

# User Manual - TUTWS13

## Compliance Information

### READ CAREFULLY AND KEEP THIS MANUAL

#### FCC Information

FCC ID: 2ASCK

This device complies with Part 15 of the FCC Rules.

**Caution:** Any changes or modifications not expressly approved could void the user's authority to operate the equipment.

**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.

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.

#### Radiation Exposure Information

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

#### WARNING Li-ion Battery Inside

This product is fitted with a Li-ion battery. Do not damage, open, or dismantle the battery and do not use it in damp and/or corrosive conditions. Use only with compatible chargers. Never dispose of batteries in a fire, and never expose them to high temperatures. Do not expose the product to temperatures exceeding 60°C (140°F).



#### Rating Label Definitions

--- Direct current symbol.

 This symbol signifies the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment.

 This symbol signifies and declares that this equipment has battery charging which complies with California CEC and energy efficiency.

 **Bluetooth** This symbol signifies that this is a wireless device powered by Bluetooth® technology. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

## Warranty Information

#### 1-Year Limited Warranty

Territory: United States/Canada

#### LIMITED WARRANTY TO ORIGINAL CONSUMER

This product as supplied and distributed new by an authorized retailer is warranted by Southern Telecom, Inc. to the original consumer purchaser against defects in materials and workmanship ("Warranty") as follows:

#### To obtain warranty service:

- Visit our customer support portal: [www.customersupport123.com](http://www.customersupport123.com)
- Select the brand and model of your device
- Select "Service Request" and fill out the form to begin your inquiry
- Exchanges require dated proof of purchase from an authorized retailer

Your product will be repaired or replaced, at our option, for the same or similar model of equal value if examination by the service center determines this product is defective. Products received damaged as a result of shipping will require you to file a claim with the carrier.

#### Warranty service not provided

This warranty does not cover damage resulting from accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorized modification including software modifications such as the installation of custom firmware. This warranty is voided in the event any unauthorized person opens, alters or repairs this product. All products being returned to the authorized service center for repair must be suitably packaged.

NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OTHER THAN THOSE EXPRESSLY DESCRIBED ABOVE SHALL APPLY. DISTRIBUTOR FURTHER DISCLAIMS ALL WARRANTIES AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE. NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BE BINDING ON DISTRIBUTOR. REPAIR, REPLACEMENT, OR REFUND OF THE ORIGINAL PURCHASE PRICE - AT DISTRIBUTOR'S SOLE DISCRETION - ARE THE EXCLUSIVE REMEDIES OF THE CONSUMER. IN NO EVENT WILL DISTRIBUTOR OR ITS MANUFACTURERS BE LIABLE FOR ANY INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (SUCH AS, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, BUSINESS, SAVINGS, DATA OR RECORDS) CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, EXCEPT AS STATED HEREIN. NO OTHER WARRANTIES SHALL APPLY. NOTWITHSTANDING THE FOREGOING, CONSUMER'S RECOVERY AGAINST DISTRIBUTOR SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY DISTRIBUTOR. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL CONSUMER WHO PURCHASED THE PRODUCT AND IS NOT TRANSFERABLE.

Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on warranties, so limitation or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state or province to province. Contact your authorized retailer to determine if another warranty applies.

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True Wireless Touch Pro Buds  
User Manual  
TUTWS13

## Before You Begin...

### ⚠ CAUTION

To ensure safe and proper use, read all safety information before using the device. Only use with manufacturer-approved batteries, chargers, accessories, and supplies.

• **THIS IS NOT A TOY, Please keep away from children and pets**

- Keep away from water and extreme temperatures (heat or cold), open flames, humid conditions, or wet conditions
- Low power may cause poor Bluetooth connection or sound distortion
- Do not overcharge the battery
- Do not expose the unit to extreme temperatures
- Do not submerge in water
- Do not open this product or attempt to repair the unit yourself should it not be working
- Do not allow the USB port or the connectors of the supplied USB cable to be exposed to dust or water, or to come into contact with any conductive materials such as liquids, metallic powders, etc.

### Questions & Customer Support

For questions, troubleshooting or any other assistance, please visit our website at [customersupport123.com](http://customersupport123.com)

### In the Box

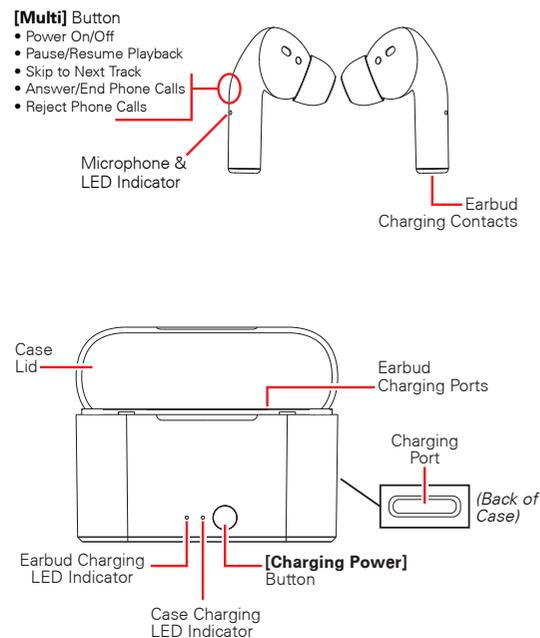
- TUTWS13 - True Wireless Earbuds (x1)
- Charging Case (x1)
- Micro-USB Charging Cable (x1)
- User Manual (x1)

