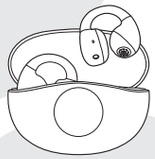
操作指南

QCY Crossky C50i

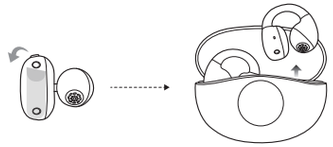
真无线蓝牙耳机



https://www.qcy.com/pages/support-center

QCY APP

耳机配对



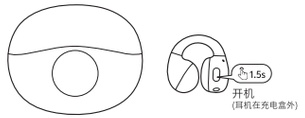
首次配对方法：

1.取出两只耳机，同时撕掉耳机上的隔离膜，再将两只耳机放回充电盒中。(此步骤为新机激活)
2. 再次取出两只耳机。
3. 刷新手机蓝牙设备列表，点击配对QCY Crossky C50i，完成配对。

一键配对功能：

从充电盒中取出耳机，长按耳机按键5秒，耳机进入配对模式。

开/关机

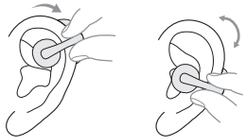


开/关机

1.打开充电盒，取出耳机后开机。当耳机在充电盒外并处于关机状态时，长按耳机按键 1.5 秒开机。
2.将耳机放回充电盒。关盖，耳机将自动关机。

佩戴说明

1.将耳机从耳壁套入，向下移动到中间偏下位置，微调位置直到感觉舒适。
2.调整耳机角度，将耳机出音孔垂直对准耳孔，以达到最佳佩戴状态。
3.错误佩戴耳机会导致通话，听觉都受到不同程度的影响。



多设备连接

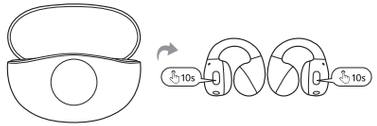
多设备连接方法：

1.耳机开机进入配对状态，连接设备A后，从手机端关闭蓝牙。耳机再次进入配对状态。
2.设备B打开蓝牙并点击耳机配对名“QCY Crossky C50i”，完成配对。
3.设备A上打开蓝牙并点击已配对过的耳机配对名，配对成功，此时耳机端同时连接两台设备。

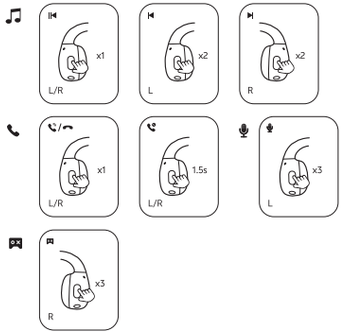
恢复出厂设置

清除配对记录（此方法用于无法正常连接的情况）

充电盒开盖取出耳机，60秒内长按耳机按键10秒，复位完成。
* 恢复出厂设置后用首次配对的方法连接即可正常使用。



功能操作



x1: 单击

音乐暂停/播放(L/R)　电话接通(L/R)　电话挂断(L/R)

x2: 双击

上一曲(L)　下一曲(R)

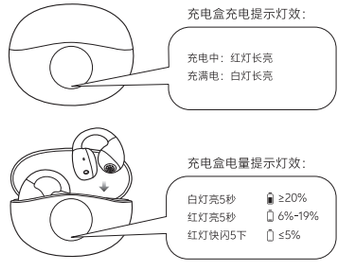
x3: 三击

唤醒语音助手(L)　游戏模式(R)

1.5s: 长按

电话拒接(L/R)

灯效显示



故障排除

1.Q：只有一只耳机有声音怎么解决?
A：将两只耳机放回充电仓关盖，再重新取出，查看双耳是否都有声音，若还是只有单只耳机有声音，请对两只耳机恢复出厂设置。

2.Q：手机提示无法连接怎么解决?
A：将手机上的配对记录删除，删除后重新进行搜索配对连接即可。

3.Q：听歌/通话没声音怎么解决?
A：安卓手机在蓝牙连接名字的右边有个设置图标，点击进入，关闭手机音频和媒体音频，再重新开启，若还是无声，请将耳机重新与手机配对连接。

