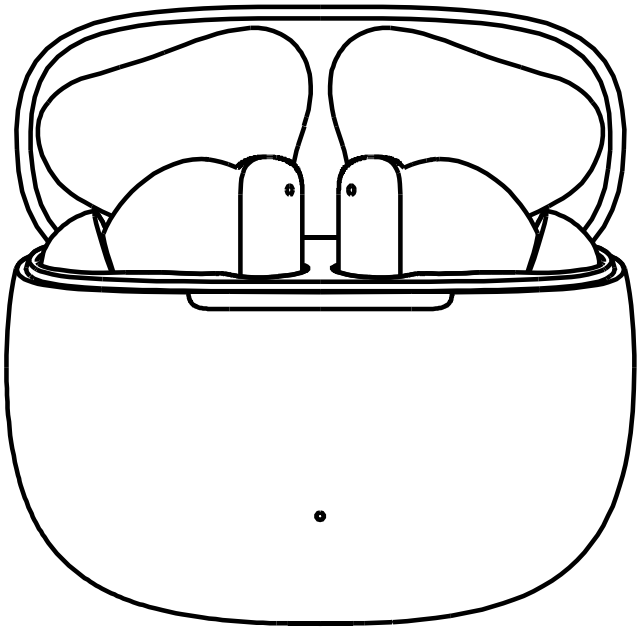
TCL MOVEAUDIO Air

User Manual



V1.0

Model: TW12

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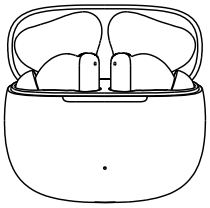
Read this first

- Before using this documentation and the device it supports, ensure that you read and understand the "Important safety information" on page 12.
- Illustrations in this documentation might look different from your device.
- Instructions in this documentation may vary depending on your device model and software version.
- Documentation content is subject to change without notice. We make constant improvements on the documentation of your device, including this user manual.
- TCL Communication Ltd. does not assume any liability that may occur due to the use or application of the product described herein. Every effort has been made in the preparation of this documentation to ensure accuracy of the contents, but all statements, information and recommendations in this documentation do not constitute the warranty of any kind, express or implied.

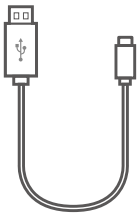
Chapter 1. Welcome

Congratulations on the purchase of your new TCL headphones! After it is set up and connected, you can enjoy wireless music and phone calls with high quality sound. You are recommended to read through this user manual which helps you set up, connect and operate the product easily and properly. For more information, visit www.tcl.com.

