



# ACUITY SERENA

by Hear+Hi



Best Active Noise Cancelling  
Wireless Buds

User manual

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Acuity Serena Model: AC08  
TWS Charging Case  
Designed in California  
Input: 5V 0.5A  
Battery: 800mAh

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RoHS



Made In China

Declaration of Conformity can be found in  
<https://Serenaearbuds.com>

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## Safety

- Do not allow anyone else to use this product without your permission. Always use appropriate volume levels to avoid damage to your hearing.
- Ringing in the ears may indicate that the sound levels are too high;
- If you experience discomfort or ringing in your ears, immediately stop using the headset and consult a physician; and
- This package contains small parts that may be hazardous to children and should be kept out of reach from children.
- This product is not a toy – never allow children to play with this product.
- Always store the product out of reach from children. The bags themselves or the many small parts they contain may cause choking if ingested.

## 1. Welcome

Thank you for using the Acuity Serena by Hear+Hi.

We hope you will enjoy it!

Acuity Serena features:

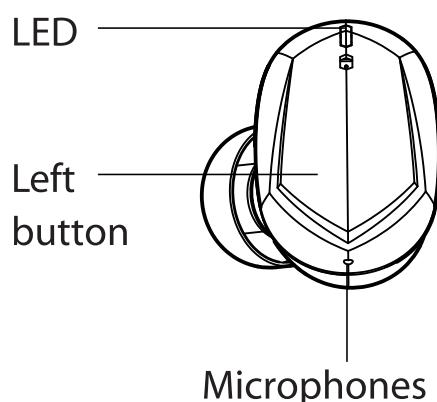
- Super Active Noise Cancellation.
- Noise and Echo suppression for Speech.
- 5 hour battery life.
- Affordable and durable
- Small and Comfortable fit.
- Most Advanced Bluetooth 5.0 DUAL Mode.
- Noise cancellation 20dB better than Big-name brands.

## 2. Acuity Serena Overview

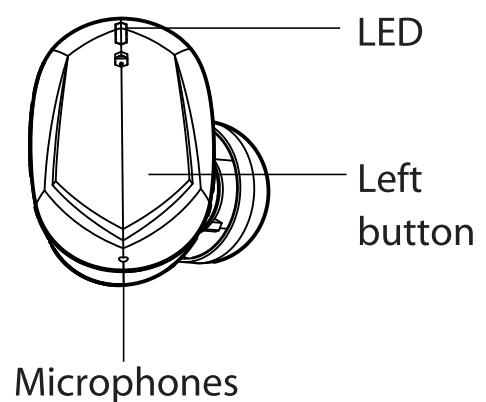
### 2.1 Included accessories

#### Serena earbuds

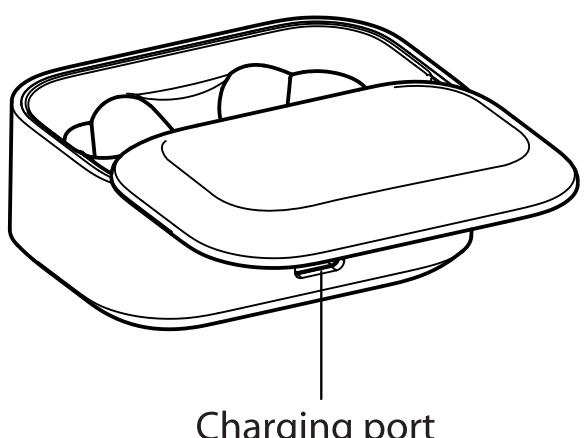
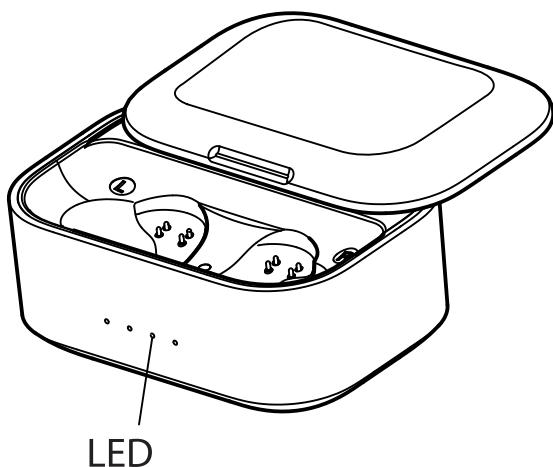
##### LEFT EARBUD