4.Q：为什么视频/游戏有延迟?
A：受使用环境、网络、手机编解码等因素的影响，会引起手机传送音频数据到耳机时有不同程度的延迟。

5.Q：听到的声音卡顿/断续怎么解决?
A：在使用时若周围有大量的 Wi-Fi 、5G/4G 信号、大功率电器等等产生干扰，可能会引起卡顿、断续的情况，换个环境或者重新配对连接就可以解决了。

产品保修说明

QCY产品售后服务承诺：严格按照《中华人民共和国消费者权益保护法》、《中华人民共和国产品质量法》实行售后三包服务，服务内容如下:

在三包有效期内，您可凭购物凭证依照本规定享受免费的修理、更换、退货的权利。
1、自您购买之日起7日内，本产品出现故障，经由QCY售后服务中心确定为产品质量问题，可享受修理、更换、退货的服务。
2、自您购买之日起15日内，本产品出现故障，经由QCY售后服务中心确定为产品质量问题，可享受修理或更换的服务。
3、自您购买之日起12个月内，本产品出现故障，经由QCY售后服务中心确定为产品质量问题，可享受修理的服务。

售后服务与支持

保修期：自产品购买之日起12个月(请妥善保管购买凭证)。
免费服务：

在产品保修期内，凡属产品本身质量引起的故障，请用户凭购买凭证与经销商取得联系以享受售后服务。

如有任何产品损害或瑕疵非可归责于产品质量本身，则不在保修范围内。

有下列情形者不属于保修范围内：
1、因天灾、地震、雷击、异常电压、环境因素而发生之故障或毁损的。
2、自行或委托未经原厂授权维修之厂商拆卸、改装或更换非原厂零件。
3、未按使用手册操作或因人为使用不当而造成损坏者，如产品浸水、腐蚀、掉落、挤压或露在异常温湿度环境下。

保修卡

产品信息：

产品型号 _____

订单编号 _____

购买信息：

销售单位 _____

用户信息：

用户姓名 _____

联系电话 _____

用户地址 _____

退换原因 _____

若有售后服务需求，请联系客服
电话：4008-306-708
网址：www.qcy.com
制造商：东莞市和乐电子有限公司
地址：广东省东莞市道滘镇道滘道厚路38号1号楼101室

合格证
已检验
RoHS

安全提示

1. 使用产品前请仔细阅读本使用说明书并请妥善保管；
2. 首次使用时，请先将本产品充满电；
3. 如果产品长期(超过2个星期)不用，请对其充电；
4. 必须选择正规厂家生产且经过国家CCC认证的充电器；
5. 若手机无法搜索到产品，请将产品重新进入配对模式或将产品恢复出厂设置，若手机程序出错，请把手机蓝牙关闭再开启或重启手机。

电池安全

本产品内置电池已通过国家3C认证
1.请勿拆解或改装电池、插入异物、置入高温、或浸入水或其它液体中,以免引起电池漏液、过热、起火或爆炸。电池只能由制造商更换。
2.请勿跌落、挤压或穿刺电池。避免让电池遭受外部大的压力，从而导致电池内部短路和过热。

- 请勿以任何理由拆除或维修改装产品，否则可能会导致起火，电子击穿甚至彻底损坏本品；
- 请勿将产品置于温度过低或过高(0℃以下或45℃以上的环境下)；
- 请避免靠近儿童或动物的眼睛使用产品指示灯；
- 请勿在雷暴天气下使用该产品，雷暴可导致本产品工作不正常，并增加触电的危险；
- 请勿用油及其他挥发性液体擦拭本产品；