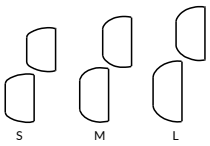
What's in the box



Charging Case & Earbuds



USB cable



Earplugs

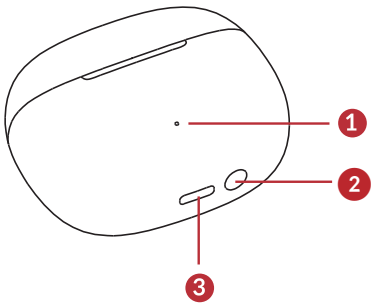


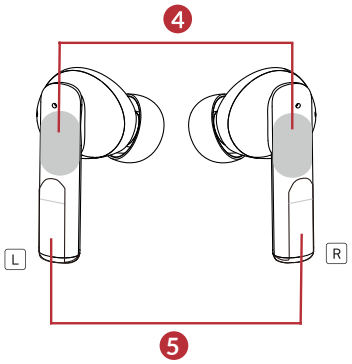
Quick start guide



Warranty card

Overview





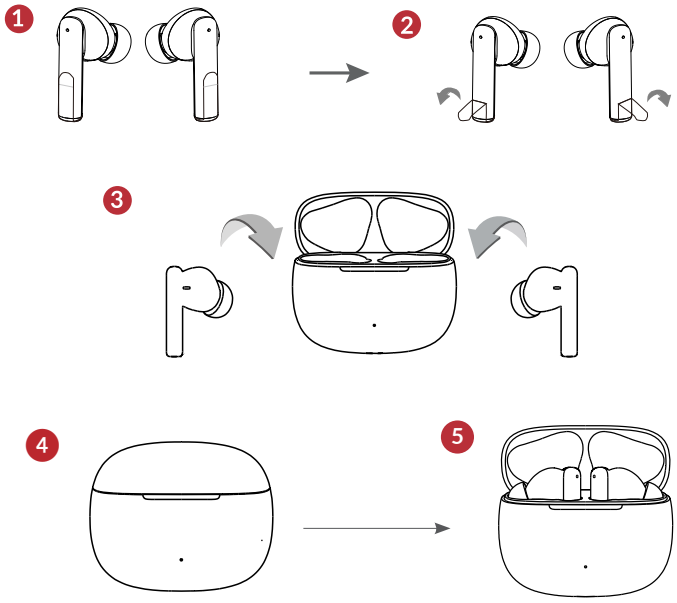
1 LED indicator	The indicator flashes blue colour to indicate the charge or communication status of the earbuds or the charging case.
2 Function button	The button allows for you to check the charge status of your earbuds or the case, reset your earbuds, and pair earbuds with Bluetooth®-enabled devices such as smartphones.
3 USB Type-C™ port	Connect the charging case to a computer or a compatible USB adaptor with the supplied USB Type-C cable to simultaneously charge both the earbuds and the charging case.
4 Touch control area	Tap or press to operate earbuds.
5 Insulation tape	Peel off the insulation tape before using the earbuds for the first time.

Chapter 2. Get started

First Time Using - Activation

Follow these steps to activate your earphone for the first time using.

1. Take out the earbuds from the charging case.
2. Peel off the insulation tape on the earbuds.
3. Place the earbuds in the charging case.
4. Close the charging case, the LED indicator will turn off.
5. Open the case to complete the activation.



Note

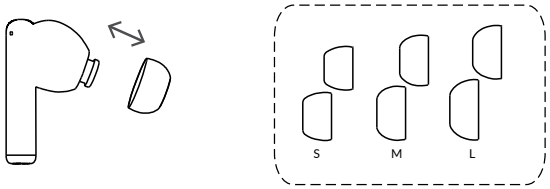
If earbuds cannot be activated successfully, please charge it for a while and then repeat the activation process again.

Replace ear tips

To get the most use and enjoyment out of your earbuds, select the most comfortable tips for your ears.

To replace an ear tip, follow these steps:

1. Pull firmly to remove the tip.
2. Choose a new tip.
3. Align the new tip with the earbud, then push until it clicks.

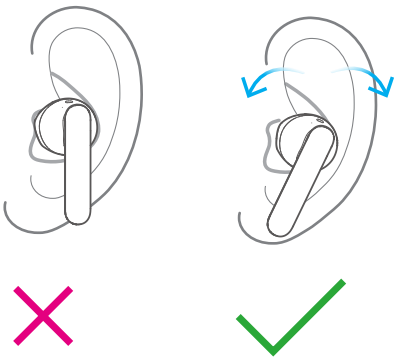


Note

For more tip sizes, see inside the box.

Wear the earphones

Put on the earphone, twist it to the proper position and fix it.



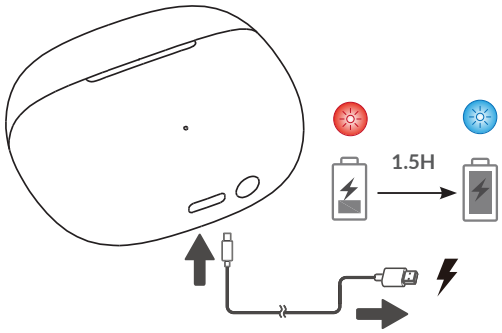
Chapter 3. Charging

Charge the case

Charging case

To charge the charging case, connect the case to a computer or a compatible USB adaptor with the supplied USB Type-C cable.

The LED indicator flashes in red when charging, and flashes in blue when charging is complete.

