

TAGRY X18 USER MANUAL



Packing List

Charging Case x1

Earbuds x2

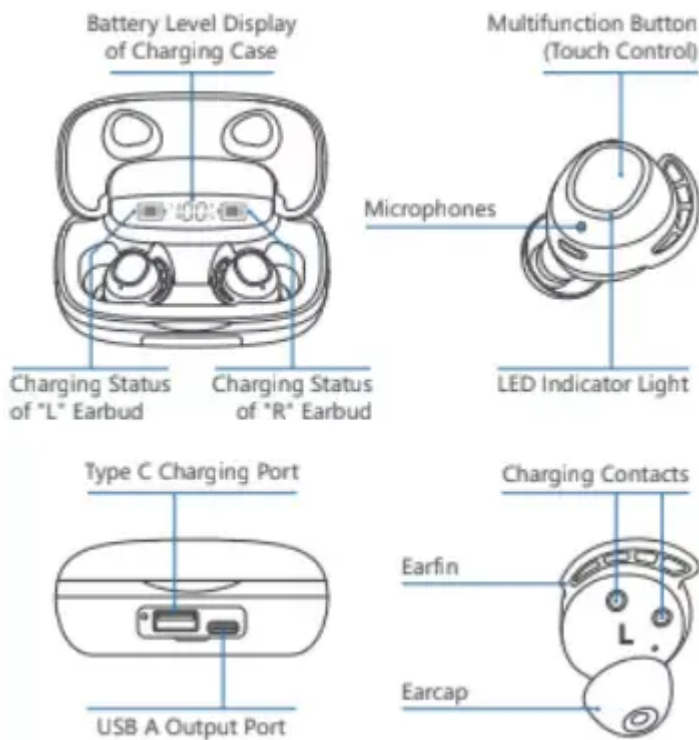
Earfins x2 Pairs

Eartips x4 Pairs

User Manual

USB C Charging Cable x1

Product Overview



Battery Level Display of Charging Case

Multifunction Button (Touch Control)

Microphones

Charging Status LED Indicator Light of "L" Earbud

Charging Status LED Indicator Light of "R" Earbud

Type C Charging Port

Charging Contacts

USB A Output Port

Product Parameters

Model Number : X18

Earbuds Dimension and Weight: 1*0.74*0.68 inch, 0.01LB

Charging Case Dimension and Weight: 3.5*2.0*1.26 inch, 0.2LB

Support Profile : HFP/A2DP/AVRCP

Transmission Range : 33feet (without obstacles)

Charging Time: 2Hrs for earbuds/2.5Hrs for Charging Case

Battery Capacity : 2600mAh for charging case, 5mAh for earbuds

Notes:

- Before first using, please ensure both earbuds are fully charged. So, we recommend charging both earbuds in the charging case for 1 hour before using it for the first time. structure or any part of it.
- Don't replace the built-in batteries of earbuds and charging case.
- Don't expose the product to fire, high temperature, direct sunlight, etc.
- Notice: Before charging for earbuds, please ensure that charging case has enough power. (more than 10% power left)

How to Wear

Step 1: Choose suitable eartips and earfins.



Step 2: Insert earbuds into ear canals.

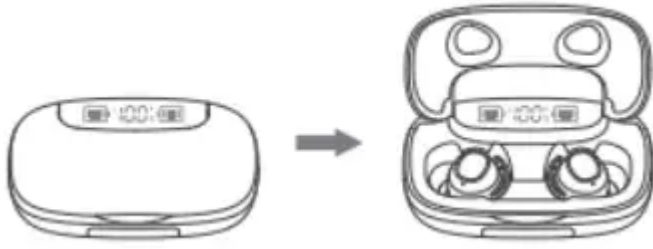


Step 3: Roatate earbuds until to comfort and secure position.
(Earfins should be in the position that keep earbuds secure)

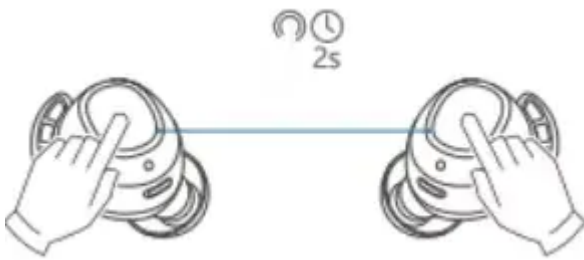


Power On

Auto Power On: Once open the lid of charging case, earbuds will auto power on and enter into pairing mode.



Manual Power On: When earbuds are not in the case, earbud can be manual power on via tap on touch area and hold for 2s.



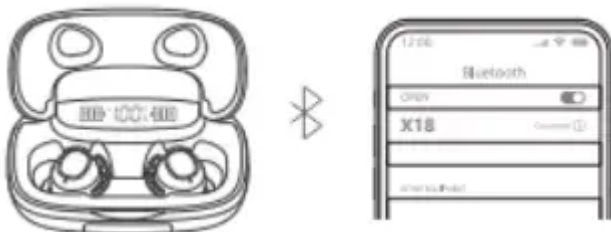
Power Off

Stereo Mode

Step 1: Open the lid of charging case, both earbuds will auto power on and enter pairing mode(light on right earbud will flash red and white alternately)



Step 2: Activate the bluetooth setting on your phone, then search and select "X18" (Once connected successfully you will hear a prompt "Connected")



Single Mode

- When both earbuds are in using, please put one earbud into the case and then close the lid of case, you can get the single mode.
- When both earbuds are in charging case, please just take one earbud out, and then close the lid of case, you can get the single mode.

