BESUE
By COSTOU

BESUE SOUNDSPRITE WIRELESS HEADPHONES

USER MANUAL

Thank you for purchasing this product
Please read these instructions carefully before using the product
and save this manual for future use

Dear Customer,

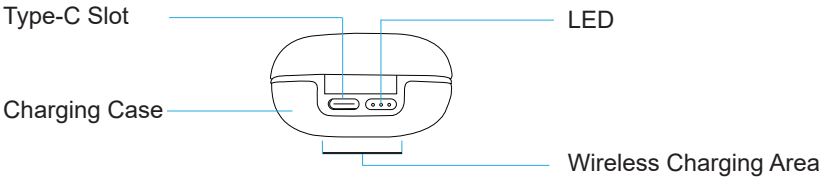
Thank you for purchasing BESUE SoundSprite Wireless Headphones, we sincerely hope they are helpful for your life and more details they are going to bring to your music world.

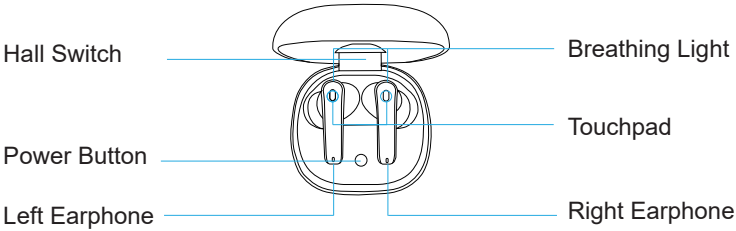
Please always remember that what you got from us are not just the product but service as well. From the first day you got the product in hand, please always consider Costou team as the first choice for trouble-shooting.

Your encouragement and understanding are our incentive for keep moving forward! And now, let's enjoy music!

Costou Support Team
www.costou.com

Part Name


Type-C Slot
LED
Charging Case
Wireless Charging Area

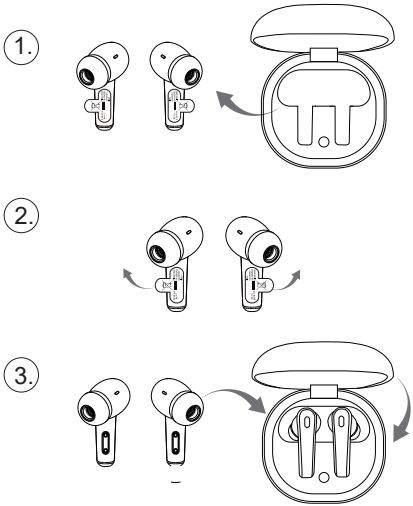

Hall Switch
Breathing Light
Touchpad
Power Button
Left Earphone
Right Earphone

(Important) Initial Activation

Please activate the earphones before first use.

- Take both earphones out from the charging case.
- Remove the plastic film from both earphone's stem.
- Place the earphones back to the charging case and close the lid.

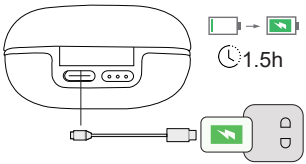
Your earphones will start to charge and be activated.



Charging & Battery

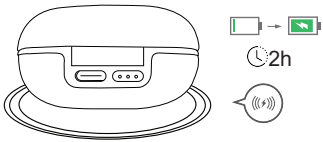
- Fully charge both earphones and charging case before first use.
- Fully charge both earphones and charging case at least once every 6 months.

Option 1：wired charging



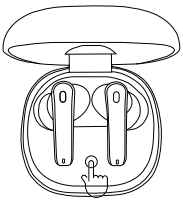
Output:5V/1A

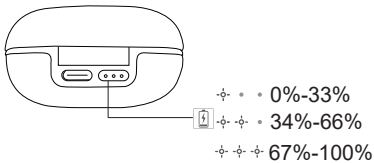
Option 2：wireless charging



Note: wireless charger is not included.

- Single press the button to check battery level of charging case .



