



操作指南

QCY T13 Pro
主动降噪蓝牙耳机



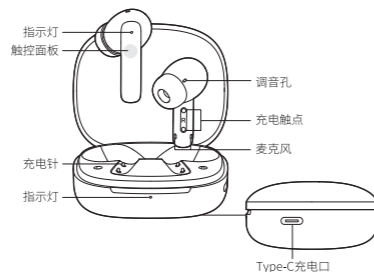
扫描二维码并下载QCY应用程序，以体验自定义功能控制、EQ设置、固件更新等功能。

APP 下载



更多语言请访问：
<https://www.qcy.com/pages/support-center>

产品介绍

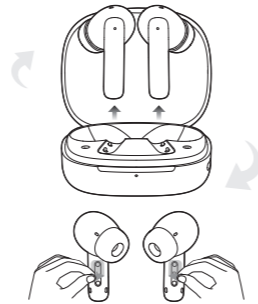


包装清单



本说明书中的图片均为示意图，可能与实物有偏差，请以实物为准。

耳机配对



首次配对方法：

- 取出两只耳机，同时撕掉耳机上的隔离膜，再将两只耳机放回充电盒中，合上充电盒盖子。（此步骤为新机激活）
- 再次取出两只耳机。
- 刷新手机蓝牙设备列表，点击配对“QCY T13 Pro”，完成配对。
*充电盒打开盖子，耳机自动开机，若未自动开机，请充电后重新尝试。

多设备连接



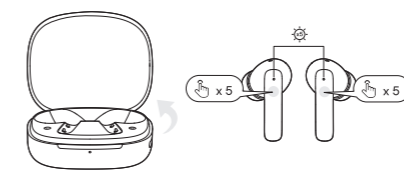
多设备连接方法（多设备连接功能需在APP开启）

- 耳机开机进入配对状态，连接设备A后，从手机端关闭蓝牙。耳机再次进入配对状态。
- 设备B打开蓝牙并点击耳机配对名“QCY T13 Pro”，完成配对。
- 设备A上打开蓝牙并点击已配对过的耳机配对名，配对成功，此时耳机端同时连接两台设备。

恢复出厂设置

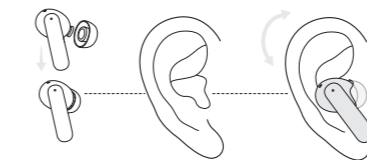
清除配对记录（此方法用于无法正常连接的情况）

双耳在充电盒外，与设备未连接状态下，同时敲击双耳触控面板5次后，耳机白灯闪5次，闪烁停止后复位完成。
*恢复出厂设置后用首次配对的方法连接即可正常使用。

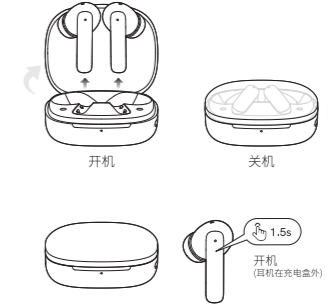


佩戴说明

- 请选择最适合的耳塞尺寸更换到耳机上，并正确佩戴左右耳机，戴上耳机后可微微转动调整，找到个人舒适且稳固的位置。
- 麦克风风口往下，朝嘴巴方向。
- 错误佩戴耳机会导致通话，听觉都受到不同程度的影响。



开/关机

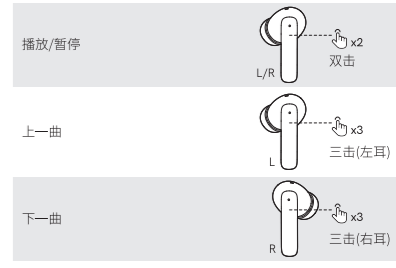


开/关机

- 打开充电盒，取出耳机将自动开机。当耳机在充电盒外并处于关机状态时，长按触控面板 1.5 秒开机。
- 将耳机放回充电盒，关闭充电盒，耳机将自动关机。

功能介绍

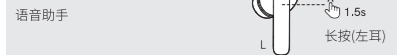
播放音乐



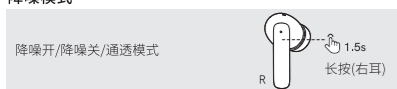
接听电话



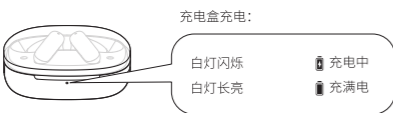
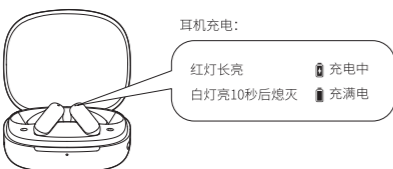
启用语音助手



降噪模式



灯效显示



故障排除

1.Q: 只有一只耳机有声音怎么解决?

