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- › [Dascert](#) /
- › [Dascert Q38 Wireless Bluetooth Earbuds User Manual](#)

## Dascert Q38[NEW]

# Dascert Q38 Wireless Bluetooth Earbuds User Manual

Model: Q38[NEW]

## 1. INTRODUCTION

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Thank you for choosing the Dascert Q38 Wireless Bluetooth Earbuds. These earbuds are designed to provide a comfortable and immersive audio experience, perfect for sports and daily use. Featuring Bluetooth 5.1 technology, IP7 waterproofing, and a long-lasting battery, the Q38 earbuds offer stable connectivity and high-fidelity stereo sound. Please read this manual carefully before using the product to ensure proper operation and to maximize its lifespan.

## 2. PACKAGE CONTENTS

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Ensure all items are present in the package:

- Dascert Q38 Wireless Earbuds (Left and Right)
- Charging Case
- USB-C Charging Cable
- User Manual
- Earhooks (pre-installed or included separately)
- Multiple sizes of Eartips (S, M, L)

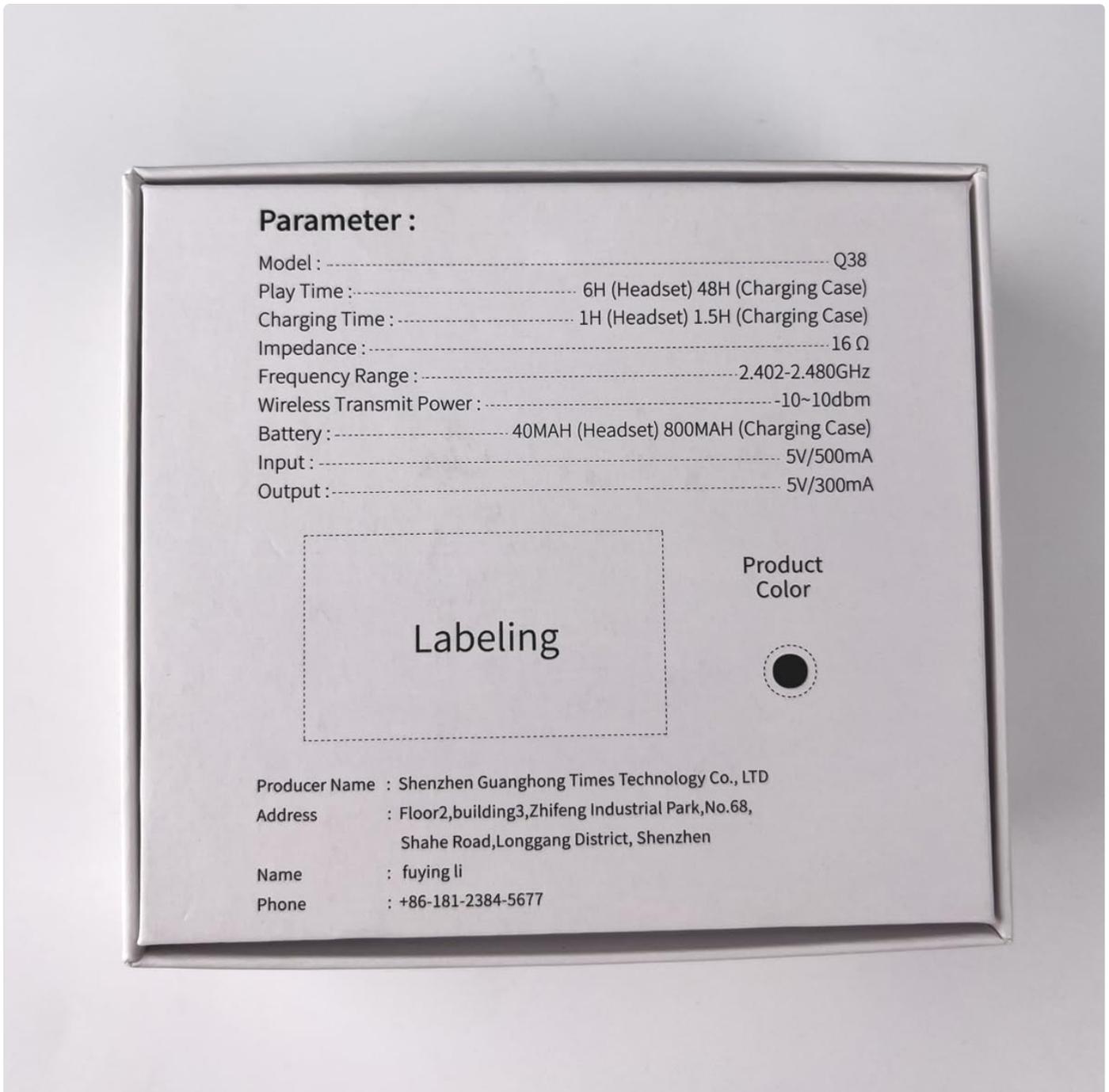


Figure 2.1: Contents of the Dascert Q38 Earbuds package. This image shows the Q38 True Wireless Earbuds box, the instruction manual, the charging case with earbuds inside, extra ear tips, and a USB-C charging cable.

### 3. PRODUCT OVERVIEW

The Dascert Q38 earbuds are designed for comfort and performance, especially during physical activity. Key features include secure earhooks, IP7 waterproofing, and intuitive touch controls.

Video 3.1: An animated overview of the Dascert Q38 Wireless Bluetooth Earbuds. This video demonstrates key features such as the charging case, earbud design, Bluetooth 5.1 chip, IP7 waterproof rating, smart touch controls, USB-C fast charging, 48-hour playtime, and comfortable in-ear fit.

#### 3.1 Earbud Components



Figure 3.2: Dascert Q38 Wireless Earbuds in their charging case. The image highlights the earbuds with earhooks, the charging case with a digital battery display, and LED indicators for each earbud's charging status.

- **Earhook:** Provides a secure and comfortable fit, ideal for sports.
- **Touch Control Area:** For managing playback, calls, and voice assistant.
- **LED Indicator:** Shows charging status and connection status.
- **Charging Contacts:** Connects with the charging case for power.
- **Microphone:** For calls and voice commands.