##### RIGHT EARBUD



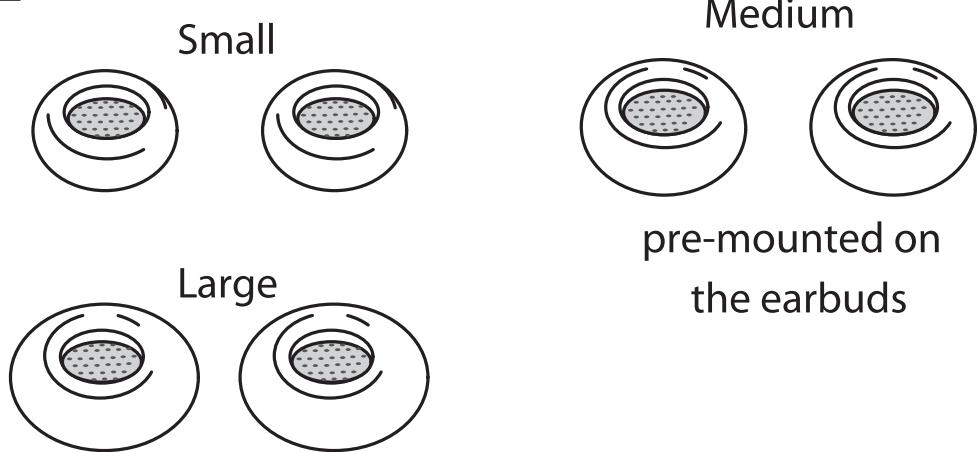
#### Charging case



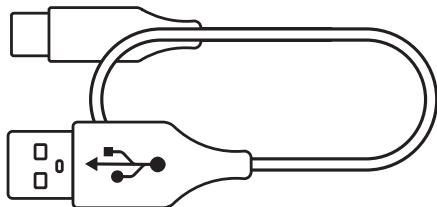
## Continue Acuity Serena Overview

### 2.2 Included accessories

#### Eartips

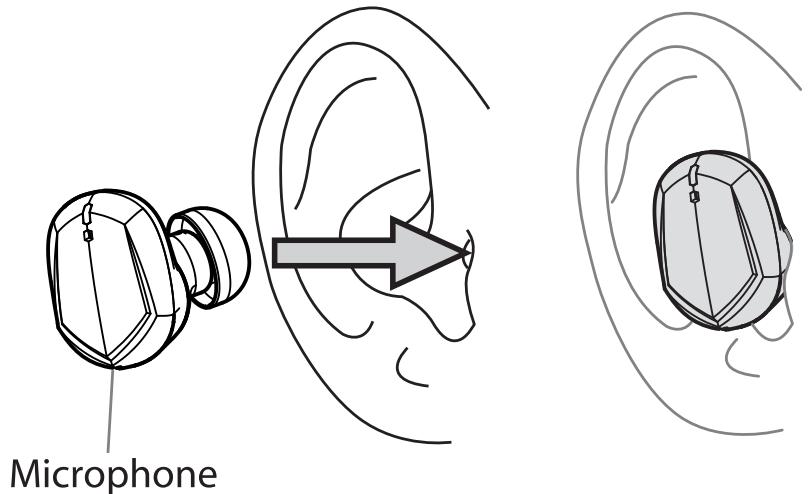


#### USB-A to USB-C charging cable



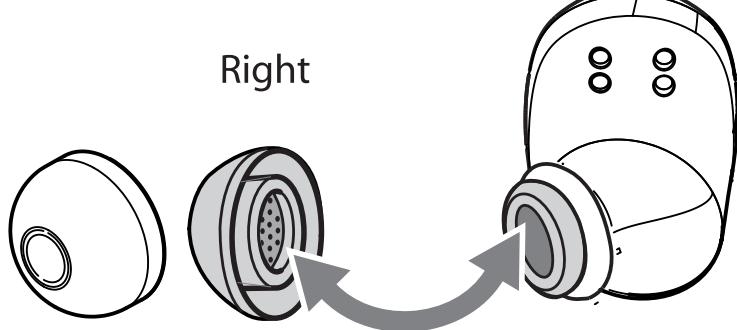
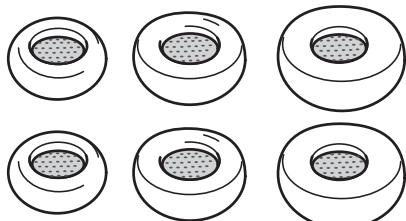
### 3. How to wear

Insert each earbuds into your ear and ensure the microphones are pointed towards your mouth.



#### 3.1 Changing Eartips

For the optimal audio and ANC experience, it is recommended to try each of the different Eartips sizes. The fit should feel light and comfortable in your ear. The medium Eartips are pre-mounted on the earbuds.



When attaching a new Eartip, ensure the oval mounting tip on the earbud is aligned with the oval attachment on the Eartips.

Press the Eartips firmly onto the ear.

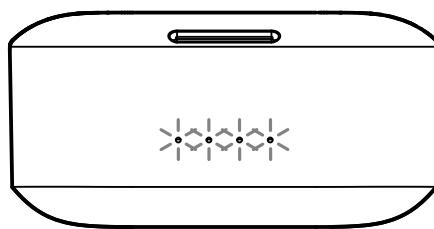
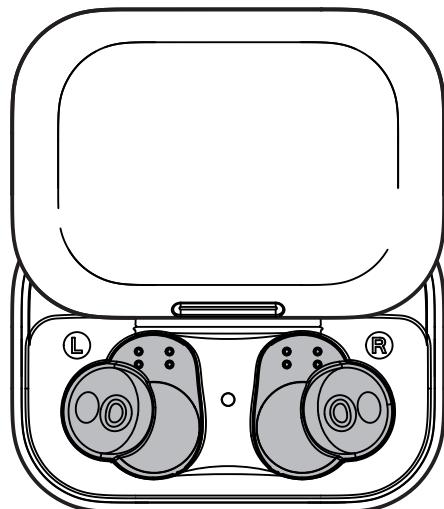
