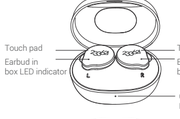
ZEN II

QUICK USE GUIDE

PACKING LIST

PRODUCT ILLUSTRATION



PACKING LIST

Choose appropriate earplugs (xs/s/m/l/xl) according to the wearing comfort The size M ear tips are attached to the earbuds in-box.

a. Do not plug the earbuds into your ears without installing ear tips, as this may damage your ears.
b. Earplugs and earbuds should be cleaned irregularly.

USE THE TOUCH PAD

Use touch pad to control Music Play / Pause, Pick/ Hang up / Reject call, Noise Cancellation on, Ambient on, and activate the Mobile phone's System voice assistant for conversation.

a. To avoid hurting your ears, please do not apply excessive pressure on the touch pad with your fingers (touch pad lightly);
b. To avoid damaging the touch pad, please do not click on it with any sharp objects.

TURN ON/TURN OFF

The earbuds in the charging box, open the cover of the charging box or the earbuds out of the box, and the earbuds will automatically turn on. In the power on state, put the earbuds into the charging box or close the cover of the charging box.

PAIRING

Pair and connect for the first time（The isolating film on the left and right earbuds needs to be removed）

① Turn on after opening the cover,and take out the earbuds from the charging case,it will automatically turn on.
② The LEDs on the earbuds flash red and blue alternately, and the earbuds enter pairing mode.

Note:
a. For the earbuds that are not paired for the first time, when connecting a new mobile phone, you need to press and hold the charging box key for 3 seconds to release, and the earbuds, enters the pairing mode , the LEDs flash red and blue alternately.
b. In the status of wearing connection, briefly press the earbuds touch pad for 5 times, the earbuds, enters the pairing mode, and the LED flashes red and blue alternately.
③ Find "233621 ZEN II" on the Bluetooth list to pair the first earbud;
④ Pairing completed, enjoy music

Bluetooth remote disconnection and reconnect

① If the earbuds are disconnected with the mobile phone and return to the effective connection range within 10 minutes, Bluetooth will automatically reconnect.
② If the earbuds are disconnected with the mobile phone and return to the effective range within 10-20 minutes, Bluetooth needs to be reconnected manually.

Turn on to reconnect

In the charging box state: open the cover of the charging box or operate the earbuds out of the box. earbuds without connection records will automatically enter the pairing mode after power on; When the earbuds with connection record is powered on and connected to the last connected Bluetooth device, the connection timeout of 20 seconds will automatically enter the pairing mode; The LEDs can be changed into red light and blue light flashing alternately.

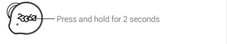
Restore Factory Settings

When the earbuds are in the charging box and the cover is opened, long press the charging box button for 8 seconds to enter the pairing mode, and the red and blue lights flash alternately, that is, clear the pairing record and restore the factory settings. Previously connected mobile phones need to be repaired before they can be used.

WEAR DEMONSTRATION

After putting the earbuds into the ear, rotate and adjust the earplugs to the right depth and angle to fit the ear canal (as shown below)

NOISE CANCELLATION MODE AND AMBIENT MODES



Ambient Mode ON /Noise Cancellation Mode ON
Note: The earbuds are set to Noise Cancellation Mode when powered ON.

Noise Cancellation Mode: Our noise canceling technology and optimized passive isolation can suppress wide-band ambient noise
Ambient Mode: Allows you to hear sounds around you even while wearing the earbuds

CHARGE

① When the earbud power is lower than 5%, it will prompt "low power". Put the earbud into the charging box, and the red light of the indicator flashes, that is, it is charging;
② When inserting the type-C line for charging, the blue light of the charging box will be on for 5 seconds, and the red light will be on for a long time;
③ Fully charged, the blue light of the charging box lights up for 5 seconds;
④ When charging, the red light of the charging box is on for a long time.

TOUCH FUNCTION

Functions		Left earbud	Right earbud
		Operations	Operations
Music	Play	Tap once/Put on	Tap once/Put on
	Pause	Tap once /Remove	Tap once /Remove
	Previous song	Tap 3 times left / right touch pad	
	Next song	Tap twice left / right touch pad	
voice assistant	Activate	Tap twice and the second Tap hold for 2s	
Noise cancellation/ Ambient	on	Press and hold for 2S	
Call/ third party call	Incoming call	1. Tap twice, pick UP call 2. Tap twice again, Hang Up call 3. Press and hold， Reject Call	
	During a call	Tap twice, Hang Up call	
	There is a new call during the call	1. Tap twice to keep the current call and connect a new call. 2. Press and hold to continue the current call and reject the new call. 3. While holding the call, Tap twice to hang up the current caller. 4. While holding the call,Press and hold to switch between two calls.	

