



Owner's Guide  
Bedienungsanleitung  
Notice d'utilisation  
Guía del usuario  
Manuale di istruzioni  
取扱説明書

**cowin**

**COWIN SE9**

ANC Wireless Headphones

## IMPORTANT SAFETY INSTRUCTIONS

### Please read and keep all safety and use instructions.

#### WARNINGS/CAUTIONS

- Do NOT use the headphones at a high volume for any extended period.
  - To avoid hearing damage, use your headphones at a comfortable, moderate volume level.
  - Turn the volume down on your device before placing the headphones in/on your ears, then turn the volume up gradually until you reach a comfortable listening level.
- Do NOT use your headphones while driving for phone calls or any other purpose.
- Do NOT use the headphones with noise cancelling on at any time the inability to hear surrounding sounds, it may present a danger to yourself or others, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc.
  - Remove the headphones, or use the headphones with noise cancelling off and adjust your volume, to ensure you can hear surrounding sounds, including alarms and warning signals.
  - Be aware of how sounds that you rely on as reminders or warnings may vary in character when using the headphones.
- Do NOT use the headphones if they emit any loud unusual noise. If this happens, turn the headphones off and contact COWIN customer service.
- Remove headphones immediately if you experience a warming sensation or loss of audio.
- Do NOT use mobile phone adapters to connect headphones to airplane seat jacks, as this could result in injury or property damage due to overheating.
- Do NOT use the headphones as aviation communication headsets except in case of emergency.
  - No incoming audio will be heard with a discharged or improperly installed battery. This could result in the potential of missed communications while piloting an aircraft.
  - Extremely loud ambient noise levels common to many propeller-driven aircraft may impair your ability to receive incoming audio communications, particularly during takeoff and climb out.
  - The headphones are not engineered for noise conditions, altitude, temperature or other environmental conditions common in non-commercial aircraft, resulting in possible interference to critical communications.



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.

- To reduce the risk of fire or electrical shock, do NOT expose this product to rain, liquids or moisture.
- Do NOT make unauthorized alterations to this product.
- Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).
- Do NOT expose products containing batteries to excessive heat (e.g. from storage in direct sunlight, fire or the like).

# REGULATORY INFORMATION

**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.

Changes or modifications not expressly approved by COWIN Corporation could void the user's authority to operate this equipment. This device complies with part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). 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

This device complies with FCC and Industry Canada radiation exposure limits set forth for general population.

It must not be co-located or operating in conjunction with any other antenna or transmitter.

Meets IMDA Requirements.

## CAN ICES-3 (B)/NMB-3(B)

### Management Regulation for Low-power Radio-frequency Devices

#### Article XII

According to "Management Regulation for Low-power Radio-frequency Devices" without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

#### Article XIV

The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; if found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications operated in compliance with the Telecommunications Act.

The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

DON'T attempt to remove the rechargeable lithium-ion battery from this product. Contact your local COWIN retailer or other qualified professional for removal.



COWIN Corporation hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU and all other applicable EU directive requirements.

#### For Europe:

##### Frequency band of operation 2400 to 2483.5 MHz:

Bluetooth: Maximum transmit power less than 20 dBm EIRP.

Bluetooth Low Energy: Maximum power spectral density less than 10 dBm/MHz EIRP.



Please dispose of used batteries properly, following local regulations. Do NOT incinerate.

## REGULATORY INFORMATION



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

### Li-ion



Removal of the rechargeable lithium ion battery in this product should be conducted only by a qualified professional. Please contact COWIN customer service at <https://www.cowinaudio.com> for further information.



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, please contact COWIN customer service.

E-mail: [support@cowinaudio.com](mailto:support@cowinaudio.com)

Phone: +1 (929) 359-6668 ( Mon-Fri 9:00 a.m. to 5:30 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/UCQlHuG8eYKa8AFyzOa98RiA>

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

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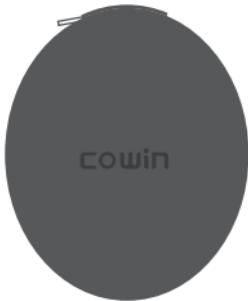
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## Contents

Confirm that the following parts are included:



COWIN SE9  
active noise cancelling Bluetooth headphones



Carry case



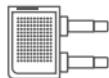
USB cable



3.5 mm audio cable



3.5mm to 6.5mm audio converter



Airline headphone adapter

**Note:** If any part of your product is damaged, do not use it. Contact your authorized COWIN customer service.

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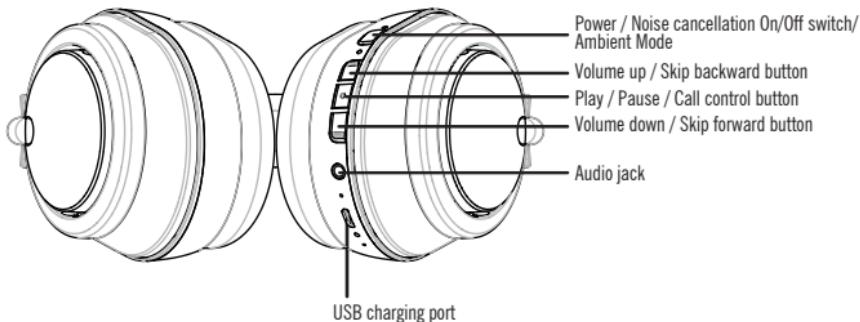
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Twitter: <https://twitter.com/cowinaudio>

