



操作指南

QCY H6 Neo
头戴式无线降噪耳机



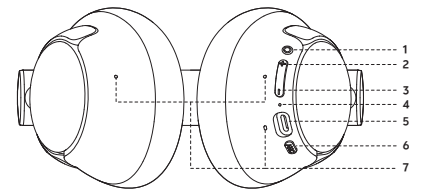
https://www.qcy.com/pages/support-center



QCY APP



产品介绍



- 1.开关键
- 2.音量加键
- 3.音量减键
- 4.LED指示灯
- 5.Type-C充电口
- 6.ANC键
- 7.麦克风



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。

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



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。

1. 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。

2. 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。

3. 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。

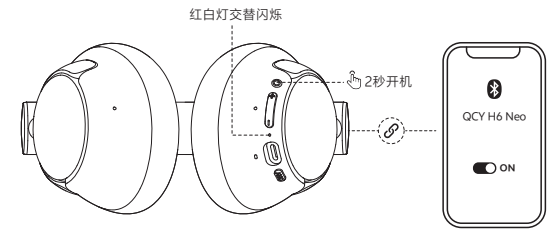
有下列情形者不属于保修范围内：

1. 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。

2. 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、挤压或露在异常温湿度环境下。



耳机配对



首次配对方法：

1.长按耳机开关键2秒，白灯亮1秒后耳机开机，红白灯交替闪烁，进入配对模式；

2.刷新手机蓝牙设备列表，点击配对“QCY H6 Neo”，完成配对。



多设备连接



多设备连接方法：（与LDAC不共存，此功能默认关闭，需在APP端开启）

1.A设备蓝牙已连接耳机，关闭A设备的蓝牙；

2.耳机进入配对模式，红白灯交替闪烁。打开B设备蓝牙，搜索“QCY H6 Neo”并连接；

3.重新打开A设备的蓝牙，设备自动回连耳机。



安全提示

1. 使用产品前请仔细阅读本产品使用说明书并请妥善保管；
2. 首次使用时，请先将本产品充满电；
3. 如果产品长期(超过2个星期)不用，请对其充电；
4. 必须选择正规厂家生产且经过国家CCC认证的充电器；
5. 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. 请参照更换指引，确保电池的正确更换。建议专业人士更换。

2. 电池更换不当，替换为错误的电池类型或型号，可能存在泄漏或爆炸及造成人身伤害的危险。

3. 切勿拆卸电池本体或将电池与导电材料、液体接触。切勿短路。电池外层的铝塑膜包装很容易被锋利的东西损害，如钉、针、定位铜片的装置等。如果电池有严重的损害，如电解液泄露，在正极片与负极片之间发生短路等，将会引起冒烟、破裂、燃烧等不正常现象。

4. 切勿在电池出现泄漏、变色、变形或出现任何其它异常的情况下使用或充电。切勿冲击、挤压、穿刺电池。禁止将电池投入火中或加热。

5. 不要让电池长时间处于放电或不使用状态。

6. 电池储存温度范围：-20℃~+45℃

7. 电池寿命随使用情况而异。已报废电池应依据当地法律进行弃置。如果没有相关法律或法规，请将您的设备丢弃在用于电子设备的垃圾桶中。应将电池放置于远离儿童的地方。



长时间使用耳机可能会造成听力损害，请合理安排使用时间。

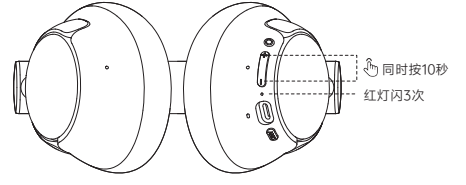


恢复出厂设置

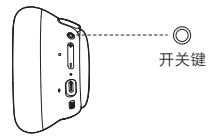
清除配对记录（此方法用于无法正常连接的情况）

长按音量加键和音量减键10秒清除配对。耳机红灯闪烁3次，重启进入配对状态。

* 恢复出厂设置后用首次配对的方法连接即可正常使用。

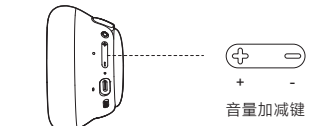
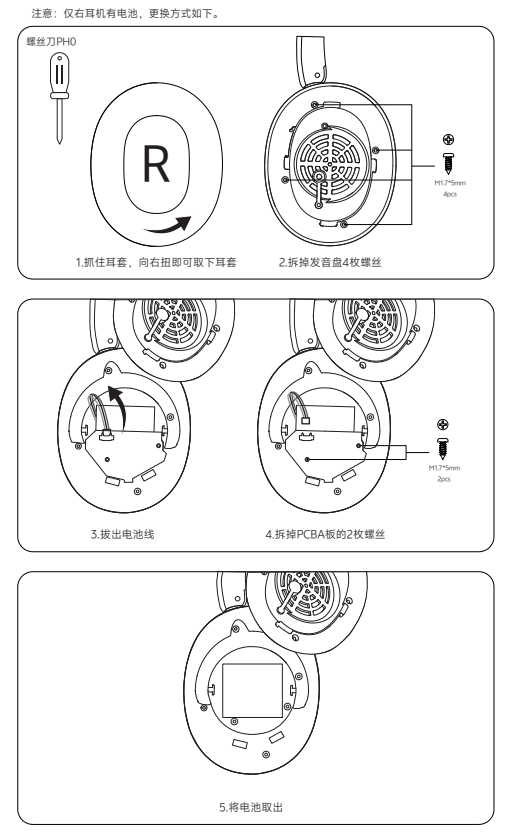


