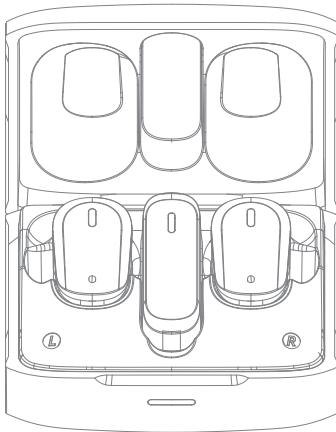


User Manual



2.4G GAMING EARPHONES

USER MANUAL CONTENTS

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ACCESSORIES LIST



Earphone*2



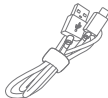
Charging Case*1



Usage Guidelines*1



Ear Caps *3



Charging Cable *1



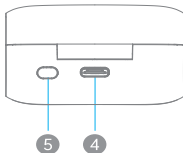
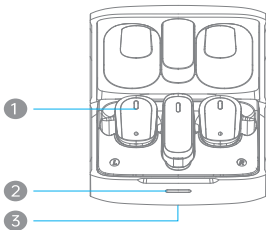
C to A Adapter*1



2.4G Transmitter *1

This product is equipped with different types of ear cushions, different users please choose the appropriate ear cushions to wear.

PRODUCT INTRODUCTION



- ① Touch Control Area
Appearance and Components
- ② Charging Case Indicator Light

- ③ Charging Case
- ④ Charging Case Port
- ⑤ Factory Reset Button

FIRST TIME USE

1. For the first use, open the charging case, take out the earbuds, and remove the protective film.

2. Return the earbuds to the charging case and take them out again, the earbuds will power on and enter Bluetooth search mode.

Bluetooth pairing/search mode: Indicator light shows steady red and blue.

After successful connection: Indicator light turns off.

Charging

Before using the headset for the first time (or if it has not been used for a long time), be sure to place the headset in the charging compartment and charge it for about 2 hours with the 5V adapter connected to the charging cable supplied with the unit.

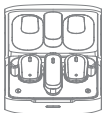
Headset Charging

1. Earbuds not fully charged:: put the headset into the charging box, automatically charge the headset. The indicator light of the charging box after closing the cover: the blue light is always on for 15s and then off. (1)

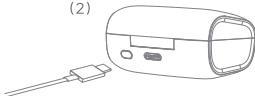
2. Charging box charging

Use the included charging cable to connect to a power source for charging (2)

(1)



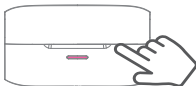
(2)



When battery is low: The charging case indicator flashes rapidly for 3 seconds in a cycle, and the display screen shows a low battery value.

During charging: The charging case indicator flashes pink/purple.

When fully charged: The charging case indicator stays steadily lit in pink/purple.



WARNING:

The rechargeable battery of this product must be disposed of properly for recycling, please do not put the battery into the fire as it may cause an explosion.

It is recommended that the product with lithium battery be recharged every three months when not in use.

Do not use a high power charger for charging to avoid damage to the headphones and charging case.

Power on/off

Automatic switching on and off

Remove the headset from the charging case and it turns on automatically.

Put the headset back into the charging case, automatically turn off

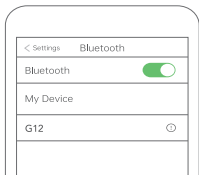
Manual Power On/Off

In the powered-off state, press and hold the L/R touch control area for approximately 3 seconds respectively to power on the earbuds.

CONNECTING SMART DEVICES

To power on the earbuds from off state, press and hold the touch control area on the L/R earbud for approximately 3 seconds respectively.

Open the Bluetooth list on your smart device, select and connect to the earbuds named "G12 " Once successfully paired, a "Connected" prompt will appear, and the earbud indicator light will turn off.



Single headset mode to connect smart devices

When taking the left or right earbud out of the charging case, follow the dual earbud pairing procedure described above to complete the connection.

Auto Reconnect

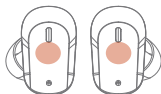
Remove the headset from the charging case and the headset will automatically reconnect back to the last smart device it has successfully connected to.

If the earbuds disconnect due to being out of range, they will automatically reconnect if you return within range within 5 minutes.

OPERATION OF TOUCH BUTTONS

Music playback mode

- Left/Right Headphone Operation



Play / Pause:

Double-tap any earbud



Previous Track:

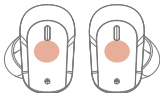
Triple-tap the left earbud



Next Track:

Triple-tap the right earbud

Low latency 2.4G mode



Long press L/R earbud: Voice prompt "Dongle Mode," main earbud blue light blinks.