## HEADPHONE CONTROLS

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### Power on

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Press and hold  for 2 seconds.

You hear the power-on pairing tones.

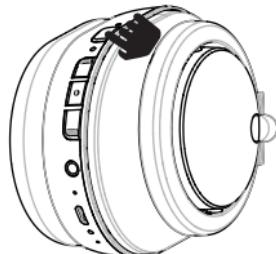
Note: Noise cancellation is enabled when the power is turned on, and there is no ANC IS ON tone.

### Power off

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Press and hold  for 2 seconds.

You hear the power-off tones.



## Headphone functions

### Media playback and volume functions

The headphone controls are located on the right earcup.

Function	What to do
Play /Pause	Short press the Multi-function  button
Pairing	Long press the  button 2 seconds
Skip forward	Long press the  button
Skip backward	Long press the  button
Volume up	Short press the  button
Volume down	Short press the  button



### Call functions

The Multi-function button  and microphone are located on the back of the right earcup.

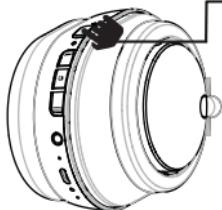
Function	What to do
Answer a call	Short press the  button
End a call	Short press the  button
Decline an incoming call	Press  and hold for one 2 seconds
Answer a second incoming call and put the current call on hold	While on a call, press  once
Decline a second incoming call and stay on current call	While on a call, press  and hold for 2 seconds
Switch between two calls	With two active calls, press  and hold for 2 seconds
Tail number redial	Double-click the  button to dial the last dialed number



## NOISE CANCELLATION

Noise cancellation reduces unwanted noise providing a clearer, more lifelike audio performance. You can choose the noise cancelling mode based on your listening preferences and environment.

### Noise cancelling modes



1. Press and hold for 2 seconds in the power off state, the voice prompts POWER ON pairing, and the noise reduction is turned on at the same time.
2. Click the noise cancellation button once in the power on state to switch the noise reduction on and off.

Status	Tone
Noise reduction on tone	ANC ON
Ambient Mode	Ambient Sound
Noise reduction off tone	ANC OFF

Note: The button is invalid until the end of the prompt tone playback.

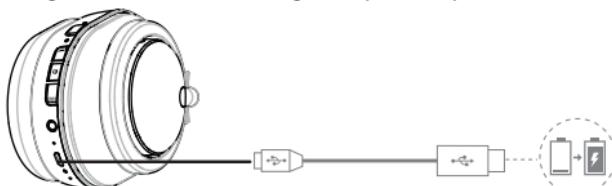
### Cowin Active Noise Cancelling

Active Noise Cancelling (ANC) mainly focus on cancelling out lower frequency sounds like engines, aviation environment, trains, traffic noise etc, so our valuable customers can focus on their music, movies, or books without being disturbed by outside noises. Our ANC headphones incorporate a microchip that measures ambient sound and generate a waveform that is exact negative of the ambient sound and mix it with any audio signal our customers desires. Making it possible to listen to audio content without raising the volume excessively. Please do note, ANC does not cancel out noises like snoring, talking, music or high frequency sounds etc.

## BATTERY CHARGING

### Charge the headphones

1. Plug the small end of the USB cable into the micro-USB connector on the left earcup.
2. Plug the other end into a USB wall charger or computer that is powered on.



#### Notes:

- While charging, the battery indicator red. When the battery is fully charged, the battery indicator off.
- If the power is lower than 10%, you will hear the "Low Battery" tone, prompting every 10 minutes, until the battery is completely used up and automatically shuts down.

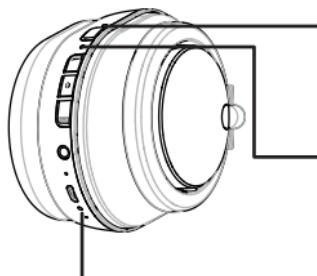
### Charging time

Allow up to four hours to fully charge the headphones.

#### Notes:

- When only use Bluetooth without noise cancelling, a full charge powers the headphones for up to 30 hours.
- When use Bluetooth with noise cancelling, a full charge powers the headphones for up to 20 hours.

