after reviewing the connections and settings of the supported device, unplug the AC adaptor from the AC power source, wait 5 seconds or more, then plug the AC adaptor back in. Try this method as well if the transmitter is not working properly.

The sound is low.

- Make sure that “Panasonic SC-GNW30 (Game)” is selected as the audio output device on the connected device. (→ 11)
Depending on the specifications of the computer, the settings may change if you plug the USB cable into a different terminal or if you restart the computer. If this happens, change the sound settings on the computer to “Panasonic SC-GNW30 (Game)” again.
- Also increase the volume on the other devices as well as the neck speaker.
- If the neck speaker is used while connected with the USB cable, the volume reduces. Use the neck speaker with the USB cable disconnected.
- You can adjust the equalizer to suit your preference using the app (→ 23). Adjusting towards the boost direction enables playback with an even higher volume.
- You can adjust the bass level on the app (→ 23) or with the neck speaker settings (→ 21). By setting to the maximum value 5, you can enjoy play back with more powerful sound.
- Play back on an audio device other than the neck speaker and see if the playback volume is sufficient to check if the problem is with the content.
- Play back other content and see if the playback volume is sufficient.
- Play back on another PC/Gaming console and see if the playback volume is sufficient.

There are interruptions to the sound. / Too much noise. / Poor sound quality.

- Make sure the USB port is normal. If there are other USB ports on your computer, try using one of the other USB ports.
 - There may be a USB hub between the transmitter and the computer. If there are other USB ports on your computer, try using one of the other USB ports.
 - Communications can be interrupted if you simultaneously use devices that use the 2.4 GHz band of radio waves, such as wireless broadband routers and microwave ovens. Move the neck speaker and its transmitter closer to each other and move interfering devices further away.
 - Turn off the power of wireless LAN devices that are not in use. Alternatively, do not use near wireless LAN devices.
 - Are there obstacles between the neck speaker and its transmitter, such as metals or walls, or are there people in between?
 - Place the transmitter so it is to the front and left when viewed from the neck speaker and keep the antenna of the neck speaker and the transmitter as close as possible.
 - Do not obstruct the line of sight between the neck speaker and the transmitter with your hand or objects in metal cabinets, such as monitors and computers.
 - Has the usable communication distance (approx. 10 m (32.8 ft)) been exceeded? Move the neck speaker and its transmitter closer to each other.
-

The neck speaker does not work.

- Check if the neck speaker is charged. (→ 9)
-

The transmitter does not work. / Transmitter operation indicator does not light/blink.

- Check the connection of the AC adaptor.
-

There is no wireless connection between the neck speaker and the transmitter.

- Try pairing the neck speaker and the transmitter again. (→ 22)
 - If the operation indicator of the transmitter is blinking (red) while the input source is USB, try the following:
 1. Use a USB cable to connect again.
 2. Disconnect and then reconnect the AC adaptor.
 - If it is still blinking (red), check if the USB cable is deteriorated or damaged.
 - If the operation indicator of the transmitter is blinking (red) while the input source is HDMI, try the following:
 - A data format error has occurred. Try changing the audio format on the connected device to PCM.
 - If the operation indicator of the transmitter continues blinking (red) after reviewing the connections and settings of the supported device, unplug the AC adaptor from the AC power source, wait 5 seconds or more, then plug the AC adaptor back in. Try this method as well if the transmitter is not working properly.
-

The transmitter is not working normally. / Not accepting operations.

- Unplug the AC adaptor from the AC outlet, wait 5 seconds or more, then plug the AC adaptor back in.
-

The transmitter is not detected when connected with the USB cable.

- Try restarting your PC/Gaming console.
 - If the operation indicator of the transmitter is blinking (red), reconnect using the USB cable (optional). If it is still blinking (red), check if the USB cable is deteriorated or damaged.
-

Cannot charge.

- When using a USB AC adaptor that is capable of supplying an output current of less than 1500 mA at 5 V DC, proper charging may not be possible. Use a USB AC adaptor that is capable of supplying an output current of at least 1500 mA at 5 V DC. If the USB AC adaptor or computer has a number of outlets, check the supply capacity of the outlet you are using.
 - Charging may not be possible with some USB AC adaptor models.
 - If you are charging multiple devices on the same USB AC adaptor, unplug the other devices.
 - Charging may not be possible depending on the specifications of commercially available USB cables.
 - Charge at an ambient temperature of between 5 °C and 35 °C (41 °F to 95 °F) (permissible ambient temperatures). Even when within the permissible ambient temperature range, a temperature increase may be detected in the battery during operation or immediately after ceasing operation, making it impossible to charge. If this happens, stop using and allow the neck speaker to cool down.
-

Usage time is very short even after charging.

