# QCY

QY19

Bluetooth Headset
USER MANUAL

## Getting Started

ⓐ **Power on**

Ear Hook

Ear Tip

LED
Indicator Light

Vol +

Multifunction
Button (MFB)

Vol -

USB
Charging Port
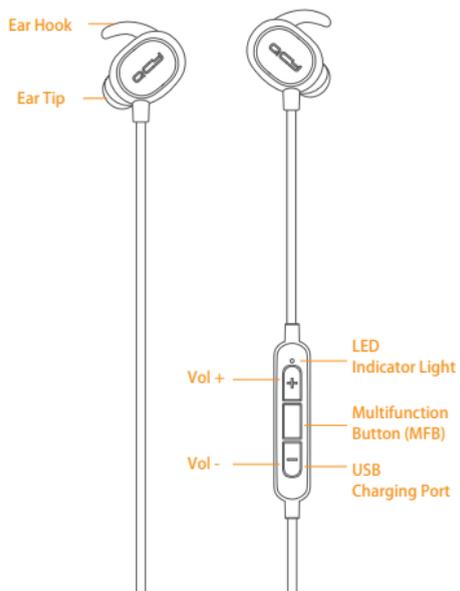
## b Fitting and wearing

**Ear tips in different sizes**

Large × 2    Medium × 2    Small × 2        Large × 2    Medium × 2

**Semi-closed ear tips**
(suitable for doing sports)

**Closed ear tips**
(suitable for listening to music)

Large × 2        Medium × 2        Small × 2

**Ear hooks in different sizes**
(used for secure fit)

Gently push the earbud into your ear canal and adjust the ear hook to get a comfortable fit.

## c Pairing

Press and hold for 5 seconds

To enter pairing mode, press and hold MFB until the indicator flashes red and blue alternately.
(The headset will directly enter pairing mode the first time you turn it on. To enter pairing mode for the next time, you need to follow the abovementioned steps.)
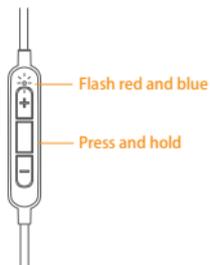
BLUETOOTH

Bluetooth ON

Detection Functionality

Phone Name

Available Devices          Available Devices

QCY-QY19          QCY-QY19

Activate the Bluetooth function of your mobile phone, search and select "QCY-QY19" from the devices list to connect.

## Charging
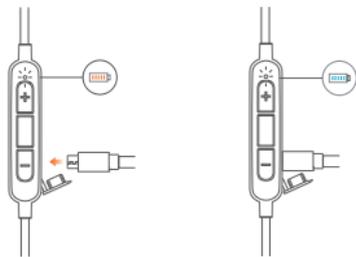


When the battery level is low, you will see the indicator flash red and hear a voice prompt.
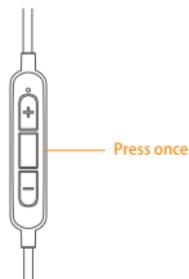
## Factory Reset



Flash red and blue

Press and hold

During charging, press and hold MFB until the indicator flashes red and blue alternately.
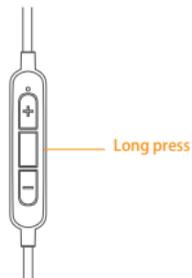
## General Functions

### Answer/End a call

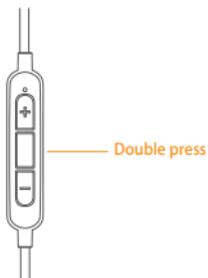When there's an incoming call (indicator flashes blue), press MFB once; press again to end it.



Press once

### Reject a call

When there's an incoming call (indicator flashes blue), long press MFB for 1 second.
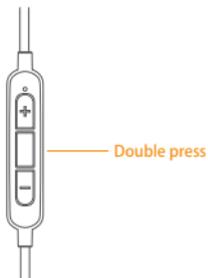


Long press

## Redial last number

When standby, double press MFB.
Note: This function is phone dependent.

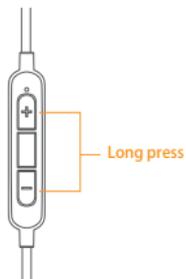Double press

## Mute

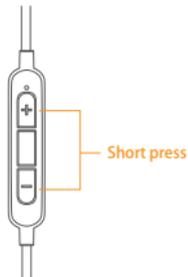When on a call, double press MFB.

Double press

## Next/Previous track

When playing music, long press Vol +/- for 1 second

Long press

## Adjust volume

When on a call or playing music, short press Vol +/- once.

Short press

## Multi-point Connection

1. Follow the pairing procedure to connect the headset to Phone 1 and turn off the headset.
2. Long press MFB to enter pairing mode again. Activate the Bluetooth function of Phone 2 and search for the headset. Select "QCY-QY19" from the devices list and click it to connect.