### 3.2 Charging Case Components

- **Digital LED Display:** Shows the charging case battery percentage (1%-100%).
- **Earbud Charging Indicators:** LED bars for Left (L) and Right (R) earbuds, flashing when charging and turning off when fully charged.
- **USB-C Charging Port:** For fast charging the case.

# DUAL LED DIGITAL DISPLAY



Digital Display of Charging Case from 1% to 100%



LED bars for R/L Earbud  
-Flash when earbuds charging  
-Turn off after a full charge

Figure 3.3: Close-up of the Dascert Q38 charging case's dual LED digital display. It shows the percentage of the charging case battery and individual charging indicators for the left and right earbuds.

## 4. SETUP

### 4.1 Initial Charge

Before first use, fully charge the earbuds and the charging case.

1. Place both earbuds into the charging case.
2. Connect the USB-C charging cable to the charging port on the case and plug the other end into a USB power adapter (not included) or a computer's USB port.
3. The LED display on the case will show the battery percentage, and the earbud indicators will flash during charging.
4. Charging takes approximately 1 hour for earbuds and 1.5 hours for the case.

# IP7 WATERPROOF



Figure 4.1: The Dascert Q38 charging case being charged via a USB-C cable. The image highlights the fast charging capability and the extended 48-hour playtime when combined with the charging case.

## 4.2 Pairing with a Device (One-Step Pairing)

The earbuds feature one-step pairing for convenience.

1. Open the charging case. The earbuds will automatically power on and enter pairing mode.
2. On your smartphone or Bluetooth-enabled device, go to the Bluetooth settings.
3. Search for "Q38" in the list of available devices and select it to connect.
4. Once connected, a voice prompt will confirm the successful pairing.



Figure 4.2: Illustration of the one-step pairing process for the Dascert Q38 earbuds. The image shows the open charging case with earbuds and a smartphone displaying Bluetooth settings with "Q38" available for connection.

You can use either earbud independently (single mode) or both together (twin mode).

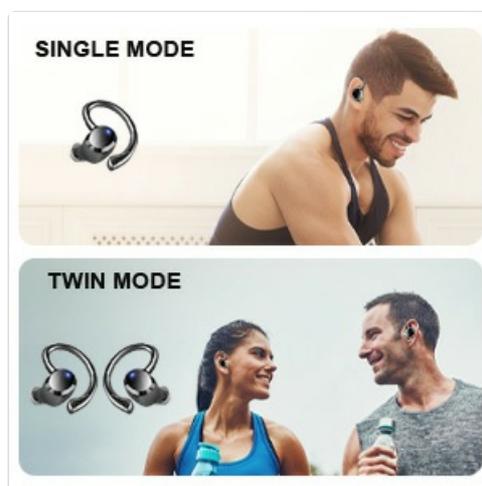


Figure 4.3: Depiction of single and twin mode usage for Dascert Q38 earbuds. The top panel shows a man wearing one earbud (single mode), and the bottom panel shows a man and woman each wearing an earbud (twin mode).