功能介绍

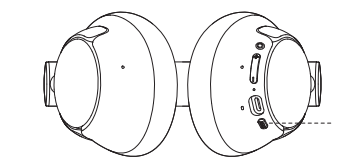


开关机	接听电话	暂停/播放	语音助手
👉 2s	👉 x1	👉 x1	👉 x3
👉 4s	👉 x1	👉 x1	
	👉 2s	👉 x1	
		👉 x1	
		👉 x1	
			👉 x3 三击

电池更换



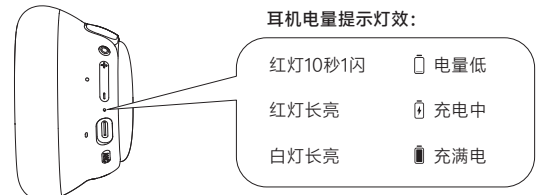
音量/-	音量/+	上一曲/-	下一曲/+
👉 x1	👉 x1	👉 1s	👉 1s
👉 1s 长按1秒		👉 x1 单击	



ANC模式切换	
ANC ON/ANC OFF/通透模式	自适应ANC/ANC ON切换
👉 x1	👉 x2
👉 x1 单击	👉 x2 双击



灯效显示

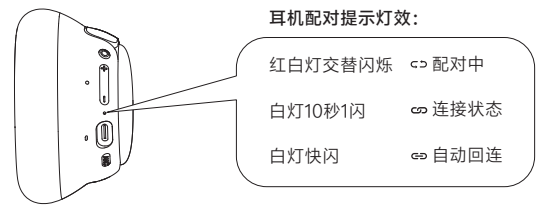


耳机电量提示灯效：

红灯10秒1闪 电量低

红灯长亮 充电中

白灯长亮 充满电



耳机配对提示灯效：

红白灯交替闪烁 配对中

白灯10秒1闪 连接状态

白灯快闪 自动回连



故障排除

- 1.Q：为什么耳机无法与手机配对？**
- A：请检查您的耳机是否处于配对模式或重连模式，并检查您的蓝牙设备的蓝牙搜索功能是否已打开。如果已打开，请进入蓝牙设备的蓝牙菜单，删除/忽略耳机的蓝牙配对名称之后，您可以按照上述步骤尝试重新连接蓝牙。
- 2.Q：为什么连接不稳定，时断时续？**
- A：请检查附近或周围是否有金属或障碍物干扰蓝牙连接。这可能是由于蓝牙是一种无线电技术，对耳机和其他设备之间的物体比较敏感。
- 3.Q：为什么我在观看视频或玩游戏时会遇到延迟？**
- A：受环境、网络、手机编解码器等因素的影响，手机向耳机传输音频数据时会出现不同程度的延迟。
- 4.Q：为什么我的耳机无法开机？**
- A：请为耳机充电并确保电量充足。如果充满电后仍然没有反应，或者无法充电，请联系我们的客服寻求保修。

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(2-乙基)丁酯 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道滘厚路38号1号楼101室





USER MANUAL

QCY H6 Neo

Wireless Noise Cancelling Headphones



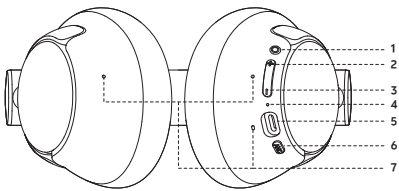
<https://www.qcy.com/pages/support-center>



QCY APP



PRODUCT OVERVIEW



1. Power button
2. Volume +
3. Volume -
4. LED indicator
5. Type-C charging port
6. ANC button
7. Microphone



PACKING LIST



Headphones



Type-C charging cable

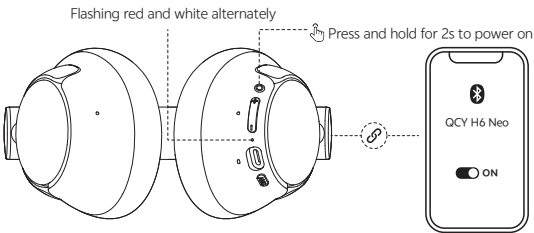


User manual

Images in this manual are schematic and may differ from the actual product. Please take the real product as standard.



