

Getting Started

Re-Pairing the Earbuds

The ARBTWS28 earbuds should pair to each other automatically when it's turned on. If the earbuds come un-paired from each other, or only one earbud pairs to your device, try following these instructions to re-pair:

1. Go to the Bluetooth settings of your Bluetooth enabled device, and find **"ARBTWS28"** from the list. Tap **Ⓢ** and manually **"Forget"** the earbud(s), then turn off the Bluetooth of your device.
2. Place the earbuds in the charging case and close the cover of the charging case to turn them off, then take them out again to turn them back on.
3. After a moment, the earbuds should automatically be linked to each other, and the LED indicators on one earbud will flash.
4. Once earbuds are linked, go to the Bluetooth settings of your Bluetooth enabled device and select **"ARBTWS28"** from the list once again.

Before You Begin...

READ THIS MANUAL CAREFULLY AND SAVE FOR FUTURE REFERENCE

⚠ Caution

To ensure safe and proper use, read all safety information before using the device. Only use with manufacturer-approved batteries, chargers, accessories, and supplies.

- **THIS DEVICE IS NOT A TOY**, do NOT allow children or pets to use or play with this device.
- Do not disassemble, modify, or repair the device.
- Do not expose to extreme temperatures (heat or cold), open flames, humid, or wet conditions.
- **Do not submerge in water.**
- Low power may cause poor Bluetooth connection or sound distortion.
- Do not overcharge battery.
- If using with a USB adapter, make sure the adapter is not damaged.
- Do not allow the USB port or the connectors of the supplied USB cable to be exposed to dust or water, or to come into contact with any conductive materials such as liquids, metallic powders, etc.
- The earbuds and case contain built-in batteries, and should not be disposed of with regular household waste. Please consult the local authorities on the correct way to dispose of this device.

Customer support

For any questions or problems with your product, please visit our website at **customersupport123.com**

Specifications

BLUETOOTH® VERSION: 5.4
BLUETOOTH® RANGE: 33 ft
EARBUDS BATTERY: 40 mAh
CASE BATTERY: 300 mAh
CHARGE TIME: 1.5 hrs

In the box

- True Wireless Earbuds
- Charging Case
- USB Type-C Charging Cable
- User Manual

FCC Information

This device complies with Part 15 of the FCC Rules.

CAUTION: Any changes or modifications not expressly approved 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.

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.

Radiation Exposure Information

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

WARNING Li-Ion Battery Inside

This product is fitted with a Li-Ion battery. Do not damage, open, or dismantle the battery and do not use it in damp and/or corrosive conditions. Use only with compatible chargers. Never dispose of batteries in a fire, and never expose them to high temperatures. Do not expose the product to temperatures exceeding 60°C (140°F).

Rating Label Definitions

Direct current symbol.

This symbol signifies 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.

This symbol signifies and declares that this equipment has battery charging which complies with California CEC and energy efficiency.

This symbol signifies that this is a wireless device powered by Bluetooth® technology.

This symbol represents FCC Declaration of Conformity and compliance.



Warranty Information

90-Day Limited Warranty
Territory: United States/Canada

LIMITED WARRANTY TO ORIGINAL CONSUMER

This product as supplied and distributed new by an authorized retailer is warranted by Southern Telecom, Inc. to the original consumer purchaser against defects in materials and workmanship ("Warranty") as follows:

To obtain warranty service:

- Visit our customer support portal: **www.customersupport123.com**
- Select the brand and model of your device
- Select "Service Request" and fill out the form to begin your inquiry
- Exchanges require dated proof of purchase from an authorized retailer

Your product will be repaired or replaced, at our option, for the same or similar model of equal value if examination by the service center determines this product is defective. Products received damaged as a result of shipping will require you to file a claim with the carrier.

