

User Manual

Teufel Airy True Wireless



Teufel

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General Notes And Information

About the User Manual

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Right of Return

If you wish to exercise your right of return, we ask that you make sure that you hold onto the original packaging. We can only accept the return of earphones **WITH THE ORIGINAL PACKAGING**. Earphones returned without the original packaging will not be accepted.

Complaints

In the event of a complaint, the invoice number is required in order for your complaint to be processed. The invoice number can be found on the sales slip (enclosed with the product) or on the order confirmation PDF document.

Thank you for your support!

Contact

Please contact our customer service department if you have any questions, suggestions, or complaints:

Lautsprecher Teufel GmbH

BIKINI Berlin

Budapester Straße 44

10787 Berlin (Germany)

Telephone: 0800 400 300 20

Fax: +49 (0)30 / 300 930 930

Online support: www.teufelaudio.com/service

Contact form: www.teufelaudio.com/contact

For Your Safety

Proper Use

The Teufel Airy True Wireless earphones are intended for the playback of audio signals that can be wirelessly transmitted via Bluetooth® from the external player. The earphones are also suitable as a headset for connecting to Bluetooth compatible (mobile) phones. Only use the earphones as described in this user manual. Any other use will be deemed as not in accordance with the instructions and may lead to damage to property or even persons. The manufacturer accepts no liability for damage caused by improper use. The earphones are intended for private use only.



Before operating the earphones, please first read the safety notes and user manual carefully. This is the only way to use all functions safely and reliably. Store the user manual in a safe place and also be sure to pass it on to any subsequent owner.

Safety notes

This chapter contains general safety notices. You should always observe these notices to protect both yourself and third parties. You should also observe the warning notices in each chapter of this user manual.

Explanation of terms

You can find the following signal terms in this user manual:



This signal term indicates a moderate risk, which, if not avoided, may result in death or severe injury.



This signal term indicates a low risk, which, if not avoided, may result in minor or moderate injury.

NOTICE

This signal term warns you of potential damage.



This symbol advises of useful additional information.

 **WARNING****Danger of suffocation! Children can become trapped in the packaging film when playing and suffocate.**

- *Make sure that children do not play with the packaging, and that they do not pull off small parts of the earphones and put them in their mouth.*

Risk in road traffic and at work! Your earphones significantly dampen external noise so that you are not entirely aware of your surroundings.

- *Do not in any case wear your earphones while performing activities where you are required to pay attention to your surroundings. This particularly applies to when you are operating machinery or driving on the road. You should also observe the legal guidelines and provisions of the country which you are in when using the earphones.*

Attention! Risk of explosion/fire! Lithium rechargeable batteries can explode if handled improperly.

- *Do not heat or burn the rechargeable battery. Only charge the rechargeable battery at ambient temperature of -10–45 °C. Do not use the earphones in environments where there is a risk of explosion. Do not expose batteries and rechargeable batteries to direct sunlight.*

Interference caused by radio waves! Radio waves could affect the function of other sensitive devices that are not protected.

- *Only use the earphones in environments where the use of Bluetooth® is permitted.*



Extended listening at high volumes may lead to hearing loss!

- *To avoid damage to your health, avoid extended listening at high volumes.*
- *If the earphones is set to full volume, it may produce very high sound pressure. This might have psychological consequences and also cause physical injury. Children are especially at risk. Set the volume control of your player to low volume before you turn it on.*

NOTICE

Risk of damage! Improper handling of the earphones may result in damage.

- *Ensure that the earphones do not become wet, and protect them from moisture, heat (e.g. during the summer in cars) and mechanical influences. (e.g. severe shocks, pressure and falling).*

Disposal

Important information in accordance with the Electrical and Electronic Equipment Act (Germany: ElektroG)

We advise owners of electrical and electronic appliances that old electrical and electronic devices must be handed in separately from municipal waste, in accordance with the applicable regulations. Batteries and rechargeable batteries that are not firmly enclosed in old electrical devices and lamps, and that can be removed from the old device without destroying them, must be separated from them in a non-destructive manner before they are handed to the collection point for their intended disposal. Please take note of our information on the Batteries Act (Germany: BattG) below for disposing of batteries.

You make an important contribution to returning, recycling and further processing of old devices if you separate your old devices into the correct collection groups for recycling.

The symbol below of a crossed-out dustbin, applied to electrical and electronic appliances, also advises of the duty to separate collections:



Consumer electronics stores and supermarkets are obliged, under certain conditions, to take back old electrical and electronic devices, in accordance

with section 17 of the Electrical and Electronic Equipment Act. Stationary retailers must take back an old electrical device of the same type when a new electrical device is bought (1:1 return). This also applies to home deliveries. These retailers must also take back up to three small old electrical devices ($\leq 25\text{cm}$) without this being linked to a new purchase (0:1 return).