### 4.3 Choosing the Right Eartips

Selecting the correct eartip size is crucial for optimal sound quality and comfort. A proper seal enhances bass and noise isolation.

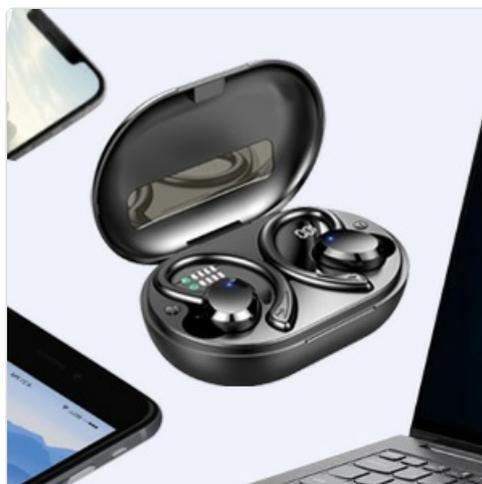


Figure 4.4: Illustration showing the Dascert Q38 earbud with three different sizes of ear tips: Small (S), Medium (M), and Large (L). This helps users choose the best fit for comfort and sound.

1. Try each size (S, M, L) to find the one that fits snugly and comfortably in your ear canal.

2. The earbud should feel secure and create a good seal without causing discomfort.

## 5. OPERATING INSTRUCTIONS

### 5.1 Power On/Off

- **Power On:** Open the charging case, or long press the touch control area on either earbud for 4 seconds if disconnected.
- **Power Off:** Place the earbuds back into the charging case and close the lid. Alternatively, long press the touch control area on either earbud for 4 seconds if disconnected.

### 5.2 Touch Controls

The Dascert Q38 earbuds feature multi-function touch panels for easy control.



Figure 5.1: Diagram illustrating the smart touch controls for the Dascert Q38 earbuds. It shows touch gestures for voice assistant, rejecting/answering calls, play/pause, power on/off, previous/next track, and volume adjustment.

**Table 5.1: Touch Control Functions**

Function	Action
Play/Pause	Click L or R once
Next Song	Click R twice
Previous Song	Click L twice
Volume Up	Long press R for 2 seconds
Volume Down	Long press L for 2 seconds
Answer/Hang Up Call	Click L or R once

Function	Action
Reject Call	Long press L or R for 2 seconds
Activate Voice Assistant (Siri/Google Assistant)	Click L or R three times



Figure 5.2: Visual guide for activating voice assistants like Siri or Google Assistant on the Dascert Q38 earbuds by tapping the touch control area three times.

### 5.3 Wearing the Earbuds

The ergonomic design with earhooks ensures a secure and comfortable fit.

1. Identify the Left (L) and Right (R) earbuds.
2. Gently insert the earbud into your ear canal.
3. Adjust the earhook over your ear until it feels secure and comfortable.

# ENJOY HIFI STEREO SOUND



Figure 5.3: Illustration demonstrating the comfortable and secure fit of the Dascert Q38 earbuds with their ergonomic earhook design. It shows how the earbud sits in the ear and the earhook wraps around for stability.

## 6. MAINTENANCE AND CARE

- **Cleaning:** Regularly clean the earbuds, especially the eartips and charging contacts, with a soft, dry cloth. For stubborn dirt, a slightly damp cloth or alcohol wipe can be used, ensuring no liquid enters the earbud openings.
- **Storage:** When not in use, store the earbuds in their charging case to protect them and keep them charged.
- **Water Resistance:** The earbuds are IP7 waterproof, meaning they can withstand sweat, rain, and splashes. However, they are not designed for swimming or submersion for extended periods. Ensure earbuds are dry before placing them back in the charging case.
- **Avoid Extreme Temperatures:** Do not expose the earbuds or charging case to extreme heat or cold, as this can damage the battery and internal components.