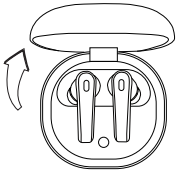


Power On / Off

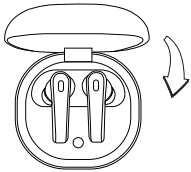
When the earphones are placed inside the charging case, “ power on/off ” will be controlled by the hall switch automatically:

- Power on: open the lid
- Power off: close the lid

Power On



Power Off

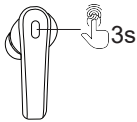


Note:

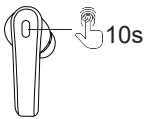
When the earphones are outside of the charging case, “ power on / off ” can be controlled manually:

- Power on: tap and hold the touchpad for 3 seconds (L/R)
- Power off: tap and hold the touchpad for 10 seconds (L/R)

Power On



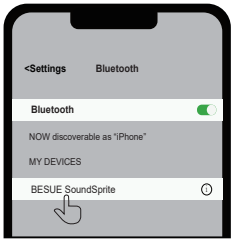
Power Off



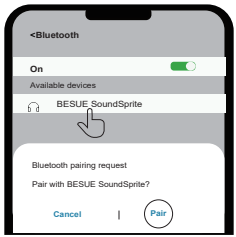
Connection

First Connection with your Device

- Enable “Bluetooth” on the device before connection.
- Open the charging case, the earphones will power on and pair with each other automatically.
- Search “BESUE SoundSprite” in the bluetooth list of your device and click for connection.



IOS



Android

Connection with Another Device

- Unpair the earphones from current device firstly.
- Search and connect the earphones on another device. (refer to “First Connection with your Device”)

Note:

- If no device is available for connection, the earphones will power off in 3 minutes automatically

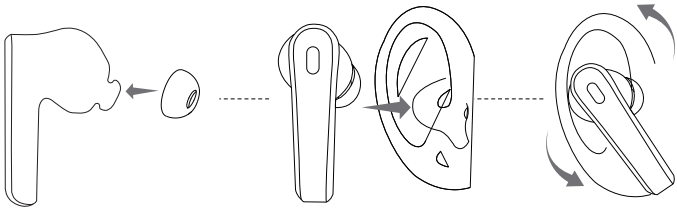
Wearing

- Check the orientation (up and down), L (left) and R (right) of the earphones.
- Select the size of any earplugs that provides the best fit and sound isolation.
- Carefully insert the earphones into the ear so that a tight seal is formed.
- Adjust the earphones to get the most comfortable and suitable angle for you.

Note:

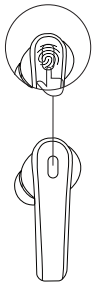
1. The product provides 7 different size of earplugs.

2. Different earplugs will bring different acoustics performance. We suggest you choose earplugs based on your preferred acoustics features as well as wearing comfort.



Controls

Play / Pause	Double Tap (L/R)
Next Track	Tap and hold for 1 second (R)
Previous Track	Tap and hold for 1 second (L)
Volume up	Single Tap (R)
Volume down	Single Tap (L)
Answer / End a call	Double Tap (L/R)
Reject a call	Tap and hold for 2 seconds (L/R)
Activate / Quit Voice Assistant	Triple Tap (R)
Activate / Quit Low Latency Mode	Triple Tap (L)
Power On	Tap and hold for 3 seconds (L/R)
Power Off	Tap and hold for 10 seconds (L/R)



Reset

Reset the earphones only if the earphones can’t work properly.

1. Place both earphones into the charging case and make sure they are both been charged (the left and the right LED both light up).

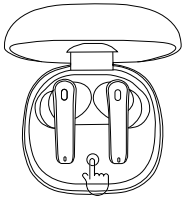
2. Press and hold the button for about 6 seconds, the 3 LED indicators on the charging case will all light up for 3 seconds and quench.

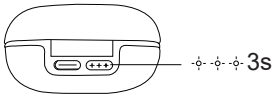
3. All memory data will be cleaned and earphones are ready to be connected.

Note:

1. The "BESUE SoundSprite" name must be deleted from the bluetooth list on the device before resetting.

2. If no "BESUE SoundSprite" is shown in the bluetooth list after resetting, please reflesh or re-enable Bluetooth and search again.





