

SPROUT

CADENCE TWS EARBUDS



PRODUCT MANUAL

WE PUT MORE INTO OUR TECH, SO YOU CAN GET MORE OUT OF LIFE.

At Sprout, our purpose is to help you unlock the potential of your technology. We're an Australian brand, and we design all of our products locally to ensure they are uniquely suited to your lifestyle.



CONTENTS

01. What's in the box?	2
02. Product overview	3
03. Quick start guide	4
04. Operating controls	6
05. Troubleshooting	8
06. Specifications	9
07. Care and maintenance	10
08. Important safety info	11
09. Consumer guarantee	12



Scan the QR code
to access an online
version of this manual

01. WHAT'S IN THE BOX?

Thank you for choosing the **Cadence TWS Earbuds**.

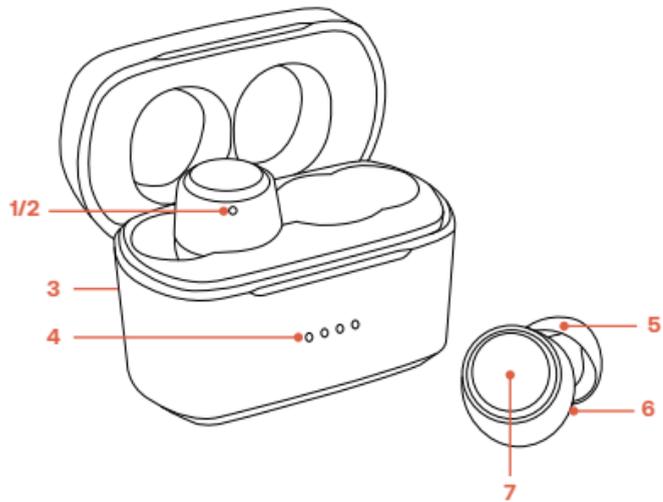
For optimum performance and safety, please read instructions carefully before usage.

Please keep this manual for future reference.

- 1x Cadence TWS earbud (Left)
- 1x Cadence TWS earbud (Right)
- 1x Charging case
- 1x USB-A to USB-C charging cable
- 2x Pairs of silicone ear tips
- 1x Product manual

02. PRODUCT OVERVIEW

- 1. Earbud indicator light
- 2. Microphone for calls
- 3. USB-C charging port
- 4. Charging case battery level indicator
- 5. Removeable earbud tips
- 6. Earbud charging contact
- 7. Touch sensor



CHARGING THE EARBUDS

Charge the earbuds by placing them into the charging case and carefully aligning the charging contact on both the earbud and case.

CHARGING THE CASE

Connect the case to a 5V power adapter via the USB-C input using the included USB-A to USB-C cable.

Note: It is recommended that you fully charge the case and earbuds before first use. The recommended charging time is 1-2 hours.

CHARGING CASE BATTERY LED INDICATOR

4 white lights on:	Battery 100%	
3 white lights on:	Battery 75%	
2 white lights on:	Battery 50%	
1 white light on:	Battery 25%	

POWER ON/OFF

The earbuds will turn on automatically when removed from the charging case and will turn off when placed back in the case with the lid closed.

To manually power on, hold the touch sensor on either earbud for 2 seconds. To manually power off, disconnect from your device's Bluetooth and hold the touch sensor for 8 seconds.

CONNECTING VIA BLUETOOTH

The left and right earbuds will be automatically pair to each other when removed from the charging case.

The earbud LED indicator will flash red and blue to indicate the earbuds are in pairing mode.

Turn on Bluetooth on your mobile phone/music device*. Open your list of Bluetooth devices, select "CADENCE TWS" to pair. Once a device is connected, the earbud LED indicators will be solid blue.

Single ear use will also be supported.

*If you are not familiar with Bluetooth pairing for your mobile phone or music device, refer to the user guide for your mobile phone/music device for instructions to pair a new device using Bluetooth.

04. OPERATING CONTROLS

Pause/Play: During audio playback, short touch one earbud to pause or play.