- The battery has reached the end of its service life.
-

The operation indicator does not turn off during charging.

- Even when fully charged, the neck speaker may start charging again if you unplug the USB cable and then plug it in again. (For a maximum of about 10 minutes)
 - When using a USB AC adaptor that is capable of supplying an output current of less than 1500 mA at 5 V DC, proper charging may not be possible. Use a USB AC adaptor that is capable of supplying an output current of at least 1500 mA at 5 V DC.
-

The neck speaker turns off by itself.

- When connected wirelessly, if there is no sound for 5 minutes or more, the neck speaker automatically turns off. (Auto off function)
Turn on the power of the neck speaker again. (→ 16)
 - When no battery charge remains, the neck speaker automatically turns off.
 - If there is an excessive input signal, the function of the neck speaker may stop automatically and the power may be turned off for safety.
 - If the neck speaker is used in an environment with high temperatures, it may automatically turn off for safety reasons.
-

This system does not operate correctly.

- Is the HDMI cable connected to the IN and OUT terminals the other way around? Disconnect the AC power supply cord and reconnect the HDMI cable.
-

The operation indicators (L) (R) on the neck speaker blink (green) for about 1 minute and then the power turns off.

- There is not enough power being supplied by USB. Use a USB AC adaptor or USB port on a computer that is capable of supplying an output current of at least 900 mA at 5 V DC. Alternatively, unplug the USB cable and operate on battery power.
-

The operation indicator of the transmitter blinks (red).

- If the operation indicator of the transmitter is blinking (red) while the input source is USB, try the following:
 1. Use a USB cable to connect again.
 2. Disconnect and then reconnect the AC adaptor.
If it is still blinking (red), check if the USB cable is deteriorated or damaged.
 - If the operation indicator of the transmitter is blinking (red) while the input source is HDMI, try the following:
 - A data format error has occurred. Try changing the audio format on the connected device to PCM.
 - If the operation indicator of the transmitter continues blinking (red) after reviewing the connections and settings of the supported device, unplug the AC adaptor from the AC power source, wait 5 seconds or more, then plug the AC adaptor back in. Try this method as well if the transmitter is not working properly.
-

The blinking (cyan) operation indicator on the transmitter is off.

- The operation indicator turns off when the neck speaker and the transmitter are not connected wirelessly.
 - The operation indicator turns off, but wireless connection is possible when the neck speaker turns on. When connected wirelessly with the neck speaker or [INPUT/-PAIRING] button operations are performed, the indicator lights again.
-

There is no surround effect.

- Make sure that "Panasonic SC-GNW30 (Game)" is selected as the sound device on your PC. (→ 11)
Depending on the specifications of the computer, the settings may change if you plug the USB cable into a different terminal or if you restart the computer. If this happens, change the sound settings on the computer to "Panasonic SC-GNW30 (Game)" again.
 - Check if your PC/Gaming console and the content being played back support surround (multi-channel) output.
 - Check the sound settings on your PC/Gaming console.
 - Check the sound settings within the game.
-

Voice not heard by other party in a chat.

- Make sure that "Panasonic SC-GNW30 (Chat)" is selected as audio output device on your game, chat app, or meeting app, etc.
 - Check that microphone mute is not set on the neck speaker. (→ 19)
 - Raise the microphone volume on your PC/Gaming console.
 - There is a microphone test function in the app (→ 23). Check to see if your chat voice can be heard properly.
-

Poor sound quality for chat audio.

- Turn off the noise cancelling functions in the apps you are using for chat or meetings, then try again.
-

Low volume for chat audio.

- Also increase the volume on the other devices as well as the neck speaker.
-

I have changed the settings in the volume balance mode, but the speaker volume does not increase after the change.

- The neck speaker has a function that activates a control mechanism that suppresses the output when the volume is high. This is not a malfunction. Before making adjustments, lower the volume.
-

There is noise, etc., from the active subwoofer.

- When using, connect the USB cable, HDMI cable (optional), audio cable (optional), and AC adaptor to the transmitter, then turn on the active subwoofer.
 - Turn off the active subwoofer or lower the volume of the active subwoofer before unplugging the USB cable, HDMI cable (optional), audio cable (optional), and AC adaptor connected to the transmitter.
 - Check if the audio cable (optional) is deteriorated.
-

Cannot pair the Bluetooth device.