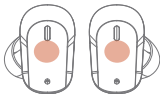
Long press L/R earbud: Voice prompt "Bluetooth Mode," main earbud red-blue light blinks.

Insert the adapter: After successful connection, pink-purple light stays solid.

Note:

When using Dongle Mode, long-press the earbuds to switch to Dongle Mode, and the earbuds will blink blue.

Incoming call mode



Answer an incoming call:

Double-tap the L/R earbud.

End a call:

Double-tap the L/R earbud.

Cancel an outgoing call:

Double-tap the L/R earbud.

Reject an incoming call: Press and hold the L/R earbud for 1.5 seconds.

Voice assistant

Quadruple-tap the L/R touch control button when not in a call and not in USB mode. (Note: This function requires support from the connected smart device.)



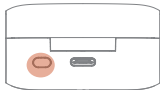
● ● Turn Voice Assistant ON:

Quadruple-tap the L/R touch control button.

Turn Voice Assistant OFF:

Quadruple-tap the L/R touch control button.

Restore factory settings

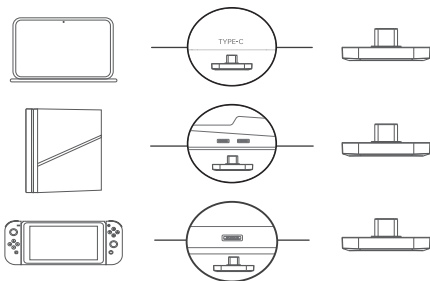


Place the earbuds into the charging case and open the lid. Press and hold the button on the back of the charging case for 10 seconds. When the indicator lights on both earbuds blink blue three times, it indicates that the factory reset is successful. You can then reconnect the earbuds via Bluetooth settings.

2.4G TRANSMITTER PAIRING CONNECTION

Supported Connected Devices: Smart Devices/PC/PS5/Nintendo Switch (NS does not support microphone)

1. Open the charging case and take out the earbuds and the 2.4G transmitter.
2. Insert the 2.4G transmitter into the Type-C port of the device. The indicator light will blink blue when the transmitter is not connected.
3. Long-press the touch control area of the earbud. When the earbud announces "Dongle Mode" via voice prompt, it has switched to Port Mode.
4. After successful mode switching, the device will automatically connect to the earbud; once the connection is established, the transmitter's indicator light will stay solid pink-purple.



BASIC PARAMETERS

Bluetooth specification	Bluetooth 5.3
Noise Cancellation Method	ENC (Environmental Noise Cancellation)
Bluetooth distance	about 10 meters
Charging time for charging compartment	1.5h
Headset charging	1h
Music Duration	6-7h
Dongle Mode	5-6 hours
Impedance	32 Ω
Frequency range	2402MHz~2480MHz
Charging voltage and current	DC 5V, 0.5A

FREQUENTLY ASKED QUESTIONS

Q: Why is there no sound after plugging in the 2.4G USB transmitter?

A: Please ensure you are in the correct mode:

Make sure the transmitter is fully inserted into your device and its indicator light is solid blue.

Long-press the touch control area on the earbud to switch from Bluetooth to Dongle Mode. (You will hear a "Dongle Mode" voice prompt).

A2. Insert the 2.4G transmitter into the Type-C port of your device. If the transmitter is not connected, its indicator will blink blue.

A3. Press and hold the touch control button on the earbud to switch to Dongle Mode. (You will hear a voice prompt ""dongle mode"" from the earbud.)

A4. After switching to Dongle Mode, the device will automatically connect to the earbuds, and the transmitter's indicator will stay solid pink-purple.

A5. If the same phone is connected via Bluetooth and also has the 2.4G transmitter inserted, no sound will be heard. Only one mode can be used at a time."

Q: The charging case does not charge?

A: You can replace a data cable to try, or the interface is not connected properly.

Q: The connection is unstable or there is no sound?

A: Ensure your device is within the 10-meter Bluetooth range and free from physical obstacles (like walls or heavy clothing). If outdoors, try keeping your device in a front pocket for a clearer signal.

Q: The sound of the phone call is small or unclear?

A: Try to turn up the volume of the headset or turn up the volume of your cell phone, and don't keep your cell phone too far away from the headset.

Q: 2.4G connection is not successful

A1: Open the charging case, take out the earbuds and the 2.4G transmitter, and insert the transmitter into the USB Type-C port of your device. When the transmitter is not connected, its indicator light will blink blue. Long-press the touch control area on the earbud until you hear the voice prompt "Dongle Mode," indicating that it has switched to Dongle (Port) Mode. Once successfully connected, the transmitter's indicator light will stay solid pink-purple.