# 48 Hrs Playtime & Type-C Charge



Figure 6.1: Visual representation of the IP7 waterproof rating of the Dascert Q38 earbuds. The image shows water splashing around the earbuds, indicating their resistance to rainy conditions, sweat, and splashes.

## 7. TROUBLESHOOTING

If you encounter issues with your Dascert Q38 earbuds, please refer to the following common problems and solutions:

# Why don't we give it a try?

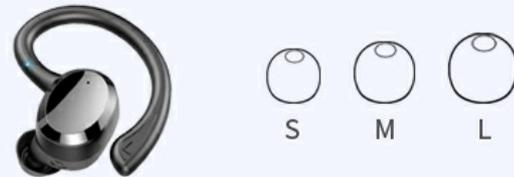
## 1. The earphones can't be charged?

When the earbuds cannot be charged, please use Wet tissue paper /Alcohol to clean the Charging pointer and charging contact.



## 2. Poor sound quality or Low Volume on one of the headphones

① Choosing the right eartips, Can provide better bass and noise isolation.



② Clean eartips and mesh. (They may be clogged.)



Figure 7.1: Troubleshooting tips for Dascert Q38 earbuds. This image provides solutions for issues like earbuds not charging (clean contacts) and poor sound quality/low volume (choose right eartips, clean eartips/mesh).

**Table 7.1: Common Troubleshooting Steps**

Problem	Solution
Earbuds not charging	<ul style="list-style-type: none"> <li>◦ Ensure earbuds are correctly seated in the charging case.</li> <li>◦ Clean the charging contacts on both the earbuds and inside the case with a wet tissue paper or alcohol wipe.</li> <li>◦ Check if the charging cable and power adapter are working correctly.</li> </ul>
Poor sound quality or low volume	<ul style="list-style-type: none"> <li>◦ Ensure you are using the correct size eartips for a proper seal.</li> <li>◦ Clean the eartips and mesh of the earbuds, as they may be clogged.</li> <li>◦ Adjust the volume on both your device and the earbuds.</li> </ul>
Earbuds not pairing or connecting	<ul style="list-style-type: none"> <li>◦ Ensure Bluetooth is enabled on your device.</li> <li>◦ Forget "Q38" from your device's Bluetooth list and try pairing again.</li> <li>◦ Ensure earbuds are fully charged.</li> <li>◦ Restart your device and the earbuds.</li> </ul>
Only one earbud working	<ul style="list-style-type: none"> <li>◦ Place both earbuds back into the charging case, close the lid, wait a few seconds, then open it again to re-establish connection.</li> <li>◦ Ensure both earbuds are charged.</li> </ul>

## 8. SPECIFICATIONS

**Table 8.1: Dascert Q38 Wireless Earbuds Specifications**

Feature	Detail
Model Name	Q38[NEW]
Connectivity Technology	Wireless (Bluetooth 5.1)
Water Resistance Level	IP7 Waterproof
Playtime (Earbuds)	5-6 hours (single charge)
Total Playtime (with Charging Case)	Up to 48 hours
Charging Time (Earbuds)	Approx. 1 hour
Charging Time (Case)	Approx. 1.5 hours
Charging Port	USB-C
Control Type	Touch, Voice Control
Ear Placement	In Ear with Earhooks
Noise Control	Active Noise Cancellation
Frequency Range	20 Hz - 20,000 Hz
Item Weight	2.54 ounces
Product Dimensions	3.64 x 2.47 x 1.12 inches

## 9. WARRANTY AND SUPPORT

Dascert products come with a standard manufacturer's warranty. For detailed warranty information, please refer to the warranty card included in your package or visit the official Dascert website.

If you require technical support or have any questions regarding your Dascert Q38 Wireless Bluetooth Earbuds, please contact our customer service team:

- **Email:** Not provided
- **Phone:** Not provided
- **Online Support:** Visit the [Dascert Store on Amazon](#) for FAQs and additional resources.

Please have your model number (Q38[NEW]) and purchase date ready when contacting support.

## 10. SAFETY INFORMATION

- Do not disassemble or attempt to repair the earbuds or charging case.
- Keep away from children and pets.
- Avoid prolonged exposure to high volume levels to prevent hearing damage.
- Do not use the earbuds in situations where inability to hear ambient sounds could be dangerous (e.g., driving, cycling, walking in traffic).
- Dispose of the product responsibly according to local regulations.

