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Crossloop CSLGEN521

Crossloop Joy Zee TWS Earbuds User Manual

Model: CSLGEN521

INTRODUCTION

The Crossloop Joy Zee TWS Earbuds are designed to provide a seamless and immersive audio experience. Featuring Bluetooth 5.3 for stable connectivity, intuitive touch controls, and a built-in microphone, these earbuds are suitable for music listening, calls, and voice assistant interaction. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your earbuds.



Image: Crossloop Joy Zee TWS Earbuds in their charging case, ready for use.

WHAT'S IN THE BOX

Please check the package contents. If any items are missing or damaged, contact customer support.

- Crossloop Joy Zee TWS Earbuds (Left and Right)
- Charging Case
- USB Type-C Charging Cable
- Ear Cushions (various sizes)
- User Manual

SETUP

1. Initial Charging

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

- Insert the Type-C end of the cable into the charging port on the case.
- Connect the USB-A end to a compatible USB power adapter (not included) or a computer's USB port.
- The indicator light on the charging case will show charging status. Once fully charged, the indicator will change or turn off.
- Place the earbuds into the charging case to charge them. Ensure they are correctly seated; the earbuds will show their own charging indicators.



Image: Illustration of the Type-C charging cable connected to the earbud case.

2. Pairing with a Device

The Crossloop Joy Zee earbuds feature automatic pairing for convenience.

- **First-time Pairing:** Open the charging case. The earbuds will automatically enter pairing mode, indicated by flashing lights on the earbuds.
- On your device (smartphone, tablet, etc.), enable Bluetooth.
- Search for available Bluetooth devices and select "Crossloop Joy Zee" from the list.
- Once connected, a voice prompt will confirm successful pairing, and the earbud lights will stop flashing.
- **Automatic Reconnection:** After initial pairing, the earbuds will automatically connect to the last paired device when taken out of the charging case, provided Bluetooth is enabled on the device.



Image: Visual representation of Bluetooth 5.3 connectivity for seamless pairing.

OPERATING THE EARBUDS

1. Power On/Off

- **Power On:** Open the charging case, and the earbuds will automatically power on. Alternatively, press and hold the touch panel on both earbuds for 3 seconds.
- **Power Off:** Place the earbuds back into the charging case and close the lid. They will automatically power off and begin charging. Alternatively, press and hold the touch panel on both earbuds for 5 seconds.

2. Touch Controls

The Joy Zee earbuds feature intuitive touch controls on each earbud for easy management of music and calls.

Function	Action
Play/Pause Music	Single tap on either earbud
Next Track	Double tap on the Right earbud
Previous Track	Double tap on the Left earbud
Answer/End Call	Single tap on either earbud
Reject Call	Press and hold either earbud for 2 seconds
Activate Voice Assistant	Triple tap on either earbud
Volume Up	Press and hold the Right earbud
Volume Down	Press and hold the Left earbud



Image: Overview of key features including Touch Control, Bluetooth 5.3, and Voice Assistant.

3. Voice Assistant

The earbuds support Google Assistant and Siri. Triple tap either earbud to activate your device's voice assistant. You can then issue commands hands-free.



Image: Visual illustrating the voice assistant functionality with a microphone icon.

4. Wearing the Earbuds

Select the ear cushions that provide the best fit for your ears to ensure optimal sound quality and comfort. Gently insert each earbud into your ear canal and rotate slightly until it feels secure and comfortable.

