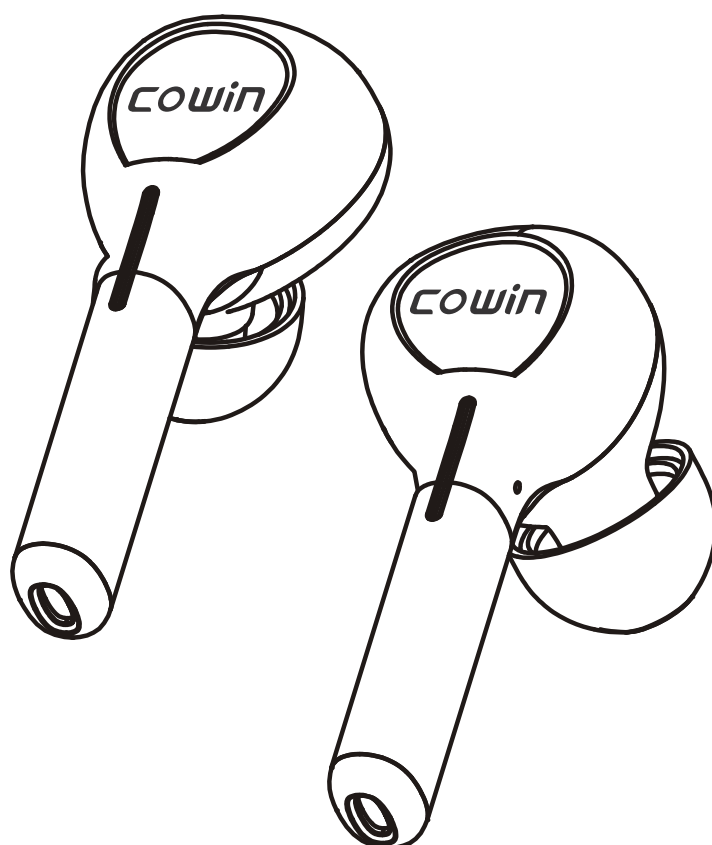




KY03

User Guide



● Important Safety Instructions

Please read carefully and keep all safety and usage instructions in a proper place.

1. Please read these instructions carefully.
2. Please keep this instruction manual in a proper place.
3. Please pay attention to all warnings.
4. Please follow all instructions described in this manual.
5. Do not use the product at a place where there is water or moisture.
6. Please wipe clean with a dry cloth.
7. Only use attachments/accessories specified by the manufacturer.
8. If you have any question or inquiry about maintenance, please consult with qualified personnel. If there is any damage to the product, please contact the related personnel for repairing, such as damaged power cord or plug, spillage of liquid or objects, exposure to moisture, or dampness, improper work or external causes such as from a collision.

● Warnings/Cautions

- Do not use the earbuds at a high volume for any extended period.
- To avoid hearing damage, use your earbuds at a comfortable, moderate volume level.
- Turn the volume down on your device before placing the earbuds in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do not use the earbuds while driving or you are unable to hear ambient sound, so as to avoid danger.
- Focus on your safety and that of others if you use the earbuds while engaging in any activity requiring your attention, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad and follow applicable laws regarding earbuds use, etc.
- Remove the earbuds or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.
- If you feel the earbuds generate heat or can't hear sound, please remove them immediately.
- Do not use the phone adapter to connect the earbuds and airplane seat sockets, so as to avoid injury or property damage caused by the overheating.
- Do not make unauthorized alterations to this product.
- Never attempt to disassemble or alter the product in any way.
- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- If the battery leaks, please do not contact with your skin or eyes. If contact occurs, please consult a doctor immediately.
- Do not expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).
- Wipe off sweat from the earbuds and the charging case before charging.
- IPX5 is not a permanent condition, and resistance might decrease as a result of normal wear.



Contains small parts which may be a choking hazard.
Not suitable for children under age 3.



This product contains magnetic material.
Consult your physician on whether this might affect your implantable medical device.