Long press

Phone 2

3. Go back to Phone 1 and select "QCY-QY19" from the devices list to finish multi-point connection.



Phone 1

## Multiple call handling

When you are already on a call, if there's an incoming call on the other phone, press MFB to answer the 2nd call and put the 1st call on hold. You can switch between the two calls by double pressing MFB.

## Play/Pause ▷||

When playing music, press MFB once to pause, press again to resume playing.

## Activate voice control

Press MFB for 1 second under standby mode to activate voice control of your phone.

## Transfer voice between headset and phone

During a call, long press MFB for 1 second.

## Product Features

V4.1 Bluetooth version, compatible with over 99% of mobile phones and tablets

CSR Bluetooth chip, ensuring optimal Bluetooth performance

Light weight(12.7g) and small size, comfortable and pressure-free wearing

## Basic Parameters

Bluetooth Version: V4.1

Model: QY19

Charging Time: 2 hours

Weight: 12.7 g

Standby Time: 155 hours

Operating Range: 33ft/10m

Bluetooth Profile: HFP/A2DP/HSP/AVRCP

Talk Time: 5 hours

For after-sales service, please contact customer service of QCY.

Service Tel: 4008-306-708
Product Standard: Q/HL 1-2016
Manufacturer: Dongguan Hele Electronics Co., Ltd.
Website: www.qcybluetooth.com
Address: DaLingYa Industrial Zone, Daojiao Town, Dongguan
City, Guangdong, China (No.5 DaLingYa, Yuehui Rd
-QCY Ecological Garden)

## Warranty Card

Warranty period: a limited 12-month warranty applies to our products.
Free service:
Under warranty, if there is any breakdown caused by manufacturing defects, please contact our dealers to enjoy free maintenance. You will always need this Warranty Card and your receipt or other proof of purchase to claim warranty.
Free maintenance won't be available under the following circumstances:
1. Without Warranty Card or intact maintenance label
2. Damage caused by improper disassembly or repair
3. Damage resulting from liquid or dropping, and other artificial mechanical defects
4. Damage caused by any force majeure

| Part Name | Hazardous Substances | | | | | |
|---|---|---|---|---|---|---|
| | (Pb) | (Hg) | (Cd) | (Cd) | (Cd) | (PBDE) |
| Main body | X | O | O | O | O | O |
| Battery | O | O | O | O | O | O |
| Ear tips | O | O | O | O | O | O |
| Accessories | O | O | O | O | O | O |
| Charging cable | X | O | O | O | O | O |

O： shows that the content of hazardous substances in the homogeneous materials of corresponding part is within the limitation stipulated in Requirements for Concentration Limits for Certain Hazardous Substances in Electronic Information Products (SJ/T11363-2006).

×： shows that the content of hazardous substances in at least a certain homogeneous material of corresponding part is beyond the limitation stipulated in Requirements for Concentration Limits for Certain Hazardous Substances in Electronic Information Products (SJ/T11363-2006).

## FAQ/Trouble Shooting

Q: I have established connection with my smartphone, but I am not hearing any sound?

A: Please make sure that you turn up the volume of both devices. Some smartphone requires you to setup the Bluetooth headset as an audio output device before sound is transmitted. Please see the instruction of your smartphone of details. If you areusing a music player or other Bluetooth device, please make it supports A2DP stereo music profile.

Q: Why the connection is not stable and cuts out intermittently?

A: Please make sure there are no objects between the headset and your Bluetooth device; please make sure there is no radio or WIFI interference nearby.

Q: Can I use the headset while it is charging?

A: No, you cannot use the headset while it is charging.

Q: The headset is not responding no matter what I do.

A: Please try to reset the headset. (see the "Reset" section)

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

A: Please adjust the volume on your phone and headset. Make sure there is no source of interference nearby. Stay close to your smartphone.

## Tips

1. Before using the headset, please read the manual carefully and keep it for future references.
2. The headset need to be fully charged prior to first-time use.
3. If the headset is left unused for over two weeks, please recharge it periodically.
4. Use only chargers made by qualified manufacturer.
5. If the headset cannot be searched by your phone, please check whether it is in pairing mode; if left unconnected for a long while, the headset will exit pairing mode, please re-enter the mode; if a procedure error of your phone occurs, reboot it; if a procedure error of the headset occurs, reboot or reset it.

## Safety Rules

1. Never disassemble or modify your headset for any reasons to avoid any damages and danger.
2. Do not store the headset in extreme temperatures (under 0℃ or over 45℃).
3. Avoid using the indicator close to the eyes of children or animals.
4. Do not use this headset during a thunderstorm to avoid irregular function and increased risk of electric shock.
5. Do not use harsh chemicals or strong detergents to clean the headset.
6. Keep the headset dry.