## STATUS INDICATORS



Indicator Light Display	System status
Solid green	Noise cancellation ON
Solid Orange	Ambient Sound ON
Indicator Light Display	System status
Solid blue	Bluetooth is connected
Flashing blue	Bluetooth is disconnected
Indicator Light Display	System status
Solid red	Charging

**Note:** If connected to an Apple or Android device, the device displays the headphone battery level near the upper right corner of the screen.

## BLUETOOTH CONNECTIONS

### Connection method

You can connect your mobile device with your headphones using Bluetooth wireless technology.

### Connect using the Bluetooth menu on your mobile device

**Note:** The devices must be within range (49.2 ft. or 15 m) and powered on.

1. Turn on the headset. If connecting for the first time, the headphone will enter the pairing mode automatically after it is powered on.

**Tip:** Once powered on, the LED lights flashes blue.

2. On your mobile device, enable the Bluetooth feature.

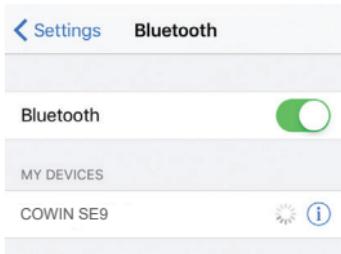
**Tip:** The Bluetooth feature is usually found in the Setting menu.

3. Select your headphones from the device list.

### Choose "COWIN SE9" to connect

**Tip:** Once paired, you hear "Connected" and see the indicator Solid blue.

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




































































































































































































































































































































## BLUETOOTH CONNECTIONS

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If you still have issue, contact COWIN customer service.

E-mail: support@cowinaudio.com

Phone: +1 (929) 359-6668 ( Mon-Fri 9:00 a.m. to 5:30 p.m. PST ) Recommend

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

### Disconnect a mobile device

1. Use the Bluetooth menu on your mobile device to disconnect your mobile device.
2. Power off headphones.

### Reconnect a mobile device

When powered on, the headphones try to reconnect with the last-paired device.

**Note:** The devices must be within range (49.2 ft. or 15 m) and powered on.

### Connect another mobile device

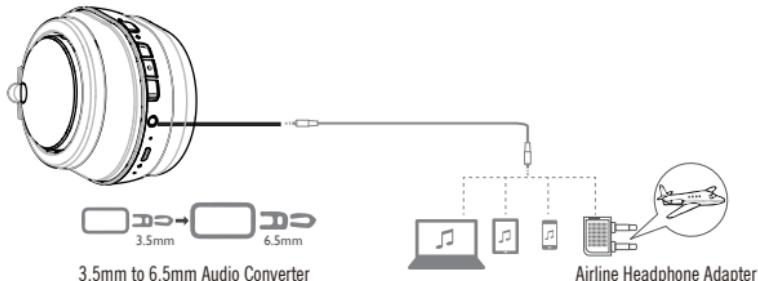
1. Disconnect from your first mobile device.

2. Connect with your second mobile device.

**Note:** You only can connect one device at a time.

## Connect the audio cable

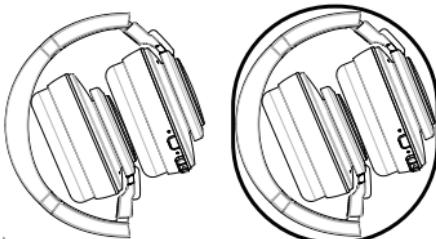
Use the 3.5 mm cable (provided) to connect a non-wireless device or to continue using the headphones.



## CARE AND MAINTENANCE

### Store your headphones

Place the headphones flat into the case.



- Notes:**
- Make sure to power off the headphones when not in use.
  - Before storing the headphones for more than a few months, make sure the battery is fully charged.

### Clean the headphones

Your headphones may require periodic cleaning.

- Wipe the outside surfaces with a soft, dry cloth.
- Don't allow moisture to get inside the earcups or the audio input connector.

### Warranty

Your headphones are covered by 18-month warranty. Visit our website at [www.cowinaudio.com](http://www.cowinaudio.com) for details of the warranty.

To register your product, visit [www.cowinaudio.com](http://www.cowinaudio.com) for instructions. Failure to register will not affect your limited warranty rights.

If you still have issue, contact COWIN customer service.

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# TROUBLESHOOTING

## Common solutions

If you experience problems with your headphones:

- Check the state of the status indicators (see page 10).
- Charge the battery (see page 9).
- Increase the volume on your headphones, mobile device and music app.
- Try connecting another mobile device (see page 11).

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, contact COWIN customer service.

If you still have issue, contact COWIN customer service.