## 4. How to charge

Get up to 5 hours on a single charge with ANC. Total charge of up to 40 hours with the charging case.

### 4.1 Charging the earbuds

Place the earbuds in the charging case and close the lid. It takes up to 2.5 hours to fully recharge the earbuds.

When the charging case is opened, the LEDs on the earbuds will light up red. LED light dims when battery is fully charge.



### 4.2 Low Power Shut Off

When the battery voltage detected less than 3.4V. When the battery voltage is below 3.2V. The earbuds will turn off.

### 4.3 Battery level

Battery status is indicated next to Bluetooth Status on the connected phone.

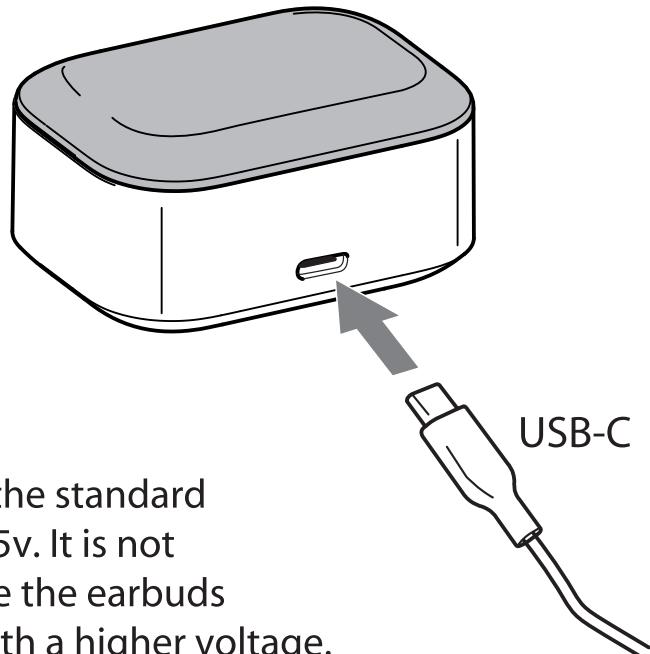
## continue How to charge

### 4.4 Fast charge the earbuds

When the earbuds are at low battery, placing them in the charging case for 15 min. will fast charge the earbuds and give up to 60 minutes of battery. Fast charging the earbuds requires that the charging case has a minimum of 30% battery.

