

User Manual

PTWSA37

(Fold Inward) - - - - ▶

(Back Cover)

(Front Cover)

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

— Direct current symbol.

Definitions



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.



This symbol represents FCC Declaration of Conformity and compliance.

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
- 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.

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Designed in US
Printed in China
v1_05-2021

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Instruction Manual
Active Fit True Wireless Buds
PTWSA37



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.

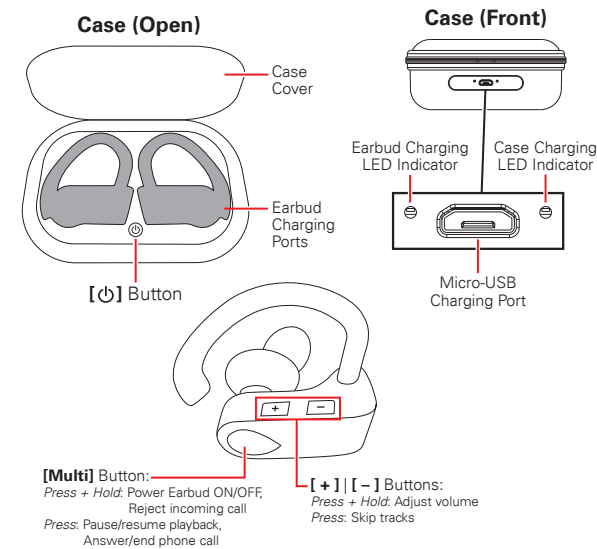
Customer Support

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

In the Box

- PTWSA37 - True Wireless Earbuds (x1)
- Charging Case (x1)
- USB Charging Cable (x1)
- User Manual (x1)
- Quickstart Guide (x1)

Location of Controls



[Multi] Button:

Press + Hold: Power Earbud ON/OFF, Reject incoming call, Press: Pause/resume playback, Answer/end phone call

[+] [-] Buttons:

Press + Hold: Adjust volume, Press: Skip tracks

Getting Started

Charging the Case

Insert the small connector of the supplied micro-USB charging cable into the micro-USB charging port on the front of the charging case. Insert the large connector into the USB port on a computer or a **5V USB adapter** (not included) and plug into a wall socket.

The case charging LED indicator will **flash RED** while charging and **turn solid RED** when 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.

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 **with their [Multi] buttons facing up**. They should easily "clip" into place and feel secure.
3. The earbuds will automatically begin charging when placed into the case. The earbuds' LED indicators will **turn RED** while charging and **turn OFF** when fully charged.

While the earbuds are in the case, you can turn the earbud charging ON and OFF by pressing the [D] button on the platform inside of the case. The earbud charging indicator on the case will **turn BLUE** when the case is charging the earbuds.

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 earbuds' [Multi] buttons for **3-4 seconds**.

Bluetooth Pairing

1. Power the earbuds ON. Both earbuds' 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. The LED indicator on the main earbud will **flash RED and BLUE** and on the other earbud will **slowly flash BLUE**.
3. Set your mobile device to search for Bluetooth devices. When it appears, select **PTWSA37** from the list of found devices.
4. Once successfully paired to your device, a voice will be heard and the LED indicators on both earbuds will **slowly flash BLUE**.

When paired to a Bluetooth device, volume adjustment & playback can be controlled with your paired device or with the earbud controls below.

- Press the [Multi] button on either earbud to **pause and resume playback**.
- **Press and hold** the [Multi] button for 1.5 seconds on either earbud to activate your device's Voice Assistant if it has one.
- Press the [+] button on either earbud to skip to the **next track**.
- Press the [-] button on either earbud to skip to the **previous track**.
- **Press and hold** the [+] button on either earbud to **increase volume**.
- **Press and hold** the [-] button on either earbud to **decrease volume**.

Answering/Ending Phone Calls

To use the earbuds' phone functions, you must be paired to a Bluetooth-enabled device. Once paired, you can control phone functions with earbud controls listed below.

- 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 and hold** the [Multi] button on either earbud to reject an incoming phone call.

Re-Pairing the Earbuds

The PTWSA37 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. Power the earbuds OFF and then back ON again at the same time.
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.