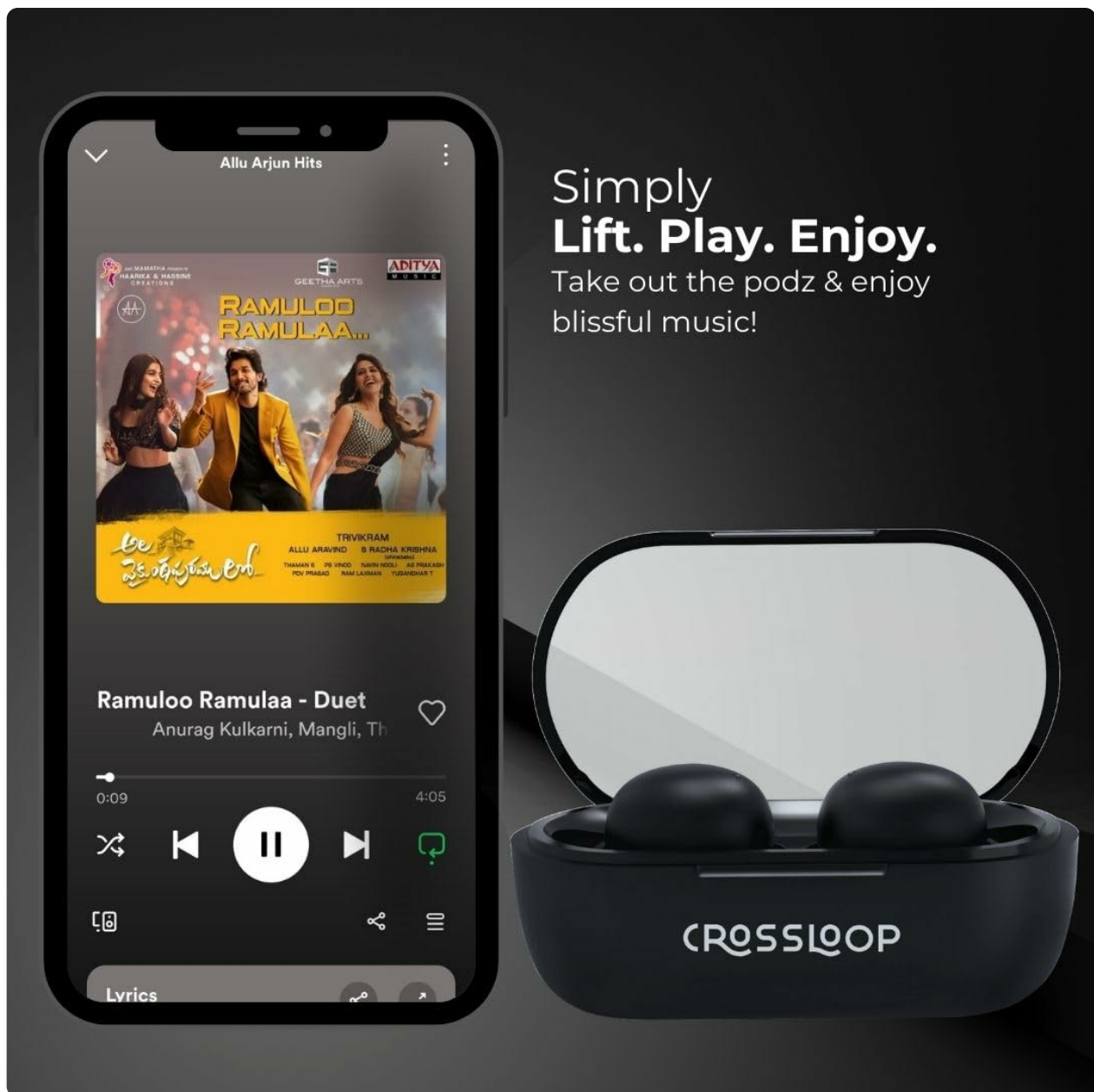


Image: A user enjoying music with the Crossloop Joy Zee TWS Earbuds, demonstrating typical usage.

MAINTENANCE

1. Cleaning

- Regularly clean the earbuds and charging case with a soft, dry, lint-free cloth.
- Do not use harsh chemicals, cleaning solvents, or strong detergents.
- Remove ear cushions and clean them separately with mild soap and water if necessary, ensuring they are completely dry before reattaching.
- Gently clean the charging contacts on both the earbuds and the case to ensure proper charging.

2. Sweat Resistance (IPX3)

The Crossloop Joy Zee TWS Earbuds are designed with IPX3 water resistance, meaning they are protected against spraying water. This makes them suitable for workouts and outdoor activities where light sweat or splashes may occur.

- Do not submerge the earbuds in water.
- Do not expose them to running water or heavy rain.

- Ensure the earbuds are dry before placing them back into the charging case to prevent damage.

TROUBLESHOOTING

If you encounter issues with your Crossloop Joy Zee TWS Earbuds, please refer to the following common solutions:

- **Earbuds not pairing or connecting:**
 - Ensure both earbuds are charged.
 - Turn off Bluetooth on your device, then turn it back on.
 - Forget/delete "Crossloop Joy Zee" from your device's Bluetooth list and attempt to pair again.
 - Place both earbuds back into the charging case, close the lid, wait a few seconds, then open it again to reset.
- **Only one earbud working:**
 - Ensure both earbuds are charged.
 - Place both earbuds back into the charging case, close the lid, wait a few seconds, then open it again. This often re-syncs them.
 - Clean the charging contacts on both earbuds and inside the case to ensure proper connection.
 - Try resetting the earbuds by forgetting them on your device and re-pairing.
- **Low volume or poor sound quality:**
 - Adjust the volume on both your device and the earbuds.
 - Ensure the ear cushions provide a good seal in your ear canal. Try different sizes.
 - Clean any debris from the earbud speaker mesh.
 - Ensure your device is within the 10-meter Bluetooth range.
- **Earbuds not charging:**
 - Ensure the charging cable is securely connected to both the case and the power source.
 - Try a different USB port or power adapter.
 - Clean the charging contacts on the earbuds and inside the case.

SPECIFICATIONS

Detailed technical specifications for the Crossloop Joy Zee TWS Earbuds.

Feature	Specification
Brand	Crossloop
Model Name	CSLGEN521
Model Number	CSLGEN521-BK
Colour	Black
Ear Placement	In Ear
Form Factor	In Ear
Impedance	32 Ohms

Feature	Specification
Control Type	Touch Control
Battery Average Life	12 Hours (earbuds)
Audio Driver Type	Dynamic Driver
Enclosure Material	Acrylonitrile Butadiene Styrene (ABS)
Water Resistance Level	IPX3 (Water Resistant)
Wireless Technology Type	Bluetooth
Bluetooth Version	5.3
Bluetooth Range	10 Metres
Item Weight	30 Grams

WARRANTY AND SUPPORT

Warranty Information

The Crossloop Joy Zee TWS Earbuds come with a **1-year manufacturing warranty**. For details on extended warranty services, please refer to the information provided with your product or visit the manufacturer's website.



EXTENDED WARRANTY SERVICE

1 Year Standard Warranty + **3** Months Extended Warranty

Register your product within 7 days by scanning QR Code on the User Manual and follow the instructions given to enjoy the 3 months Extended Warranty

crossloop.co.in/pages/extendedwarranty

REGISTER NOW

Image: Information regarding the 1-year standard warranty and additional 3 months extended warranty.

Manufacturer Contact

For technical support, warranty claims, or other inquiries, please contact the manufacturer:

Manufacturer: Hira House Ltd, Texet Technologies Private Ltd.

Address: S.No.78/1, Baba Khan Industrial Estate, Dangat Vasti, Shivne, Pune - 411023. Maharashtra, India.