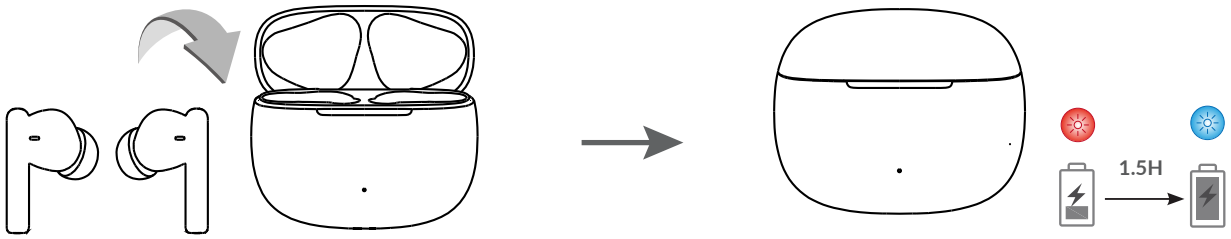


Notes

- It takes approximately 1.5 hours to fully charge the case using the supplied USB Type-C cable. The charging time may vary depending on the battery usage conditions.
- Use only the supplied USB charging cable for charging to prevent product damage.

Earbuds

Your charging case is a charger. To charge your earbuds, place the earbuds in the case, then close the lid. The case LED indicator flashes in blue for 3 seconds when charging starts.

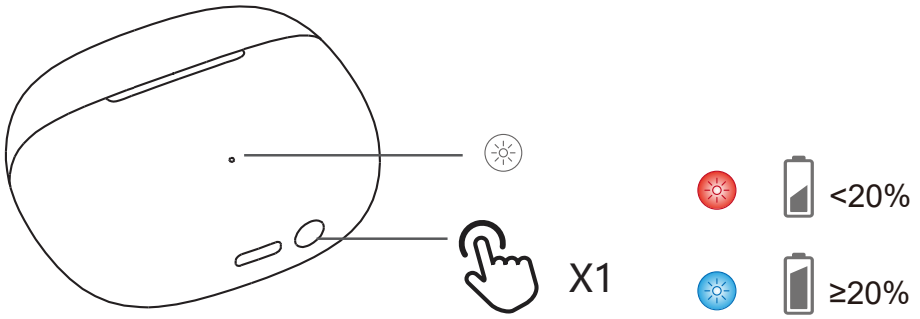


Note
For best results, do not insert your earbuds in the charging case if they are wet or dirty.

Check the battery status

Charging case

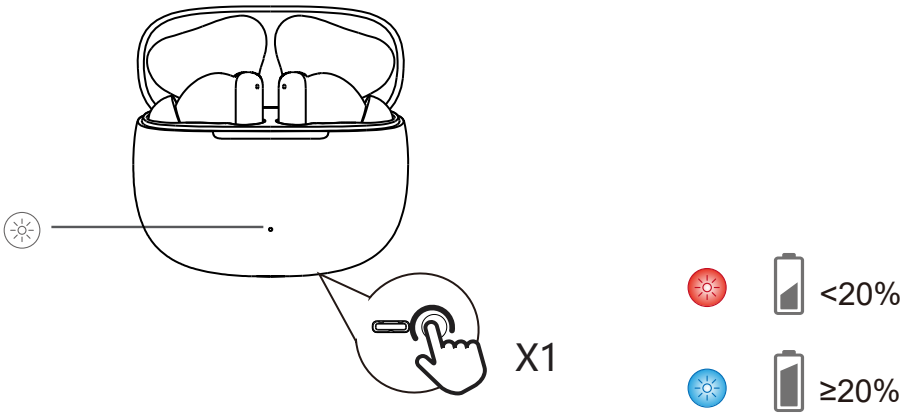
With no earbuds in the case, press the function button or open the charging case to check the charge status of the case from the LED indicator lights.



- The LED indicators red in 10 seconds when the charging case battery power is less than 20%.
- The LED indicators blue in 10 seconds when the charging case battery power is more than 20%.

Earbuds

With earbuds in the case, press the function button or open the charging case to check the charge status of the earbuds from the LED indicator lights.