Q: The headset call is not good.

A1: Is the phone located in an area with strong signal coverage?

A2: The effective operating range of the earbuds is 10 meters.

Please ensure the earbuds are within this range and that there are no obstacles between the earbuds and the phone.

Q: Tapping is too sensitive or not sensitive.

A: Please make sure that the tapping is in the effective tapping area of the headset, and the force/angle is moderate

Q: The in-ear detection is not sensitive or too sensitive.

A: To ensure that every time the user wears in-ear can be recognized, we have slightly adjusted the recognition of in-ear detection. After stopping the use of the headset, please put the headset back to the charging case for charging and storage; please try to avoid leaving the headset alone in your pocket or desktop for a long time to avoid interfering with the in-ear detection function and losing the headset.

CAUTION

1. Do not remove or modify the headset for any reason, or it may cause the headset to malfunction and burn out, these are not covered by the warranty.
 2. Do not expose the device to corrosive liquids, as this may cause serious damage to the device, and any resulting damage will not be covered by the manufacturer's warranty.
 3. Do not expose the device to temperatures that are too high or too low (below 0 degrees or above 45 degrees).
 4. Avoid using the device light near the eyes of children or animals.
 5. Do not use the appliance in thunderstorms, which may cause the appliance to work improperly and increase the risk of electric shock.
- Warning!

This product contains a built-in lithium battery, do not expose this product to strong sunlight, fire or throw it into a fire to avoid explosion.

Product Safety Information

Please read all instructions and warnings before using this product, as unauthorized use may cause damage to the product or personal safety.

1. The product contains a battery, do not expose the product to strong sunlight or excessive heat such as a furnace. Do not store the product in high temperatures, bright light or strong magnetic fields.
2. The product should not be placed near fire sources and other harsh environments, prohibit knocking, throwing, trampling, extruding or throwing into the fire, if there is bulging, do not use the product under the circumstances.
3. Ambient temperature: 0~45°C.
4. Do not use the product improperly in violation of the instructions, resulting in damage to the product or endangering the safety of persons and property, and bear the consequences.
5. Non-professionals are strictly prohibited from disassembling the product, which may result in fire or even complete damage to the product.
6. Do not use loads (electrical appliances) that exceed the output current of the product, as it will stop working automatically if the load is exceeded.
7. Please use a clean cotton cloth to clean the charging contacts of the headset regularly, in order to avoid the headset not being able to charge or turn on due to long-term uncleaned.

8. Do not put the product in water (or washing machine), Damage caused by misuse, unauthorized disassembly, or intentional physical impact is not covered under warranty, and we reserve the right to decline return or repair requests for such cases.

Statement on Hazardous Substances in Electronic Information Products

Part Name	Harmful substances or elements					
	lead	Mercury	Cadmium	Hexavalent chromium	Polybrominated biphenyl	Polybrominated diphenyl ethers
Plastic	×	○	○	○	○	○
Batteries	○	○	○	○	○	○
Annexes	○	○	○	○	○	○
Charging Cord	○	○	○	○	○	○

This form has been prepared in accordance with the provisions of SJ/T 11364.

O: Indicates that the content of the hazardous substance in all homogeneous materials of the part is below the limit requirement stipulated in GB/T 26572 standard.

X: Indicates that the content of the hazardous substance in at least one homogeneous material of the part exceeds the limit specified in the GB/T 26572 standard.

This product complies with the EU RoHS 2.0 Directive (2011/65/EU).

Warm reminder: 5 years icon refers to the "environmental protection effective use period", not product quality guarantee period. Electronic products contain lead, mercury, cadmium and other substances, such as books, once the expiration date of use, hazardous substances may be due to leakage or mutation, causing environmental pollution. All electronic products contain powder, which may cause serious damage. The "warranty period of use" means that all electronic products will be required to be used within this effective period, beyond the safety risk of the safety of the Tongzhuang enterprise with the emergence of the problem, we will no longer be responsible for the quality of the product.

WARRANTY POLICIES

1. 7*24H High-priority Customer Service [service@customerafter-sales.com].
2. 7*24H[Message response].
3. 12-month product warranty for quality problems + 45-day money back & return guarantee.

2.4G low-latency earphones

- Wireless Technology for eSports-Grade Low Latency
- Bluetooth and Dongle Connection Switch
- 8mm Drivers for Immersive Sound
- USB-C Dongle plug in USB Adapter become USB Dongle
- Applicable with Oculus / Meta / Pico / PS4/ PS5/ Switch...



RoHS



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.

Any changes or modifications not expressly approved by the party responsible for compliance 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.

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