A: 将两只耳机放回充电盒合盖，再重新取出，查看双耳是否都有声音，若还是只有单只耳机有声音，请对两只耳机恢复出厂设置。

2.Q: 手机提示无法连接怎么解决?

A: 将手机上的配对记录删除，删除后重新进行搜索配对连接即可。

3.Q: 听歌/通话没声音怎么解决?

A: 安卓手机在蓝牙连接名字的右边有个设置图标，点击进入，关闭手机音频和媒体音频，再重新开启，若还是无声，请将耳机重新与手机配对连接。

4.Q: 为什么视频/游戏有延迟?

A: 受使用环境、网络、手机编解码等因素的影响，会引起手机传送音频数据到耳机时有不同程度的延迟。

5.Q: 听到的声音卡顿/断续怎么解决?

A: 在使用时若周围有大量的Wi-Fi、5G/4G信号、大功率电器等等产生干扰，可能会引起卡顿、断续的情况，换个环境或者重新配对连接就可以解决了。

产品保修说明

QCY产品售后服务承诺：严格按照《中华人民共和国消费者权益保护法》、《中华人民共和国产品质量法》实行售后三包服务，服务内容如下：

在三包有效期内，您可凭购物凭证依照本规定享受免费的修理、更换、退货的权利。

- 自您购买之日起7日内，本产品出现故障，经由QCY售后服务中心确定为产品质量问题，可享受修理、更换、退货的服务。
- 自您购买之日起15日内，本产品出现故障，经由QCY售后服务中心确定为产品质量问题，可享受修理或更换的服务。
- 自您购买之日起12个月内，本产品出现故障，经由QCY售后服务中心确定为产品质量问题，可享受修理的服务。

售后服务与支持

保修期：自产品购买之日起12个月(请妥善保管购买凭证)。
免费服务：

在产品保修期内，凡属产品本身质量引起的故障，请用户凭购买凭证与经销商取得联系以享受售后服务。
如有任何产品损害或瑕疵非可归责于产品质量本身，则不在保修范围内。

有下列情形者不属于保修范围内：

- 因天灾、地震、雷击、异常电压、环境因素而发生之故障或毁损的。
- 自行或委托未经原厂授权维修之厂商拆卸、改装或更换非原厂零件。
- 未按使用手册操作或因人为使用不当而造成损坏者，如产品浸水、腐蚀、掉落、挤压或露在异常温度环境下。

保修卡

产品信息：

产品型号：-----
订单编号：-----

购买信息：

销售单位：-----

用户信息：

用户姓名：-----
联系电话：-----
用户地址：-----
退换原因：-----

安全提示

- 使用产品前请仔细阅读本使用说明书并妥善保管；
- 首次使用时，请先将本产品充满电；
- 如果产品长期(超过2个星期)不用，请对其充电；
- 必须选择正规厂家生产且经过国家CCC认证的充电器；
- 若手机无法搜索到产品，请将产品重新进入配对模式或将产品恢复出厂设置，若手机程序出错，请把手机蓝牙关闭再开启或重启手机。

电池安全

本产品内置电池已通过国家3C认证
1.请勿拆解或改装电池、插入异物、置入高温、或浸入水或其它液体中，以免引起电池漏液、过热、起火或爆炸。电池只能由制造商更换。
2.请勿跌落、挤压或穿刺电池。避免让电池遭受外部的压力，从而导致电池内部短路和过热。

- 请勿以任何理由拆除或维修改装产品，否则可能会导致起火，电子击穿甚至彻底损坏本品；
- 请勿将产品置于温度过低或过高(0°C以下或45°C以上的环境下)；
- 请避免靠近儿童或动物的眼睛使用产品指示灯；
- 请勿在雷暴天气下使用该产品，雷暴可导致本产品工作不正常，并增加触电的危险；
- 请勿用油及其他挥发性液体擦拭本产品；



长时间使用耳机可能会导致听力损害，请合理安排使用时间。

产品中有害物质的名称及含量

部件名称	有害物质									
	铅 Pb	汞 Hg	镉 Cd	六价铬 Cr(VI)	多溴联苯 PBBs	多溴二苯醚 PBDEs	邻苯二甲酸二正丁酯 DBP	邻苯二甲酸二异丁酯 DBP	邻苯二甲酸二乙酯 DEHP	邻苯二甲酸二(2-乙基)己酯 DEHP
外 壳	○	○	○	○	○	○	○	○	○	○
电路板组件	X	○	○	○	○	○	○	○	○	○
电 池	○	○	○	○	○	○	○	○	○	○
充 电 线	X	○	○	○	○	○	○	○	○	○
附 件	○	○	○	○	○	○	○	○	○	○

本表格依据SJ/T 11364的规定编制
○：表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。
X：表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。