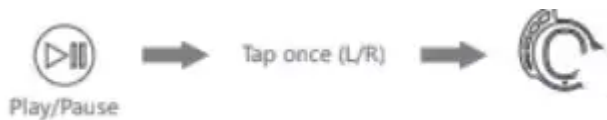


Notes:

- If both earbuds do not connect with your device, earbuds will auto power off after 5mins.
- After first pairing, earbuds will memorize the last connection device. Second time when you open the lid of case and bluetooth of your device is enabled, earbuds will auto reconnect.
- After first pairing, if you want X18 to pair with different device, please forget "X18" on your first device, then you can use X18 to connect with other devices.

Music Control

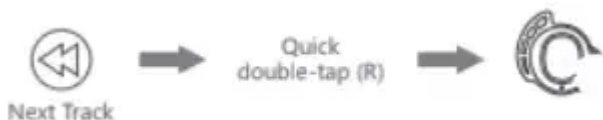
Play/Pause: Tap once (L/R)



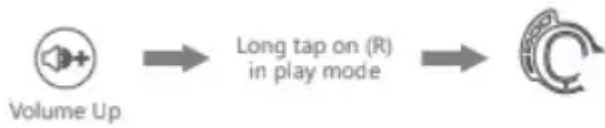
Previous Track: Double-tap (L)



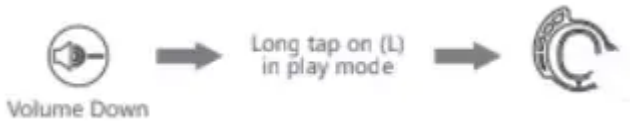
Next Track: Double-tap (R)



Volume Up: Long tap on (R) in play mode



Volume Down: Long tap on (L) in play mode



Phone Calls Control

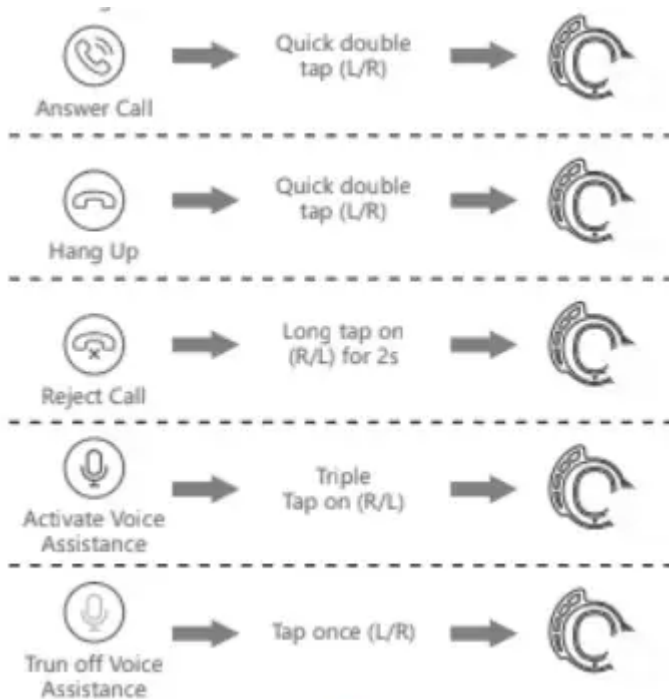
When you have an incoming call, you will hear a voice prompt "incoming call"

Answer Call: Quick double tap (L/R)

Reject Call: Long tap on (R/L) for 2s

Activate Voice Assistance: Tap on (R/L)

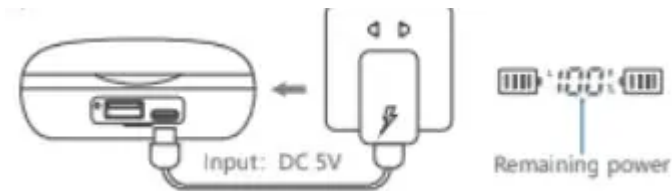
Turn off Voice Assistance: Tap once (L/R)



Charging for The Case

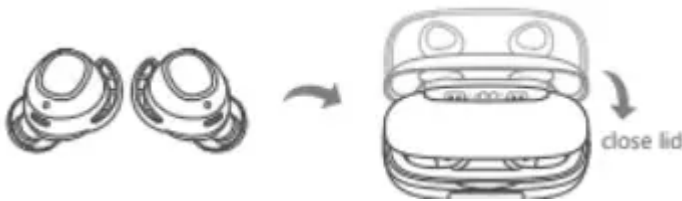
1. Please use the USB C charging cable we provided to connect a charging adapter and plug the Type C head of the USB C charging cable into the charging port of the case.
2. Plug the charging adapter into a power outlet, then case will be charged. The LED display on the charging case shows how much power is left for the case.