Note: due to the differences in mobile phone brand and system, there may be subtle differences in operation. Users can contact our after-sales service if have questions.

LED BEHAVIOR

Earbud LED Behavior

① When the earbuds are charged in the charging box, the red light flashes once every 3 seconds;
② When the earbuds are enter pairing in the charging box, red and blue flashes alternately;
③ When the earbuds are fully charged, the red and blue lights are off;
④ Restore factory settings, red and blue lights flashes alternately.

CHARGING CASE LED BEHAVIOR

Being Charged

① Insert USB, the blue light will be on for 5 seconds, and the red light will be on for a long time;
② When fully charged, the blue light turns on and turns off after 5 seconds;
③ When charging, the red light stays on.

Not being charged (Open / Close the top cover of the charging case or press the function button)

① The battery power is 70% - 100%, and the red light flashes once;
② The battery power is 30% - 70%, and the red light flashes twice;
③ The battery power is 1% - 30%, and the red light flashes 3 times;
④ The charging box is low (does not charge the earbuds), and the red light flashes 3 times.

SPECIFICATIONS

Model:	ZEN II
Bluetooth chip:	QCC5141
Bluetooth version:	BT 5.2
Speaker size:	Φ 10mm 32Ω±15% 100±2 dB@1KHz
Audio codec support:	SBC、Aptx Adaptive
Frequency response range:	20Hz—20KHz
Connections:	Type-C
Support mode:	HSP1.2/HFP1.7/A2DP1.3/AVRCP1.6
Bluetooth frequency:	2400-2483.5MHz
Battery Specification:	rechargeable polymer lithium ion battery (single earbud: 3.7V, 85mAh; charging box: 3.7V, 500mAh)
Play time:	earbuds are fully charged about 7.5 hours (ambient sound on); When the charging box is fully charged, the earbuds can be charged twice. Total endurance of 23 hours
Water resistance rating:	IPX4(for earbuds only)
Weight:	4.2g (single earbud),42g (both earbuds and case)

FREQUENTLY ASKED QUESTION

1. Does the earbud not turn on?
Answer:
① check whether the earbud has no power, and charge the earbud in time.

2. Is the earbud signal unstable?
Answer:
① restart the earbud (put it back into the charging box and pick it up again).
② Check the compatibility and call quality of the mobile phone.
③ Confirm whether the connected device is too far away from the earbud or there is interference in the surrounding environment.
④ Do not stay in the environment of signal interference reflection.

3. Why is the single / dual earbuds suddenly silent during use?
Answer:
① the Bluetooth switch of the mobile phone is touched by mistake and the Bluetooth of the mobile phone is turned off.
② Due to the particularity of Bluetooth earbuds, your area is in the environment with strong electromagnetic interference, and it will be silent.
③ Whether the earbud is set to mute mode.

4. What if there is an electric current sound in the ear?
Answer:
① if the current sound is obvious, please confirm whether it is caused by environmental interference. It is suggested to use or close the WiFi equipment at another place to reduce interference.
② Please try to put the earbud back into the charging box, close the box cover for 5 seconds, open the box cover and reconnect with the phone to confirm whether the current sound disappears or attenuates. Or after hard reset and restart, connect the mobile phone to confirm whether the current sound disappears or attenuates.

THANK YOU

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③ If there is a slight bottom noise current sound, it is mainly caused by the interference of wireless signals (such as Bluetooth, WiFi and GPS) in the environment during Bluetooth communication.

5. What is the difference between the left and right earbud?
Answer:
① there may be problems with the sound source itself. Try to switch to other sound sources.
② The earbud accidentally enters water, and the water drops gather on the surface of the horn diaphragm, which may cause the sound to become small. In this case, please place the earbud for a period of time in a ventilated and sufficient sunshine environment to fully remove the water in the earbud.
③ If the sound outlet of the earbud head is blocked by dirt, the sound will be reduced. In this case, please remove the dirt.
④ Try to replace the ear tips. The size of the ear tips will also affect the sound perception.

6. Is there a noise in the earbud when answering the phone?
Answer:
① the Bluetooth connection of the earbud is unstable and there is interference from other Bluetooth devices, Try to clear other paired devices.
② When the earbud is far away from the mobile phone, or when there is a shield between the earbud and the mobile phone, the Bluetooth communication quality will be poor and noise may be generated. Move the mobile phone close to the earbud and remove the shield.
③ The environmental electromagnetic interference is large, which affects the communication between the earbud and the mobile phone, and may cause the noise of the call.

7. What if the earbud cannot be charged?
Answer:
① the earbud and charging box have not been used for a long time, resulting in the power consumption.
② The contact of earbud or charging box is dirty, resulting in poor contact.
③ The charging cable or charging connector is damaged and cannot be charged.
④ The earbud charging function fails.

