

cowin

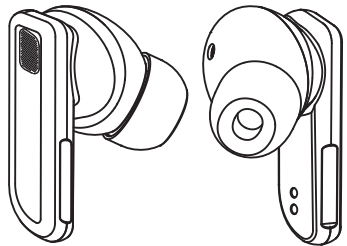
Headphones on. World off.

✉ support@cowinaudio.com  
f @cowinelectronics  
i @cowinaudio  
@ www.cowinaudio.com  
☎ +19293596668



cowin

## User Guide



Apex Pro Noise Cancelling Earbuds

FCC ID: 2AB5T-APEXPRO

## • Important Safety Instructions

Please read carefully and keep all safety and usage instructions in a proper place.

1. Please read these instructions carefully.
2. Please keep this instruction manual in a proper place.
3. Please pay attention to all warnings.
4. Please follow all instructions described in this manual.
5. Do not use the product at a place where there is water or moisture.
6. Please wipe clean with a dry cloth.
7. Only use attachments/accessories specified by the manufacturer.
8. If you have any question or inquiry about maintenance, please consult with qualified personnel. If there is any damage to the product, please contact the related personnel for repairing, such as damaged power cord or plug, spillage of liquid or objects, exposure to moisture, or dampness, improper work or external causes such as from a collision.

## • Warnings/Cautions

- Do not use the earbuds at a high volume for any extended period.
- To avoid hearing damage, use your earbuds at a comfortable, moderate volume level.
- Turn the volume down on your device before placing the earbuds in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do not use the earbuds while driving or you are unable to hear ambient sound, to avoid danger.
- Focus on your safety and that of others if you use the earbuds 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 and follow applicable laws regarding earbuds use, etc.
- Remove the earbuds or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
- If you feel the earbuds generate heat or cannot hear sound, please remove them immediately.
- Do not use the phone adapter to connect the earbuds and airplane seat sockets, to avoid injury or property damage caused by the overheating.
- Do not make unauthorized alterations to this product.
- Never attempt to disassemble or alter the product in any way.
- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- If the battery leaks, please do not contact with your skin or eyes. If contact occurs, please consult a doctor immediately.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Wipe off sweat from the earbuds and the charging case before charging.
- IPX7 is not a permanent condition, and resistance might decrease as a result of normal wear.

- 01 -

EN



Contains small parts which may be a choking hazard.  
Not suitable for children under age 3.



This product contains magnetic material.  
Consult your physician on whether this might affect your implantable medical device.

## • Care and Maintenance

- Do not drop, squeeze, bend or use excessive force to the product.
- Do not place the product in a damp, cold, extreme environment or for a prolonged period of time. Excessively high or low temperature may cause a fire / explosion of the battery. Keep away from moisture condition, to prevent damage of the built-in circuits.
- Do not wipe the product with volatile, irritating liquids. The best way is to clean with a soft cloth or a professional leather cleaner.
- Do not disassemble the product by yourself. Otherwise, it may result in a short circuit, fire or electric shock. If you need to replace any part of the product resulting from normal wear and tear or cracking, etc., please contact the merchant.
- This product contains magnetic material. Keep the product away from magnetic sensitive products (such as credit cards and video screens) to prevent damage.

## • Listening Safety



Danger

To avoid harm your hearing, do not listen at high volume for a long time. Please adjust the volume to a safe range. If the earbuds volume is too high, the use time should be shortened.

## • Product Parameters

Product Model: COWIN Apex Pro

Noise Reduction Depth: 33db

Bluetooth Version: V5.0

Audio Codec: HFP/HSP/A2DP/AVRCP/SPP/PBAP

Working Distance: ≥ 10M

Voice Support: Status prompt

Waterproof Rating: IPX7

Working Time: Music playback 5H, talk time 5H

Charging Time: Charging case 1.5H, earbuds 1.5H

Battery Capacity: 400mAh, Single earbud 55mAh

Speakers: ø10mm, 32Ω, S/N: ≥ 100dB

Working Current: 9mA

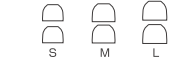
- 02 -

## • Packing Contents

Active noise cancelling(ANC) earbuds (left x1 right x1)