PAIRING



Initial Pairing:

1. Press and hold the power button for 2s. After 1s of white light, the headphones turn on and enter pairing mode with red and white LED flashing alternately.
2. Refresh the Bluetooth device list on your phone and select "QCY H6 Neo" to complete pairing.



MULTI-DEVICE CONNECTION



Multi-Device Connection Setup:

(This feature is not available with the LDAC simultaneously, it is disabled by default and must be set in the app.)

1. If the headphones are already connected to Device A, turn off Bluetooth on Device A;
2. The headphones enter pairing mode (red and white LED flashing alternately). Turn on Bluetooth on Device B, search for "QCY H6 Neo", and connect;
3. Turn Bluetooth back on for Device A, and it will automatically reconnect to the headset.

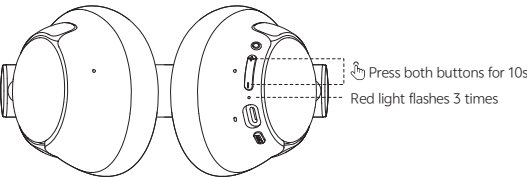


FACTORY RESET

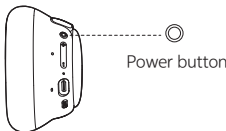
Clear Pairing Records (For abnormal connection issues)

Press and hold Volume + and Volume - for 10s to clear pairing records. The red light flashes 3 times, then the headphones restart and enter pairing mode.

* After reset, follow the initial pairing steps to reconnect.



FUNCTIONS



Power on / off	Answer calls	Play / pause	Voice assistant
Press and hold for 2s	Press and hold for 4s	Press once	Triple tap

Press and hold for 2s Press and hold for 4s Press once Triple tap



SAFETY INSTRUCTIONS

1. Please read this user manual carefully before using the product and keep it for future reference.
2. Before first use, fully charge the product.
3. If the product will not be used for an extended period (more than 2 weeks), please charge it beforehand.
4. Only use chargers from reputable manufacturers that are certified by the national CCC standard.
5. If your phone cannot detect the product, please put the product back into pairing mode or perform a factory reset. If the phone app malfunctions, turn off and then turn on Bluetooth, or restart your phone.

Battery Safety

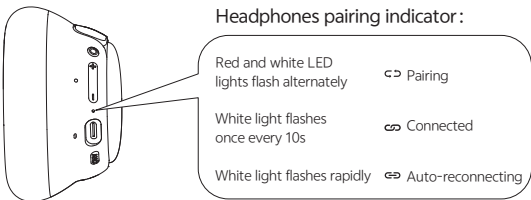
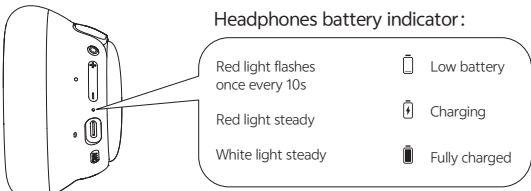
1. Follow the replacement instructions carefully to ensure the battery is replaced correctly. Professional assistance is recommended.
2. Using an incorrect battery type or model may cause leakage, explosion, or personal injury.
3. Do not disassemble the battery or allow it to come into contact with conductive materials or liquids. Avoid short-circuiting. The battery's aluminum-plastic outer casing can be easily damaged by sharp objects such as nails, needles, or devices with positioning nickel tabs. Severe damage to the battery, such as electrolyte leakage or short-circuiting between the positive and negative electrodes, may result in smoke, rupture, or fire.
4. Do not use or charge the battery if it leaks, discolors, deforms, or shows any other signs of abnormality. Avoid impacts, squeezing, or puncturing the battery. Do not dispose of the battery in fire or expose it to high temperatures.
5. Do not leave the battery fully discharged or unused for extended periods.
6. Battery storage temperature range: -20°C to +45°C.
7. Battery life may vary depending on usage. Dispose of worn-out batteries according to local regulations. If no regulations exist, discard the device in designated electronic waste bins. Keep batteries out of reach of children.



WARNING! Prolonged exposure to loud noise can cause temporary or permanent hearing damage or hearing loss. As a consequence, avoid listening for long periods at high volume and keep the volume at an appropriate setting.



INDICATOR LIGHTS



ANC mode switch	
ANC ON / ANC OFF / Transparency mode Press once	Note: Operate in ANC ON mode. Adaptive ANC / ANC on switch Press twice

Press once Press twice

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. This product can be returned to them for environmentally safe recycling.

The power delivered by the charger must be between a minimum of 2 Watts (required by the radio equipment) and a maximum of 5 Watts to achieve the maximum charging speed.
Wireless frequency: 2.402 ~ 2.480GHz
RF power of transmission: <6dBm



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



TROUBLESHOOTING

1.Q: Why can't headphones pair with my mobile phone?

A: Please check if your headphones 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.

2.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 headphones and other devices.

3.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 headphones.

4.Q: Why can't my headphones 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.