8. Is the earbud voice recognition not sensitive?
Answer:
① accent and pronunciation affect the recognition rate.
② The noise of the surrounding environment affects the recognition rate.
③ Speak too fast or too slowly.
④ The earbud is not properly worn and does not fit the ear well.

REGULATORY INFORMATION

Before using and operating the device, read and follow the precautions below to ensure that the equipment performs optimally and avoids dangerous or illegal conditions.

1. Do not use this device in dusty, humid, dirty environment or places near magnetic field to avoid malfunction of the internal circuit of the device.
2. When you listen to music or calls with earbuds, it is recommended to use the minimum volume to avoid hearing damage. Prolonged exposure to high volume might result in permanent hearing damage.
3. Exposure to high volume while driving may distract attention and cause an accident.
4. Do not pack, seal or cover the equipment with towels and other articles, do not use the equipment in closed environment such as boxes and cases.
5. Keep the device away from heat sources or bare fire like heaters, microwave ovens, stoves, water heaters,candles or any place with high temperature conditions.
6. Do not use an external heating appliance such as a hair dryer or microwave to dry the device.
7. Do not subject the equipment and its accessories to strong impact or vibration to avoid damaging the equipment and its accessories, resulting in battery explosion or equipment failure.
8. Wipe the device with a clean, dry, soft cloth. Do Not use the device before cleaning and maintenance.
9. Please use the device in 5°C~35°C, and deposit the device and its accessories in 5°C~35°C. When the environmental temperature is too high or too low, it may cause device to stop working. When the temperature is lower than 5°C, the performance of the battery will be limited.
10. Keep the device and its accessories in a ventilated and cool environment without exposing it to direct sunlight.
11. This device is not a toy and children should use this device under adult supervision. This device and its accessories may
15. In medical and health care facilities where the use of wireless devices is prohibited, comply with the regulations of such facilities and turn off the device.
16. Radio waves generated by devices may affect the normal operation of implantable medical devices or personal medical devices, such as pacemakers,cochlear implants, hearing aids, etc. If you use any of these medical devices, consult their manufacturer about the use restrictions of the device.
17. Keep the device at least 15cm away from the implanted medical device such as pacemaker, cochlear implants etc.
18. Use of unauthorized or incompatible power supplies, chargers or batteries may cause fire,explosion or other hazards.

FCC STATEMENT :

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.
Warning: 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.

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

INFORMATIONAL NOTE FOR CUSTOMERS IN CAN. ONLY:

- English: "
This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:
(1) this device may not cause interference, and
(2) this device must accept any interference, including interference thatmay cause undesired operation of the device."

- French:"
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) l'appareil nedoit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement."

Warning: 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 IC 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.

IC Radiation Exposure Statement:
This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. The device can be used in portable exposure condition without restriction.

MODEL:ZEN II
ICID:10274A-1359
FCC ID:2AN4G-GS1359
INPUT:DC5V/500mA
CAPACITY:3.7V/500mAh/1.85Wh
Shenzhen Grandsun Electronic Co.Ltd

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Made in China.

Qualcomm aptX Adaptive

NFORMATIONAL NOTE FOR CUSTOMERS IN EU ONLY:

This device has been manufactured by or on behalf of SHENZHEN GRANDSUN ELECTRONIC CO., LTD. Hereby, SHENZHEN GRANDSUN ELECTRONIC CO., LTD.
Declares that this device is in compliance with Directive 2014/53/EU This symbol on the device, the battery or on the packaging indicates that the device and the battery shall not be treated as household waste. By ensuring these devices and batteries are disposed of correctly, you will help prevent potentially negative consequences for the environment and case of devices that for safety, performance or data integrity reasons require a permanent connection with an incorporated battery, this battery should be replaced by qualified service staff only. To ensure that the battery and the electrical and electronic device will be treated properly, hand over these devices at end-of-life to the applicable collection point for the recycling of electrical and electronic device. Hand the battery over to the applicable collection point for the recycling of waste batteries. For more detailed information about recycling of this device or battery, please contact your local Civic Office, your household waste disposal service or the dealer. This symbol is only valid in the European Union.

233621 WARRANTY

1. The device is guaranteed for 12 months from the date of purchase. Repair and maintenance service are free during period.
2. The warranty limitation:
a, Man-made damage.
b, Beyond the Warranty period.
c, Accessories damage due to improper use and maintenance.
d, Disassemble the device without manufacturer authority.
3. Service Information
233621 Website: www.thenumberbrand.com

WARNING!

To guarantee your personal safety, please ensure that these earbuds are not worn or kept in the immediate vicinity (close than 15 cm) of a pacemaker.
· Do not insert jack plug into electric sockets.
· Supervise children when using the device, the product is not a toy.
· Earbuds listening at high volume levels particularly over extended periods of time may damage your hearing.

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