Ear tips x 6 pairs (L/M/S size)



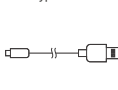
Earbuds charging case x1



User guide x1



USB Type-C cable x1



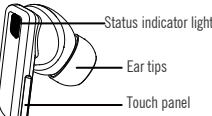
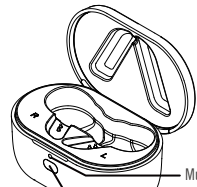
VIP card x1



NOTICE card x1



## • Product Introduction

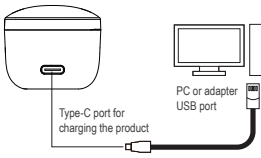


- 03 -

## • Battery charge

## Charge the charging case

- Charge the battery with the provided USB Type-C cable. The charging time is about 1.5 hours.
- Charge the battery with a wireless charger.
- The charging time is about 1.5 hours.
- \* Use USB Type-C cable and wireless charger to charge at the same time, the wireless charger is preferred



## Charge the earbuds

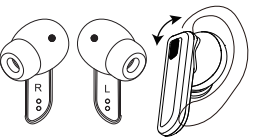
- Remove the film on the earbuds when taking them out of the battery charging case for the first time.
- Put the earbuds into the charging case and automatically charge when closing the charging case. The charging time is about 1.5 hours.
- \* This product adopts the magnet contact charging

## Charging case indicators

|                          |                                                                                                                                                                                |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Charge the charging case | Low battery: ≤20%, LED indicator light solid in red.<br>Medium battery: 20%-84% LED indicator light solid in blue.<br>Full battery: =100%, LED indicator light solid in green. |
| Charge the earbuds       | When you use the charging case to charge the earbuds, earbuds LED indicator light is green, and the indicator light is off when it is fully charged.                           |

## • Secure Fit

1. Please check the "L" and "R" (See details of pairing method on the manual)
2. Put the earbuds on your ears. Please adjust the angle according to your ears and make sure they fit in the ear securely and comfortably.

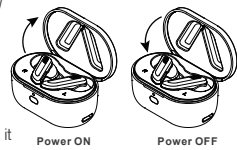


- 04 -

## • Power ON/OFF

## Power ON

- Open the charging case cover and the earbuds automatically power on.
- Long press touch panel 3s to power on.
- Earbuds LED indicator light in green 1s and then goes out.



## Power OFF

- Put the earbuds into the charging case, earbuds will automatically power off after closing the charging case cover.
- When the earbuds power on, if there is no device connected, it will automatically power off after 5 minutes.
- Earbuds LED indicator light in green for 1s and then goes out.

## • Bluetooth Connection

1. Open the charging case and remove the earbuds.
2. The left and right earbud automatically power on and pair. Until the left LED indicator light off, the right LED indicator light flashes in green, the earbuds pairing successful.
3. Open the device Bluetooth search "COWIN Apex Pro" and click to finish connect.
4. If the connection fails, put the earbuds back in the charging case and repeat the above steps.



\* After the first connection, the earbuds will automatically connect back to the last paired device (Device Bluetooth needs to be turned on).

## Clear Bluetooth pairing record

- \* Long press the multi-function button of the charging case for 10S to reset all settings. The charging case LED indicator light flashes slowly in white.
- \* Long press the multifunction button of the charging case for 3S to forcibly disconnect the currently connected device and enter the pairing state. The charging case LED indicator light flashes fast in white.

## Battery display sync

Support iOS/Android mobile phone displays the earbuds battery level near the upper right corner of the screen.

- 05 -

## • Noise Cancelling &amp; Ambient Sound

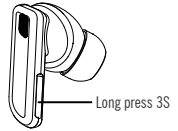
## Noise cancelling modes

Active noise cancellation (ANC) reduces unwanted noise providing a clear, more lifelike audio performance. You can choose the noise cancelling mode based on your listening preferences and environment.

## Ambient sound modes

Turn on ambient modes to control how much surrounding noise you let in. With quick ambient mode, you can listen in on street traffic, catch flight announcements, and hear when your kids or coworkers call out to you.

