

## E20

# QERE E20 Wireless Headphones User Manual

Model: E20

## INTRODUCTION

Thank you for choosing the QERE E20 Wireless Headphones. These TWS (True Wireless Stereo) earbuds feature Bluetooth 5.3 technology, HD microphones, HiFi audio, and a 13mm driver for an immersive listening experience. This manual provides detailed instructions on how to set up, operate, and maintain your headphones to ensure optimal performance and longevity.

## WHAT'S IN THE BOX

Please check the package contents to ensure all items are present:

- QERE E20 Wireless Earbuds (Left and Right)
- Wireless Charging Case
- USB-C Charging Cable
- User Manual
- Ear Cushions (various sizes)



Image: All components included in the QERE E20 package, laid out on a white surface.

## PRODUCT OVERVIEW

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Image: The sleek black charging case for the QERE E20 headphones, featuring the QERE logo prominently on top.

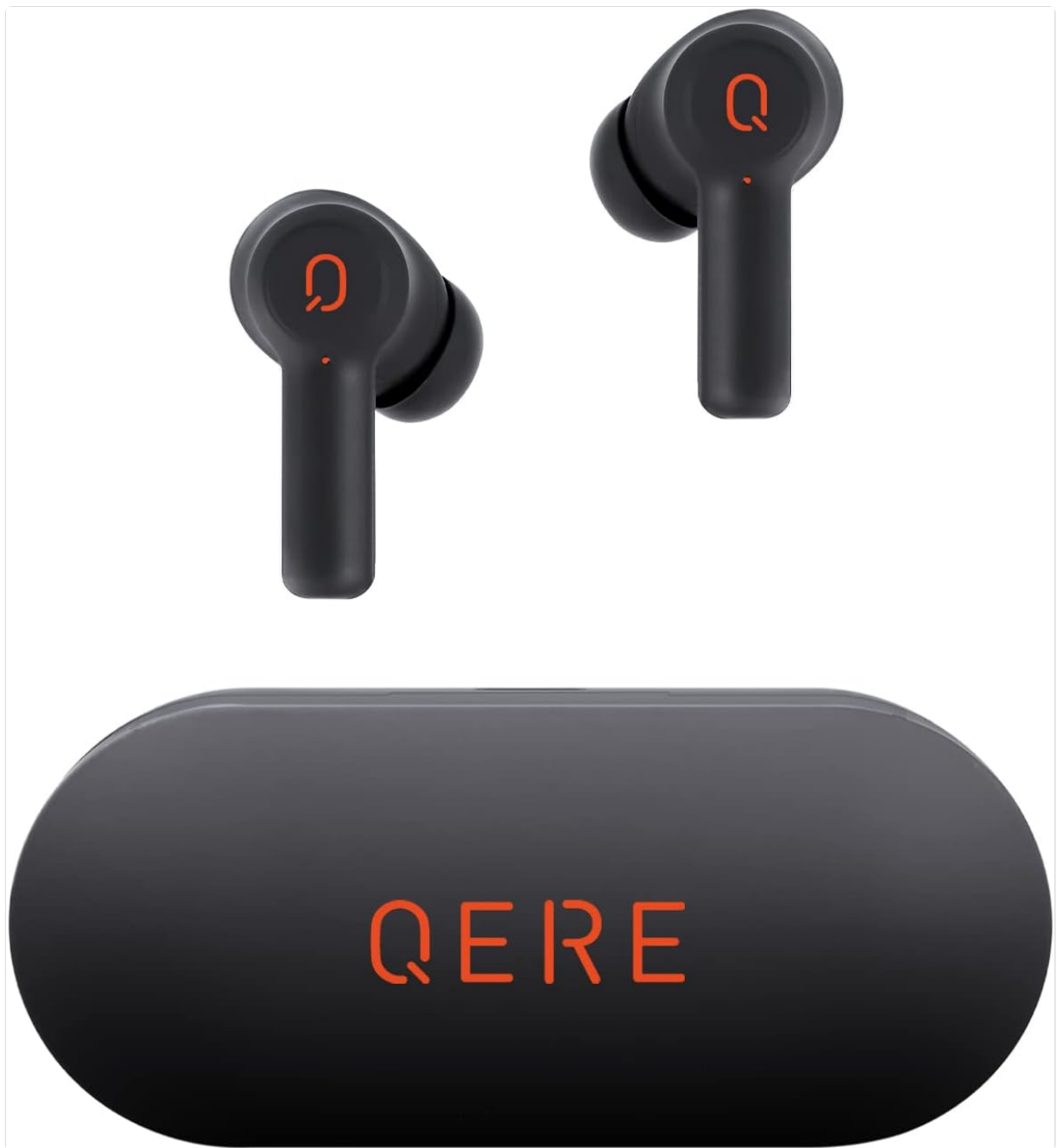
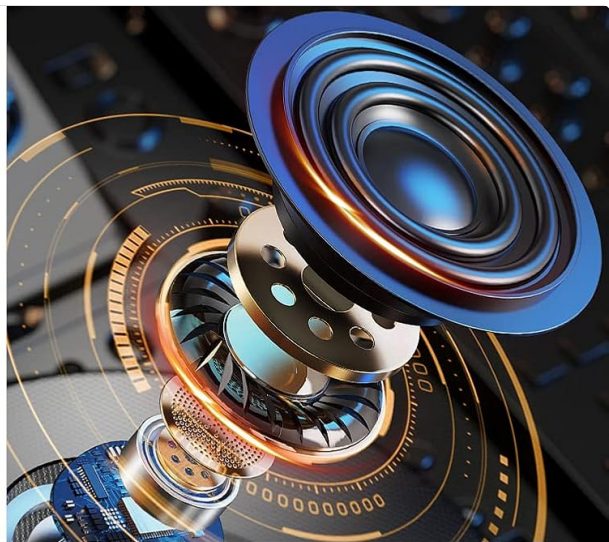