- The LED indicators red in 10 seconds when the charging case battery power is less than 20%.
- The LED indicators blue in 10 seconds when the charging case battery power is more than 20%.

Notes

- The low battery prompt tone is heard via the earbuds when the battery level for the earbuds is less than 10%.

Chapter 4. Bluetooth

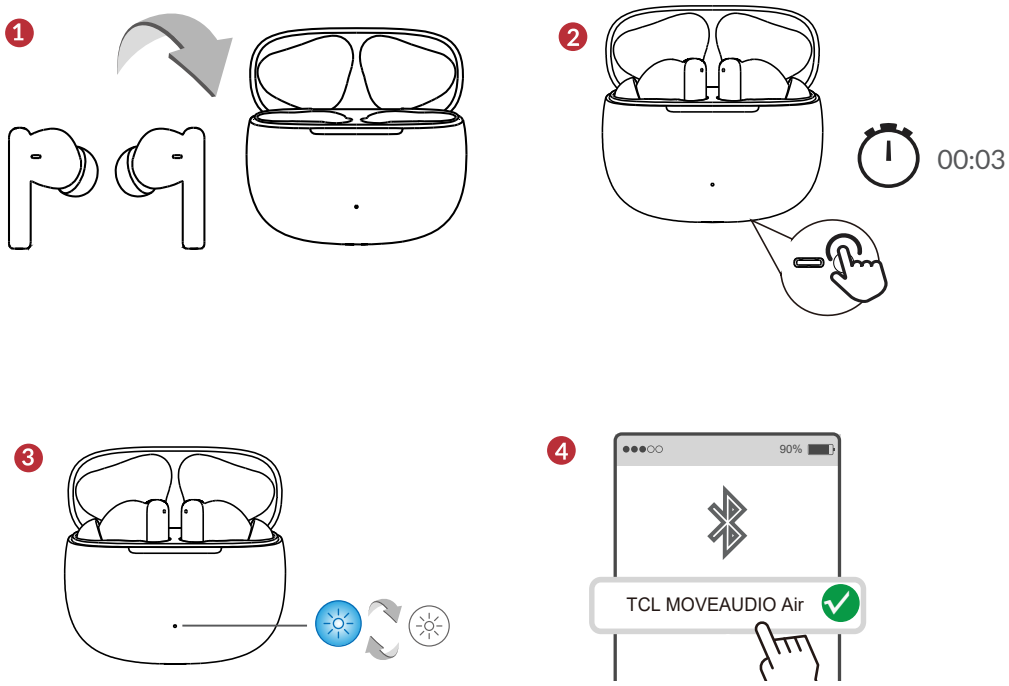
Enjoy music and hands-free calling with your earbuds by using the Bluetooth function of your device.

Connect with a Bluetooth device for the fisrt time

Pair your Bluetooth device to use it with the earbuds for the first time. Before you make the pairing operation, make sure your earbuds and the charging case are charged sufficiently.

To pair the earbuds with your device for the first time after purchase or after resetting the earbuds, follow these steps:

1. Take out your earbuds from the charging case, remove the insulation tape before using the earbuds for the first time, then place the earbuds in the case.
2. Press and hold the function button for 3 seconds.
3. The case LED indicator flashes in blue in cycle.
4. Unlock your device, and turn on the Bluetooth function on your device.
   Select **TCL MOVEAUDIO Air** from the list of available devices to complete the connection.



Note

- When you pair the earbuds with a device for the first time after purchase or after resetting the earbuds, the earbuds enter pairing mode automatically if you open the charging case.
- If pairing is not established within 5 minutes, the pairing mode will be cancelled and the earbuds will turn off.

Disconnect from a Bluetooth device

Disconnect your earbuds from the Bluetooth device using these methods:

- Put both earbuds in the charging case, and close the case.
- Turn off the Bluetooth function on your device.

Go to the Bluetooth menu of your device, tap your earbuds from the list of paired devices, and select disconnection option.
NOTE: The disconnection procedure may vary depending on your device model.

Reconnect with your devices

After successful pairing, the earbuds will automatically connect to the last paired device if taken out of the charging case.

