

A line drawing of a pair of over-ear headphones. The headphones have a curved headband and two large, rectangular ear cups. The ear cups are connected to the headband by a hinge mechanism. The drawing is simple, using black outlines on a white background.

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A line drawing of a circular device, possibly a control panel or a component of a machine. It features a central dial with a pointer and four buttons arranged in a row below it. The device has a thick, cylindrical body with a flange at the top and bottom.

A line drawing of a hand crank for a manual winch. It features a central hub with a handle and a series of four circular buttons or indicators arranged in a row. The crank is shown from a side-on perspective, highlighting its ergonomic design for manual operation.

Note: If connected to an Apple device, the device displays the headphone battery level near the upper right corner of the screen

Tip: Once paired, you hear “Connected” and see the indicator flash blue slowly

- Wipe the outside surfaces with a soft, dry cloth.
- Don't allow moisture to get inside the earcups or the audio input connector.

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue.

Symptom	Solution
Headphones don't power on	<p>Charge the battery.</p> <ul style="list-style-type: none"> • Check the state of the status indicators (see page 10). • Disconnect the back-up audio cable. • Disconnect the USB charging cable. • On your mobile device: <ul style="list-style-type: none"> - Disable the Bluetooth feature and then re-enable. - Delete your SER from the Bluetooth list on your device. Connect again. • Move your mobile device closer to the headphones and away from any interference or obstructions. • Connect another mobile device (see page 11). • Visit www.cineaudia.com to see how-to videos. • Clear the headphone pairing list (see page 11) and connect again.
Headphones don't connect with your mobile device	
Poor sound quality	<ul style="list-style-type: none"> • Use a different music source. • Connect another mobile device (see page 11). • Disconnect the second device. • Move your mobile device closer to the headphones and away from any interference or obstructions.

1. Press **○** and **○** simultaneously and hold for 3.5 seconds.
2. Delete your headphones from the Bluetooth list on your mobile device.

Symptom	Solution
Bad Bluetooth connect	<ul style="list-style-type: none"> • If the Bluetooth signal is weak, out of range or interferes, the Bluetooth® wireless connection may fail or the sound cuts in and out. Please see the information below to improve signal quality and reduce the possibility of interference. • The Bluetooth wireless connection may fail or the signal will continue to cut in and out. These due to weak Bluetooth signals or external signal interference. Please away from any interference or obstructions. • Bluetooth headphone and device distance is less than 15M. Bluetooth and mobile phone are in the same direction. Move your mobile device closer to the headphones. • The battery is running out of power, use it after charging. • Check if the network signal is OK (whether the player is in buffer). • The compatibility between the headphone and the Bluetooth device is not good, replace the device with a higher Bluetooth version.
No sound	<ul style="list-style-type: none"> • Power on the headphones and charge the battery. • Check the state of the status indicators (see page 10). • Increase the volume on your headphones, your mobile device and music source. • Slide the Power/Bluetooth switch to the right and release to hear the connected device. Make sure you are using the correct device. • Move your mobile device closer to the headphones and away from any interference or obstructions. • Use a different music source. • Connect another mobile device (see page 11).
Cannot hear on a call	<ul style="list-style-type: none"> • Check that headphones and the connected device (i.e., smartphone) are turned on. • Turn up the volume of the connected device if it is too low. • Check the audio settings of the Bluetooth device to make sure the sound comes from the headphones during a call. • Re-establish the connection using the Bluetooth device. • While listening to music with the headphones, stop playback and press the button on the right or left unit to respond to an incoming call.
Noise beeping	<ul style="list-style-type: none"> • Due to weak Bluetooth signals or external signal interference. In this case, move away from wireless routers or microwaves and move your headphone closer to the Bluetooth device. • Avoid using the headphones for a long time, otherwise the sound will be intermittent, please reuse after a period of rest.
Listen to music when the battery is discharged	<ul style="list-style-type: none"> • Even in wired mode, the battery power need to use, the headphones do not support the use of no power.

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The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.