In accordance with the Electrical and Electronic Equipment Act, as online retailers of electrical devices and due to our product range, our obligation is limited to 1:1 return of large devices of $> 50\text{ cm}$ when selling a new electrical or electronic device of the same type. We comply with the obligation of return of devices other than large devices through our service provider. You can find the exact contact data and collection points on our website www.teufel.de/entsorgung. It is also possible to return old electrical and electronic appliances free of charge at an official delivery point run by the public waste disposal authorities.

Important: For safety reasons we ask that you refrain from sending lighting fixtures (some lamps). For return of lighting fixtures please use the public waste disposal collection points or contact us directly at www.teufel.de/entsorgung.

As an end-user, you are responsible for deleting any personal data on old electrical appliances before handing it in.

Important: Our appliances can contain batteries/rechargeable batteries. If this is the case, please refer to its attached product documentation for additional information on the type and chemical make-up of the battery. For products with battery compartments you can directly remove the batteries or rechargeable batteries and dispose of them properly. If the batteries are built in to the product, do not in any case attempt to remove the batteries yourself, instead contact one of our employees or appropriate specialist staff.

Important information about the Batteries Act (Germany: BattG)

Batteries and rechargeable batteries must not be disposed on in household waste.

Old batteries can contain toxic substances that could damage the environment or your health if not stored or disposed of properly. This applies especially to improper handling of batteries containing lithium.

However, batteries also contain important raw materials such as iron, zinc, manganese and nickel and these can be reused. Separate collection enables recycling of these raw materials and avoids any negative impact on the environment or human health due to toxic substances being released.



The crossed-out dustbin symbol means that you should not dispose of old batteries and rechargeable batteries in household waste. In addition, you, as the end-user, are legally obliged to return old batteries.

You can hand in batteries and rechargeable batteries free of charge at an official return point such as any public waste disposal collection point. You can also hand in old batteries, that we stock or have stocked as new batteries, at

one of our Teufel stores or at one of our dispatch warehouses. However, if you send them to our dispatch warehouses we would like to point out the dangerous goods regulations of the dispatch provider you opt for and ask you not send batteries to us by post. You can get the addresses of our dispatch warehouses from our customer service.

Due to existing legal regulations, the battery manufacturer must use the following symbols with the following meanings when marking the batteries.

Hg: the battery contains more than 0.0005 mass percent of mercury

Pb: the battery contains more than 0.004 mass percent of lead

Cd: the battery contains more than 0.002 mass percent of cadmium

Otherwise, to avoid waste and littering, batteries with a long service life or rechargeable batteries should be used. Exchangeable rechargeable batteries enable long service for electrical and electronic appliances and thus devices and rechargeable batteries can be prepared for recycling (e.g. regenerating/exchanging rechargeable batteries).


Further information on preventing waste for consumers can, however, be found in the Federal waste prevention programme with the participation of the Federal states.

Trademarks

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Apple, iOS and Siri are trademarks of Apple Inc., registered in the U.S. and other countries.

Android and Google Assistant are trademarks of Google LLC.

 **Bluetooth**® The Bluetooth® word mark and Bluetooth® symbol are registered trademarks of Bluetooth SIG, Inc. and any use by Lautsprecher Teufel is licensed.

I. Introduction

Thank you for purchasing the Teufel Airy True Wireless which are designed to bring an extraordinary sound experience for your entertainment. We encourage you to take a few minutes to read through this manual, which describes the product and includes step-by-step instructions to get you started.

Designs and specifications are subject to change without notice. If you have any questions about the earphones or their operation, please contact your retailer or customer service representative, or visit our website: www.teufel.cn or teufelaudio.com.

2. What's in the box

Unpack the box carefully and ensure that the following parts are included. If any part is damaged or missing, do not use it and contact your retailer or customer service representative.



Earphones



Charging Case



Eartips (M pre-mounted to the earphones)



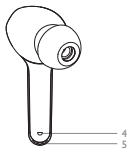
Micro-USB Cable



Quick Start Guide & Owner Manual

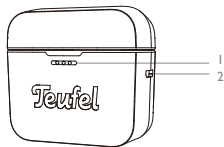
3. Product overview

3.1 Earphones



1. Earphone power indicator/Environmental noise suppression MIC
2. Multi-function touch button
3. Talk MIC
4. L/R logo
5. Charging Contact

