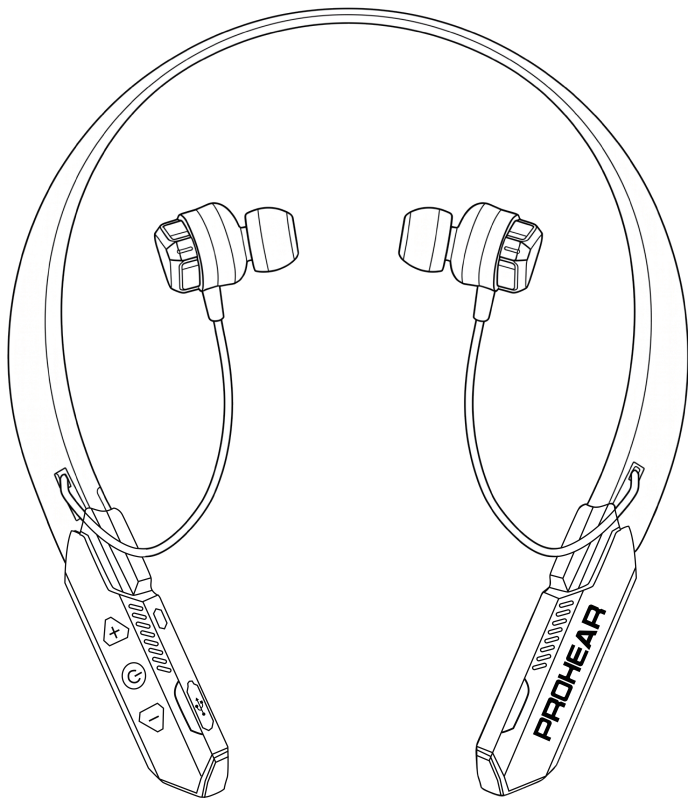


PROHEAR



EP13

USER MANUAL
Neckband Bluetooth Headphones

Package Contents

- 1 × PROHEAR Neckband Electronic Earplugs
- 3 pairs each of silicone and foam ear tips (S/M/L)
- 1 × USB-C Charging Cable
- 1 × User Manual

Warnings & Product Notes

Warning

Do not disassemble, pierce, crush, heat, or dispose of the battery in fire.

Do not use the product if the battery is severely swollen or has been soaked in water.

Product Note

Operating Temperature Range: -20°C to 50°C

Storage Temperature Range: -20°C to 50°C

Charging Temperature Range: 0°C to 50°C

Quick Start Guide

Power On/Off

On: Press MFB 2 sec → tone “dong-ding”

Off: Press MFB 5 sec → tone “ah-dong”

Tip: If no device connects within 2 minutes after powering on, the earbuds will shut off automatically to save battery.

Pairing (first time or new device)

With earbuds off, press MFB 2 sec to turn on – they automatically enter pairing mode (LED flashes purple & orange).

On your phone, find “EP13” and tap to connect.

You'll hear “dong-dong-dong” when paired.

Reconnect

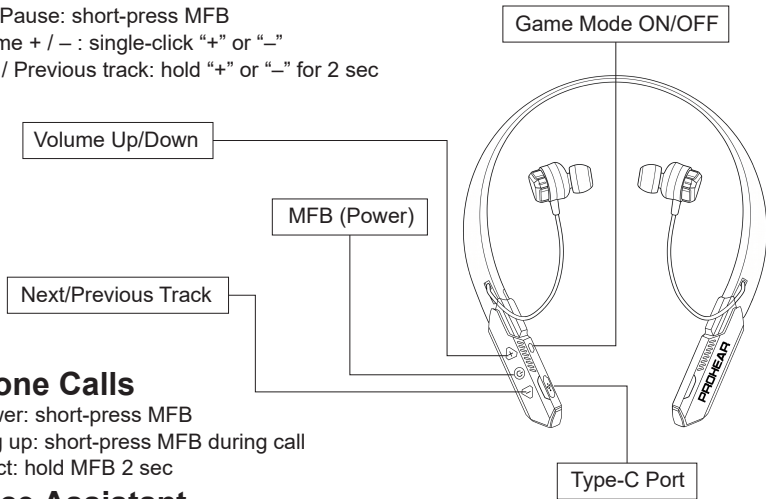
Just turn on the earbuds – they'll auto-reconnect to your last device within 1–5 sec.

Music Controls

Play/Pause: short-press MFB

Volume + / – : single-click “+” or “–”

Next / Previous track: hold “+” or “–” for 2 sec



Phone Calls

Answer: short-press MFB

Hang up: short-press MFB during call

Reject: hold MFB 2 sec

Voice Assistant

Double-press MFB quickly to wake Siri/Google.

Game Mode (low latency)

Short-press the side button – hear “We fight” (breathing purple light, low latency on).

Short-press again – hear “Game Over” (returns to normal mode).

Charging

Orange solid = charging; Purple solid = fully charged.

Low battery: beep once per minute, orange double-flash.

Reset (if connection fails)

Hold “+” and “–” together for 3 sec – you'll hear a tone, and LED flashes purple/orange. Then re-pair.

How to Get the Best Fit & Noise Isolation

Your earbuds come with two types of ear tips – silicone (S/M/L) and memory foam.

Choose the one that feels best for you. Each type has its own way to wear.

For Silicone Tips:

1. Pick the size that fits snugly in your ear – not too loose, not too tight.
2. With one hand, gently pull your earlobe up and back to straighten your ear canal.
3. With the other hand, insert the earbud and twist it slightly forward as you push.
4. Push until the earbud body sits flush against your ear. You should feel a light suction – that means you've got a good seal.

Quick check: If it feels loose or falls out, try a larger size. If it hurts, size down.

For Memory Foam Tips:

1. Pinch the foam tip firmly between your fingers until it's compressed and narrow.
2. While keeping it pinched, quickly insert the earbud into your ear canal.
3. Hold the earbud in place for about 3–10 seconds – you'll feel the foam slowly expand and fill your ear.
4. Release your grip once the foam has fully expanded. You'll get a secure, noise-blocking seal that stays comfortable for hours.

Important: Don't let go too early – the foam needs those few seconds to expand properly. If you release too soon, you won't get a good seal.

PROHEAR EP13 FCC STATEMENT BT NOTE

FCCID:2AYWU-EP13

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 and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radiocommunications. 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.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

WARRANTY

One year warranty, effective from the date of purchase. Warranty automatically activated.

WARRANTY INVALIDATION CONDITIONS:

This warranty shall be void in case of any of the following circumstances:

- 1.The unit has been tampered with or pierced.
- 2.The device has been submerged in water or other liquids, exposed to excessive dirt or dust accumulation, or subjected to physical abuse in any form.

Adherence to these warranty limitations is essential to maintain the validity of your warranty coverage.

Contact Us: support@proheartac.com

Please adhere to these warnings to ensure safe and proper use of your electronic earplugs.