Image: The QERE E20 earbuds positioned above their charging case, showcasing their compact design.



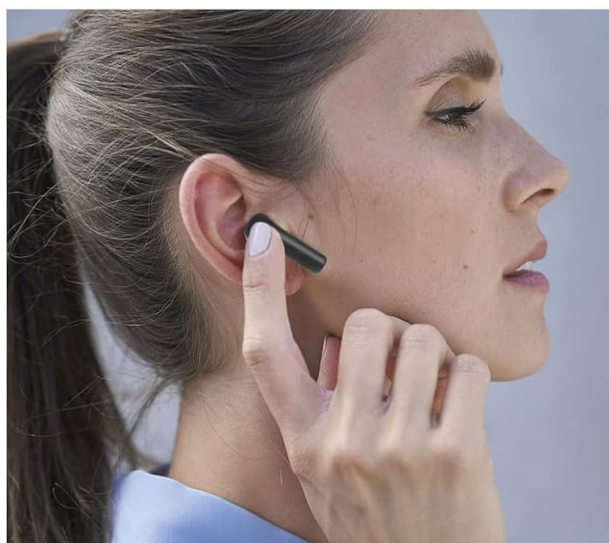
**BT 5.3 Newly upgraded**



**Bass sound effect**



**Clear and fluent Microphone calls**



**One-touch control**

Image: A visual representation of key features including the Bluetooth 5.3 chip, bass sound effect, HD microphone, and touch control functionality.

# BT 5.3 Newly upgraded

ENSURES THE CONNECTION FASTER AND MORE STABLE



QERE  
CFKE

Image: A detailed view of one earbud, emphasizing the integrated Bluetooth 5.3 technology for stable and fast connections.



Image: The earbuds resting in their open charging case, with text overlays indicating features like one-touch control, smooth game experience with no lag, and 6 hours of listening time per charge.

## SETUP

### 1. Charging the Headphones and Case

Before first use, fully charge the QERE E20 headphones and their charging case. The charging case provides extended battery life for your earbuds.

1. Connect the provided USB-C charging cable to the charging port on the case and a power source (e.g., USB wall adapter, computer USB port).
2. The charging indicator lights on the case will show the charging status.
3. A full charge for the case takes approximately 1 hour.
4. Place the earbuds into the charging case. They will begin charging automatically.
5. The earbuds provide 5-6 hours of playtime on a single charge, with the charging case extending total playtime to 24-32 hours.

### 2. Pairing with Your Device

The QERE E20 headphones utilize advanced Bluetooth 5.3 technology for stable and low-latency connections.