Specifications

Input	5V / 500mA
Output	DC5V / 0.1A
Battery capacity	50mAh*2 (earphone); 600mAh (charging case)
Charging time (earphones)	1.5 hours
Charging time (charging case)	1.5hours (wired); 2 hours (wireless)
Playtime (varies by volume level and content)	9 hours (Totally 40 hours with charging case)
Driver size	10mm driver*2
Frequency response	20Hz-20kHz
Impedance	32Ω
Bluetooth version	V5.2
Bluetooth range	10m / 33 ft (The range can decrease depending on the environment, obstacles or interference.)

Limited Warranty

The company warrants your products against defects in materials and workmanship when purchased directly from BESUE (BESUE BY COSTOU) or a authorized reseller. This warranty is extended only to the original end-use purchaser or the person receiving the product as a gift and shall not be extended to any other person or transferee. The warranty is valid from the date of retail purchase for a period of 12 months. In the case of a covered warranty defect, BESUE will at it's option:

A. Repair the product using new or refurbished parts.
B. Replace the product with an equivalent new or refurbished product, or
C. Provide a partial or full refund of the original purchase price to you in exchange for the return of the product.

This warranty dose not cover defect or damage arising from improper use or maintenance, normal wear, tear commercial use, accident, or external causes. Unauthorized repair, modification, or customization of your product voids this warranty.

BESUE may require you to provide proof of purchase details, including but not limited to a receipt or sales invoice. This limited warranty gives you specific rights that are in addition to other rights you may have under applicable laws, including your rights against the person who sold the BESUE product to you.

To the extent permitted by law, however, this warranty is the sole and exclusive warranty provided by BESUE. BESUE disclaims all other warranties whether express or implied (including but not limited to any warranty of merchantability, satisfactory quality, fitness for particular purpose, title, and non-infringement), and BESUE's liability shall be limited to the original purchase price.

This warranty does not restrict to rights of the consumer mandated under applicable laws.

Warranty + & Trouble-shooting

To provide better using experience and keep improving the product and service, BESUE provides an extended 24-Months Warranty + to customers who share true using experience with us.

- **Activate Warranty+(24-Months)**

Log in http://www.costou.com and find “Register” at the bottom, or scan the code directly.

- **Trouble-shooting**

Web: log in http://www.costou.com and find “Trouble-shooting” at the bottom, or scan the code directly.

E-mail: **support@costou.com**

costou.service@gmail.com

Please send messages with your order details and trouble description as well, normally you will get replied within **24** hours.

Scan QR Code for Warranty+ Scan QR Code for Trouble-shooting

Note: Please always consider Costou as your first choice for trouble-shooting. Check and resend your message if no reply in **72** hours. (Recheck E-mail address and make sure your electronic mail-box is availble to receive our message)

Precautions - Charging

- The charging case is designed with overcurrent protection and overvoltage protection. The three LEDs will flash rapidly during improper charging and stop charging to prevent potential damage.
  - Charge in a room temperature between 10℃ and 35℃
  - Using the supplied USB charging cord only.
  - For wireless charging, please use a certified wireless charger (not provided).
  - The charging case is designed to be charged with a 5V/1A charger. Do not use a quick charger with charging voltage excess 5V or currency excess 1A.
- When earphones are charging inside the charging case, the left and the right LED will light up to show the charging status of the left earphone and the right earphone correspondingly. Confirm the L side and R side of the earphones matching the positions of the charging terminals in the charging case. (charging of the earphones will not start if the positions do not match)
- Proper charging is not possible if there is dust or droplets of water on the terminal sections of the earphones or charging case. Remove the dust or water droplets before charging.
- When the battery level starts to run low while you are using the earphones, you will be notified by a prompt tone every 5 minutes until the earphone power off automatically.
- When battery is less than 10% in the charging case, the left LED will flash for 30 seconds to indicate that the charging case needs to be recharged.
- Please place the charging case in the center of the wireless charging area. Charging will not start if the charging case is not positioned properly.