Input: DC 5V



Charging for earbuds

For charging earbuds, please place earbuds back into the case, and then you must have closed the case. Earbuds will be charged once lid closed. Almost 2h later, earbuds will be fully charged.
Remaining power



Notice: Before charging for earbuds, please ensure that charging case has enough power. (more than 10% power left)

Charge For Your Phone

1. Please fully charge for X18 charging case to ensure it has enough power, and then use the case to charge your phone.
2. Please use the charging cable supplied with your phone to connect the X18 case and your mobile phone, and then charging case start charging your phone.



Trouble Shooting Guide

Why did my earbuds cut in or cut out?

There are a few things that may cause the cut in or cut out, for example:

(1) Earbud at low battery: When earbud is in low battery status.

Step 1: Choose suitable eartips and earfins.

Step 2: Insert earbuds into ear canals.

Step 3: Rotate earbuds until to comfort and secure position. (Earfins should be in the position that

keep earbuds secure) it's going to cause more disconnections. Keeping it fully charged will prevent many of these issues with cut in or cut out. You just need to charge it.

(2) Mobile Phone at low battery: When your mobile phone is in low battery, maybe just 5%-10% power left, some mobile phones at 5% power left will meet this case, some of mobile phones at 10% will meet this case, this is up to your mobile phones that may cause the earbuds will be power off - power on-connected again and again, because the mobile phone doesn't have enough energy to power Bluetooth modles. at this time, we just charge the mobile phone, very-thing will recover well.

(3) Exceeding transmission distance: If it has too much distance between your earbuds and the device you've connected it with, connection of earbuds can easily drop. Please do not let the distance between the earbuds and your mobile phone more than 33feet (without obstacle).

(4) Too many apps are running on your phone: Too many apps running in your smart phone, when bluetooth is trying to pair with them, it causes interference with the connection. Some devices are rather limited in the number of apps that it can run at the same time. Please clear some apps running.

(5) Something is interfering: If you are in a crowded place, there are many people and many wireless devices relay wireless signals, that will interfere your signal transmitting in a way, this case happens widely for bluetooth devices. Please go to the place that has less people, then problem will be fixed.

If the above is still not helpful for you, please contact us via service@tagry.store

Earbuds can not be charged when I put it into the case and close the lid. how can I fix it?

First, earbuds just can be charged when you put them back in case and closed the lid of case, then please check whether the charging case has enough power or not. If the case at a lower power(less than 10%, please charge the case first)

If the case has enough power, but earbuds still can not be charged after close the lid of case, please follow the steps as below:

(1) Shake the earbud from side to side and press the earbud slightly to make full contact between the earbud charging contacts and the charging case thimble, then close the lid of case and observe if the earbud charging indicator light is running, if it is running, that means the earbud is charging.

(2) If the method above does not work, please try to use an rag to clean the magnet charging contacts on earbuds and clean the charging case thimble, then repeat the method 1 again.

If both methods do not work, please contact us via service@tagry.store for replacement.

Why the volume of the earbuds and the volume of the Android phone are not in sync during adjustment?

To protect users from potential hearing damage, Android's limit on max volume is quite low for bluetooth audio devices. So, earbuds volume will not sync with your android phone. If you feel the volume is too low and you are using android smart phones, please follow the method as below: Please add volume via button on your phone first and then add the volume via tap on earbuds. Then you can get the max volume.

Earbuds can not power off via long tap on MFB when it keeps connection with my phone?

Our X18 earbuds are setting at "earbuds can not be powered off via tap on earbuds for 5s when earbuds are connected with devices". But when earbuds are disconnected with your devices, you can power off earbuds via tap on either earbud and hold for 5s.

The other method for power off earbuds is to place back into the charging case and then close the lid of case, then earbud will disconnect with your device.

Why can't I adjust the volume when I pause the music?

Our X18 earbuds are setting at "when you pause music, you can not adjust volume via long tap on either earbud". If you still want to adjust volume at this status, below has 2 methods.

Method 1: Adjust volume via the "Volume Button" on your phone.

Method 2: Please play music again, and then you can adjust volume via long tap on right or left earbud.

If both methods do not work, please contact us via service@tagry.store for replacement.

I can not hear anything people who have phone call with me. he/she can't hear me either. why?

When you answer a call, check that the audio output is X18. There are two ways of answering a call.

Method 1: Touch the answer button on the phone screen to answer the call. With some phones, when you touch the screen to answer, the audio output defaults to the phone. You need to change the audio output to Bluetooth output aka X18 earbud, otherwise the caller can't hear you because your phone is far away from your mouth and you can't hear what people are saying unless you put the phone's speaker near your ear.

Method 2: A quick double tap on the earbud will answer the call and you can make a clear call directly from the earbud, you can clearly hear what the person is saying and the person can hear what you are saying.

FCC Warning Statement

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

Customer Service

TAGRY X18 Earbuds Customer Service Tel: (781) 230-7818 Mon. - Fri. 11am - 8pm EDT

Email: service@tagry.store

Web: www.tagry.store

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.