● Care and Maintenance

- Do not drop, squeeze, bend or use excessive force to the product.
- Do not place the product in a damp, cold, extreme environment or for a prolonged period of time. Excessively high or low temperature may cause a fire / explosion of the battery. Keep away from moisture condition, in order to prevent damage of the built-in circuits.
- Do not wipe the product with volatile, irritating liquids. The best way is to clean with a soft cloth or a professional leather cleaner.
- Do not disassemble the product by yourself. Otherwise, it may result in a short circuit, fire or electric shock. If you need to replace any part of the product resulting from normal wear and tear or cracking, etc., please contact the merchant.
- This product contains magnetic material. Keep the product away from magnetic sensitive products (such as credit cards and video screens) to prevent damage.

● Listening Safety



 **Danger**

To avoid harm your hearing, do not listen at high volume for a long time. Please adjust the volume to a safe range. If the earbuds volume is too high, the use time should be shortened.

● After-sales Service

This product is covered under warranty for a period of 18-month free maintenance and 30-day unconditional return policies, if you have any quality problems about the product.

E-mail: support@cowinaudio.com

Phone: +1(929)359-6668 (Mon-Fri 9:00 a.m. to 17:30 p.m. PST) Recommend

Website: <https://www.cowinaudio.com> (Support live chat)

Facebook: <https://www.facebook.com/cowinelectronics>

Instagram: <https://www.instagram.com/cowinaudio>

Youtube: <https://www.youtube.com/channel/UCQIHuG8eYKa8AFyzOa98RiA>

Twitter: <https://twitter.com/cowinaudio>

● Product Parameters

Product Name: Wireless Bluetooth Earbuds

Product Model: KY03

BT Version: V5.0. Support HFP/HSP/A2DP/AVRCP/SPP/PBAP

Working distance: $\geq 10\text{M}$

Battery capacity: 400mAH/Single earbud 70mAH

Working time: Music playback 6H, talk time 7H

Charging time: Charging case 1.5H, earbuds 1H

Speakers: $\phi 6\text{mm}$, 16 Ω

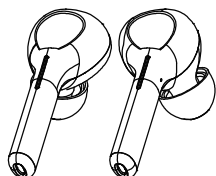
Working current: 12mA

Voice support: Status prompt

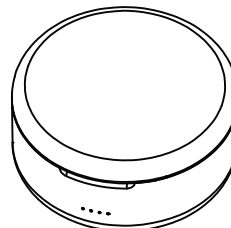
Waterproof rating: IPX5

● Packing Contents

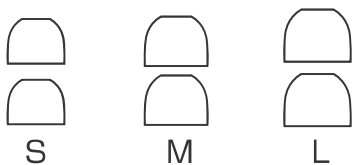
Earbuds
(left x1 right x1)



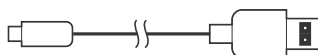
Earbuds charging case x1



Ear tips x 3 pairs (L/M/S size)



