

# User Manual

GW20 True Wireless Earbuds

## Customer Service

✉ Email: support@comfom.net

🌐 Web: [www.comfom.net](http://www.comfom.net)

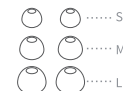
## Packing List



Earbud x2



Charging Case x1



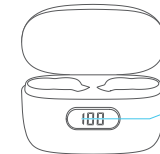
Ear Tips x3



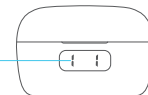
USB-C Charging Cable x1

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## Product Overview



Charging Case Power Display



Earbud Charging Indicator

USB-C Charging Port

Wireless Charging Area



Touch Sensor Area

Earphone LED Light



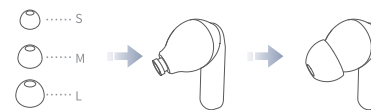
Built-in Mic

Built-in Mic/Charging Point

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## Wearing

1-Choose the suitable eartips.



2-Wear it and adjust to a comfortable position.



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## Battery Power Display

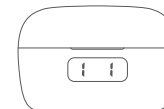
### Power Indicator of Charging Case

When charging, the digital display will show the Real-time power of the charging case from "0" to "100"; When fully charged, it will be "100" all the time until the power supply is cut off.



### Charging Status of Earphones

Put the earbuds back into the charging case and close the lid, the corresponding position will show the number "1" for ten seconds and then show the remaining power of the case. The digital light won't turn off until the earbuds are fully charged.



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## Wireless Charging Supported

Upright the charging case on a wireless charger(not included) to get charge.

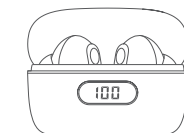


• We recommend you use a wireless charging pad with a Qi certificate.

## Power On/Off

### Automatically Power On/Off

The earbuds will auto power on when you open the charging case lid; they will auto power off when you put them back into the case and close the lid.



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## Manually Power On

• Touch & hold both earbuds for 3s, the earbuds' lights will flash Blue for 3s and then power on.



## Manually Power Off

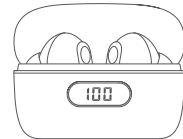
• Touch & hold either earbud for 5s, both will flash Red light and then power off. (In non-play mode)



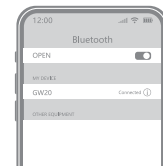
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## Bluetooth Connection

- Both earbuds will automatically power on and enter a pairing model when you open the charging case lid.



- Activate the Bluetooth setting on your phone, then search "GW20" to connect. (You will hear a prompt sound "connected" if you wear the earphones.)



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## Single Model

- When on dual mode, put one earbud into the charging case and close the lid.
- Only take one earbud out of the charging case and connect it.



## Other Instructions

- The earbuds will automatically re-connect the last paired device once they power on.
- The earbuds will automatically power off without any connections within 5 mins.
- When change the new device to connect, please turn off the Bluetooth of the last paired device and then the earbuds will be available for pairing.

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## Factory restore setting

### When should I reset?

When only one side play music.

When you can't use the two earbuds together.

When both earbuds fail to pair with each other or occur connection related issues.

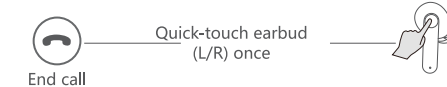
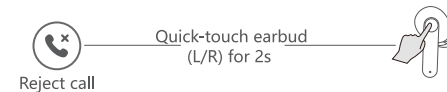
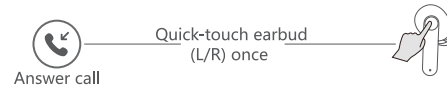
### How to reset?

- Take both earbuds out of the charging case and disconnect GW20's Bluetooth connection.
- Touch and hold Touch Sensor Area of both earphones for about 8s until you hear the prompt sound "du".
- Click "GW20" in your device and choose "Forget Device".
- Take them into the case, close the lid, and then take out them again, you will find "GW20" and connect it.

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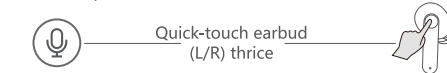
## Touch Control Functions

### Incoming call



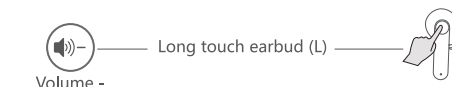
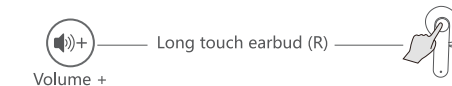
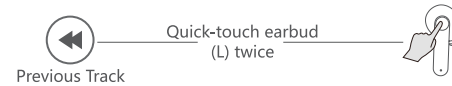
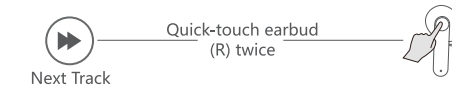
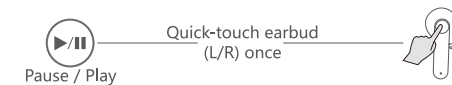
### Voice Assistant

- Another quick-touch earbud (L/R) thrice to withdraw it.



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## Music mode



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## Specification

- Model Name: GW20
- Bluetooth Version: V5.1
- Music Time: 5-6H
- Charging Port: USB-C
- Charging Time: about 2H
- Battery of Each Earbud: 40mAh
- Battery of Charging Case: 380mAh
- Support: A2DP/HFP/HSP/AVRCP

## Safety Precautions

The earphones have excellent quality, in order to extend lifespan, please refer to the instructions below:

- Please fully charge both earbuds and charging case when first-time use.
- Please charge the earphones when earbuds emit the prompt sound: "battery low".
- Please do not expose the product to fire, high temperature, direct sunlight, etc.
- Please prevent the device from being stricken, dropped, warped, soaked, disassembled or modified etc.

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## FAQ

**Q:** Why does the music cut in and out sometimes?

**A:** 1-Please make sure there is no obstacle between the earphones and your device.  
2-Please make sure there is no Microwave oven/WiFi transmitter around you, which are more likely to produce electromagnetic interference and result in signal interruption.

**Q:** What should I do if the earphones stop charging?

**A:** 1-Please make sure the earbuds and charging case are clean & dry before charging.  
2-Please make sure the headphones battery was run out if sometimes it can't be charged properly.

**Q:** How to contact us?

**A:** If there is any issue with your GW20, please don't hesitate to contact us, we will reply within 24 hours and solve your problem 100%.

✉ Email: [support@comfom.net](mailto:support@comfom.net)

🌐 Web: [www.comfom.net](http://www.comfom.net)

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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