- Check the Bluetooth device condition
 - Has the usable Bluetooth communication distance (approx. 10 m (32.8 ft)) been exceeded? Move the transmitter and the Bluetooth device closer to each other.
-

Software update

Occasionally, Panasonic may release updated software for this system that may add or improve the way a feature operates. These updates are available free of charge.

For more details, refer to the following website.

<https://panasonic.jp/support/global/cs/>

(This site is in English only.)

Specifications

Neck Speaker

■ General

Power supply	USB Type-C®, DC 5 V (USB AC adaptor (optional) capable of supplying with an output current of 1500 mA): During USB charging USB Type-C, DC 5 V (USB AC adaptor (optional) capable of supplying with an output current of 900 mA or more): When powered via USB*¹
Charging time	Approx. 4.0 hours • When using a USB AC adaptor (optional) that is capable of supplying an output current of 1500 mA at 5 V DC • Ambient temperature 25 °C (77 °F)/When recharging a fully discharged battery
Continuous playback time	Approx. 9.0 hours (Sound quality set to the factory settings, with a sound source stipulated by Panasonic, at Vol 8)
Dimensions (W × H × D)	256 mm (10 1/8") × 56 mm (2 1/4") × 221 mm (8 3/4")
Mass (Weight)	Approx. 403 g (14.2 oz)
Operating condition	Operating temperature range: 5 °C to 35 °C (41 °F to 95 °F) Operating humidity range: 10 %RH to 80 %RH (no condensation)
USB terminal	USB Type-C

■ Speaker section

Front speaker (L/R), Rear speaker (L/R)	Full range speaker unit: φ Approx. 38 mm (1 1/2") Cone type 4 pcs Impedance: 4 Ω
--	--

■ Amplifier section

Total RMS output power (non-simultaneous drive)	8 W*² (1 kHz, T.H.D., 10.0 %, 4 Ω, 20 kHz LPF)
--	--

■ Microphone section

Microphone units	MEMS type 2 pcs
-------------------------	-----------------

Wireless Transmitter

Power supply	DC 12 V, 800 mA (AC adaptor) 110 V - 240 V ~ 50/60 Hz 0.3 A
Power consumption (during operation)	4.6 W
Power in standby mode (Power of all connected devices: Off)	1.7 W
Dimensions (W × H × D)	112 mm (4 ⁷ / ₁₆ ") × 44 mm (1 ¹¹ / ₁₆ ") × 61 mm (2 ⁷ / ₁₆ ")
Mass (Weight)	Approx. 100 g (3.5 oz)
USB port	USB Type-C
HDMI IN terminal	HDMI 19 pin type A terminal
HDMI OUT (ARC) terminal	HDMI 19 pin type A terminal (ARC-compatible)
Audio output terminal	For connection to an active subwoofer (optional) 3.5 mm (1/8") mini jack

Common**■ Dedicated built-in wireless modules**

Transmission system	Other system
Operating frequency range	2.4 GHz band
Line of sight communication distance	Approx. 10 m (32.8 ft)

■ Bluetooth® section

Version	Bluetooth® Ver. 5.3
Support Codec	SBC, AAC, LC3
Transmission method	FH-SS/Other system
Operation Distance	Approx. 10 m (32.8 ft)

■ Audio formats

USB	Linear PCM (max. 5.1ch)
HDMI	Linear PCM (max. 5.1ch) Sampling frequency: 32 kHz, 44.1 kHz, 48 kHz
TV (ARC)	Linear PCM (2ch) Sampling frequency: 32 kHz, 44.1 kHz, 48 kHz

■ Compatible equipment*³

Computers (supported OS: Windows 10/11, Mac)*⁴, PS4/PS5, Xbox, Nintendo Switch (in TV mode), TV (ARC), smartphones (supported OS: iOS, Android)*⁵

■ Accessories*⁶

USB cable	Approx. 1.0 m (3.2 ft) (For connecting the Wireless Transmitter to the supported device)
AC adaptor	

*1 Operation may stop when supplied from a device that does not have the recommended power capacity (output current of 900 mA or more), but this does not indicate a malfunction.

*2 The volume reduces if you use the neck speaker with the USB AC adaptor connected.

*3 Before connecting with other devices, be sure to read the operating instructions for each of the devices.

*4 Operation is not guaranteed on all computers that are running the supported OSs.

*5 Operation is not guaranteed on all smartphones running on the supported OS.

