

# COWIN

Headphones on World off.

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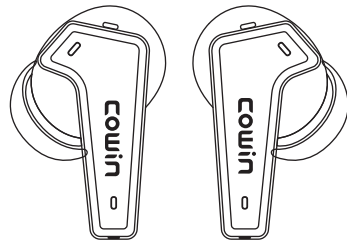
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# COWIN

## User Guide



**Apex Elite** Noise Cancelling Earbuds

## ● Important Safety Instructions

Please read carefully and keep all safety and usage instructions in a proper place.

1. Please read these instructions carefully.
2. Please keep this instruction manual in a proper place.
3. Please pay attention to all warnings.
4. Please follow all instructions described in this manual.
5. Do not use the product at a place where there is water or moisture.
6. Please wipe clean with a dry cloth.
7. Only use attachments/accessories specified by the manufacturer.
8. If you have any question or inquiry about maintenance, please consult with qualified personnel. If there is any damage to the product, please contact the related personnel for repairing, such as damaged power cord or plug, spillage of liquid or objects, exposure to moisture, or dampness, improper work or external causes such as from a collision.

## ● Warnings/Cautions

- Do not use the earbuds at a high volume for any extended period.
- To avoid hearing damage, use your earbuds at a comfortable, moderate volume level.
- Turn the volume down on your device before placing the earbuds in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do not use the earbuds while driving or you are unable to hear ambient sound, to avoid danger.
- Focus on your safety and that of others if you use the earbuds while engaging in any activity requiring your attention, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad and follow applicable laws regarding earbuds use, etc.
- Remove the earbuds or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
- If you feel the earbuds generate heat or cannot hear sound, please remove them immediately.
- Do not use the phone adapter to connect the earbuds and airplane seat sockets, to avoid injury or property damage caused by the overheating.
- Do not make unauthorized alterations to this product.
- Never attempt to disassemble or alter the product in any way.
- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- If the battery leaks, please do not contact with your skin or eyes. If contact occurs, please consult a doctor immediately.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Wipe off sweat from the earbuds and the charging case before charging.
- IPX5 is not a permanent condition, and resistance might decrease as a result of normal wear.



Contains small parts which may be a choking hazard.  
Not suitable for children under age 3.



This product contains magnetic material.  
Consult your physician on whether this might affect your implantable medical device.

## ● Care and Maintenance

- Do not drop, squeeze, bend or use excessive force to the product.
- Do not place the product in a damp, cold, extreme environment or for a prolonged period of time. Excessively high or low temperature may cause a fire / explosion of the battery. Keep away from moisture condition, to prevent damage of the built-in circuits.
- Do not wipe the product with volatile, irritating liquids. The best way is to clean with a soft cloth or a professional leather cleaner.
- Do not disassemble the product by yourself. Otherwise, it may result in a short circuit, fire or electric shock. If you need to replace any part of the product resulting from normal wear and tear or cracking, etc., please contact the merchant.
- This product contains magnetic material. Keep the product away from magnetic sensitive products (such as credit cards and video screens) to prevent damage.

## ● Listening Safety



**Danger**



To avoid harm your hearing, do not listen at high volume for a long time. Please adjust the volume to a safe range. If the earbuds volume is too high, the use time should be shortened.

## ● Product Parameters

Product Model: COWIN Apex Elite

Noise Reduction Depth: -32dB

Bluetooth Version: V5.2

Working Distance: ≥ 15M

Waterproof Rating: IPX5

Working Time: Music playback 7H, talk time 7H

Charging Time: Charging case 2H, earbuds 1H

Battery Capacity: 500mAh, Single earbud 50mAh

Speakers:  $\phi$ 10mm, 32 $\Omega$ , S/N: ≥100dB

Working Current: 7mA

## ● Packing Contents

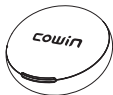
Active noise cancelling(ANC) earbuds  
(left x1 right x1)



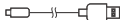
Ear tips x 3 pairs (L/M/S size)



Earbuds charging case x1



USB Type-C cable x1



User guide x1



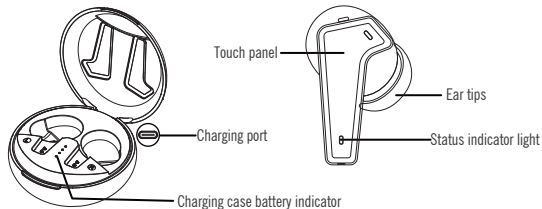
VIP card x1



NOTICE card x1



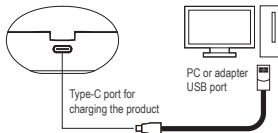
## ● Product Introduction



## ● Battery charge

### Charge the charging case

- Charge the battery with the provided USB Type-C cable. The charging time is about 2 hours.