### Location of Controls

#### (Earbuds)

1. **[Multi]** Button:  
(Press + Hold) Power ON/OFF  
(Press) Pause/resume playback, answer/end phone call  
(Double Press) Skip tracks  
(Triple Press) Adjust Volume
2. Earbud LED Indicator  
(Charging Case)
3. Case-Charging LED Indicator
4. Earbud-Charging LED Indicator
5. **[⏻] Button:** Enable/disable earbud charging
6. Micro-USB Charging Port

## Location of Controls



## Getting Started

### Charging the Case

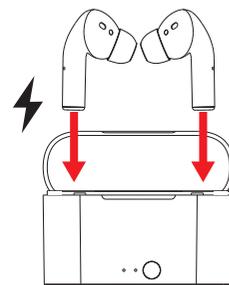
Insert the small connector of the supplied charging cable into the charging port on the back of the case. Insert the large connector into a USB power source such as the USB port on a computer, or into a **5V USB adapter** (not included) and plug into a wall socket.

The case charging LED indicator will **flash Red** while charging and will turn **solid red** when fully charged.

### Charging the Earbuds

Use the included charging case to protect and charge the earbuds as described below.

1. Make sure that the case is fully charged.
2. Open the cover of the charging case and place the earbuds into the correct charging ports. They should easily "clip" into place and feel secure.
3. If the earbuds do not automatically begin charging when placed into the case, press the **[Charging Power]** Button on the case to begin charging.
4. The earbuds' LED indicators will **turn RED** while charging and **turn BLUE** when fully charged.



**Note:** A tone will be heard when the earbuds are low on battery. Please recharge when this happens.

### Powering ON/OFF

- The earbuds will automatically power ON when removed from their case, and power OFF when placed into their case.
- When powered ON, the earbuds will automatically pair to each other and then enter Bluetooth pairing mode. They may automatically re-pair to a previously-paired device in range.
- The earbuds can also be powered ON and OFF by *pressing and holding* the **[Multi]** buttons for **~3-5 seconds**.

**Note:** A tone will automatically power OFF if they do not connect to a Bluetooth device after 2 minutes.

### Adjusting Volume & Playback

To listen to music and talk on the phone using your True Wireless Earbuds, you must pair them to a Bluetooth-enabled device. If you are pairing the device for the first time, please see the **Bluetooth Pairing** section on the next page.

Once paired, playback can be controlled through your paired device, or with the controls on the earbuds below.

- 1x press the **[Multi]** button on either earbud to pause or resume playback.
- 2x Press the **[Multi]** button on the **right earbud** to skip to the **previous track**.
- 2x Press the **[Multi]** button on the **left earbud** to skip to the **next track**.
- 3x Press the **[Multi]** button on the **right earbud** to **decrease volume**.
- 3x Press the **[Multi]** button on the **left earbud** to **increase volume**.

### Bluetooth Pairing

1. Power the earbuds ON. Both of their LED indicators will **flash RED and BLUE**.
2. After a moment, a voice will be heard on the earbuds indicating that they have paired to each other.
3. Set your mobile device to search for Bluetooth devices. When it appears, select **TUTWS13** from the list of found devices.
4. Once successfully paired to your device, a tone will be heard, and you will be able to play audio on your earbuds.

**Pairing Issues?** See the **Re-Pairing the Earbuds** section on the next page.

**Note:** Either earbud can be used independently.

### Answering/Ending Phone Calls

When paired, you can control your paired device's phone functions using your device, or the controls on the earbuds listed below.

- 1x press the **[Multi]** button on either earbud to **answer** an incoming phone call.
- 1x press the **[Multi]** button on either earbud to **end** a phone call.
- Press + hold the **[Multi]** button on either earbud to **reject** an incoming call.

### Activating Voice Assistant

If your Bluetooth-paired device has a Voice Assistant, you can activate it using the controls on the earbuds.

- Press + hold the **[Multi]** button on either earbud for **1.5 seconds** to activate Voice Assistant.

### Re-Pairing the Earbuds

The PTWS13 earbuds should pair to each other automatically when powered ON. If the earbuds come un-paired from each other, or only one earbud pairs to your device, try following these instructions to re-pair:

1. Go to your device's Bluetooth settings and find the earbuds on the list of Bluetooth devices. Tap to manually **"Forget"** the earbud(s), then turn your device's Bluetooth OFF.
2. Place the earbuds in their case to power them OFF, then remove them to power them ON again.
3. After a moment, the earbuds should automatically re-pair to each other. A voice will be heard indicating that they have paired to each other.
4. Once re-paired, you can now pair the earbuds to your mobile device. Turn your device's Bluetooth back on again. Follow the instructions in the **Bluetooth Pairing** section of this manual to try pairing again.