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QCY Crossky C30S

QCY Crossky C30S Open Ear Earbuds User Manual

Model: Crossky C30S (BH24QT33A)
Brand: QCY

1. Introduction

Thank you for choosing the QCY Crossky C30S Open Ear Earbuds. These earbuds are designed to provide a comfortable listening experience while keeping you aware of your surroundings. Featuring advanced audio technology, a secure fit, and long battery life, they are suitable for various activities from daily commutes to sports.

This manual provides detailed instructions on how to set up, operate, and maintain your earbuds to ensure optimal performance and longevity.

2. What's in the Box

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

- Earbuds x 1 pair
- Charging Case x 1
- USB-C Charging Cable x 1
- User Manual x 1 set

Image: Package contents of the QCY Crossky C30S earbuds.

3. Product Overview

The QCY Crossky C30S earbuds feature an open-ear clip design for comfort and situational awareness. Each earbud is ultra-lightweight, weighing less than 5g, and incorporates a nickel-titanium alloy frame for an adaptive fit.

Image: Internal structure of the earbud, showing the 10.8mm dual-magnet driver.

Key Components:

- **Speaker/Audio Output:** Delivers sound.
- **Charging Contacts:** For charging the earbuds within the case.
- **Touch Control Area:** For managing playback, calls, and voice assistant.
- **Microphone:** For calls and voice commands.
- **LED Indicator:** Shows status (pairing, charging, battery).

Image: Detailed view of an earbud, highlighting the speaker and charging contacts.

4. Setup

4.1 Charging the Earbuds and Case

Before first use, fully charge the earbuds and charging case. Place the earbuds into the charging case. Connect the USB-C charging cable to the charging case and a power source. The LED indicator on the case will show charging status.

- **Single Use Playtime:** Up to 6 hours.
- **Total Playtime (with charging case):** Up to 40 hours.
- **Fast Charging:** A 10-minute charge provides approximately 1 hour of playback.

Image: Charging and battery life overview.

4.2 Pairing with Your Device

1. Ensure the earbuds are charged and inside the charging case.
2. Open the charging case. The earbuds will automatically enter pairing mode (LED indicators will flash).
3. On your device (smartphone, tablet, etc.), enable Bluetooth.
4. Search for "QCY Crossky C30S" in the list of available Bluetooth devices and select it to connect.
5. Once connected, the LED indicators on the earbuds will turn off or show a steady light, depending on the model.

Dual Connectivity: The Crossky C30S supports connecting to two devices simultaneously. After pairing with the first device, disable Bluetooth on that device, then pair with the second device. Re-enable Bluetooth on the first device, and the earbuds should connect to both.

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5. Wearing Instructions

For optimal sound and comfort, ensure the earbuds are worn correctly. The open-ear clip design allows sound to be transmitted without blocking your ear canal.

1. Identify the Left (L) and Right (R) earbuds.
2. Gently clip each earbud onto the thinnest point of your ear's outer edge.
3. Adjust the earbud until it feels secure and comfortable, with the speaker positioned towards your ear canal for clear audio.

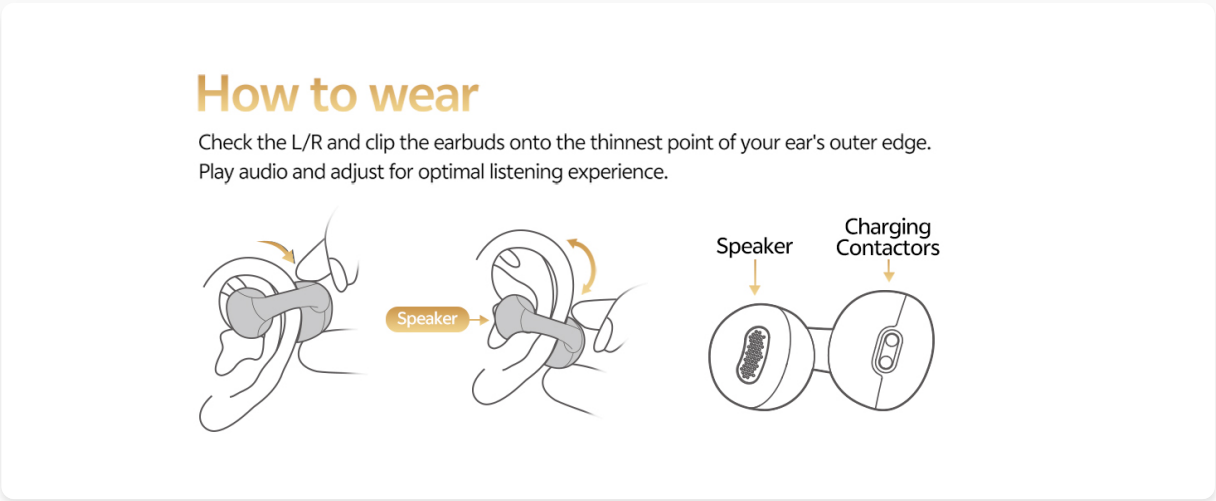

Image: Guide on how to wear the earbuds.