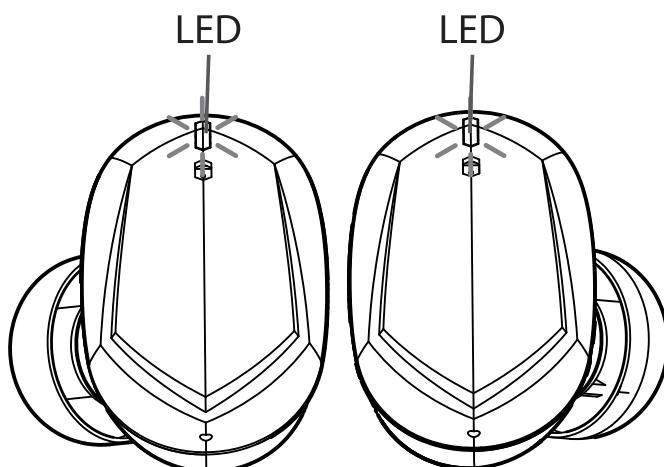
### 4.5 Charging the Case using USB

Plug the supplied USB-A to USB-C charging cable into the charging case and a USB-A power supply or certified wall charger. It takes up to 2 hours (5V, 0.5A) to fully charge the earbuds and the charging case.



The charging case uses the standard USB voltage of 5v +- 0.25v. It is not recommended to charge the earbuds using a power supply with a higher voltage.

## 5. What the LEDs mean

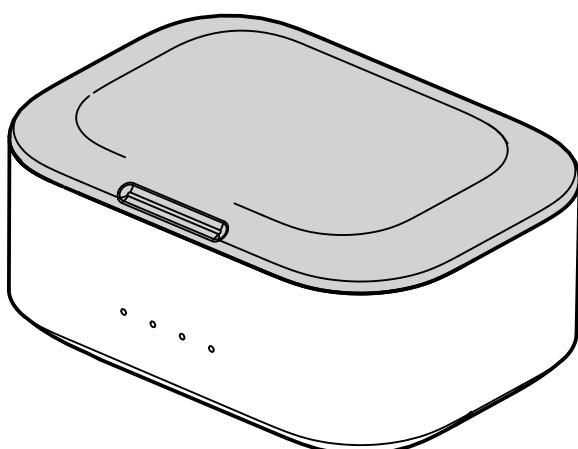


### Earbuds Status

- OFF (Red LED flashes 1 time and then off).
- ON (Blue LED flashes every 1 second).
- Factory reset Success (Purple LED blinks)
- Charging RED LED lights up.
- Full Charged RED LED Dims.

Pairing mode: Left earbuds Blue LED flashes

Pairing Success: Left earbud Blue LED goes dark

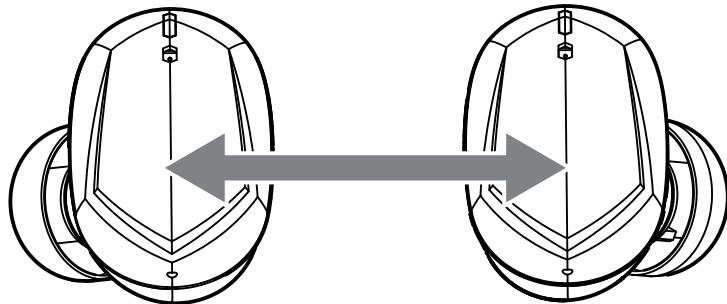


○ ○ ○ ○

Charging case has 4 White LEDs flashing indicating charging activity. When charging reaches 100%, all 4 LED lit up and Stop flashing.

## 6. How to pair

### 6.1 Left/ Right Mutually connects



The Earbuds came from factory ready to pair. Make sure the earbuds is fully charged for 2 hours before pairing it for the first time.