*6 An audio cable for connecting an active subwoofer (optional) is not supplied. As noise may occur, use an audio cable (optional) that is 3 m (9.8 ft) or shorter.

- Continuous playback time and charging time depend on the operating conditions and the surrounding environment.
- The Product Identification Markings are on the bottoms of the Neck Speaker, the Wireless Transmitter, and the AC adaptor.
- Specifications are subject to change without notice.

When disposing of the product

The built-in batteries are a valuable recyclable resource. When disposing of the neck speaker, rather than disposing of in general waste (non-combustible garbage), follow the local national laws and take to the appropriate collection point. Contact your local government organization if you are unsure of your local collection point.

- The neck speaker may keep the user settings information in the neck speaker. If you discard the neck speaker either by disposal or transfer, then follow the procedure to return all the settings to the factory defaults to delete the user settings. (→ 24)

To remove the battery when disposing of the neck speaker

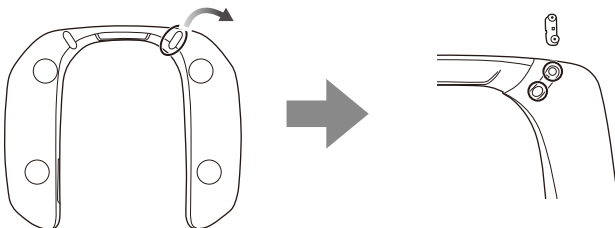
The following instructions are not intended for repairing purposes but for the disposal of the neck speaker. The neck speaker is not restorable once disassembled.

• When disposing of the neck speaker, take out the battery installed in the neck speaker and recycle it.

- Disassemble after the battery runs out.
- Keep disassembled parts out of reach of children.

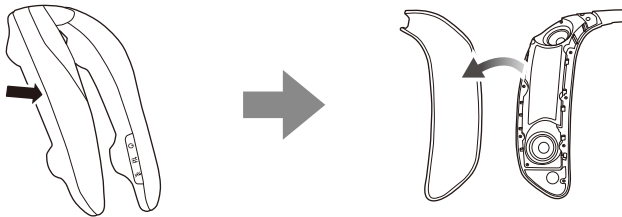
1 Take off the cap (1) on the bottom of the neck speaker, then unscrew the screws (2).

- Use a commercially available cross-head precision screwdriver to remove the screws.



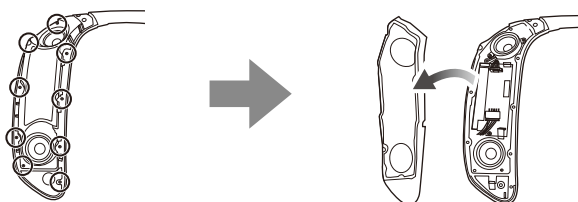
2 Remove the covers on the top of the neck speaker.

- Use a commercially available flat head screwdriver or similar to insert between the covers and the cabinet to lever off the covers.



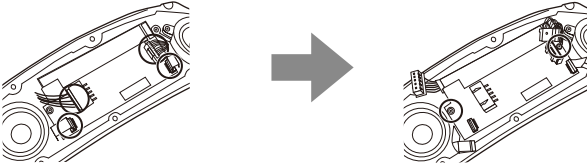
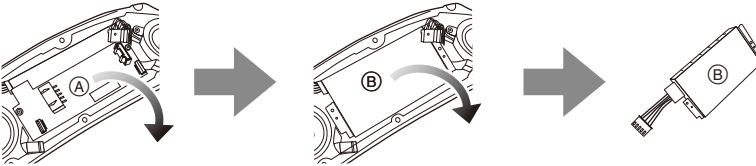
3 Remove the screws (9) and then remove the internal covers.

- Use a commercially available cross-head precision screwdriver to remove the screws.

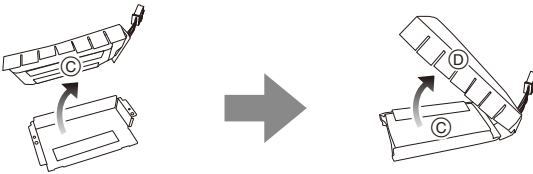


4 Take off the connectors (4), then unscrew the screws (2).

- Use a commercially available cross-head precision screwdriver to remove the screws.

**5 Remove the board (A) and take out the battery case (B).****6 Take the battery (C) out of the battery case.**

- The battery is attached to the battery case with double-sided tape.
- Remove the lid of the battery case (D) from the battery.

**Regarding the handling of used battery**

- Insulate the terminals with adhesive tape or similar material.
- Do not disassemble.

