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QCY BH24QT33A

QCY Crossky C30 Open Ear Headphones User Manual

Comprehensive guide for your QCY Crossky C30 Open Ear Headphones, covering setup, operation, maintenance, and troubleshooting.

1. What's in the Box

Upon unboxing your QCY Crossky C30 Open Ear Headphones, please verify that all components listed below are present.



Image: The QCY Crossky C30 packaging, showing the headphones, charging case, user manual, and Type-C charging cable.

- QCY Crossky C30 Open Ear Headphones (Left and Right Earbuds)
- Charging Case
- Type-C Charging Cable
- User Manual
- Ear Cushions (if applicable, though open-ear might not have traditional cushions)

2. Product Overview

2.1 Components

The QCY Crossky C30 features a C-shaped open-ear design for a secure and comfortable fit, allowing for situational awareness.

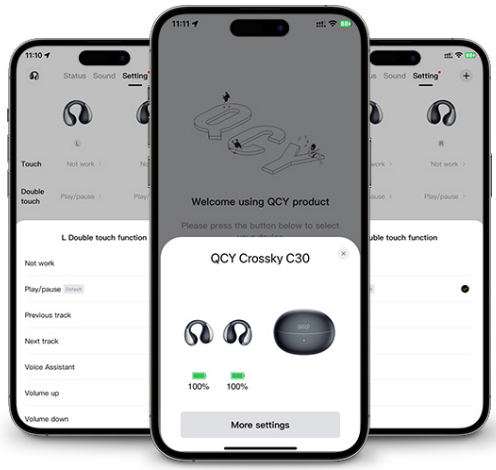


Image: The QCY Crossky C30 Open Ear Headphones and their charging case.

- **Earbuds:** Each earbud features a 10.8mm dual-magnet high-sensitivity driver unit for clear audio.
- **Charging Case:** Provides additional battery life and secure storage for the earbuds.
- **Microphones:** Four built-in microphones with intelligent algorithm for clear calls.

2.2 Controls

The earbuds feature touch controls for various functions. These functions can also be customized via the QCY app.



Customized App

Personalize EQ modes and button functions,
access real-time power information
and firmware updates.

Download on the App Store GET IT ON Google Play

Image: Visual guide to the touch controls on the QCY Crossky C30 earbuds.

- **Play/Pause:** Double-tap L/R earbud.
- **Next Track:** Triple-tap R earbud.
- **Activate Voice Assistant:** Triple-tap L earbud.
- **Reject Call:** Press and hold L/R earbud for 1.5 seconds.
- **Answer/End Call:** Double-tap L/R earbud.

3. Setup

3.1 Charging the Earbuds and Case

Before first use, fully charge the earbuds and the charging case. Use the provided Type-C cable to connect the charging case to a power source.



Image: Battery life indicators for QCY Crossky C30 earbuds and charging case.

- The earbuds provide up to 5.5 hours of listening time on a single charge.
- With the charging case, total listening time extends up to 25 hours.
- The charging case has a 400 mAh battery capacity.

3.2 Bluetooth Pairing

The QCY Crossky C30 earbuds utilize advanced Bluetooth 5.4 technology for a stable and fast connection.



Image: QCY Crossky C30 earbuds demonstrating multipoint connection with a smartphone and a laptop.

1. Open the charging case. The earbuds will automatically enter pairing mode.
2. On your device (smartphone, tablet, laptop), enable Bluetooth.
3. Search for "QCY Crossky C30" in the list of available Bluetooth devices and select it to connect.
4. For dual connection, pair the earbuds with the first device, then disconnect Bluetooth on the first device. Pair with the second device. Reconnect Bluetooth on the first device, and the earbuds should connect to both simultaneously.

4. Operating Instructions

4.1 Wearing the Earbuds

The C-Shape open-ear design ensures a stable fit without sealing the ear canal, allowing you to stay aware of your

surroundings.



Image: Instructions on how to correctly position the QCY Crossky C30 earbuds in the ear.

1. Identify the Left (L) and Right (R) earbuds. The sound hole (small side) is placed inside the ear.
2. Insert the earbuds from the auricle and adjust them to a comfortable position, ensuring the sound hole is aligned with your ear canal.

4.2 Using the QCY App

Enhance your experience by downloading the QCY app. The app allows for personalized settings and firmware updates.