**Summary:** Turn on the noise cancellation function of your headphones if you want to listen to music without interruption of surrounding noise. Turn on Ambient Sound Mode if you want to hear the sounds around you.



## Switch between noise cancellation and ambient sound modes

1. Please make sure earbuds is power on.
2. Long press earbuds touch panel for 3s, enable the noise canceling function.
3. Long press earbuds touch panel for 3s again, switch to ambient sound mode.
4. Long press earbuds touch panel for 3s again, both noise canceling function and ambient sound mode is off.

## Note:

- \* Each Long press earbuds touch panel changes the function. Loop in turn.
- \* Every time power on the earbuds, the ANC memory function will default last used mode.

If you still have any questions, please contact our after-sales service center and we will provide you with 24-hour service.

E-mail: support@cowinaudio.com

Phone: +1(929)359-6668 (Mon-Fri 9:00 a.m. to 17:30 p.m. PST) Recommend

Website: <https://www.cowinaudio.com> (Support live chat)

Facebook: <https://www.facebook.com/cowinelectronics>

Instagram: <https://www.instagram.com/cowinaudio>

Youtube: <https://www.youtube.com/channel/UCQIHuG8eYKa8AFyz0a98RIA>

Twitter: <https://twitter.com/cowinaudio>

- 06 -

## • Touch Panel Command

## Voice assistant (Google/Siri)

In the paired status, triple-tap the earbuds touch panel.

## Answer the call

In the incoming call status, double-tap the earbuds touch panel.

## Hang up the call

In the phone call status, double-tap the earbuds touch panel.

## Reject the call

In the incoming call state, long-press the earbuds touch panel 2s.

## Pause/play music

When connected, double-tap the earbuds touch panel.

If you still have any questions, please contact our after-sales service center and we will provide you with 24-hour service.

E-mail: support@cowinaudio.com

Phone: +1(929)359-6668 (Mon-Fri 9:00 a.m. to 17:30 p.m. PST) Recommend

Website: <https://www.cowinaudio.com> (Support live chat)

Facebook: <https://www.facebook.com/cowinelectronics>

Instagram: <https://www.instagram.com/cowinaudio>

Youtube: <https://www.youtube.com/channel/UCQIHuG8eYKa8AFyz0a98RIA>

Twitter: <https://twitter.com/cowinaudio>

- 07 -

## • FAQ

## 1. If the earbuds do not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this User Guide, and try any corrective actions listed.
- Charge the battery. You may be able to resolve some issues by charging the battery.
- Initialize the earbuds. This operation resets the earbuds to the factory settings and deletes all pairing information.
- Look up information on the issue on the customer support.

## 2. Clear Bluetooth pairing record.

- Long press the multi-function button of the charging case for 10S to reset all settings.
- Long press the multifunction button of the charging case for 3S to forcibly disconnect the currently connected device and enter the pairing state.
- 3. Only one earbud worked.  
Earbuds are currently or had already been connected to a Bluetooth device, click forget or remove "COWIN Apex" from your Bluetooth settings and turn off your device Bluetooth settings.
  - Put the earbuds into the charging case, clear Bluetooth pairing record.
  - The left LED indicator light off, the right LED indicator light flashes green, the earbuds pairing successful.
  - Then remove the earbuds, activate your device Bluetooth to connect earbuds.

## 4. Can't power on the Bluetooth earbuds.

- The battery level is low, please charge the earbuds in time.
- Put into the charging case to charge the battery.

## 5. Unable to pair Bluetooth with device.

- Check that the earbuds is turned on.
- Check that the Bluetooth device is turned on and the Bluetooth function is on.
- Make sure the earbuds are not connected to another device.
- Move your mobile device closer to the earbuds and away from any interference or obstructions.
- Clear the earbuds pairing list and connect again.

## 6. The earbuds are connected to a Bluetooth-enabled device (mobile phone, PC, tablet, etc.), but you cannot play a song through the earbuds.

- Refer to your device's user guide and select to play songs through the earbuds.
- For some music playback software, you must go into the setup interface, and choose to play songs through the earbuds from the list of output devices (it typically occurs on the PC).