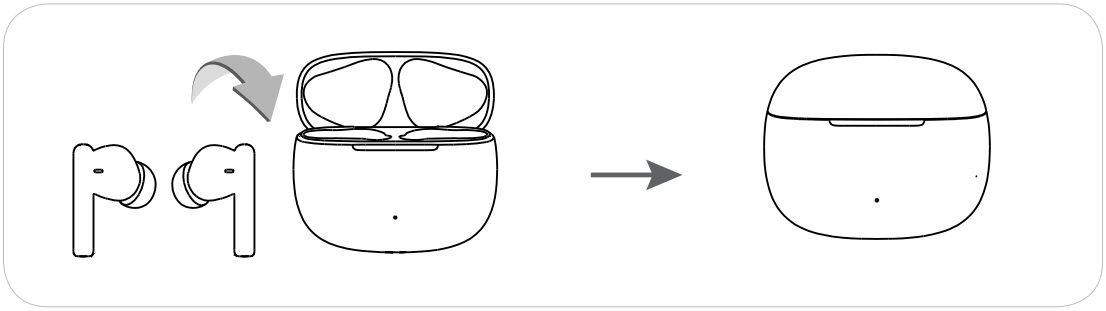
NOTES

- The earbuds and Bluetooth device must be turned on and within connection range.
- If the earbuds cannot find and connect to the last paired device, they will enter pairing mode shortly. You can still reconnect your earbuds to the device from the Bluetooth menu of your device.

Restart the earbuds

If you encounter connection or pairing issues when using your earbuds, try restarting them by following these steps:

1. Put both earbuds in the charging case, and close the case.
2. Wait for more than 2 minutes.
3. Take your earbuds out of the case. The earbuds have been restarted.



NOTE

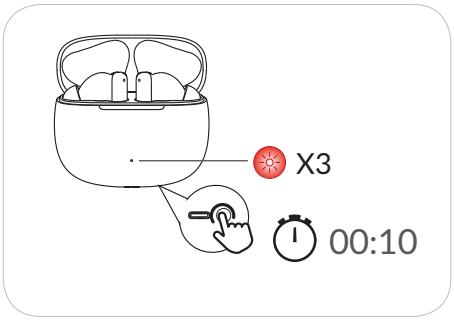
The pairing information is retained even if the earbuds are restarted. The earbuds will automatically connect to the last paired device if taken out of the case.

Reset the earbuds

If you have to reset your earbuds due to connection or pairing issues, follow the steps below:

1. Place the earbuds in the charging case with the lid open.
2. Press and hold the function button for 10 seconds.

When reset completed, the LED indicator on the charging case will flashing red for 3 times.



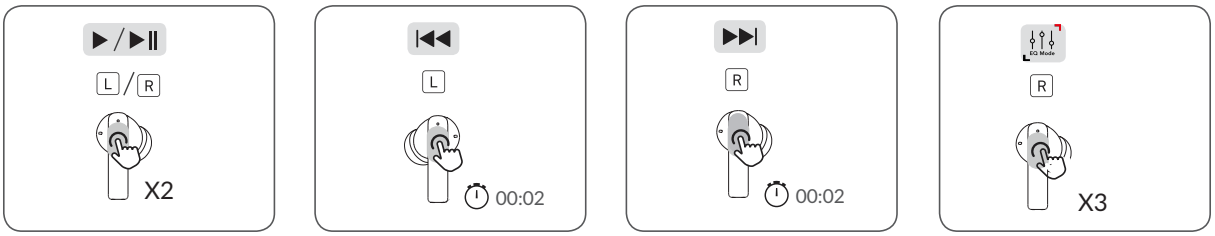
Chapter 5. Use your earbuds

Tap or press the touch control area on the earbuds to control your music, phone calls, and other useful functions without getting out your phone. Both earbuds can be used separately. When you use one earbud, please keep the unused earbud in the case to prevent loss or battery drain.

Music mode

Playback controls

You can perform the playback controls by tapping your earbuds. This function is assigned to your right earbud by default.



