**Introduction**

Thank you for choosing and buying SoundPEATS Q12 Bluetooth Stereo Headphones! The Q12 Bluetooth stereo headset is designed for stereo music and clear call quality. The main features of the Q12 include: parallel pairing, touch operation, MIR, wireless charging, APTX audio codec, and 6 interchangeable ear tips. The Q12 Bluetooth headset can remember previously paired devices. It automatically connects to the last device that was used. The Q12 Bluetooth headset is also equipped with a multifunction button and LED indicator.

**Function Operation**

1. **Mute/Resume**
   - Press and hold the Multifunction Button for about 2 seconds.

2. **Call**
   - Press the Multifunction Button once to answer a phone call.
   - Press the Multifunction Button again to end a phone call.
   - Press both volume + and volume - button to hang up a phone call.

3. **Volume +/−**
   - Press volume +/− button to adjust the volume level.

4. **Play Next/Play/Pause**
   - Press the Multifunction Button once to play the next song.
   - Press the Multifunction Button twice to play/pause a song.

5. **Hang Up**
   - Press the Multifunction Button once to hang up a phone call.

6. **Call Long press the Multifunction Button**
   - Long press the Multifunction Button to redial a phone number called.

**Package Content**

- 1 x User Manual
- 1 x Carrying Case
- 6 x Interchangeable Ear Tips

**Trouble Shooting**

**Q:** The sound is not very clear / the caller cannot hear my voice

**A:** Make sure your device is paired and connected to your Q12 headset, and then try to adjust the volume on your device.

**Q:** The headset is on, but it is not connecting to my device?

**A:** Please check if your device is paired to the Q12 headset. If not, you can scan for devices to pair the Q12 headset to your device.

**Q:** My headset will not switch on.

**A:** Please check if the power indicator is not flashing. If the power indicator is not flashing, you can press the Multifunction Button for approximately 8 seconds to turn on the headset. If the power indicator is flashing, you can press the Multifunction Button for approximately 8 seconds to turn off the headset.

**Q:** The headset is charging, but it is not fully charged.

**A:** Please check if you are using the correct charging adapter. If you are using the correct charging adapter, you can try to unplug the charging adapter and then plug it back in to see if the headset is fully charged.

**Q:** The headset has a problem.

**A:** If the device fails due to a manufacturing defect, please contact the manufacturer’s customer service. If the problem is not caused by a manufacturing defect, you can bring it to your local SoundPEATS retailer or contact the manufacturer’s customer service to arrange for a return and replacement.

**Customer Support**

For more information, please visit our website at support@soundpeatsaudio.com.

We will answer your email within 24 hours. We will do our best to provide you with a viable solution.

**Warranty**

12 MONTHS

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**Care and Maintenance**

- Do not scratch the surface with a hard object.
- Do not use chemicals or detergents to clean the product.
- Do not drop or knock your headset on a hard surface.
- Do not try to take the product apart.
- Power off the headset when not in use and before storing.
- The internal circuit board of SoundPEATS Q12 may be damaged if the headset is exposed to water.

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