## 7. Poor sound quality.

- Move your mobile device closer to the earbuds (30 ft. or 10 m) and away from any interference or obstructions.
- Make sure that both earbuds fit securely in your ear.

- 08 -

- Use a different music source.
- Try connecting another mobile device.
- Clear any debris or wax buildup from the earbuds and earbuds nozzles.

## 8. Earbuds cannot be charged.

- Make sure the earbuds are properly placed in the charging case.
- Make sure the charging case battery is not depleted.
- Make sure there is no dirt or debris covering the charging conductors within the case or on the earbuds.
- If your earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature and then try charging again.

## 9. Charging case cannot be charged.

- Check the case battery level with charge case LED indicator light. If needed, charge the case with the supplied USB cable.
- Secure both ends of the USB cable.
- If your charging case has been exposed to high or low temperatures, let the case return to room temperature and then try charging again.

## 10. No sound.

- Press play on your mobile device to make sure the audio track is playing.
- Place the earbuds in the charging case to check the earbuds charging status. If needed, charge the earbuds.
- Increase the volume on the earbuds and mobile device.
- Make sure you are using the correct device.
- Move your mobile device closer to the earbuds (30 ft. Or 10 m) and away from any interference or obstructions.
- Use a different music source.
- Connect a different mobile device.

## 11. Cannot hear a person on a call.

- Check that both the earbuds and the connected device (i.e., smart-phone) are turned on.
- Turn up the volume of the connected device if it is too low.
- Check the audio settings of the Bluetooth device to make sure the sound comes from the earbuds during a call.
- Re-establish the connection using the Bluetooth device.
- While listening to music with the earbuds, stop playback and press the button on the right or left unit to respond to an incoming call.

## 12. Earbuds always fall off.

- Choose the ear tips that fit the size of your ear.
- Wear the earbuds correctly.

- 09 -

## 13. The Bluetooth connection and sound signal are unstable.

- The Bluetooth device is out of range. Please shorten the distance between the earbuds and the Bluetooth device. And keep away from any interference or obstacles.

## 14. Do both earbuds have call function when using single earbud?

- Yes, our earbuds can be single-use, each one bud has the call function.

## 15. Can I use it on Apple products?

- Supports iPhone, iPad, Samsung, Sony, Huawei, Xiaomi and other smart-phone devices. Supports Bluetooth audio devices.
- If your device is with Bluetooth version above 4.0, you can use it with the earbuds.

## 16. What version of Bluetooth is in the earbuds? What is the maximum distance the earbuds cover?

- The Bluetooth version is 5.0. If no interference, the maximum distance: ≥ 10M.

## 17. How to charge the earbuds? How many times does the charging case charge the earbuds?

- How long does it take to charge the earbuds?
  - Place the earbuds into the charging case and close the cover, it will start to charge the earbuds.
  - The charging case can charge the earbuds 3 times when it is fully charged.
  - It takes about 1.5 hours to fully charge the earbuds, depending on the actual situation.

## 18. Can I use the earbuds when charging?

- The earbuds must be put into the charging case when charging. So, you can't use it during charge.

## 19. Does it support the fast charge function?

- Yes, earbuds use USB type-c cable, which supports fast charge.

## 20. What are the environmental requirements for the product?

- Please use the product under normal environment where the temperature is between -10 °C and 40 °C.
- Our earbuds support IPX7 water-resistant resistant.

## 21. How to disconnect the earbuds from a Bluetooth connected device?

- Put the earbuds into the charging case and close the cover. The earbuds will automatically shut down.
- If the left or right earbud isn't connected to the device for about 5 minutes, the earbuds will automatically power off.
- Long press the multi-function button of the charging case for 10S to reset all settings.
- Long press the multifunction button of the charging case for 3S to forcibly disconnect the currently connected device and enter the pairing state.
- Manually disconnect the earbuds on the Bluetooth connected device.

- 10 -

## FCC Warning

a、 § 15.19 Labeling requirements.

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.

b、 § 15.21 Changes or modification warning.

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

c、 § 15.105 Information to the user.

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.