Image: Example of secure fit while wearing the earbuds.

6. Operating Instructions

6.1 Touch Controls

The earbuds feature intuitive touch controls on their outer surface. The specific functions can be customized via the QCY app.

Action	Function
Double-tap L/R	Play/Pause music
Long press L (1.5s)	Previous track
Long press R (1.5s)	Next track
Double-tap L/R during call	Answer/End call
Long press L/R (1.5s) during call	Reject call
Triple-tap L/R	Activate Voice Assistant

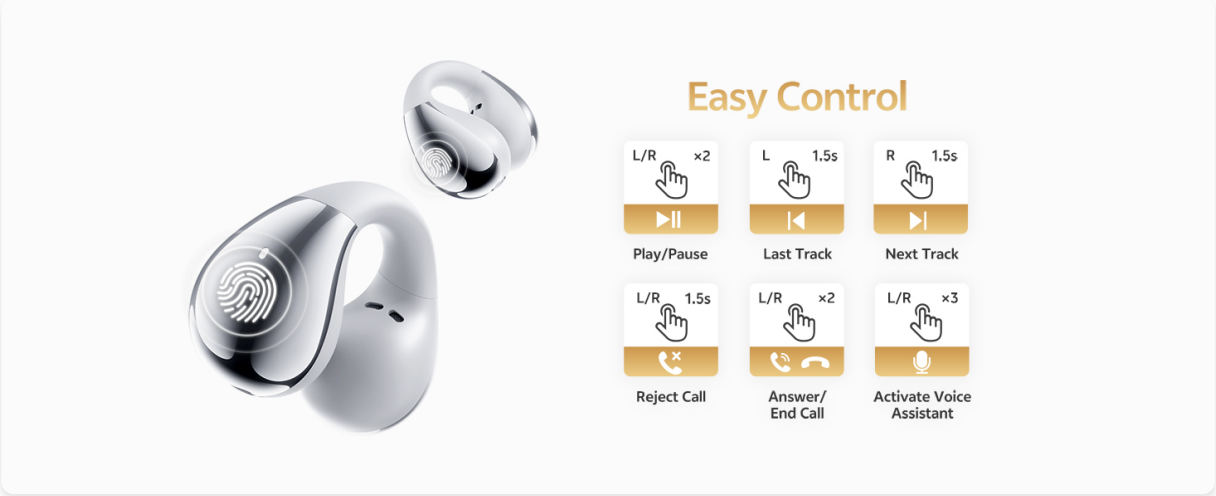

Image: Overview of earbud touch controls.

6.2 Call Management

The earbuds are equipped with a Wind-Blocking structure and AI-powered microphone to ensure clear call quality, even in noisy environments.