### Charge the earbuds

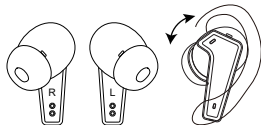
- Remove the film on the earbuds when taking them out of the battery charging case for the first time.
- Put the earbuds into the charging case and automatically charge when closing the charging case. The charging time is about 1 hour.
- \* This product adopts the magnet contact charging

## Charging case Indicators

Charge the charging case	When charging the charging case, the indicator light flashes green. LED indicator lights representing the battery level. Open the charging case to check the battery level. After fully charged, LED indicator lights solid in green.
Charge the earbuds	When you charge earbuds with the charging case, the corresponding LED lights solid in green to display the charging case battery level, until earbuds are fully charged.

## ● Secure Fit

1. Please check the "L" and "R" (See details of pairing method on the manual)
2. Put the earbuds on your ears. Please adjust the angle according to your ears and make sure they fit in the ear securely and comfortably.



## ● Touch Panel Command

### Voice assistant (Google/Siri)

In the paired status, triple-tap the left earbuds touch panel.

### Game mode

In the paired status, triple-tap the right earbuds touch panel.

### Answer the call

In the incoming call status, double-tap the earbuds touch panel.

### Hang up the call

In the phone call status, double-tap the earbuds touch panel.

### Reject the call

In the incoming call state, long-press the earbuds touch panel 2s.

### Pause/play music

When connected, double-tap the earbuds touch panel.

**If you still have any questions, please contact our after-sales service center and we will provide you with 24-hour service.**

E-mail: [support@cowinaudio.com](mailto:support@cowinaudio.com)

Phone: +1(929)359-6668 (Mon-Fri 9:00 a.m. to 17:30 p.m. PST) Recommend

Website: <https://www.cowinaudio.com> (Support live chat)

Facebook: <https://www.facebook.com/Cowinofficial/>

Instagram: <https://www.instagram.com/cowinaudio>

Youtube: <https://www.youtube.com/channel/UCQIHuG8eYKa8AFyz0a98RiA>

Twitter: <https://twitter.com/cowinaudio>

## ● FAQ

### 1. If the earbuds do not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this User Guide, and try any corrective actions listed.
- Charge the battery: You may be able to resolve some issues by charging the battery.
- Initialize the earbuds: This operation resets the earbuds to the factory settings and deletes all pairing information.
- Look up information on the issue on the customer support.

### 2. Clear Bluetooth pairing record.

- When the charging case is in the charging state, put the earbuds into the charging case, triple-tap the earbuds touch panel to clear Bluetooth pairing record. The earbuds LED indicator lights will flash orange and green lights on for 1s.

### 3. Only one earbud worked.

- Earbuds are currently or had already been connected to a Bluetooth device, click forget or remove "COWIN Apex Elite" from your Bluetooth settings and turn off your device Bluetooth settings.
  - Ready to pair (orange/green light flashes alternately).
- Until the left/right earphone orange/green light flashes alternately every 7 seconds, the earbuds are paired successfully.
- Then remove the earbuds, activate your device Bluetooth to connect earbuds.

### 4. Can't power on the Bluetooth earbuds.

- The battery level is low, please charge the earbuds in time.
- Put into the charging case to charge the battery.

### 5. Unable to pair Bluetooth with device.

- Check that the earbuds is turned on.
- Check that the Bluetooth device is turned on and the Bluetooth function is on.
- Make sure the earbuds are not connected to another device.
- Move your mobile device closer to the earbuds and away from any interference or obstructions.
- Clear the earbuds pairing list and connect again.