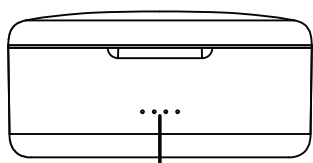
USB cable x1



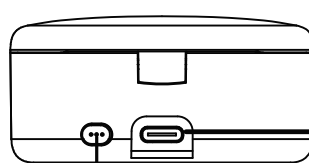
User guide x1



● Product Introduction



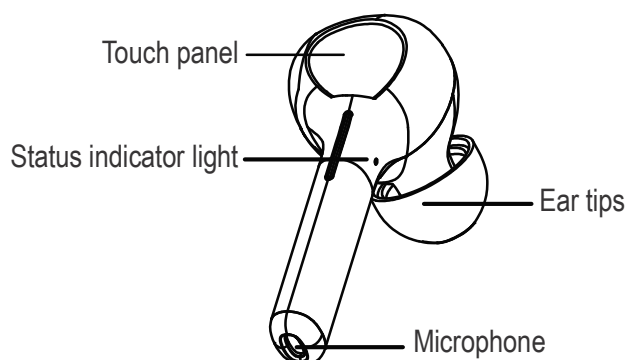
Charging indicator light



Charging port

Charging case power switch

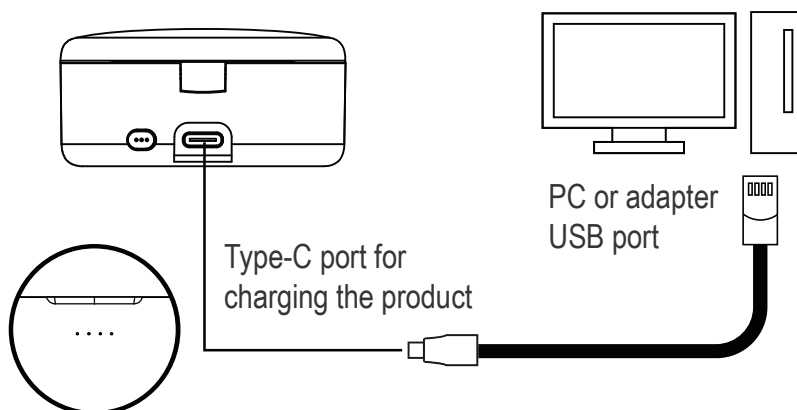
b. Earbuds



● Battery charge

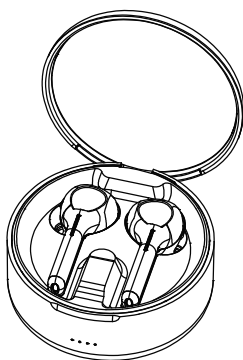
Charge the case :

1. Charge the battery with the provided USB cable. When charging the product, LED light indicator flashes blue.
2. When the battery is fully charged, the light is off. The charging time is about 1.5 hours.



Charging case Indicators

Charge the charging case	Charging mode	When charging the charging case, the indicator flashes blue. There are 4 LED lights representing battery level. Single press the power switch on the charging case to check the battery level. At the same time, it can charge the earbuds. After fully charged, 4 LED lights become solid.
Charge the earbuds with the charging case	Discharging mode	When you charge earbuds with the charging case, the charging case LED lights flash in blue to display the charging case battery level, until earbuds full charged.



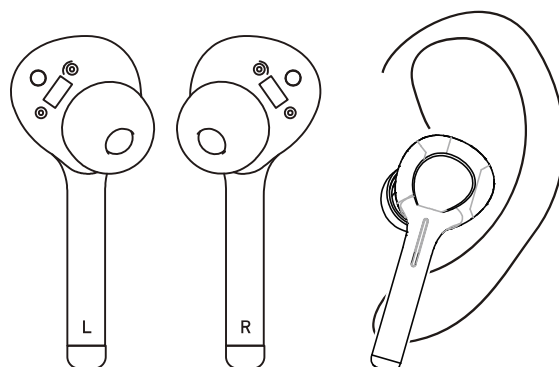
Charge the earbuds :

This product adopts the magnet contact charging method.

1. Put the earbuds into the charging case and close the cover to charge. When processing this step, the earbuds LED light indicator solid in red.
2. The charging starts automatically and it takes about 1 hour for a full charge.
3. When the battery is fully charged, the LED light is off.

● Secure fit

1. Please check the "L" and "R" (See details of pairing method on the manual)
2. Put the earbuds on your ears. Please adjust the angle according to your ears and make sure they fit in the ear securely and comfortably.



● Power ON/OFF

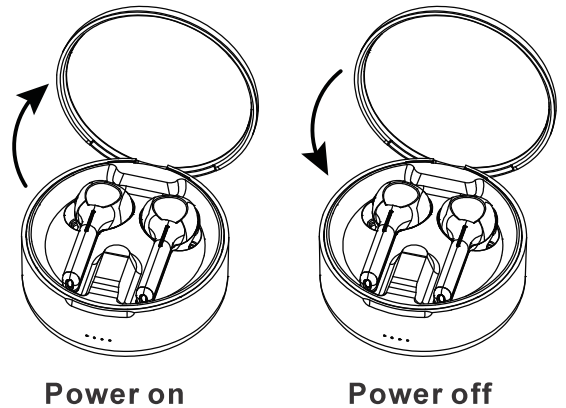
Power on

1. When the charging case is not plugged into the USB charging state, open the charging case, the earbuds are powered on automatically. The blue light flashes, until the left and right earbud are automatically paired.

Power off

1. Put the earbuds into the charging case and close the cover, the earbuds will automatically power off.

* If the left or right earbud isn't connected to the device for about 5 minutes, the earbuds will automatically power off.



● Bluetooth connection

Dual mode

1. Open the charging case and remove the earbuds;
2. The left and right earbud automatically turn on and pair. Until the left earbud light off, the right earbud flashes red and blue light alternately, the earbuds pairing is successful;
3. Open the device Bluetooth search "KY03" and click to finish connect;
4. If the connection fails, put the earbuds back in the charging case and repeat the above steps.

