

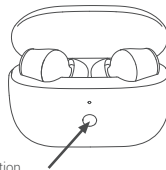
# 233621

# HERO

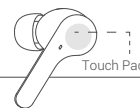
## QUICK USE GUIDE

### BLUETOOTH PAIRING

When the earbuds are in the charging case and the cover is opened, Press the "Function Button" and hold for more than 2 seconds, until the green light flashes and release it, At this time, the earbuds enters the pairing mode, turn on the Bluetooth of the device, find " 233621 HERO " on the Bluetooth list to complete the connection.



### TOUCH FUNCTION



(Control L & R is same)	
Functions	Actions
Play/Pause	Press once
Next Track	Quickly and continuously press twice
Previous Track	Quickly and continuously press three times
Noise cancellation/ Ambient/normal Modes	press and hold for 2 seconds
Pick up call	Quickly and continuously press twice
Hang up call	Quickly and continuously press twice
Reject a call	press and hold for 2 seconds
Enter/Exit Game Mode	Quickly and continuously press four times

### CHARGING CASE LED INDICATOR

1. Fully charged, the light is off
2. Charging:  
the power of the charging case is less than 30%: red light; the power of the charging case is 30%-70%: yellow light; the power of the charging case is more than 70%: green light
3. When the charging case is not charged  
Press the charging case button, open the charging case, close the charging case, put the earbuds into the charging case, and the charging case battery indicates that the charging case battery is too low to charge the earbuds: The red light flashes 10 times  
the power of the charging case is less than 30%:  
the red light is on for 3s;  
the power of the charging case is 30%-70% :  
the yellow light is on for 3s  
the power of the charging case is more than 70%:  
the green light is on for 3s

### RESTORE FACTORY SETTINGS

When the earbuds are in the charging case and the cover is opened, Press the " Function Button " and hold for more than 10 seconds, until the red and green light on the charging box flash alternately and release it, at this time, the paired device list of the earbuds will be cleared, and the connected devices need to be reconnected before they can be used.

### SPECIFICATIONS

Product Model:	HERO
Bluetooth Version:	5.2
Audio Support:	SBC/AAC
Connection distance:	15 m
Impedance:	32 Ω
Frequency Response:	20-20000 HZ
Active hybrid noise Cancel:	Double mic Hybrid ANC
Call Noise Reduction:	3 mic call noise reduction
Earbuds Weight:	4.35 g
Battery Capacity of Earbuds:	45 mAh
Battery Capacity of Charging Case:	500 mAh
Earbuds Charging Time:	1.5 hours
Charging Case Time:	2 hours
Play Time:	6 hours
Total Play Time:	24 hours
Charging Input:	5 V---0.5 A

### 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.

- 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.

# THANK YOU

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 contain small parts that should keep away from children. Children may inadvertently damage the device and its accessories, or swallow small parts resulting in suffocation or other hazards.
12. The device is equipped with non-removable built-in rechargeable battery. Do Not replace the battery by yourself. The battery can only be replaced by authorized service center.
13. Do not disassemble or modify the device and accessories without permission, otherwise the device and accessories will not be covered under warranty, please contact the authorized service center when the device malfunction is detected.
14. Do not dispose this device and its accessories as ordinary household waste. Comply with the local laws and regulations dealing with this device and its accessories and support recycling.
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.

The product is too small to place complete label information, so the label is placed in the user manual.

IC:10276A-HERO FCC ID: 2AN4C-HERO

## 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 that may cause undesired operation of the device."

- French:\*

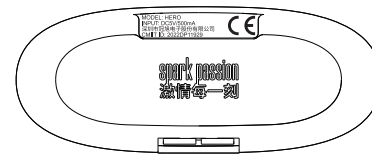
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit 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."

## 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.

L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF. L'appareil peut être utilisé sans restriction dans des conditions d'exposition portables.




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Made in China.



## INFORMATIONAL 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.