Precautions - Connection

- Enable “Bluetooth” on the device before connection.
- Initial activation is required for the first using of brand new product only.
- Each time you power on the earphones, they will automatically connect to the last successfully connected device which is available within the effective Bluetooth range.
- Please confirm the connection request if you see a pop-up (Android System)
- Pairing & Connection process may take 3 - 10 seconds.
- If the device is ready for connection but “BESUE SoundSprite” is invisible in the bluetooth list, refresh or re-enable “Bluetooth” and search again.
- To switch between two single earphone, connect the earphones to the device firstly and place any one into the charging case to use the other only.

Precautions - Cleaning of Earphones

- Securely attach the earplugs. If they are left in the ears after coming off, injury or sickness may be caused.
- Keep the earphones clean. After use, make sure there is no earwax, foreign matter, etc., attached to the earplugs. If there is earwax, foreign matter, etc., attached, remove the earplugs from the earphones firstly and clean them.
- Please take the earplugs off before cleaning them. If you clean the earplugs while they are attached to the earphones, you may damage the protective mesh on the earphones.
- Remove earwax, foreign matter, etc., that attached to the protective mesh of the earphones by blowing on it, etc. You may block the protective mesh if you try to remove with a cotton swab, etc., which can lead to malfunctions.
- If hair styling product, make-up, etc., gets onto the earphones, wipe off immediately with a soft dry cloth. (Do not touch the protective mesh as this can have an effect on audio characteristics)
- Store the earphones in the charging case to protect them from foreign matter, etc., getting on them.
- Keep your ears clean. If there is a built-up of earwax, the protective mesh on the earphones may get blocked during use, leading to malfunctions such as a lessening of volume, changes to audio characteristics, etc.

Precautions - Safety

Please read and keep all safety and use instructions

- Contains small parts which may be a choking hazard. Keep the earphones and the earpieces out of reach of children and pets to prevent swallowing. After use, put them in the charging case and close the lid for storage. Children should use only under adult supervision. (Not suitable for children under age 6)
- Use caution and follow applicable lows regarding mobile phone and headphone use if using the headphones for phone calls while driving. Some jurisdictions impose specific limitations, such as single earpiece configuration, on the use of such products while driving. Don’t use the headphones for any other purpose while driving.
- Focus on your safety and that of others if you use the headphones while engaging in any activity requiring your attention, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc. Remove the headphones or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
- Clean this product with a dry and soft cloth only. Do not use pointy objects.
- Do not use solvents including benzine, thinner, alcohol, kitchen detergent, a chemical wiper, etc. This might cause the exterior case to be deformed or the coating to come off.
- Use this product with an approved power supply which meets local regulatory requirements only (e.g., UL, CSA, VDE, CCC).
- Do not make unauthorized alterations to this product. Refer servicing to qualified service personnel.

- Do not expose the product to excessive heat (e.g. direct sunlight, fire or the like).
- Do not use the product at a high volume for any extended period. To avoid hearing damage, use the product at a comfortable, moderate volume level. Turn the volume down on your device before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do not expose this product to rain, moisture, dripping or splashing.
- Do not expose this product into fire or a hot oven, or mechanically crushing or cutting, that can result in an explosion.
- Keep this product away from devices that produce electromagnetic interference. Such devices may affect the performance of this product.
- Be aware that this product may get warm while charging or immediately after charging. Depending on your constitution and health status, putting the earphones on may trigger adverse reactions such as skin redness, itching, and rash if the earphones have just been taken out of the charging cases and still warm.
- Discontinue use if you experience discomfort with the earphones or any other parts that directly contact your skin. Continued use may cause rashes or other allergic reactions.

Precautions - About Water Resistance

Specifications for this unit are equivalent of IPX4 of IEC 60529, the protection level of electronic device enclosures that protects from splashes, and is not designed to be totally waterproof.

About IPX4 (liquid ingress protection level against splashing water)

- This units is compatible to operate after splashing from nozzles approximately 1.8L/min of room temperature tap water from every direction approximately 20cm from this unit for 10 minutes.
- The charging case and the USB charging cod (supplied) are not water resistant.
- Water resistance is not guaranteed under all conditions.

