

i12 TWS

User guide



Model : I12 TWS

- **Bluetooth:** 5.0
- **Genre :** Mixte
- **Colour:** White
- **Waterproof index:** IPX5
- **Rain resistance:** Yes
- **Dust resistance:** Yes
- **Sweat resistance:** Yes
- **Bluetooth range:** 15-25 meters
- **Autonomy:** 12 hours
- **Compatibility:** Works with any Bluetooth-enabled device (phone, computer, home cinema, etc.)
- **Case charging method:** USB cable

FUNCTIONS :

- **Multifunction touch button**
- **Microphone:** Yes
- **Auto Power On**
- **Automatic pairing:** Yes
- **Siri / Google Assistant functionality**
- **Battery life display:** Yes

TIPS FOR PAIRING YOUR DEVICE

The left and right earbuds are activated via Bluetooth and can be used together or separately.

- **Step 1:** Press on the charging case button (a Blue or Red light will turn on)
- **Step 2:** Open the case lid and take the earbuds out. **Important note:** turn on the charging case before opening the lid so the earbuds can turn on and connect to your device.
- **Step 3:** Activate Bluetooth on your device, look for the name i12 in the drop down list and click on it to start the connection.

i12 wireless earbuds turn off automatically when disconnected from a Bluetooth device for more than 5 minutes.

USING THE TOUCH FUNCTION:

- **Call function:** Tap once on either earbud to pick up a call or hang up.
- **Volume control:** Tap twice simultaneously on one or the other earbud to raise or lower the volume
- **Music mode:** Tap once on one of the earbuds when music mode is active to pause or resume playing.
- **Next/Previous function:** Tap 3 times simultaneously on one of the earbuds to skip to the next or previous track.

What to do if the pairing is not successful?

If pairing fails, synchronization may not have been done properly. In this case, start over from the beginning. The first step consists in turning on the charging case so that the earbuds turn on. Then, take the earbuds out of the case and turn on your device's Bluetooth functionality. If all these steps have been respected, pairing should work.

The earbuds are connected but only one of them works, what should I do?

If during the pairing step only one of the earbuds works, several solutions are available.

Solution number 1: The first thing to do since the earbuds are independent from one another (they can be used on their own or together) is to press on both earbuds at the same time until you hear a voice message saying they are OFF.

Once your earbuds are turned off. Repeat the previous step to turn them back on and be synched together. Then you should be able to hear sound coming from both earbuds.

Solution number 2: If all these steps have not worked, you should charge your earbuds with the charging case because the battery charge indicated at the moment of synchronization concerns the entire set. It is therefore possible that one earbud has some charge remaining while the other doesn't have enough left to work properly.

After charging, follow all the previous steps one more time from the beginning and everything should work.

Even after trying all the methods above, my earbuds still don't work

If your earbuds still don't synch properly together, there may be a factory defect or maybe one of the earbuds is damaged. In this case, contact customer service to try and find a solution.