Remove earbuds from case, Go to your Smartphone settings and enable Bluetooth pairing. Look for "H+H Serena" and establish the pairing following your phone's direction.

- a. During peer pairing mode, Left LED alternates in Red + Blue.  
Right earbuds LED blinks Blue every 5 seconds.
- b. When Peer-pairing is successful, BOTH earbuds LED blinks Blue every 5 seconds.

## continue How to pair

### 6.2 Peer - Connected

Power on the earbuds by removing them from the charging case.

Left earbud LED blinks Blue indicating awaiting pairing with device.

> Once pairing with phone is successful, LED blinks Blue every 5 seconds.

### 6.3 Master/ Slave switching

1.) Pair Earbuds with phone, then place other earbuds to case.

2.) Then remove any single earbud it become Master.

Insert Master in Case, and remove the slave Earbuds,  
Slave will resume connection with phone.

### 6.4 Disconnect from pairing

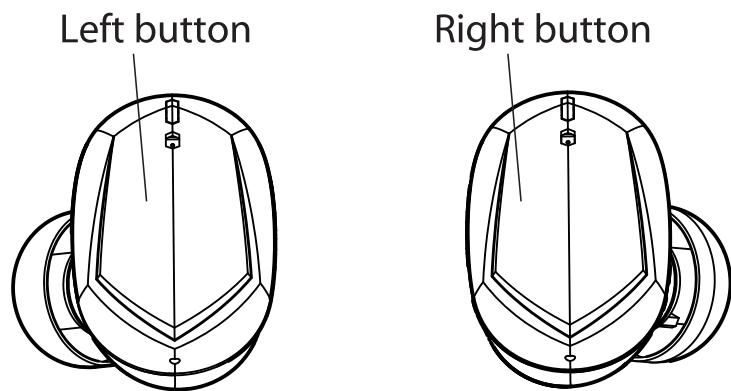
1. Place earbud in charging case.

> It will disconnect from the phone. Serena enters pairing mode and can be paired with new device nearby.

> If the Link loss is less than 5 minutes, Earbuds reconnects with the phone. If it exceeds 5 minutes, Earbuds will turn off.

## 7. How to use

### 7.1 Powering the Earbuds ON/ OFF



To turn ON the Serena Earbuds, remove from the case.

If not inside the case, press buttons for 5 seconds.

> Blue LED flash 1 sec.

> Power ON.

To turn OFF Serena Earbuds, place it inside the case.

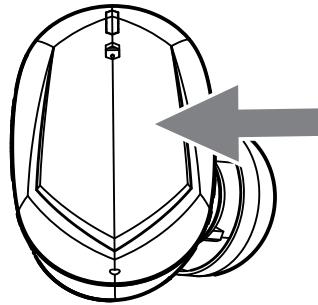
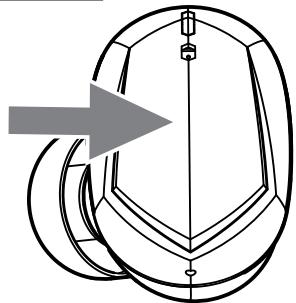
If not putting inside the case, Press button for 5 seconds.

> Red LED flash 1 sec.

> Power OFF.

## continue How to use

### 7.2 Music controls

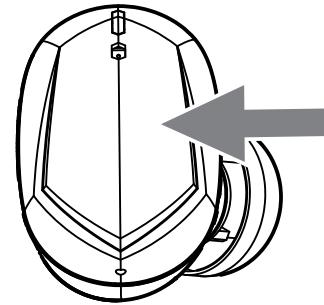
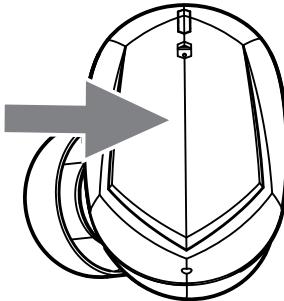


| Left earbud                    | Function                        | Right earbud                |
|--------------------------------|---------------------------------|-----------------------------|
|                                | Play/pause music                | Tap switch twice            |
|                                | Volume up                       | Tap right button once       |
| Tap left button once           | Volume down                     |                             |
|                                | Next track                      | Press right button 1 second |
| Press left button for 1 second | Restart track or previous track |                             |

- > Beeps when reaching maximum volume.
- > LED dims on every functions.