NOTE: Only one earbud worked?

1. If the earbuds are currently or had already been connected to a Bluetooth device, click "forget" or remove "KY03" from your Bluetooth settings and turn off Bluetooth on your device.
2. Put the earbuds into the charging case, plug in the charging cable to charge the earbuds, then press and hold the touch panel for 5 seconds, blue light flashes three times to clear the Bluetooth pairing record.
3. Then unplug the USB cable and close the charging case, repeat dual mode steps.

Single mode

1. Take the right earbud out of the charging case and turn on automatically; Until the red and blue lights alternately flash into pairing mode.
2. Open the device Bluetooth search "KY03" and click to finish connect.
3. If the connection fails, put the earbuds back in the charging case and repeat the above steps.

NOTE: Only right earbud can be used as single mode.

* After the first connection, the earbuds will automatically connect back to the last-paired device (Device Bluetooth needs to be turned on).



Battery display sync:

Support IOS/Android mobile phone displays the earbuds battery level near the upper right corner of the screen.

● Earbuds Controls

Answer/End the calls

When there is an upcoming call, tap once the touch panel to answer the call;
When you are speaking on the phone, tap once the touch panel to end the call.

Refuse the call

When there is an incoming call, press and hold the touch panel for about 2 seconds.

Play/Pause music

In the standby mode/music playback, double tap the touch panel to play/pause music.

Previous track

Tap left earbud touch panel 2 seconds.

Next track

Tap right earbud touch panel 2 seconds.

Voice assistant

Tap the left/right earbud three times to active the phone voice assistant.
Tap the left/right earbud once to exit the phone voice assistant.

Power-saving function

In the standby mode (When it is not connected with the device), the earbuds automatically power off after 5 minutes.

Clear pairing records

1. Clear the "KY03" connection record on the device;
2. Put the earbuds into the charging case, plug in the charging cable to charge the earbuds, press and hold the touch panel for 5 seconds, blue light flashes three times to clear the Bluetooth pairing record.

Low battery prompts

Voice prompts 'Battery Low' every 60 seconds, light flashes red once in 3 seconds, until the battery is run out.

Status	Voice Prompts	Flash Mode
Power on	Power on	LED blue light flashes
Power off	Power off	LED blue light off
Earbuds connection	Pairing	Only right earbud LED light alternately flashing red and blue
Bluetooth connection	Connected	LED light off
Previous/Next track	Di	
Upcoming call		LED blue light quick flashes
Battery low	Battery Low	LED red light flashes once in 3 seconds
Fully charged		LED light goes out

If you still have any questions about earbuds working, please contact our after-sales service:

E-mail: support@cowinaudio.com
Phone: +1(929)359-6668 (Mon-Fri 9:00 a.m. to 17:30 p.m. PST) Recommend
Website: <https://www.cowinaudio.com> (Support live chat)
Facebook: <https://www.facebook.com/cowinelectronics>
Instagram: <https://www.instagram.com/cowinaudio>
Youtube: <https://www.youtube.com/channel/UCQIHuG8eYKa8AFyzOa98RiA>
Twitter: <https://twitter.com/cowinaudio>

● FAQ

1. If the earbuds do not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this User Guide, and try any corrective actions listed.
- Charge the battery: You may be able to resolve some issues by charging the battery.
- Initialize the earbuds: This operation resets the earbuds to the factory settings and deletes all pairing information.
- Look up information on the issue on the customer support.

2. Can't turn on the Bluetooth earbuds.

- The battery level is low, please charge the earbuds in time.
- Put into the charging case to charge the battery.

3. Unable to make a Bluetooth connection.

- Check that the earbuds is turned on.
- Check that the Bluetooth device is turned on and the Bluetooth function is on.
- Make sure the earbuds are not connected to another device.
- Move your mobile device closer to the earbuds and away from any interference or obstructions.
- Clear the earbuds pairing list and connect again.

4. The earbuds are connected to a Bluetooth-enabled device (mobile phone, PC, tablet, etc.), but you can't play a song through the earbuds.

- Refer to your device's user guide and select to play songs through the earbuds.
- For some music playback software, you have to go into the setup interface, and choose to play songs through the earbuds from the list of output devices (it typically occurs on the PC).