Double tap either earbud	Play or pause
Press and hold right earbud for 2 seconds	Next song
Press and hold left earbud for 2 seconds	Previous song
Triple tap right earbud	Switch EQ mode Blanace(default), Bass, Podcast

Notes

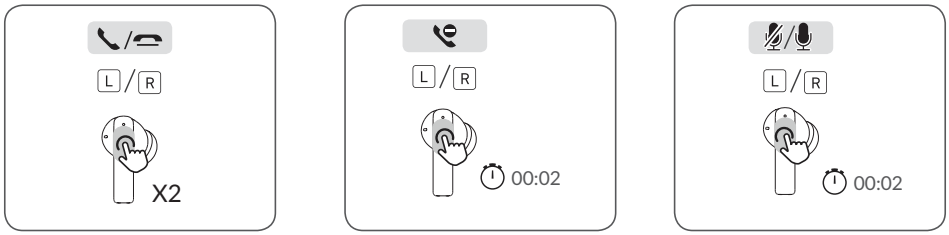
- Total 3 preset EQ modes, Balance, Bass and Podcast. The default is Blanace, switch between Bass and Podcast in return by triple tapping right earbud.

Call mode

Answer and control calls using your earbuds.

Phone controls

Manage calls by tapping and holding either of your earbuds.

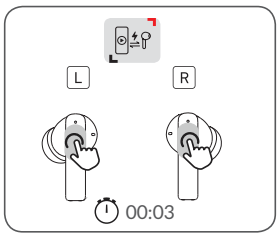


Double tap either earbud	Answer or end a call
Press and hold either earbud for 2 seconds	Reject an incoming call
Press and hold either earbud for 2 seconds during a call	mute Mic on / off

Low latency mode

Synchronise sound and visuals thanks to audio with low latency reach 120ms with supported device. Find more on www.tcl.com

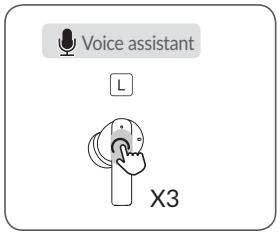
To turn on low latency mode, touch and hold the left and right earbuds at the same time for 3 seconds.



Voice assistant

Phone voice commands enable you to speak to **Siri®** or **Google Assistant™** on your smartphone using your earphones. For more information on using **Siri®** or **Google Assistant™**, consult the user manual of your smartphone or Bluetooth® device.

Triple tap left earbud to activate **Siri®** or **Google Assistant™**. You will hear the start-up sound. Make a request to **Siri®** or **Google Assistant™** through the earphones' microphone.



Notes

- Siri may not be activated depending on the phone model or application version.
- The operating instructions may vary depending on the application version.

Important safety information

Read all the safety information before using your product. Failure to follow these safety instructions could result in injury, or damage to your product or other property.

Important handling information

Handle your earbuds and the case with care. They contain sensitive electronic components, including batteries, and can be damaged if dropped, burned, punctured, crushed, disassembled, or if exposed to excessive heat or liquid.

Clean your device regularly with a dry and soft cloth. Do not use liquids or cleaning products.

Note: Before cleaning, remove earbuds from the case, and disconnect the USB cable from both the case and your computer or power adaptor.

Bluetooth

This product is designed for use with mobile devices that support Bluetooth standard specified by Bluetooth SIG, Inc. and are compatible to the following Bluetooth profile:

Bluetooth profile
• HFP - Hands-free profile
• A2DP - Advanced audio distribution profile (Bluetooth stereo supported)
• AVRCP - Audio video remote control profile

This radio equipment operates with the following frequency bands and maximum radio-frequency power:

Bluetooth 2.4GHz band: 9.83 dBm

Bluetooth LE 2.4GHz band: -5.73 dBm

Head SAR: 0.203 W/kg

It is considered improper use when this product is used for any application not named in this user manual.

TCL Communication Ltd. bears no responsibility for accidents or damage caused by improper use of this product.

Hearing loss

Listening to sound at high volume may cause permanent hearing loss. Check the volume after inserting earbuds in your ears and before playing audio.



WARNING: To prevent possible hearing damage, do not listen at high volume levels for long periods.