长时间使用耳机可能会造成听力损害，请合理安排使用时间。

产品中有害物质的名称及含量

部件名称	有害物质									
	铅 pb	汞 Hg	镉 Cd	六价铬 Cr (VI)	多溴联苯 PBBs	多溴二苯醚 PBDEs	邻苯二甲酸二正丁酯 DBP	邻苯二甲酸二异丁酯 DIBP	邻苯二甲酸丁苄酯 BBP	邻苯二甲酸二(2-乙基)乙酯 DEHP
外　壳	O	O	O	O	O	O	O	O	O	O
电路板组件	X	O	O	O	O	O	O	O	O	O
电　池	O	O	O	O	O	O	O	O	O	O
充 电 线	X	O	O	O	O	O	O	O	O	O
附　件	O	O	O	O	O	O	O	O	O	O

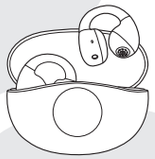
本表格依据SJ/T 11364的规定编制
O: 表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572 规定的限量要求以下。
X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

使用年限

如本手册所述，在正常使用条件下，本产品的环保使用期限为10年。在此期间，产品不会泄露任何危险物质，本产品可以回收，必须按照当地法规处理。

USER MANUAL

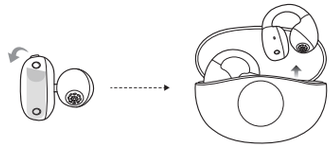
QCY Crossky C50i
True Wireless Earbuds



https://www.qcy.com/pages/support-center

QCY APP

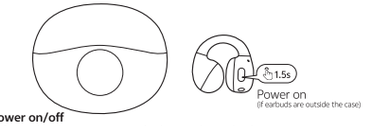
PAIRING



Initial Pairing:
1.Take out both earbuds, remove the insulating films, then place them back into the charging case (this step activates the earbuds).
2.Take out both earbuds again.
3. Refresh the Bluetooth device list on your phone and select "QCY Crossky C50i" to complete pairing.

One-Tap Pairing:
Take the earbuds out of the charging case, then press and hold the button for 5s to enter pairing mode.

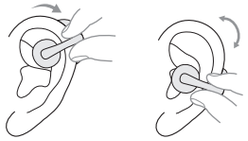
POWER ON/OFF



Power on/off
1. Open the charging case and take out the earbuds to power on. When the earbuds are outside the case and powered off, press and hold the button for 1.5s to power on.
2. Place the earbuds back into the charging case and close the lid. The earbuds will power off automatically.

WEARING INSTRUCTIONS

1. Place the earbud onto the ear from the outer ear, slide it downward to a mid-lower position, and fine-tune until comfortable.
2. Adjust the earbud angle and align the sound outlet vertically with the ear canal for an optimal fit.
3. Incorrect wearing may affect call quality and audio performance.

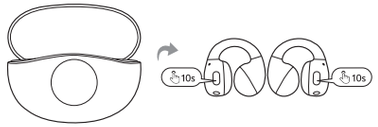


MULTI-DEVICE CONNECTION

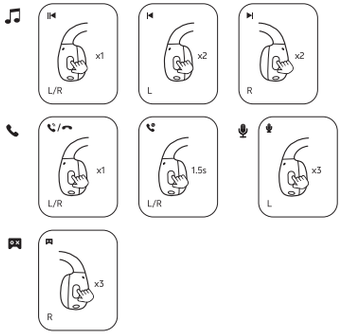
Multi-device connection method.
1. Power on the earbuds to enter pairing mode and connect to Device A. Then disable Bluetooth on Device A; the earbuds will re-enter pairing mode.
2.Enable Bluetooth on Device B and select "QCY Crossky C50i" to complete pairing.
3.Re-enable Bluetooth on Device A and select the previously paired device name to reconnect.
The earbuds will then connect to both devices simultaneously.

FACTORY RESET

Clear Pairing Records(use this method if connection fails).
Open the charging case and take out the earbuds. Within 60s, press and hold the button for 10s to reset.
After restoring factory settings, reconnect using the initial pairing method to resume normal use.