### 6. The earbuds are connected to a Bluetooth-enabled device (mobile phone, PC, tablet, etc.), but you cannot play a song through the earbuds.

- Refer to your device's user guide and select to play songs through the earbuds.
- For some music playback software, you must go into the setup interface, and choose to play songs through the earbuds from the list of output devices (it typically occurs on the PC).

### 7. Poor sound quality.

- Move your mobile device closer to the earbuds (30 ft. or 10 m) and away from any interference or obstructions.
- Make sure that both earbuds fit securely in your ear.

- Use a different music source.
- Try connecting another mobile device.
- Clear any debris or wax buildup from the earbuds and earbuds nozzles.

#### **8. Earbuds cannot be charged.**

- Make sure the earbuds are properly placed in the charging case.
- Make sure the charging case battery is not depleted.
- Make sure there is no dirt or debris covering the charging conductors within the case or on the earbuds.
- If your earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature and then try charging again.

#### **9. Charging case cannot be charged.**

- Check the case battery level with charge case LED indicator light. If needed, charge the case with the supplied USB cable.
- Secure both ends of the USB cable.
- If your charging case has been exposed to high or low temperatures, let the case return to room temperature and then try charging again.

#### **10. No sound.**

- Press play on your mobile device to make sure the audio track is playing.
- Place the earbuds in the charging case to check the earbuds charging status. If needed, charge the earbuds.
- Increase the volume on the earbuds and mobile device.
- Make sure you are using the correct device.
- Move your mobile device closer to the earbuds (30 ft. Or 10 m) and away from any interference or obstructions.
- Use a different music source.
- Connect a different mobile device.

#### **11. Cannot hear a person on a call.**

- Check that both the earbuds and the connected device (i.e., smart-phone) 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 earbuds during a call.
- Re-establish the connection using the Bluetooth device.
- While listening to music with the earbuds, stop playback and press the button on the right or left unit to respond to an incoming call.

#### **12. Earbuds always fall off.**

- Choose the ear tips that fit the size of your ear.
- Wear the earbuds correctly.

#### **13. The Bluetooth connection and sound signal are unstable.**

- The Bluetooth device is out of range. Please shorten the distance between the earbuds and the Bluetooth device. And keep away from any interference or obstacles.

#### **14. Do both earbuds have call function when using single earbud?**

- Yes, our earbuds can be single-use, each one bud has the call function.

#### **15. Can I use it on Apple products?**

- Supports iPhone, iPad, Samsung, Sony, Huawei, Xiaomi and other smart-phone devices. Supports Bluetooth audio devices.
- If your device is with Bluetooth version above 4.0, you can use it with the earbuds.

#### **16. What version of Bluetooth is in the earbuds? What is the maximum distance the earbuds cover?**

- The Bluetooth version is 5.0. If no interference, the maximum distance:  $\geq 10M$ .

#### **17. How to charge the earbuds? How many times does the charging case charge the earbuds?**

##### **How long does it take to charge the earbuds?**

- Place the earbuds into the charging case and close the cover, it will start to charge the earbuds.
- The charging case can charge the earbuds 3 times when it is fully charged.
- It takes about 1 hours to fully charge the earbuds, depending on the actual situation.

#### **18. Can I use the earbuds when charging?**

- The earbuds must be put into the charging case when charging. So, you can't use it during charge.

#### **19. Does it support the fast charge function?**

- Yes, earbuds use USB type-c cable, which supports fast charge.

#### **20. What are the environmental requirements for the product?**

- Please use the product under normal environment where the temperature is between  $-10^{\circ}\text{C}$  and  $40^{\circ}\text{C}$ .
- Our earbuds support IPX5 water-weather resistant.

#### **21. How to disconnect the earbuds from a Bluetooth connected device?**

- Put the earbuds into the charging case and close the cover. The earbuds will automatically shut down.
- If the left or right earbud isn't connected to the device for about 5 minutes, the earbuds will automatically power off.
- When the charging case is in the charging state, put the earbuds into the charging case, triple-tap the earbuds touch panel to clear Bluetooth pairing record. The earbuds LED indicator lights will flash orange and green lights on for 1s.
- Manually disconnect the earbuds on the Bluetooth connected device.