## continue How to use

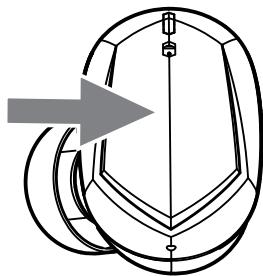
### 7.3 Call controls



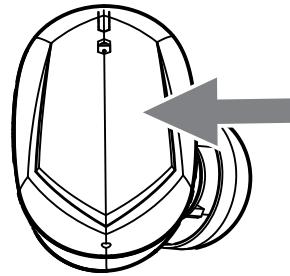
| Left earbud                      | Function               | Right earbud                     |
|----------------------------------|------------------------|----------------------------------|
| Tap left or right twice          | Answer call            | Tap left or right twice          |
| Press left or right for 1 second | End/Reject call        | Press left or right 1 for second |
| Press left or right 2 for second | Mute/unmute microphone | Press left or right 2 for second |
|                                  | Volume up              | Tap right button once            |
| Tap leftt button once            | Volume down            |                                  |
| Tap left or right button twice   | Hang-up call           | Tap left or right button twice   |

## continue How to use

### 7.4 ANC, HearThrough and Voice assistant controls



Left earbud



Function

Right earbud

Tap left or right button 4 times.

Activate Voice assistant (Siri, Google Assistant)

Tap left or right button 4 times.

## continue How to use

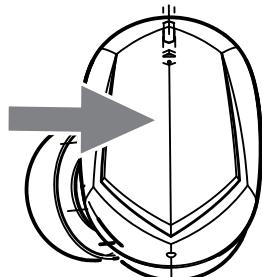
### 7.5 Advanced ANC

Advanced Active Noise Cancellation (ANC) counters noise by detecting and analyzing the pattern of incoming sound, and then generating an anti-noise signal to cancel noise out. As a result, you experience a reduced level of surrounding noise during music and calls.

Regular ANC Mode: Offers 25dB of Noise reduction.

Super ANC Mode: Offers 45dB of Noise reduction.

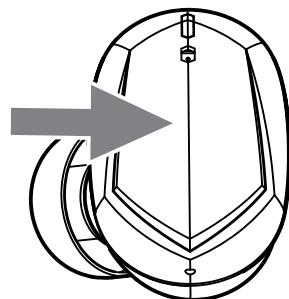
Left button      ANC



3Tap on left button cycles through ANC modes:  
ANC (25dB) > On/ ANC > Off/ HearThrough >  
SuperANC ON

### 7.6 HearThrough

HearThrough lets you pay attention to your surroundings and engage in conversation, when not on a call, without needing to remove the earbuds. The microphones pick up surrounding sounds and transmit them to the speakers.



## continue How to use

### 7.7 Mono earbud use

Either earbud can be used individually for mono music playback or for calls. When used as a mono earbud, the earbud retains its current button functionality.

To use the either earbud as a mono earbud, place it in your ear and place the other earbud in the charging case. You may need to tap the button on the earbud to activate mono earbud use.

The use of Mono restricted the other earbud's function.

Relevant functions on the other Earbud is off when it is on the case.

### 7.8 Sleep mode

To conserve battery, the earbuds will automatically power off when they are out of range of your mobile device for more than 5 minutes and are not in the charging case, or when they have been inactive for more than 5 minutes.

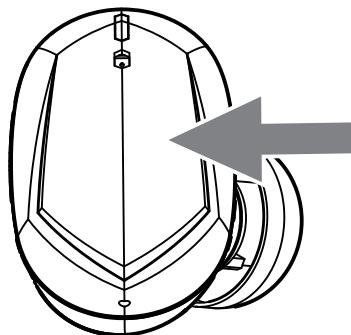
To power the earbuds on, press the buttons for 5 seconds.