Medical device interference

Your device contains magnets which may interfere with medical devices such as pacemakers, defibrillators, or other medical devices within the range of 15 cm (6 inches).

IF YOU ARE A USER OF ANY OF THESE MEDICAL DEVICES, PLEASE CONSULT WITH YOUR PHYSICIAN.

Choking hazard

Your device may present a choking hazard or cause other injury to small children. Keep them away from small children.

Charging

Charge the case with the supplied USB cable. Only charge with an adaptor that is compliant with the applicable international and regional safety standards. Charging with other adaptors could cause damage to the case or pose a risk of injury or death. It is important to keep your device and the power adaptor in a well-ventilated area when charging. Don't use damaged cables or chargers.

Battery

Do not attempt to replace the device batteries yourself. You may damage the batteries, which could cause overheating and injury. The batteries in your device should be serviced only by an authorized service provider.

Batteries must be recycled or disposed of separately from household waste. Don't incinerate the batteries. Check your country's local waste regulations for the proper disposal of electronic products.

Operating temperature

Your device is designed to work and be stored in ambient temperatures between 0 °C and 45 °C (32 °F and 113 °F). Your device can be damaged and battery life shortened if stored or operated outside of these temperature ranges.

Regulatory compliance information

This section introduces regulatory information, certification, and compliance information specific to your product.

Eelectromagnetic fields (EMF)

This product complies with all applicable standards and regulations regarding exposure to electromagnetic fields.

Radio Equipment Directive Declaration of Conformity

Hereby, TCL Communication Ltd. declares that the radio equipment of type TCL TW12 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: https://www.tcl.com/global/en/EC_DOC

Hereby, TCL Communication Ltd. declares that the radio equipment of type TCL TW12 is in compliance with the Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at the following internet address: https://www.tcl.com/global/en/EC_DOC

FCC compliance 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 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.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Canadian compliance statement

This device complies with Industry Canada licence-exempt RSS standard(s). 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.

CAN ICES-3(B)/NMB-3(B)

IC Radiation Exposure Statement

This equipment complies with Canada radiation exposure limits set forth for uncontrolled environments. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

California battery charger efficiency

BC

Disposal and recycling information

At TCL, we continually strive to improve our operations and products, and minimize our impact on the environment.

	Your product is designed and manufactured with high quality materials and components, which can be recycled and reused. Please observe the local regulations regarding the disposal of packaging materials, exhausted batteries and old equipment. For recycling information, please visit www.tcl.com.
	This symbol on a product means that the product is covered by European Directive 2012/19/EU.
	This symbol means that the product contains a built-in rechargeable battery covered by European Directive 2013/56/EU which cannot be disposed of with normal household waste. We strongly advise you to take your product to an official collection point.

Troubleshooting

If you encounter problems while using the product, use the troubleshooting information to help determine the problem and find possible solutions.

General problems

Problem	Solution
I can't turn on the earbuds.	Your earbuds don't have enough battery power. Charge your earbuds.
How to power off my earbuds and charging case?	You can't manually power off the earbuds or the charging case. When you're not using them, place the earbuds in the charging case, and close the case. Your earbuds will enter standby mode to save battery. It is recommended that you regularly charge the charging case.
The charging time and battery life are different between the two earbuds.	• The charging time may differ between the two earbuds even if they start charging at the same time. • The charging time and remaining battery may differ between the two earbuds due to different inner components.
How to dispose of my earbuds?	Check your country's local waste regulations for the proper disposal of electronic products. For more information, visit www.tcl.com.

Connection problems

Problem	Solution
I can't pair the earbuds with my device.	• Make sure you have turned off the Bluetooth function of all previously paired devices. • Remove your earbuds from the pairing list on your device . • Follow the steps in the user manual to make pairing operation.
The earbuds can't connect to my device automatically.	Make sure the Bluetooth function of your device is enabled before using your earbuds.
After puting my earbuds back in the charging case, I find they are still connected to my device.	To disconnect the earbuds from your device, close the lid after putting your earbuds back in the charging case.
Can I connect my earbuds to multiple devices at the same time?	You can't connect your earbuds to multiple devices at the same time. To connect to a second or subsequent device, refer to the user manual.