Previous track: During audio playback, double-tap the left earbud to skip to the previous track.

Next track: During audio playback, double-tap the right earbud to skip to the next track.

Volume down: During audio playback or on a phone call, long touch the left earbud. You will hear a tone sound when the volume reaches its minimum.

Volume up: During audio playback or on a phone call, long touch the right earbud. You will hear a tone sound when the volume reaches its maximum.

04. OPERATING CONTROLS

Answering phone calls: Short touch one earbud to answer an incoming call.

Ending phone calls: While in a call, short touch one earbud to end the call.

Reject a phone call: When a call is incoming, touch one earbud for 2 seconds to reject the call.

Voice assistant: Triple-tap the left earbud to start the mobile phone voice assistant function (requires support from connected smart devices). This function is not available during phone calls.

05. TROUBLESHOOTING

Q: Only one earbud is working.

A: Place both earbuds in their charging case and close. Next, open the case and commence using the earbuds again. This will prompt them to reconnect.

Q: The case is not charging via cable.

A: Check that the charging cable is plugged in at both the case end and the adapter. If it is still not charging, try replacing your charging cable.

Q: The charging case is not charging the earbuds.

A: Generally this means that the case is out of charge. This can be confirmed by checking the LED indicator on the front of the case. Charge the case as per the instructions provided.

Note: The earbuds will turn off automatically after five minutes if they are not paired with any device via Bluetooth. Likewise, earbuds will enter standby mode to save power if no incoming audio source is received for five minutes.

When battery capacity is less than 20%, user will hear a “battery low” voice prompt.

06. SPECIFICATIONS

- Bluetooth version: V5.2
- Bluetooth chip: Actions ATS3015
- Case battery: 500mAh Lithium polymer
- Earbuds battery: 30mAh Lithium battery
- Total audio playtime: Up to 26 hours at 70% volume, including earbud recharges
- Time to fully charge case through USB-C port: 2 hours
- Driver: F6mm, 32Ω, 20H-20KHz
- Sensitivity: 96dB±3dB@1KHz
- Microphone sensitivity: -42dB±3dB@1KHz
- Bluetooth range: 10m
- 1x Touch control sensor per earbud

07. CARE AND MAINTENANCE



IMPORTANT: Cadence TWS must be cleaned regularly to maintain full functionality.

To clean, lightly dampen a cloth with water to clean the exterior. Ensure that all debris is removed from the earbud opening.

If this product is not used for a long period of time, it's recommended to recharge it at least once a month to extend its life and maintain the normal battery performance.

Keep the product in a dry location.

Do not dispose of this product in fire as batteries may explode or leak.

Do not disassemble this product. It contains no user-serviceable parts.

08. IMPORTANT SAFETY INFO

1. Protect your earbuds from excessive force, such as drops and collisions
2. Do not charge your case near water, due to risk of electric shock
3. Please do not discard the product in a fire or other high temperature environments
4. Unplug the charging cable during lightning storms or when unused for long periods of time
5. Avoid listening at excessive volume levels or for prolonged periods
6. Use only original accessories, accidents caused by the use of other accessories will not be covered by the warranty
7. For best results, when charging through the USB-C port, we recommend using a 5V charger

09. CONSUMER GUARANTEE

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. If you have any questions about your rights in relation to this product, please return it to point of sale or contact us at enquiries@sproutinc.com.au. This warranty does not affect your legal statutory rights under the Australian Consumer Law. For more information about your rights under Australia Consumer Law go to www.accc.gov.au.

Your Cadence TWS Earbuds are warranted to the original owner for 24 months from the date of purchase against defects in material and workmanship under normal use and service. The warranty does not cover misuse of this product and liability will not exceed the purchase price of the product.

If you have any problems while using the product, please do not hesitate to contact our customer support team.

For warranty and technical support please visit sproutinc.com.au or email enquiries@sproutinc.com.au.

Thank you for choosing a Sprout product.





Sprout Accessories Pty Ltd

W: Sproutinc.com.au | E: enquiries@sproutinc.com.au