使用年限

如本手册所述，在正常使用条件下，本产品的环保使用期限为10年。在此期间，产品不会泄露任何危险物质，本产品可以回收，必须按照当地法规处理。



若有售后服务需求，请联系客服
电话：4008-306-708
网址：www.qcy.com
制造商：东莞市和乐电子有限公司
地址：广东省东莞市道滘镇涌道厚路38号1号楼101室





USER MANUAL

QCY T13 Pro
ANC Wireless Earbuds



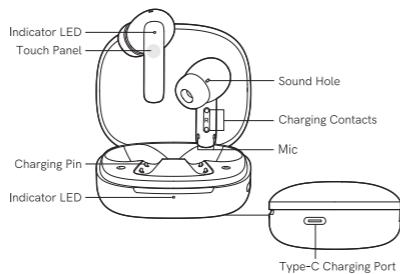
For more languages, please visit
<https://www.qcy.com/pages/support-center>

APP DOWNLOAD



Use your mobile browser to scan the QR code and download the QCY app to experience custom touch control, EQ settings, firmware updates, and more.

PRODUCT DIAGRAM

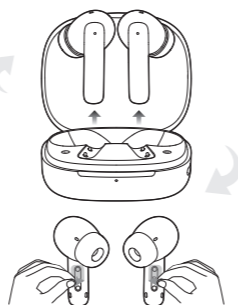


WHAT'S IN THE BOX



The images are for illustrative purposes only and may differ from the actual product.

PAIRING



Initial Pairing:

1. Take out both earbuds, peel off the isolation film from each, and place them back into the charging case. Close the lid to activate the new device.
 2. Retrieve both earbuds again.
 3. Refresh your phone's Bluetooth devices, pair with QCY T13 Pro, and complete the setup.
- Note: Opening the charging case turns on the earbuds. If not, try again after charging.

MULTIPOINT CONNECTION

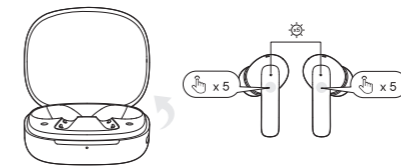


1. Power on earbuds (enter pairing mode) → Connect to Device A → Disable Bluetooth on Device A. Earbuds will re-enter pairing mode.
2. Enable Bluetooth on Device B → Select "QCY T13 Pro" to pair.
3. Re-enable Bluetooth on Device A → to establish a dual connection. Now simultaneously connected to both devices.

FACTORY RESET

Clearing Pairing Records (Use in case of connection issues)
With both earbuds out of the case and disconnected, tap both touch panels 5 times simultaneously → white LEDs flash 5 times → then reset is complete

Note: After the factory reset, follow the initial pairing method to connect for normal usage

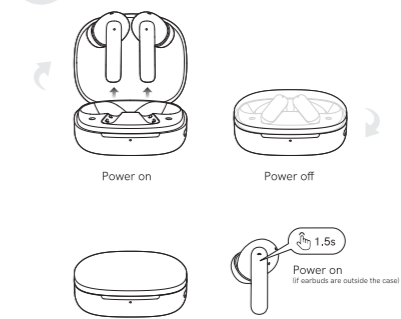


HOW TO FIT

- Select the best ear tip size and attach to the earbuds. Gently twist the earbuds after insertion to find a comfortable and stable position. (Match "L" and "R" markings to your ears)
 - Position the microphone downward, facing your mouth.
- Note: Incorrect wearing may affect call quality and audio performance.



POWER ON/OFF

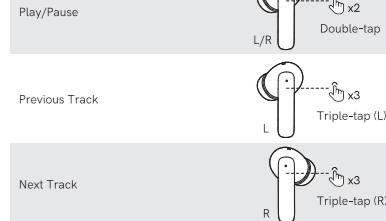


Power on/off
Earbuds power on automatically when the case is opened. Outside the case, press and hold the touch panel for 1.5 seconds.

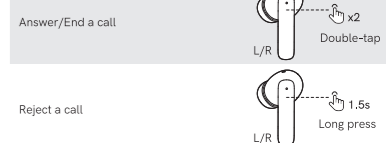
Place the earbuds back in the case. Close the case to power off automatically.

CONTROLS

Music Playback



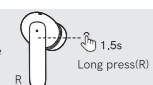
Call Controls



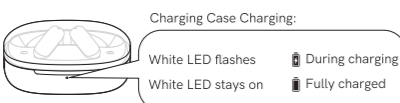
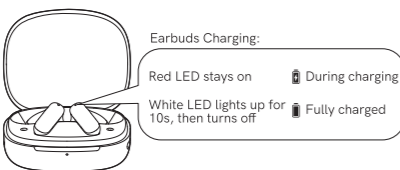
Activate Voice Assistant



ANC Mode



LIGHT EFFECT DISPLAY



TROUBLESHOOTING

Q: Why can't earphones pair with my mobile phone?

