Generic XG99

User Manual: XG99PRO Bluetooth Headphones

Model: XG99 | Brand: Generic

PRODUCT OVERVIEW

The Generic XG99PRO Bluetooth Headphones are an innovative open-ear headset designed for comfort and situational awareness. Utilizing bone conduction technology, these headphones transmit sound through your skull, leaving your ear canals open to ambient sounds. This design ensures a secure fit and allows you to remain aware of your surroundings while enjoying audio content.

The headphones come with a compact charging case, providing extended battery life and convenient portability. The robust design is resistant to stains, making it suitable for various environments, including meetings, lectures, and outdoor activities.

Image: The XG99PRO Bluetooth Headphones, showing both earbuds and the compact charging case. The earbuds feature an over-ear design for a secure fit.

Key Features:

- **Comfortable Over-Ear Design:** Ergonomically designed to reduce pressure on the ears during prolonged use.
- **Safe and Open-Ear Listening:** Bone conduction technology keeps ear canals open, allowing awareness of external sounds for increased safety.
- **Secure Fit:** The ear-hook structure ensures stability, even during intense physical activity.
- **Extended Battery Life:** The included charging case allows for multiple recharges, providing long-lasting use.
- **Waterproof and Sweatproof:** Resistant to sweat and light rain, suitable for sports and various weather conditions.

SETUP GUIDE

1. Initial Charging

Before first use, ensure the headphones and charging case are fully charged. Place the headphones into the charging case. Connect the charging case to a USB power source using the provided cable. The indicator lights on the case will show charging status.

Image: The XG99PRO headphones securely placed within their charging case, illustrating how they are stored and charged.

2. Pairing with Your Device

1. Ensure the headphones are charged and powered on. They typically enter pairing mode automatically when first removed from the case or when powered on for the first time.
2. On your smartphone, tablet, or computer, navigate to the Bluetooth settings.
3. Enable Bluetooth and search for available devices.
4. Select "XG99PRO" (or similar name) from the list of found devices.
5. Once connected, a confirmation sound or indicator light will confirm successful pairing.

3. Wearing the Headphones

Gently place the headphones over your ears, ensuring the bone conduction transducers rest comfortably on your cheekbones, just in front of your ears. Adjust the ear hooks for a secure and comfortable fit. The open-ear design allows for ambient sound awareness.

Image: A close-up view of the XG99PRO headphones, highlighting their open-ear design and the area where the bone conduction transducers make contact with the user's head.

OPERATING INSTRUCTIONS

Power On/Off

- **Power On:** Remove headphones from the charging case, or press and hold the multi-function button for 3 seconds.
- **Power Off:** Place headphones back into the charging case, or press and hold the multi-function button for 5 seconds.

Music Playback

- **Play/Pause:** Single press the multi-function button.
- **Next Track:** Double press the multi-function button on the right earbud.
- **Previous Track:** Double press the multi-function button on the left earbud.
- **Volume Up:** Single press the volume up button.
- **Volume Down:** Single press the volume down button.

Call Management

- **Answer/End Call:** Single press the multi-function button.
- **Reject Call:** Press and hold the multi-function button for 2 seconds.
- **Activate Voice Assistant:** Triple press the multi-function button.

MAINTENANCE AND CARE

- **Cleaning:** Wipe the headphones and charging case with a soft, dry, lint-free cloth. For stubborn dirt, a slightly damp cloth can be used, but ensure no moisture enters any openings. Do not use harsh chemicals or abrasive materials.
- **Storage:** When not in use, store the headphones in their charging case to protect them from dust and damage. Store in a cool, dry place away from direct sunlight and extreme temperatures.
- **Battery Care:** To prolong battery life, avoid fully discharging the headphones and charging case frequently. Charge them regularly, even if not in constant use.
- **Water Resistance:** The headphones are sweatproof and resistant to light rain (IPX rating not specified, but generally implies protection against splashes). Do not submerge them in water or expose them to heavy rain. Dry them thoroughly before placing them back in the charging case if they get wet.

TROUBLESHOOTING

Problem	Possible Cause	Solution

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Headphones do not power on.	Low battery.	Place headphones in the charging case and ensure the case is charged.
Cannot pair with device.	Bluetooth is off on device; headphones not in pairing mode; interference.	Ensure Bluetooth is enabled. Put headphones back in case, then remove to re-enter pairing mode. Move closer to device. Forget device on phone and re-pair.
No sound or low volume.	Volume too low; headphones not connected; incorrect audio output selected.	Increase volume on headphones and device. Reconnect headphones. Check device's audio output settings.
Charging case not charging.	Cable or power source issue; dirty charging port.	Try a different USB cable and power adapter. Clean the charging port gently.

SPECIFICATIONS

Feature	Detail
Connectivity Technology	Wireless (Bluetooth 5.4)
Included Components	Wireless Charging Case
Number of Items	2 (Headphones and Case)
Manufacturer	Blue and White Wang
Item Model Number	XG99
Date First Available	April 24, 2025
Country of Origin	China
Brand	Generic
Color	black out
Ear Placement	Open Ear
Form Factor	True Wireless
Model Name	arctis_pro (Note: This appears to be a generic placeholder, actual model is XG99PRO/XG99)

WARRANTY AND SUPPORT

Specific warranty details for the Generic XG99PRO Bluetooth Headphones are typically provided with your purchase documentation or can be found on the manufacturer's official website. Please retain your proof of purchase for warranty claims.

For technical support, troubleshooting assistance beyond this manual, or inquiries regarding replacement parts, please refer to the contact information provided by your retailer or visit the official website of the Generic brand.