



TECHUP



## **TUTWS14**

True Wireless Active Sport Buds

**User Manual**

# Before You Begin...

## READ THIS MANUAL CAREFULLY AND SAVE FOR FUTURE REFERENCE

### 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 DEVICE IS NOT A TOY**, do NOT allow children or pets to use or play with this device.
- Do not disassemble, modify, or repair the device.
- Do not expose to extreme temperatures (heat or cold), open flames, humid, or wet conditions.
- **Do not submerge in water.**
- Low power may cause poor Bluetooth connection or sound distortion.
- Do not overcharge battery.
- If using with a USB adapter, make sure the adapter is not damaged.
- 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.
- The earbuds and case contain built-in batteries, and should not be disposed of with regular household waste. Please consult the local authorities on the correct way to dispose of this device.

### Customer Support

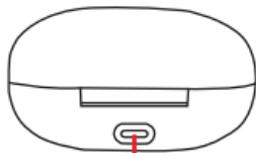
For any questions or problems with your product, please visit our website at **customersupport123.com**.

### In the Box

- TUTWS14 - **True Wireless Earbuds** (x1)
- Charging Case (x1)
- USB Type-C Charging Cable (x1)
- User Manual (x1)

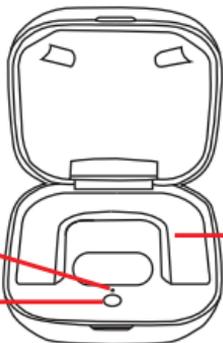
# Location of Controls

## Case (Back)



Charging Port

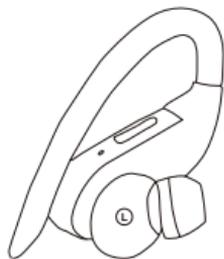
## Case (Open)



Charging LED Indicator

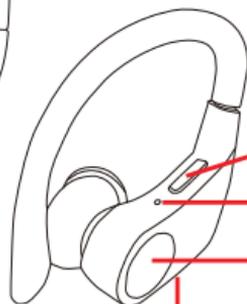
Charging Button

Earbud Charging Ports



**[+] | [-] Buttons:**

- *Press:* Adjust volume
- *Press + hold:* Skip tracks



Earbud LED Indicator

**[Multi] Button**

- *Press:* Pause/resume, answer/end call
- *2x Press:* Dial last outgoing number
- *Press + hold:* (2s.) Reject incoming call
- *Press + hold* (3-4s.) Power ON/OFF

Earbud Charging Contacts

# Getting Started

## Charging the Case

Insert the small connector of the supplied charging cable into the charging port on the back of the charging 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.

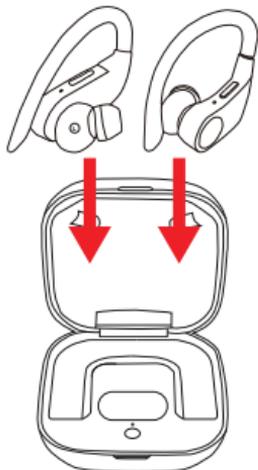
The case-charging LED indicator will **flash RED** while charging, and will **turn solid RED** when fully charged.

## Charging the Earbuds

Use the included charging case to protect and charge the earbuds.

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. Press the charging button on the inside of the case to begin earbud charging. The charging LED indicator inside the case will **light up BLUE** while the case is charging the earbuds. The LED indicator will be OFF when the case is not charging the earbuds. (**Note:** If you wish to stop charging, you can press + hold the charging button for 3 seconds to turn charging OFF.)
4. The earbuds’ LED indicators will **turn RED** while they are charging and **turn OFF** when they are fully charged.

When low on power, a tone will be heard and the earbuds’ LED indicators will **flash RED** to indicate that they need to be recharged.



## Powering ON/OFF

- Remove the earbuds from their charging case. **Press + hold both earbuds' [Multi] button for 3-4 seconds** to power them ON or OFF.
- When powered ON, the earbuds's LED indicators will flash RED and BLUE. They will automatically pair to each other, and then enter Bluetooth pairing mode. They may automatically re-pair to a previously paired device in range.

**Note:** The earbuds will automatically power OFF if they are not paired to a Bluetooth device after 3 minutes.

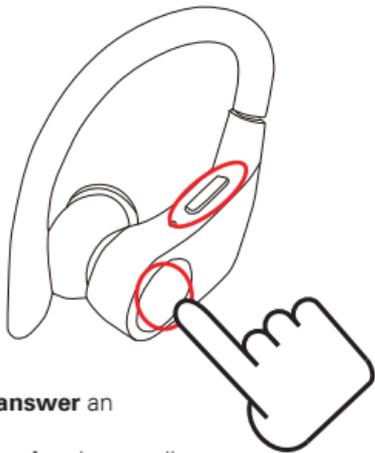
## Bluetooth Pairing

1. Power both earbuds ON at the same time. The earbuds' LED indicators will **flash RED and BLUE**.
2. After a moment, a tone will be heard indicating that the earbuds have paired to each other. The LED indicators on both earbuds will **flash RED and BLUE**. (**Note:** If only one earbud pairs to your device, please see the instructions in the **Re-Pairing the Earbuds** section on the last page of this manual.)
3. Open your device's Bluetooth settings, and search for new devices. When it appears, select **TUTWS14** from the list of found devices.
4. Once successfully paired to your device, a tone will be heard and the LED indicators on both earbuds will **slowly flash BLUE**.

Once paired to a Bluetooth device, you can control volume & playback and use phone functions using your paired device, or with the controls on the earbuds. See the **Adjusting Volume & Playback** and **Answering/Ending Phone Calls** sections on the next page for instruction.

## Adjusting Volume & Playback

- Press the **[Multi]** button on either earbud to **pause** and **resume playback**.
- Press the **[ + ]** button on either earbud to **increase volume**.
- Press the **[ - ]** button on either earbud to **decrease volume**.
- *Press + hold* the **[ + ]** button on either earbud to skip to the **next track**.
- *Press + hold* the **[ - ]** button on either earbud to skip to the **previous track**.



## Answering/Ending Phone Calls

- Press the **[Multi]** button on either earbud to **answer** an incoming phone call.
- Press the **[Multi]** button on either earbud to **end** a phone call.
- *Press + hold* the **[Multi]** button on either earbud **for 2 seconds** to reject an incoming call.
- 2x press the **[Multi]** button on either earbud to redial the last outgoing number dialed.

## Re-Pairing the Earbuds

The TUTWS14 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.

# Compliance Information

## FCC Information

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.



This symbol signifies that this is a wireless device powered by Bluetooth® technology. The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Southern Telecom is under license.



This symbol represents FCC Declaration of Conformity and compliance.

# Warranty Information

## 90-day Limited Warranty

Territory: United States/Canada

### LIMITED WARRANTY TO ORIGINAL CONSUMER

This product (including any accessories included in the original packaging) 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.



All product names, trademarks, and registered trademarks are property of their respective owners. All company, product, and service names used in this document are for identification purposes only. Use of these names, trademarks, and brands does not imply endorsement.

Designed in US  
Printed in China  
v1. 08-2021