I can't find my earbuds on the pairing list of my device to make connection for the first time.	• Make sure your earbuds are not connecting other deivce. • Check if the earbuds are in the pairing mode. The LED flashes white when the earbuds enter the pairing mode. • Turn off the Bluetooth function of your device, and turn it on again. • Enable the searching function of your device again.
The earbuds keep disconnecting from my device.	• Your earbuds do not have enough battery power. • Make sure the earbuds and your device are within the connection range. • Remove the earbuds from the pairing list, and pair them with your device again.

Audio problems

Problem	Solution
I can't hear audio from one of the earbuds.	• Place both earbuds in the charging case, and ensure that the earbuds are charging and the charging case has been charged sufficiently. Then take out the earbuds, and try again. If the problem persists, reset the earbuds.
The sound output on earbuds don't match what’s happening on the connected device's screen.	You may experience sound lags on your earbuds when playing videos or games. To minimize the delay, move the devices closer together to help improve the connection. Make sure there aren't any objects, metals, walls or people between the earbuds and other Bluetooth device.
The music plays through the device speaker and not through my earbuds.	• Check whether your earbuds are connected to your device. • Check whether you have selected on your device the earbuds as the default playback device. For information, refer to the user manual of your device.
The audio quality is poor, and crackling noise can be heard.	• Check that your connected device is nearby, and there's no wireless interference or obstructions between the earbuds and your device. • Reconnect the earbuds. • Ensure your device supports both hands-free profile (HFP) and advanced audio distribution profile (A2DP) (Bluetooth stereo supported). • Some game apps with chatting function force the earbuds to enable HFP mode to support voice communication. The audio quality in HFP mode is poorer than that in the A2DP mode. To avoid this issue, quit or restart the game app.

During a call using the earbuds, I can't hear the voice of the caller.	• Some smartphones receive calls with the phone instead of the earbuds by default. You need to operate your smartphone to switch the call to your earbuds. • Increase the volume of your earbuds. • Adjust the volume of your connected Bluetooth device.
During a call using the earbuds, others can't hear me speaking over a call.	• Check your smartphone to make sure the voice is going through the earbuds. • Speak close to your earbud.

Function problems

Problem	Solution
I can't control music functions on my device.	Make sure the Bluetooth audio source supports audio video remote control profile (AVRCP). Some music or video player apps don't support AVRCP. Check other apps to see if the problem still exists. If so, try to reconnect the earbuds.
How to enable or disable the noise cancellation feature?	• Open the TCL Connect app to check whether the noise cancelling control function is assigned to your earbuds. The earbuds have three noise control modes: Noise cancellation, Transparency, and OFF modes. • You can switch between these three modes in the following ways: **Press and hold:** Press and hold either of your earbuds. You will hear a prompt tone when the earbuds switch to a different mode. **TCL Connect:** With the app, select your preferred mode in the Noise control function.
The noise canceling function doesn't work well on my earbuds.	**Cause** • The noise canceling function may be disabled. • The size of the ear tips is not suitable for you, or you may be wearing the earbuds incorrectly. • The sound openings such as microphone and speaker openings are blocked by debris. **Solution** • Press and hold your earbuds to enable noise canceling function. • The earbuds come with multiple sizes of silicone ear tips. Choose the most comfortable fit, and ensure your earbud makes a good seal with your ear canal. • Clean your earbuds.

I keep hearing "The Google Assistant is not connected" when I touch and hold the left earbud.	• **For Android users:** ↳ Install Google Assistant on your device, then try again. ↳ If you have installed Google Assistant, but forgot to set up Google Assistant for your earbuds, follow these steps: 1) Connect your earbuds to the device. 2) Open the Google Assistant app on your device. 3) Tap **Finish headphones setup,** and follow the on-screen instructions. • **For iOS users:** 1) Connect your earbuds to the device. 2) Install and open the Google Assistant app. 3) Tap the snapshot icon on the left, then enable Google Assistant to access Bluetooth. 4) Tap **Finish headphones setup,** and follow the on-screen instructions.

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