## continue How to use

### 7.9 Voice assistant

Right button

Voice assistant



Activate  
Siri, Google  
Assistant

Tap any button 4 times

### 7.10 Reset the earbuds

Resetting the earbuds clears the list of paired devices and resets all settings.

1. Return the Earbuds to the case.
2. Press RES button in the case for 5 seconds.
3. Close the lid of the charging case to complete the reset.  
---> LED flashes purple.

The earbuds will need to be re-paired to your mobile device.

Remember to delete/forget the pairing in the Bluetooth menu on your mobile device.

## 8. Support

### 8.1 FAQ

View the FAQs on [Serenaearbuds.com](http://Serenaearbuds.com)

### 8.2 How to care for your earbuds

Always store the earbuds in the charging case and safely protected.

- To prevent the depletion of the battery lifetime or capacity, avoid storing the earbuds in hot or cold environments, such as a closed car in summer, or in winter conditions.
- It is recommended to store the earbuds between -20°C and 45°C (-4°F and 113°F).
- Do not store the earbuds for extended periods of time without recharging them (max. three months).
- If the earbuds or the charging case become dirty, it is recommended to clean them with a soft, lint-free cloth that has been dampened with clean water.
- The charging case uses the standard USB voltage of 5v +- 0.25v. It is not recommended to charge the earbuds using a power supply with a higher voltage.

## 9. Maintenance

- It is strictly prohibited to disassemble, modify or repair these Earbuds.
- Clean your ears and the unit before each use to prevent clogging and to ensure optimum quality.
- Use a cleaning brush or soft cloth to clean the all parts of the Earbuds.
- Keep your Earbuds dry and clean. Humidity, earwax, water in the ear, etc. will affect the service life and performance of the device.
- Charge the Earbuds in the Charging Case on a weekly basis if not in use for an extended period of time.
- Avoid direct sunlight; store in a dry, safe place.
- Avoid excessive high and low temperatures.
- Do not discharge battery completely before recharging, as this may reduce battery life.

## 10. Warranty

**ONE YEAR LIMITED WARRANTY** For a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser ("Warranty Period), Hear+Hi warrants (1) this product against defects in materials and workmanship, and (ii) that each Product unmodified and under normal use and conditions, will substantially comply with Hear+Hi' applicable written technical documentation for the Product. Hear+Hi reserves the right to make substitutions and modifications from time to time in the specifications of Products sold by Hear+Hi, provided that such substitutions or modifications do not materially affect overall Product performance.

**WARRANTY COVERAGE** If a defect exists and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Hear+Hi will (1) repair the product at no charge, using new or refurbished replacement parts. (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. A replacement product/part assumes the remaining warranty of the original product or thirty (30) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Hear+Hi's property. When a refund is given, your product becomes Hear+Hi's property.

**OBTAINING WARRANTY SERVICE** If you purchased the product in the U.S., deliver the product, at your expense, to any Hear+Hi Service Center located in the U.S. If you purchased the product outside of the U.S., deliver the product to any Hear+Hi Authorized Importer in the country where you purchased the product.

## continue Warranty

Be aware, however, that not all countries have Hear+Hi Authorized Service Providers (NASP) and not all Authorized Service Providers outside the country of purchase have all parts or replacement units for the product. If the product cannot be repaired or replaced in the country it is in, it may need to be sent to a different country or returned to the country of purchase at your expense for repair or replacement. You can always deliver the product to Hear+Hi's U.S. main service center for obtaining warranty service.

**EXCLUSIONS AND LIMITATIONS** This Limited Warranty applies only to hardware products manufactured by or for Hear+Hi that can be identified by the 'Hear+Hi' trademark trade name, or logo affixed to them. The Limited Warranty does not apply to any non-Hear+Hi hardware products or any accessories, even if packaged or sold with Hear+Hi hardware. **THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. HEAR+HI SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.** IF HEAR+HI CANNOT LAWFULLY DISCLAIM IMPLIED WARRANTIES UNDER THIS LIMITED WARRANTY, ALL SUCH WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. No Hear+Hi reseller, agent or employee is authorized to make any modification, extension, or addition to this warranty. HEAR+HI IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY. HEAR+HI

FCC Caution:

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.