Warranty service not provided

This warranty does not cover damage resulting from accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorized modification including software modifications such as the installation of custom firmware. This warranty is voided in the event any unauthorized person opens, alters or repairs this product. All products being returned to the authorized service center for repair must be suitably packaged.

NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE EXPRESSLY DESCRIBED ABOVE SHALL APPLY. DISTRIBUTOR FURTHER DISCLAIMS ALL WARRANTIES AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE. NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BE BINDING ON DISTRIBUTOR. REPAIR, REPLACEMENT, OR REFUND OF THE ORIGINAL PURCHASE PRICE - AT DISTRIBUTOR'S SOLE DISCRETION - ARE THE EXCLUSIVE REMEDIES OF THE CONSUMER. IN NO EVENT WILL DISTRIBUTOR OR ITS MANUFACTURERS BE LIABLE FOR ANY INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (SUCH AS, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, BUSINESS, SAVINGS, DATA OR RECORDS) CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, EXCEPT AS STATED HEREIN. NO OTHER WARRANTIES SHALL APPLY NOTWITHSTANDING THE FOREGOING, CONSUMER'S RECOVERY AGAINST DISTRIBUTOR SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY DISTRIBUTOR. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL CONSUMER WHO PURCHASED THE PRODUCT AND IS NOT TRANSFERABLE.

Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on warranties, so limitation or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state or province to province. Contact your authorized retailer to determine if another warranty applies.

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ART+ SOUND™



LED TRUE WIRELESS EARBUDS & CHARGING CASE

Instruction Manual **ARBTWS28BK**

Getting Started

Playback & adjusting volume

Play/pause music or video:

1x Press the touch control on either earbud to PLAY or PAUSE music or video.

Skip Track:

2x Press the touch control button on the **Left** earbud to skip the PREVIOUS track.

2x Press the touch control button on the **Right** earbud to skip the NEXT track.

Volume control:

Press & Hold (2s) the touch control on the right earbud to INCREASE the volume.

Press & Hold (2s) the touch control on the left earbud to DECREASE the volume.

Note: You will hear a clear beep when the maximum volume is reached.

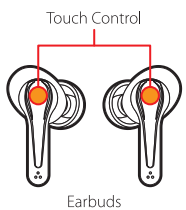
Answering /ending phone calls:

- **1x Press** the touch control on either earbud to answer an incoming call.
- **1x Press** the touch control on either earbud to end phone call.
- Press and hold the touch control on either earbud for 2 seconds to reject the incoming call.
- **4x Press** the touch control on either earbud to call back.

Using Siri (Apple's Siri enabled devices only)

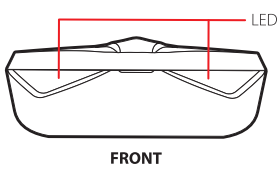
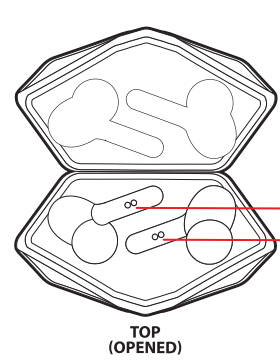
- **3x Press** the touch control on either earbud to activate Siri.

The earbuds will auto power OFF after 2 minutes if not connected to a device.

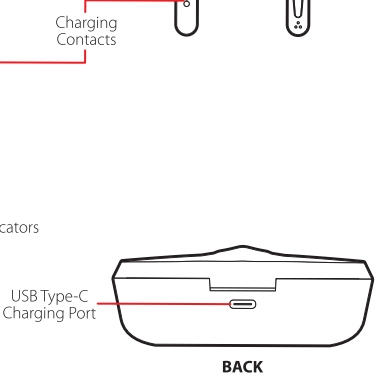
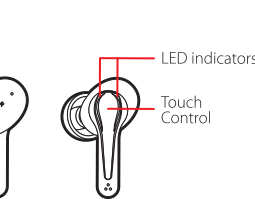