A: Please check if your earphone is in pairing mode or re-connection mode, check if Bluetooth search function of your Bluetooth device is turned on, if all done, then go to Bluetooth menu of your Bluetooth device, delete/ignore the earphone Bluetooth pairing name. After that, you can try to reconnect Bluetooth according to above steps.

Q: Why is the connection not stable and cuts out intermittently?

A: Please check if there are any metal materials or obstacles within a relatively close range or your surroundings that perhaps interfering with Bluetooth connection. This may happen because Bluetooth is a radio technology which is sensitive to objects between earphone and other devices.

Q: What can I do if there is only one earphone produce sound?

A: Please place the two earphones into the charging case, close the case, and take them out to check if both of them produce sounds. If there is still sound from only one earphone, please reset both of them.

Q: Why do I experience a delay in video watching or game playing?

A: Affected by factors such as environment, network, and mobile phone codec, there will be varying degrees of delay when the mobile phone transmits audio data to the earphone.

Q: Why can't my earphone turn on?

A: Please recharge it and make sure it has enough battery power. If it is fully charged and still nothing happens or if you are not able to charge the unit, please contact our customer support for warrant cover.

WARRANTY INFORMATION

Warranty Period

QCY products come with a 12-month warranty period from the date of delivery.

How to Solve My Problem

Online purchase: When applying for after-sales service, please give priority to contacting the customer service of the purchase channel/platform. The service support of QCY will provide technical support services and solutions to process your after-sales questions. Offline purchase: Please contact the store/distributor or agent directly to assist with your after-sale question.

Valid proof of purchase to claim warranty

Products purchased from online: Please provide with order number or information that clearly show the sales channel, product details, price, sales date.

Products purchased from non-official channels: Please provide with sales store information, order number, or product information evidence confirmed by QCY service team.

Not Covered under Warranty

The manufacturer's warranty is avoid under the following circumstances but not limited to:

- Lost, stolen, or free products.
- Items that have expired their warranty period.
- Products without sufficient proof of purchase.
- Improper or inadequate maintenance or modification.
- Accident, misuse, abuse, contamination, or other external causes.
- The use of unspecified adapter and accessories.
- Malfunctions or damages resulting from natural disasters, earthquakes, lightning, abnormal voltage, or environmental factors.
- Damages that occur as a result of one's failure to follow the instructions.

Contact Details

For FAQs and more information
Please email to support@qcy.com or visit
<https://www.qcy.com>

FCC STATEMENT

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

IC STATEMENT

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

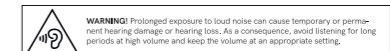
- (1) This device may not cause interference.
 - (2) This device must accept any interference, including interference that may cause undesired operation of the device
- Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (RSS'd'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes :
- (1) Cet appareil ne doit pas causer d'interférences.
 - (2) Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable de l'appareil.

ANATEL STATEMENT

Este equipamento não tem direito a proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

SAFETY INSTRUCTIONS

1. Please carefully read and retain this user manual before using the product.
2. If the product is not used for an extended period (more than 2 weeks), please recharge it.
3. You must choose a charger produced by a legitimate manufacturer and perform a factory reset on the product. If there is a phone program error, close and reopen Bluetooth on the phone or restart the phone.
4. If your phone cannot detect the product, either re-enter pairing mode or perform a factory reset on the product.
5. Do not disassemble or modify the battery, insert foreign objects, expose it to high temperatures, or immerse it in water or other liquids to prevent battery leakage, overheating, ignition, or explosion. Battery replacement should only be done by the manufacture.
6. Do not drop, crush, or puncture the battery. Prevent external pressure that may lead to internal short circuits and overheating.
7. Do not dismantle or modify the product for any reason, as it may result in fire, electronic breakdown, or permanent damage to the product.
8. Do not expose the product to extremely low or high temperatures (below 0°C or above 45°C).
9. Do not the product indicator light near the eyes of children or animals.
10. Do not use the product during thunderstorms, as it may cause abnormal operation and increase the risk of electric shock.
11. Do not use oil or other volatile liquids to clean the product.
12. Please do not use this device for long periods of time and at high volume, as there is a risk of hearing damage.



Notice:



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

the power delivered by the charger must be between min 2 Watts required by the radio equipment, and max 5 Watts in order to achieve the maximum charging speed

Wireless frequency: 2.402~2.480GHz
RF power of transmission: <4dBm



Manufacturer: Dongguan Hele Electronics Co., Ltd
Address: Room 101, Block 1, No.38, Daojiao Daohou Road, Daojiao Town, Dongguan City, Guangdong Province, China
E-mail: support@qcy.com
Website: www.qcy.com

