

Neo+

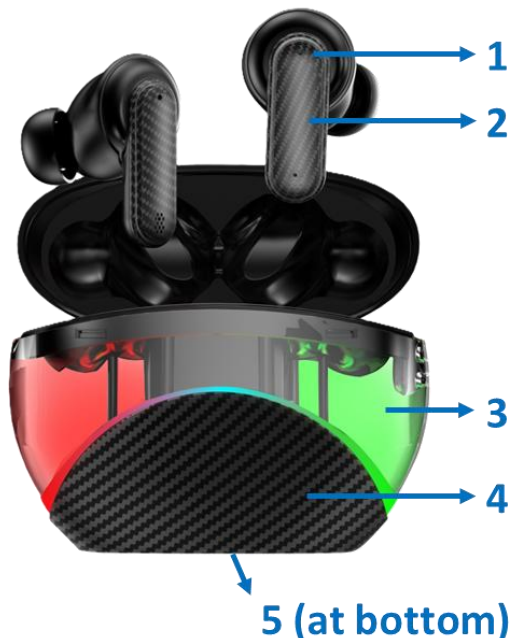
Wireless Earbuds User Guide

1. INTRODUCTION

Thank you for choosing the Pii Tech Neo+ Wireless Earbuds. This user guide provides essential information to help you set up, operate, and maintain your device, ensuring optimal performance and longevity. Please read this guide thoroughly before using your earbuds.

2. SETUP

2.1 Know your earbuds



1. Earbud Indicator Light
2. Earbud Touch panel
3. LED Lights
4. Charging Case
5. Charging Port

Each Earbuds come with a touch panel that can identify a gentle touch and provides an enhanced user experience in controlling your music volume/ playlists.

2.2 Charging the device

Before initial use, charge your earbuds and the Charging Case. To charge the Earbuds, place them in their slot in the Charging Case. Each Earbud's Indicator light will turn on and remain on while charging; it will turn off when the earbud is fully charged.

To charge the Charging Case, connect the charging cable to the Charging Port on the Charging Case and plug the USB end into a standard USB power adapter (5V/1A recommended) or a computer's USB port. The Indicator light will keep flashing while the Charging Case is charging. Once the Charging Case is fully charged, the Indicator light will turn off.

2.3 Pairing your Earbuds with your Bluetooth audio device

To use your earbuds in wireless mode, they must be paired with a compatible Bluetooth device such as a smartphone/ tablet / laptop/ TV/ etc.

1. **Switch On the Earbuds:** Remove the Earbuds from the Charging Case and the Earbuds will automatically Switch On in pairing mode.
2. **Pair the Earbuds:** The two Earbud Indicator lights will flash 'Red' and 'Blue' alternately, the Earbuds are pairing. The Earbuds will give a prompt when the two Earbuds are paired successfully and light in the secondary earbud will turn off.
3. **Enable the connecting device's Bluetooth:** Turn On the Bluetooth function of the connecting device (smartphone/ tablet / laptop/ TV/ etc.).
4. **Connect your device to the Earbuds through Bluetooth:** On your device, search for Bluetooth devices and select the wireless Earbuds (YW11) from the list of discovered Bluetooth devices. When the Earbuds are successfully connected, the Earbuds will give a prompt confirming the connection.

The earbuds can now be used with your connected device to listen to music, take calls, and control volume/ playlists.

3. OPERATING THE EARBUDS

- **Switch On/ Off:** Remove the Earbuds from the Charging Case and Earbuds will automatically Switch On. OR Long Press the Earbud Touch Panel for 3 seconds to switch-on the earbuds. You will hear a 'Power On' prompt in the earbuds. To Switch off the Earbuds, put them back in the Charging Case. OR Long Press the Earbud Touch Panel for 5 seconds to switch off the earbuds. You will hear 'Power Off' prompt in the earbuds.
- **Play/ Pause:** When connected to an audible device and listening to music, touch the Earbud Touch Panel once to Pause the music; touch again to Play.
- **Taking a call:** When connected to a smartphone and there is an incoming call, touch the Earbud Touch Panel once to answer the call; touch again to end an ongoing call. Long touch (2 seconds) the Earbud Touch panel once to reject an incoming call.
- **Next / Previous Song:** When connected to a compatible device, double touch the Right Earbud Touch Panel to move to the Next song; double touch the Left Earbud Touch Panel to move to Previous song.
- **Volume control:** When connected to a compatible device, triple touch the Left Earbud Touch Panel to increase volume and triple touch the Right Earbud Touch Panel to decrease volume.
- **Activate Voice Assistant:** When connected to a compatible device, Long Press (for 2 seconds) to activate the Voice Assistant on your smartphone.

4. MAINTENANCE

4.1 Cleaning your Earbuds

Regularly clean your Earbuds and Charging Case to ensure proper function and hygiene.

- Wipe the body with a soft cloth.
- For stubborn dirt, slightly dampen the cloth with water. Do NOT use water/ liquid or any harsh chemicals or abrasive materials to clean it.
- Ensure the charging contacts are clean and dry before charging.

4.2 Battery Care

- Avoid extreme temperatures, which can degrade battery life.
- Do not leave the Earbuds fully discharged for extended periods.
- Use only the provided charging cable or a certified replacement to charge the Charging Case.
- Use the 1A output to charge the Charging Case; do not use fast chargers with higher Amperes as this may damage the Charging Case and battery.

5. TROUBLESHOOTING

If you encounter issues with your Earbuds, refer to the following common solutions:

Problem	Solution
Earbuds not turning on	<ul style="list-style-type: none">• Ensure the Earbuds are fully charged.• Press and hold the Power On/Off Panel for at least 10 seconds.
Earbuds/ Charging Case not charging	<ul style="list-style-type: none">• Please make sure that the charging cable is correctly connected.• Please make sure that the Earbuds are properly placed in the Charging Case with charging points aligned to the case for proper contact.• When the power of the Earbuds/ Charging Case is very low, there will be a period of battery pre-charging time and the Earbuds will take some time before charging fully.
Unable to pair the Earbuds with devices	<ul style="list-style-type: none">• Check if Bluetooth is enabled on your device.• Please make sure that the Earbuds are powered and is not connected by any other smart phone/ device(s).• Move the Earbuds close to the connecting device and search again. If it still does not connect, turn off the Bluetooth of the connecting device and turn it on again after 20 seconds; try re-connecting.• Restart both the device and Earbuds, and re-try connecting.