Location of Controls

CHARGING CASE



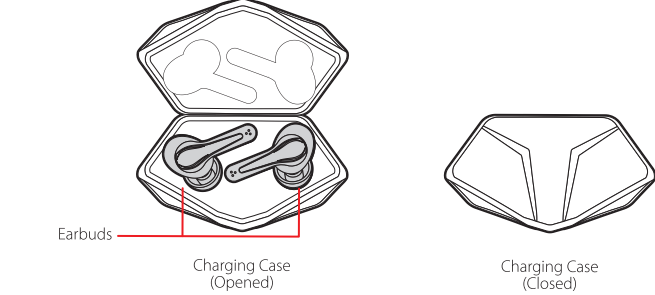
EARBUDS



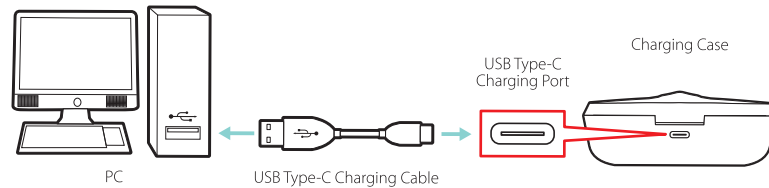
How to Use

Charging the case and earbuds via PC or electrical outlet

1. Make sure both earbuds are stored in the charging case, and close the cover of the charging case.

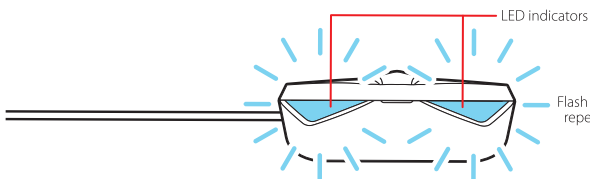


2. Plug the small connector of the included USB Type-C charging cable into the charging port on the charging case. Plug the other connector into a USB power source, such as a USB port on a computer, or into a **5V USB adapter** (*not included*) and plug into an electrical outlet.



How to Use

While the case is charging, the LED indicators on the case will flash. The LED indicators on the case will be constantly bright when the charging case is fully charged.

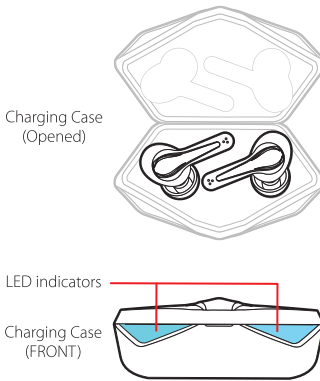


Charging the earbuds with the charging case

You can charge the earbuds with the charging case when the battery of the earbuds are running out while you are using them.

1. Make sure the charging case is charged.
2. Place the earbuds in the charging case.

3. Close the cover of the charging case. The LED indicators on the charging case light up while the earbuds are being charged. The LED indicators on the charging case will turn off when the earbuds are fully charged.



How to Use

Turning on/off earbuds

To turn on the earbuds:

- The earbuds will be automatically turned on when you open the charging case.
- or
- Press and hold the touch control on both earbuds for 5 seconds to turn them on, and you will hear the prompt "Power on".

To turn off the earbuds:

- The earbuds will be automatically turned off when you put them in the charging case and close the cover of the charging case.
- or
- Press and hold the touch control on both earbuds for 5 seconds to turn them off, and you will hear the prompt "Power off".

Bluetooth Pairing

1. Take out the earbuds from the charging case. The earbuds will be automatically turned on and the LED indicators of the earbuds will flash.
2. Go to the Bluetooth settings of your Bluetooth enabled device, and select **ARBTWS28** from the list.
3. Once successfully paired to your device, and you will hear the prompt "Connected". Then the LED indicators on both earbuds will turn OFF.

Note: If only one earbud pairs to your device, please see the instructions in the **Re-Pairing the Earbuds** section on the last page of this manual.)

