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cheero CHE-646

cheero Wireless Open Earphones Smart Neo User Manual

Model: CHE-646

1. Introduction and Overview

Thank you for choosing the cheero Wireless Open Earphones Smart Neo. These earphones are designed to provide a comfortable listening experience while maintaining awareness of your surroundings. Their open-ear design ensures that your ear canal is not blocked, allowing for natural perception of ambient sounds, which is ideal for commuting, studying, or any activity where situational awareness is important.
The Smart Neo earphones feature Bluetooth 5.4 for stable connectivity, a 13mm large-diameter speaker for clear audio, and an IPX5 water resistance rating for protection against splashes and sweat. The improved design offers a more comfortable and fatigue-free fit compared to previous models, and the physical buttons prevent accidental touches.

2. Product Components

The cheero Smart Neo package includes the following items:

- cheero Smart Neo Wireless Open Earphones (Left and Right)
- Charging Case
- USB-C Charging Cable
- User Manual (this document)



Figure 2.1: Earphone and Charging Case Components

This diagram illustrates the main parts of the cheero Smart Neo earphones and their charging case. The earphones feature a multi-indicator/microphone, charging terminal, multi-function button, head, body, bridge (joint part), balance port, and sound output. The charging case includes a USB-C input port and a battery indicator.

3. Setup

3.1 Charging the Earphones and Case

1. Connect the provided USB-C charging cable to the USB-C input port on the charging case.
2. Connect the other end of the USB-C cable to a compatible USB power source (e.g., wall adapter, computer USB port).
3. The battery indicator on the charging case will illuminate to show the charging status. Once fully charged, the indicator will change or turn off depending on the model.
4. Place the earphones into the charging case. The earphones will begin charging automatically. The multi-

indicator on the earphones will show their charging status.

Note: Ensure both the earphones and charging case are fully charged before first use for optimal battery life.

3.2 Bluetooth Pairing

1. Ensure the earphones are charged and placed inside the charging case.
2. Open the lid of the charging case. The earphones will automatically enter pairing mode, and the multi-indicator on the earphones will flash.
3. On your smartphone or Bluetooth-enabled device, go to the Bluetooth settings.
4. Search for available devices and select "**cheero Smart Neo**" from the list.
5. Once connected, the multi-indicator on the earphones will stop flashing, and you will hear a confirmation tone.

Note: If pairing fails, close the charging case lid, wait a few seconds, then open it again and repeat the steps. For subsequent uses, the earphones will automatically connect to the last paired device when the case lid is opened.

4. Operating Instructions

4.1 Wearing the Earphones

The cheero Smart Neo earphones are designed to clip gently onto your ear, similar to an ear cuff, without entering the ear canal. This design ensures comfort and allows you to remain aware of your surroundings.



Figure 4.1: Proper Wearing Style

This image demonstrates the open-ear design of the cheero Smart Neo earphones, which allows users to hear ambient sounds while listening to audio. They are worn like ear cuffs, providing an accessory-like feel.



Figure 4.2: Enhanced Comfort Design

This image highlights the enhanced comfort and fit of the new cheero Smart Neo model (right) compared to the previous version (left). The improved design aims to reduce pressure and provide a gentler, more secure fit without feeling restrictive.

4.2 Button Controls

The earphones feature physical buttons to prevent accidental touches. The functions differ slightly between the left (L) and right (R) earphones.



Figure 4.3: Earphone Button Functions

This diagram details the physical button controls for the cheero Smart Neo earphones. For the right earphone (R): 1 click for Play/Pause, 2 clicks for Next Track, 3 clicks for Voice Assistant (Siri, etc.), and a long press for Volume Up. For the left earphone (L): 1 click for Play/Pause, 2 clicks for Previous Track (or start of current track if within 3 seconds), 3 clicks for Voice Assistant (Siri, etc.), and a long press for Volume Down. This physical button design helps prevent accidental touches.

Right Earphone (R):

- **1 Click:** Play / Pause
- **2 Clicks:** Next Track
- **3 Clicks:** Activate Voice Assistant (Siri, Google Assistant, etc.)
- **Long Press:** Volume Up

Left Earphone (L):

- **1 Click:** Play / Pause
- **2 Clicks:** Previous Track (or start of current track if within 3 seconds)
- **3 Clicks:** Activate Voice Assistant (Siri, Google Assistant, etc.)
- **Long Press:** Volume Down

5. Maintenance

5.1 Cleaning

- Regularly wipe the earphones and charging case with a soft, dry, lint-free cloth.
- Do not use abrasive cleaners, alcohol, or chemical solvents, as these may damage the product.
- Ensure charging contacts are clean and dry before placing earphones in the case.

5.2 Storage

- When not in use, store the earphones in their charging case to protect them and keep them charged.
- Store the product in a cool, dry place, away from direct sunlight, extreme temperatures, and humidity.

5.3 Water Resistance



Figure 5.1: IPX5 Water Resistance

The cheero Smart Neo earphones are available in various colors. The earphones themselves are IPX5 water-resistant, protecting against splashes and sweat. Please note that the charging case is not water-resistant.

- The earphones have an IPX5 water resistance rating, meaning they are protected against low-pressure water jets from any direction. This makes them suitable for use during light rain or sweaty workouts.
- **Important:** The charging case is **not** water-resistant. Do not expose the charging case to water or moisture.
- Do not submerge the earphones in water for extended periods.

6. Troubleshooting

If you encounter any issues with your cheero Smart Neo earphones, please refer to the following common solutions:

Problem	Possible Cause	Solution
Earphones do not turn on.	Low battery.	Place earphones in the charging case and charge fully.
Cannot pair with device.	Bluetooth is off on device, earphones not in pairing mode, or previously paired device interfering.	Ensure Bluetooth is enabled on your device. Place earphones in case, close lid, then open to re-enter pairing mode. Forget "cheero Smart Neo" from your device's Bluetooth list and re-pair.
No sound from one or both earphones.	Earphones not connected, low volume, or dirty sound output.	Check Bluetooth connection. Increase volume on both earphones and device. Clean the sound output area.
Sound is intermittent or cuts out.	Distance from device, interference, or low battery.	Keep earphones close to your device. Avoid areas with strong Wi-Fi or other Bluetooth signals. Charge earphones fully.
Microphone not working.	Microphone blocked, or device settings.	Ensure microphone area is clear. Check your device's audio input settings.

7. Specifications

Feature	Detail
Brand	cheero
Model Number	CHE-646
Connectivity	Bluetooth 5.4
Headphone Type	Open-ear, True Wireless
Speaker Size	13mm
Continuous Playback Time	Approx. 6 hours (may vary based on usage environment)
Water Resistance	IPX5 (earphones only, charging case is not water-resistant)
Noise Control	None
Included Items	Earphones, Charging Case, USB-C Cable

Feature	Detail
Technical Compliance	Certified under Japanese Radio Law (Certification Number: 210-193970)

8. Warranty and Support

8.1 Warranty Information

This product comes with a **1-year warranty** from the date of purchase. Please retain your proof of purchase for warranty claims. The warranty covers manufacturing defects under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or normal wear and tear.

8.2 Customer Support

For any questions, technical assistance, or warranty inquiries, please contact cheero customer support through the official website or your point of purchase. Please have your model number (CHE-646) and proof of purchase ready when contacting support.

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