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Symptom	Solution
Headphones don't power on	Charge the battery.
Headphones don't connect with your mobile device	<ul style="list-style-type: none"><li>• Check the state of the status indicators(see page 10).</li><li>• Disconnect the back-up audio cable.</li><li>• Disconnect the USB charging cable.</li><li>• On your mobile device:<ul style="list-style-type: none"><li>- Disable the Bluetooth feature and then re-enable.</li><li>- Delete your COWIN SE9 from the Bluetooth list on your device. Connect again.</li><li>- Move your mobile device closer to the headphones and away from any interference or obstructions.</li><li>• Connect another mobile device (see page 11).</li><li>• Visit <a href="http://www.cowinaudio.com">www.cowinaudio.com</a> to see how-to videos.</li><li>• Clear the headphone pairing list (see page 11) and connect again.</li></ul></li></ul>
Poor sound quality	<ul style="list-style-type: none"><li>• Use a different music source.</li><li>• Connect another mobile device (see page 11).</li><li>• Disconnect the second device.</li><li>• Move your mobile device closer to the headphones and away from any interference or obstructions.</li></ul>

Symptom	Solution
Bad Bluetooth connection	<ul style="list-style-type: none"> <li>If the Bluetooth signal is weak, out of range or interferes, the Bluetooth® wireless connection may fail or the sound cuts in and out. Please see the information below to improve signal quality and reduce the possibility of interference.</li> <li>The Bluetooth wireless connection may fail or the sound will continue to cut in and out due to weak Bluetooth signals or external signal interference. Please be away from any interference or obstructions.</li> <li>Bluetooth headphone and device distance is less than 15M, Bluetooth and mobile phone are in the same direction. Move your mobile device closer to the headphones.</li> <li>The battery is running out of power, use it after charging.</li> <li>Check if the network signal is OK (whether the player is in buffer).</li> <li>The compatibility between the headphone and the Bluetooth device is not good, replace the device with a higher Bluetooth version.</li> </ul>
No sound	<ul style="list-style-type: none"> <li>Power on the headphones and charge the battery.</li> <li>Check the state of the status indicators (see page 10).</li> <li>Increase the volume on your headphones, your mobile device and music source.</li> <li>Slide the Power/Bluetooth switch to the right and release to hear the connected device. Make sure you are using the correct device.</li> <li>Move your mobile device closer to the headphones and away from any interference or obstructions.</li> <li>Use a different music source.</li> <li>Connect another mobile device (see page 11).</li> </ul>
Cannot hear on a call	<ul style="list-style-type: none"> <li>Check that headphones and the connected device (i.e., smartphone) are turned on.</li> <li>Turn up the volume of the connected device if it is too low.</li> <li>Check the audio settings of the Bluetooth device to make sure the sound comes from the headphones during a call.</li> <li>Re-establish the connection using the Bluetooth device.</li> <li>While listening to music with the headphones, stop playback and press the button on the right or left unit to respond to an incoming call.</li> </ul>
Noise beeping	<ul style="list-style-type: none"> <li>Due to weak Bluetooth signals or external signal interference. In this case, move away from wireless routers or microwaves and move your headphone closer to the Bluetooth device.</li> <li>Avoid using the headphones for a long time, otherwise the sound will be intermittent, please reuse after a period of rest.</li> </ul>
Listen to music when the battery is discharged	<ul style="list-style-type: none"> <li>Even in wired mode, the battery power need to use, the headphones do not support the use of no power.</li> </ul>

Symptom	Solution
No sound from a device connected by the back-up audio cable	<ul style="list-style-type: none"> <li>Secure the ends of the back-up audio cable.</li> <li>Increase the volume on your headphones, your mobile device and music source.</li> <li>Connect another device (see page 11).</li> </ul>
Poor sound quality from a device connected by audio cable	<ul style="list-style-type: none"> <li>Secure the ends of the back-up audio cable.</li> <li>Connect another device (see page 11).</li> </ul>
Battery won't charge	<ul style="list-style-type: none"> <li>Secure the ends of the USB charging cable.</li> <li>Try another charging source.</li> <li>If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again.</li> </ul>
Noise cancelling function doesn't work	<ul style="list-style-type: none"> <li>Make sure that the noise canceling function is turned on.</li> <li>Are the ears all wrapped and re-equipped. Adjust the earpad position to fit your ears. If the earmuffs are loose, re-set the ear.</li> <li>Eliminate low frequency noise? The noise canceling function is effective in low frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.</li> </ul>
Cowin Active Noise Cancelling	<ul style="list-style-type: none"> <li>Cowin Active Noise Cancelling (ANC) mainly focus on cancelling out lower frequency sounds like engines, aviation environment, trains, traffic noise etc, so our valuable customers can focus on their music, movies, or books without being disturbed by outside noises. Our ANC headphones incorporate a microchip that measures ambient sound and generate a waveform that is exact negative of the ambient sound and mix it with any audio signal our customers desires. Making it possible to listen to audio content without raising the volume excessively. Please do note, ANC does not cancel out noises like snoring, talking, music or high frequency.</li> </ul>