CONTROLS



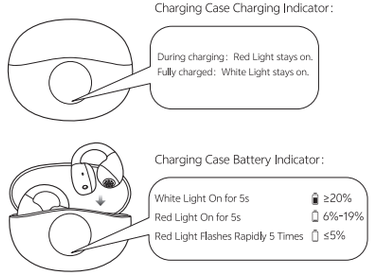
x1: Tap
Pause / play Music (L/R) Answer a call (L/R) End a call (L/R)

x2: Double Tap
Previous Track (L) Next Track (R)

x3: Triple Tap
Activate Voice Assistant (L) Game Mode (R)

1.5s: Long press
Reject a call (L/R)

INDICATORS



WARRANTY INFORMATION

Warranty Period
QCY products come with a 12-month warranty period from the date of delivery.

How to Solve My Problem
Online purchase: When applying for after-sales service, please give priority to contacting the customer service of the purchase channel/platform. The service support of QCY will provide technical support services and solutions to process your after-sales questions.
Offline purchase: Please contact the store/distributor or agent directly to assist with your after-sale question.

Valid proof of purchase to daim warranty
Products purchased from online: Please provide with order number or information that clearly show the sales channel, product details, price, sales date.
Products purchased from non-official channels: Please provide with sales store information, order number, or product information evidence confirmed by QCY service team.

Not Covered under Warranty
The manufacturer's warranty is avoid under the following circumstances but not limited to:
· Lost, stolen, or free products.
· Items that have expired their warranty period.
· Products without sufficient proof of purchase.
· Improper or inadequate maintenance or modification.
· Accident, misuse, abuse, contamination, or other external causes.
· The use of unspecified adapter and accessories.
· Malfunctions or damages resulting from natural disasters, earthquakes, lightning, abnormal voltage, or environmental factors.
· Damages that occur as a result of one's failure to follow the instructions.

Contact Details
For FAQS and more information
Please email to support@qcymall.com or visit
https://www.qcy.com

FCC STATEMENT

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.

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

IC STATEMENT

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device
Cet appareil contient des émetteurs / récepteurs exemptés de licence conformes aux RSS (RSS)d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes :
(1) Cet appareil ne doit pas causer d'interférences.
(2) Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable de l'appareil.

ANATEL STATEMENT

Este equipamento não tem direito à proteção contra interferência prejudicial e
não pode causar interferência em sistemas devidamente autorizados.

SAFETY INSTRUCTIONS

1.Please carefully read and retain this user manual before using the product.
2.If the product is not used for an extended period (more than 2 weeks), please recharge it.
3.Use a charger from a certified manufacturer that complies with local safety standards.
4.If your phone cannot detect the product, either re-enter pairing mode or perform a factory reset on the product. If there is a phone software error, turn Bluetooth off and on, or restart your phone.
5.Battery replacement should only be performed by the manufacturer.
6.Do not drop, crush, or puncture the battery. Prevent external pressure that may lead to internal short circuits and overheating.
7.Do not dismantle or modify the product for any reason, as it may result in fire, electronic breakdown, or permanent damage to the product.
8.Do not expose the product to extremely low or high temperatures (below 0°C or above 45°C).
9.Do not shine the product indicator light into the eyes of children or animals.
10.Do not use the product during thunderstorms, as it may cause abnormal operation and increase the risk of electric shock.
11.Do not use oil or other volatile liquids to clean the product.
12.Do not use this device at high volume for extended periods, as it may cause hearing damage.

WARNING! Prolonged exposure to loud noise can cause temporary or permanent hearing damage or hearing loss. As a consequence, avoid listening for long periods at high volume and keep the volume at an appropriate setting.

Notice:

This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. This product can be returned to them for environmentally safe recycling.

The power delivered by the charger must be between a minimum of 2 Watts (required by the radio equipment) and a maximum of 5 Watts to achieve the maximum charging speed.

Wireless frequency: 2.402 ~ 2.480GHz
RF power of transmission: <4dBm

2-5 W

Manufacturer: Dongguan Hele Electronics Co., Ltd
Address: Room 101, Block 1, No.38, Daojiao Daohou Road, Daojiao Town, Dongguan City, Guangdong Province, China
E-mail: support@qcymall.com
Website: www.qcy.com

RoHS
Made in China