1. Ensure the earbuds are charged.
2. Open the charging case. The earbuds will automatically enter pairing mode.
3. On your device (smartphone, tablet, PC), go to Bluetooth settings and turn Bluetooth on.
4. Search for available devices. You should see "QERE E20" in the list.
5. Select "QERE E20" to connect. Once connected, a voice prompt will confirm successful pairing.
6. The earbuds will automatically reconnect to the last paired device when taken out of the case, provided Bluetooth is enabled on the device.

## OPERATING INSTRUCTIONS

### Touch Controls

The QERE E20 headphones feature intuitive touch controls on each earbud. The following actions can be performed by tapping the touch sensitive area:

Action	Function
Single Tap (Left/Right)	Play/Pause Music, Answer/End Call
Double Tap (Right)	Next Song
Double Tap (Left)	Previous Song
Triple Tap (Left/Right)	Activate Voice Assistant (Siri, Google Assistant, etc.)
Long Press (2 seconds) (Left/Right)	Reject Call
Long Press (3 seconds) (Left/Right)	Volume Control (Specific implementation may vary, refer to device settings if needed)

### Making and Receiving Calls

The QERE E20 headphones are equipped with 4 microphones and ENC (Environmental Noise Cancellation) technology to ensure clear call quality.

- **Answering a Call:** Single tap either earbud.
- **Ending a Call:** Single tap either earbud.
- **Rejecting a Call:** Long press either earbud for 2 seconds.

### Audio Playback

Experience impressive Hi-Fi stereo sound with deep bass and clear mids thanks to the 13mm drivers.

- **Play/Pause:** Single tap either earbud.
- **Next Track:** Double tap the right earbud.
- **Previous Track:** Double tap the left earbud.

## MAINTENANCE

### Cleaning

Regular cleaning helps maintain sound quality and hygiene.



- Use a soft, dry, lint-free cloth to wipe the earbuds and charging case.
- For earwax or debris in the ear tips, gently remove the ear tips and clean them with a mild soap solution, then rinse and dry thoroughly before reattaching.
- Do not use abrasive cleaners or immerse the earbuds or case in water.

### Storage

When not in use, store the earbuds in their charging case to protect them and keep them charged.

### Water Resistance

The QERE E20 earbuds are IP5 waterproof, meaning they are resistant to splashes and sweat. They are suitable for workouts and outdoor activities. However, they are not designed for submersion in water. Avoid exposing them to heavy rain or swimming.

## TROUBLESHOOTING

Problem	Possible Solution
Earbuds not pairing	<ul style="list-style-type: none"><li>◦ Ensure earbuds are charged.</li><li>◦ Place earbuds back in the case, close, then open again to re-enter pairing mode.</li><li>◦ Turn off and on Bluetooth on your device.</li><li>◦ Forget "QERE E20" in your device's Bluetooth settings and try pairing again.</li></ul>
No sound from one earbud	<ul style="list-style-type: none"><li>◦ Ensure both earbuds are charged.</li><li>◦ Place both earbuds back in the case, close, then open again.</li><li>◦ Check device audio settings to ensure balance is centered.</li></ul>
Low volume or poor sound quality	<ul style="list-style-type: none"><li>◦ Adjust volume on both your device and the earbuds.</li><li>◦ Clean the ear tips and speaker mesh to remove any debris.</li><li>◦ Ensure ear tips provide a good seal in your ear canal. Try different sizes.</li></ul>
Charging case not charging	<ul style="list-style-type: none"><li>◦ Check the USB-C cable and power adapter. Try a different cable or adapter.</li><li>◦ Ensure the charging port on the case is clean and free of debris.</li></ul>

## SPECIFICATIONS

Feature	Detail
Model Name	QERE E20
Connectivity Technology	Wireless (Bluetooth)

Feature	Detail
Bluetooth Version	5.3
Audio Driver Size	13 mm
Impedance	32 Ohm
Battery Life (Earbuds)	5-6 hours (single charge)
Total Playtime (with Case)	Up to 32 hours
Charging Time (Case)	Approx. 1 hour (USB-C)
Water Resistance	IP5 (Splashproof)
Microphones	4 (with ENC Call Noise Cancellation)
Control Type	Touch
Earbud Weight	3g (ultra-light)
Product Dimensions	1.18 x 2.95 x 0.98 inches

## WARRANTY AND SUPPORT

For warranty information or technical support, please refer to the warranty card included in your product packaging or contact the retailer/manufacturer directly. Keep your purchase receipt as proof of purchase.