Cautions for use in places where the unit may get wet (from spray, rain, etc.)
Observe the following precautions. Incorrect operation cause malfunction.

- Do not charge the charging case or the earphones while your hands are wet or while there are still water droplets on this unit (earphones or charging case)
- Do not apply soapy water or detergent or immerse in water.
- If water gets onto the earphones or microphone, wipe off with a soft, dry cloth.

Sound may get smaller or get distorted.

- If there are water drops left in the earpieces, you may hear the sound at reduced volume or you may not be able to hear anything at all. If this is the case, remove the earpieces and get rid of the water drops.
- If water does get into the earphones or the charging case, cease use and consult your dealer. Malfunction due to improper handling by you will not be covered by the warranty.

Frequently Asked Question

Connection

Q: “Pairing Unsuccessful” / “Connection Unsuccessful” pop-up (if any)
A: Confirm the pop-up and click “BESUE SoundSprite” again in the device bluetooth list. Normally it’s caused by system incompatibility and will not affect the usability.

Q: Disconnection when making phone calls (if any)
A: Re-enable bluetooth and click “BESUE SoundSprite” to recover the connection. Normally it’s caused by system incompatibility.

Q: The earphones are invisible in the bluetooth list.
A: Refresh or re-enable “Bluetooth” and search again.

Q: One earphone doesn’t work
A1: Check the battery level
A2: Place it back to the charging case and close the lid, then open the lid and take it out to recover the pairing and connection, or
A3: Place both earphones back to the charging case and reset the unit, or
A4: Contact the service team (Refer to “Trouble-Shooting”)

Power On / Off

Q: The earphones does not power on when first use.
A1: Remove the plastic films from the earphones’ stem before first use.
A2: Check the battery level of the charging case. If it has power exhausted, place the earphones inside the charging case and fully charging both.

Q: The earphones does not power on and connect to device automatically when they are taken out of the charging case.
A: Please check the battery of the charging case. If the charging case has no power, the earphones will not power on automatically. Please power on the earphones manually and recharge the charging case.

Low Latency Mode (Game Mode)

Q: What's "low latency mode"?
A: The normal mode provide latency about 200ms (earphones terminal plus device terminal) while the low latency mode provides total latency within 100ms which will improve the movies, video and game experience.
Note:
1. Bluetooth technology can't eliminate latency in device terminal.
2. When low latency mode is activated, it will shorten the connection distance as well.
3. We suggest you quit the low latency mode (triple tap on the left earphone) when you use the earphones for music only.

Control

Q: Why the earphones' volume are low when using an android mobile?
A: The volume changing of mobile and earphones is synchronous automatically on an IOS device, however, it's not synchronous on an Android device. Adjust the volume on earphones and device as well when you are using an Android device.

Q: Why the earphones go to next/previous track when power off manually?

A: That's normal based on the control logic, just keep holding until it power off in 10 seconds.

Phone Calls

Q: Why the voice is not clear on the other side?
A1: When making phone calls, please keep the stem and your mouth in the same orientation to get the best experience.
A2: When making phone calls with single earphone, please place the other inside the charging case and close the lid to avoid voice collection interference.
A3: Check the network signal strength and keep away from electromagnetic interference.

Charging

Q: Earphones can’t be charged.
A1: Make sure the charging case still have enough battery.
A2: Check the position of earphones and make sure the charging terminals placed properly.
A3: Check the charging terminals on both earphones and charging case, remove the dust or water droplets before charging.

Q: Charging case can’t be charged.
A1: Try out with another USB-C cord.
A2: Use a regular 5V/1A charger.

About Qualcomm aptX

Qualcomm aptX is a product of Qualcomm Technologies, Inc. and/or its subsidiaries. Qualcomm is a trademark of Qualcomm Incorporated, registered in the United State and other countries. aptX is a trademark of Qualcomm Technologies International Ltd., registered in the United State and other countries.

About FCC

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.

ESUE

By COSTOU

WE CARE WHAT YOU CARE

www.costou.com