5. Poor sound quality.

- Move your mobile device closer to the earbuds (30 ft. or 10 m) and away from any interference or obstructions.
- Make sure that both earbuds fit securely in your ear.
- Use a different music source.
- Try connecting another mobile device.
- Clear any debris or wax buildup from the earbuds and earbuds nozzles.

6. Earbuds can't be charged.

- Make sure the earbuds are properly placed in the charging case.
- Make sure the charging case battery is not depleted.
- Make sure there is no dirt or debris covering the charging conductors within the case or on the earbuds.
- If your earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature and then try charging again.

7. Charging case can't be charged.

- Check the case battery level by open the case. If needed, charge the case with the supplied USB cable.
- Secure both ends of the USB cable.
- If your charging case has been exposed to high or low temperatures, let the case return to room temperature and then try charging again.

8. No sound.

- Press play on your mobile device to make sure the audio track is playing.
- Place the earbuds in the charging case to check the earbuds charging status. If needed, charge the earbuds.
- Increase the volume on the earbuds and mobile device.
- Make sure you are using the correct device.
- Move your mobile device closer to the earbuds (30 ft. Or 10 m) and away from any interference or obstructions.
- Use a different music source.
- Connect a different mobile device.

9. Only one earbud worked.

- If the earbuds are currently or had already been connected to a Bluetooth device, click "forget" or remove "KY03" from your Bluetooth settings and turn off Bluetooth on your device.
- Put the earbuds into the charging case, plug in the charging cable to charge the earbuds, then press and hold the touch panel for 5 seconds, blue light flashes three times to clear the Bluetooth pairing record.
- Then unplug the USB cable and close the charging case, repeat dual mode steps.

10. Cannot hear a person on a call.

- Check that both the earbuds and the connected device (i.e., smart-phone) are turned on.
- Turn up the volume of the connected device if it is too low.
- Check the audio settings of the Bluetooth device to make sure the sound comes from the earbuds during a call.
- Re-establish the connection using the Bluetooth device.
- While listening to music with the earbuds, stop playback and press the button on the right or left unit to respond to an incoming call.

11. Why do the earbuds always fall off?

- Choose the ear tips that fit the size of your ear.
- Wear the earbuds correctly.

12. The Bluetooth connection and sound signal are unstable.

- The Bluetooth device is out of range. Please shorten the distance between the earbuds and the Bluetooth device. And keep away from any interference or obstacles.

13. Do both earbuds have call function when using single earbud?

- In the case of single earbud use, only the right earbud can be connected to Bluetooth, answer/end the calls, play/pause music etc; the left ear cannot be used.

14. Can I use it on Apple products?

- Supports iPhone, iPad, Samsung, Sony, Huawei, Xiaomi and other smart-phone devices. Supports Bluetooth audio devices.
- As long as your device is with Bluetooth version above 4.0, you can use it with the earbuds.

15. What version of Bluetooth is in the earbuds? What is the maximum distance the earbuds cover?

- The Bluetooth version is 5.0. The maximum distance is greater than or equal to 10 meters in case of no interference.

16. How to charge the earbuds? How many times does the charging case charge the earbuds? How long does it take to charge the earbuds?

- Place the earbuds into the charging case and close the cover, it will start to charge the earbuds.
- The charging case can charge the earbuds 3 times when it is fully charged.
- It takes about 1 hours to fully charge the earbuds, depending on the actual situation.

17. Can I use the earbuds when charging?

- The earbuds must be put into the charging case when charging. So you can't use it during charge.

18. Does it support the fast charge function?

- These earbuds do not support fast charge function.

19. What are the environmental requirements for the product?

- Please use the product under normal environment where the temperature is between -10 °C and 40 °C.
- Our earbuds support IPX5 water-weather resistant.

20. How to disconnect the earbuds from a Bluetooth connected device?

- Put the earbuds into the charging case and close the cover. The earbuds will automatically shut down.
- If the left or right earbud isn't connected to the device for about 5 minutes, the earbuds will automatically power off.
- Clear earbuds pairing records.
- Manually disconnect the earbuds on the Bluetooth connected device.

FCC Warning

a、 § 15.19 Labeling requirements.

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.

b、 § 15.21 Changes or modification warning.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

c、 § 15.105 Information to the user.

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.

FCC ID: 2AB5T-KY03