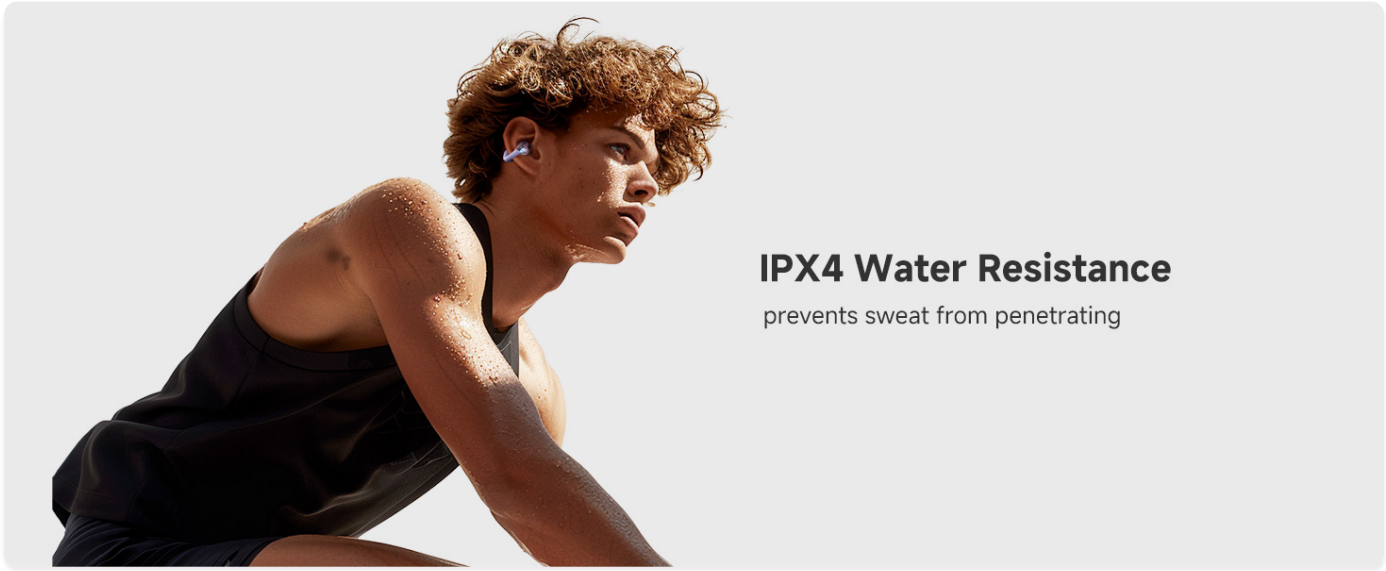


Image: The QCY mobile application interface, demonstrating customization options.

- Download the QCY app from the App Store (iOS) or Google Play Store (Android).
- Connect your earbuds to the app to personalize EQ modes, customize button functions, access real-time power information, and receive firmware updates.

4.3 Official Product Video

Watch the official product video for a visual guide on the features and usage of your QCY Crossky C30 headphones.

Your browser does not support the video tag.

Video: Official QCY Crossky C30 product video showcasing its design, comfort, and features in various daily scenarios.

5. Maintenance

Proper maintenance ensures the longevity and optimal performance of your QCY Crossky C30 headphones.



Image: The QCY Crossky C30 earbuds are IPX4 water resistant, protecting against sweat and splashes.

- **Cleaning:** Regularly wipe the earbuds and charging case with a soft, dry cloth. Avoid using abrasive materials or harsh chemicals.
- **Water Resistance:** The earbuds are IPX4 water-resistant, meaning they are protected against splashing water from any direction. They are suitable for workouts and outdoor activities but should not be submerged in water.
- **Storage:** Store the earbuds in their charging case when not in use to protect them and keep them charged. Avoid extreme temperatures.
- **Charging Contacts:** Ensure the charging contacts on both the earbuds and the case are clean and free of debris to maintain proper charging.

6. Troubleshooting

If you encounter issues with your QCY Crossky C30 headphones, refer to the common solutions below.

Problem	Solution
Earbuds not pairing with device.	Ensure earbuds are charged. Turn off and on Bluetooth on your device. Place earbuds back in case, close, then reopen to re-enter pairing mode. Forget "QCY Crossky C30" from your device's Bluetooth list and re-pair.
Only one earbud is playing sound.	Place both earbuds back into the charging case, close the lid, wait a few seconds, then open the lid. This often re-syncs them. Check if both earbuds are charged.
Earbuds not charging.	Ensure the charging case is charged. Clean the charging contacts on both the earbuds and inside the case with a dry cotton swab. Ensure earbuds are correctly seated in the case.

Problem	Solution
Low volume or poor sound quality.	Adjust volume on both your device and through earbud controls. Ensure earbuds are worn correctly and securely. Check for any debris blocking the sound holes. Try different EQ settings in the QCY app.
Connection drops frequently.	Ensure your device is within the Bluetooth range (up to 15 meters). Avoid strong electromagnetic interference. Disconnect from other devices if using multipoint connection and test.

7. Specifications

Detailed technical specifications for the QCY Crossky C30 Open Ear Headphones.

Feature	Detail
Model Name	QCY Crossky C30
Item Model Number	BH24QT33A
Connectivity Technology	Wireless (Bluetooth)
Bluetooth Version	5.4
Bluetooth Range	15 Meters
Noise Control	Environmental Noise Cancellation (ENC)
Microphones	4 (for ENC)
Audio Driver Type	Dynamic Driver
Audio Driver Size	10.8 Millimeters
Frequency Range	20 Hz - 20,000 Hz
Impedance	50 Ohm
Battery Life (Single Charge)	5.5 Hours
Battery Life (With Charging Case)	25 Hours
Charging Case Battery Capacity	400 Milliamp Hours
Water Resistance Level	IPX4 (Water Resistant)
Control Type	App Control, Touch
Audio Latency	80 Milliseconds

Feature	Detail
Material	Plastic, Silicone
Color	Purple
Item Weight	3.87 ounces
Product Dimensions	1.14 x 0.62 x 1.02 inches

8. Warranty and Support

For detailed warranty information and customer support, please refer to the official QCY resources.

- **User Manual (PDF):** A downloadable PDF version of the user manual is available for your convenience.Download PDF User Manual
- **QCY Official Store:** Visit the official QCY store for product information, FAQs, and support.Visit QCY Store
- For further assistance, please contact QCY customer service through their official channels.

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