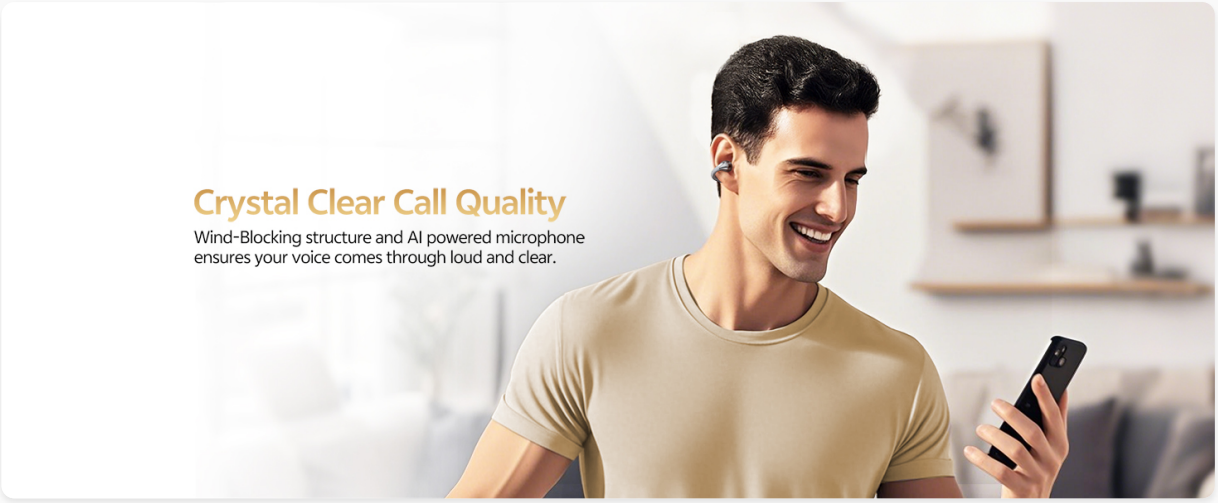

Image: Features for clear call quality.

6.3 Audio Features

- **Hi-Res Audio & LDAC:** Enjoy studio-grade sound with 10.8mm dual-magnet drivers and support for 96kHz/24bit lossless music.
- **360° Spatial Sound:** Experience immersive, theater-grade surround sound for movies, games, and music.
- **Directional Audio 3.0:** Sound is transmitted precisely into your ear canal, minimizing sound leakage by 99.5% for private listening.

Image: 360° Spatial Sound feature.

Image: Directional Audio technology to minimize sound leakage.

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7. QCY App Control

Enhance your listening experience by downloading the official QCY app. The app allows you to:

- Customize EQ settings.
- Adjust touch controls.
- Access additional features and firmware updates.

Image: QCY App for customization.

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8. Maintenance

8.1 Cleaning

Regularly clean your earbuds and charging case to maintain optimal performance and hygiene.

- Use a soft, dry, lint-free cloth to wipe the earbuds and charging case.
- For stubborn dirt, slightly dampen the cloth with water. Avoid using harsh chemicals or abrasive materials.
- Ensure charging contacts are clean and dry before placing earbuds in the case.

8.2 Water Resistance

The earbuds are IPX5 waterproof, meaning they can withstand sweat, light rain, and splashes. They are not designed for submersion in water.

- Do not wear the earbuds while swimming or showering.
- If the earbuds get wet, wipe them dry before placing them back in the charging case.

Image: IPX5 Water-Resistant feature.

8.3 Storage

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

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9. Troubleshooting

If you encounter issues with your QCY Crossky C30S earbuds, refer to the following common solutions:

- **Earbuds not pairing:** Ensure earbuds are charged. Place them back in the case, close, then open again to re-enter pairing mode. Check your device's Bluetooth settings and try reconnecting.
- **Only one earbud working:** Place both earbuds back in the charging case, close the lid, then open it again. This often re-syncs them. If the issue persists, try resetting the earbuds (refer to the QCY app or manufacturer's website for specific reset instructions).
- **Poor sound quality:** Ensure the earbuds are worn correctly and securely. Check for any obstructions on the speaker grilles. Ensure your device is within the Bluetooth range (10 meters) and there are no significant interferences.
- **Earbuds not charging:** Verify the charging cable is securely connected to both the case and the power source. Ensure the charging contacts on both the earbuds and the case are clean and free of debris.

- **Touch controls unresponsive:** Ensure your fingers are clean and dry. Try restarting the earbuds by placing them in the case and taking them out. If customization was done via the app, check app settings.

For further assistance, please contact QCY customer support.

10. Specifications

Feature	Specification
Model Name	Crossky C30S
Item Model Number	BH24QT33A
Connectivity Technology	Wireless (Bluetooth)
Bluetooth Version	6.0
Bluetooth Range	10 Meters
Audio Driver Size	10.8 Millimeters
Audio Driver Type	Dynamic Driver
Special Features	LDAC Hi-Res Audio, Directional Audio 3.0
Noise Control	Passive Noise Cancellation
Control Type	Touch Control, App
Battery Life (Single Use)	6 Hours
Total Playtime (with Case)	40 Hours
Charging Time (10 min)	1 Hour Playback
Water Resistance Level	IPX5 Waterproof
Earpiece Shape	Earhook (Open Ear)
Compatible Devices	iOS/Android
Item Weight	1 Grams (per earbud)
Material	Plastic, Silicone

11. Warranty and Support

QCY products are covered by a limited warranty. For detailed warranty information, product registration, or technical support, please visit the official QCY website or contact their customer service directly.

Please retain your proof of purchase for warranty claims.

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