3.2 Charging Case



1. Power indicator
2. Micro USB charging port

3.3 Earphone LED indications



Earphone State	Earphone LED Behavior	Voice Prompt
BT Pairing Mode	Fast flashing, white, until a device is paired or it times out (60 seconds)	<i>Pairing (repeat in a loop)</i>
BT Connectable	Pulsing, white, until a device is paired or BT Pairing is initiated by user	-
On/BT Connected	Solid on, white, for 5s.	<i>Bluetooth Connected</i>
On/BT Connection Lost	BT Connectable	<i>Disconnected</i>
On/Clearing Device List	When successfully cleared, flash red 3 times.	-
TWS pairing	Fast flashing red and white consecutively until TWS pairing successful.	-
Incoming Call	Off	<i>Phone ring tone</i>
Answer Call	User Interaction: Flashing once, white	-
Reject Call	User Interaction: Flashing once, white	-
End Call	User Interaction: Flashing once, white	-

Earphone State	Earphone LED Behavior	Voice Prompt
Put call on hold and answer second call	User Interaction: Flashing once, white	-
Switch between calls	User Interaction: Flashing once, white	-
Retrieve a call from hold after ending the current call	User Interaction: Flashing once, white	-
Voice assistant started	User Interaction: Flashing once, white	<i>Positive Input</i>
Voice assistant off	User Interaction: Flashing once, white	-
Next	User Interaction: Flashing once, white	-
Previous	User Interaction: Flashing once, white	-
Play	User Interaction: Flashing once, white	-
Pause	User Interaction: Flashing once, white	-

3.4 Charging case LED indications

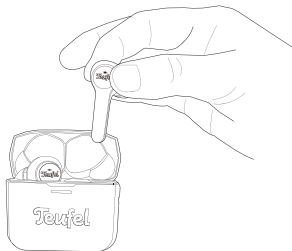


Charging Case State	Charging Case LED Behavior
On/Opening case	<i>Battery Level</i> of case for 5s. Then off.
On/Closing case	<i>Battery Level</i> of case for 5s. Then off.
On/Inserting earphone	Off.

4. Getting started

4.1. Powering on & off

1. Open the charging case, the earphones will automatically turn on.
2. Place the earphones into the charging case then close the charging case, the earphones will power off and charging.
3. Manual power off, place the earphones into the charging case then short press 3 times the Multi-Function button.



Standby Timer

The standby timer conserves the battery when the earphones are out of the charging case and not being used. The earphones switch to standby when audio has stopped and you have not pressed any buttons for 15 minutes.

4.2. Choosing the correct eartips

For optimal audio performance, it is important to choose the correct eartip size. Select the size that gives you the best comfort and fit in each ear. To determine the best fit, you may need to try all three sizes. You may need a different size for each ear.

Note: To test the fit, try speaking aloud. Your voice should sound muffled in both ears; if not, select another tip size.

Insert the right earphone into your right ear and the left earphone into your left ear.

Insert the earphones at a slight angle into the ears and twist them slightly into the ear canal so that they sit comfortably and snugly.



4.3 Connecting the earphones

To be able to use the Bluetooth wireless connection, you must register both devices (earphones and e.g. smartphone) via the device settings of your smartphone. This process is called pairing.

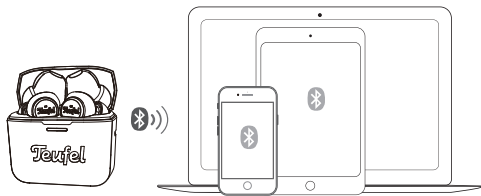
4.3.1 Information on the Bluetooth wireless connection

The earphones are compatible with Bluetooth 5.0.

If your audio source supports the high-resolution audio encoding method AAC, the music is automatically played in high audio quality. Otherwise the earphones will play your music in normal audio quality (SBC).

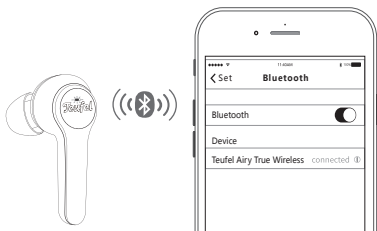
The paired devices immediately establish the Bluetooth wireless connection after switching on and are ready for use.

When you switch the earphones on, they automatically try to connect to the last connected Bluetooth device. The earphones can save the connection profiles of up to 7 Bluetooth devices which they have been paired with.



4.3.2 Pairing the earphones with a Bluetooth device

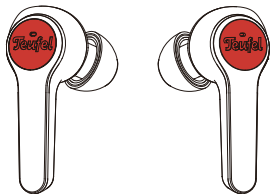
1. Opening the charging case for the first time will automatically start pairing on the earphones. The LED's on the earphones will flash white quickly.
2. Enable Bluetooth on your device and search for the "Teufel Airy True Wireless". The LED will flash solid white once successfully paired.
3. If the earphones have been paired with another device before, hold both L and R multi-function buttons for 2.5s. The earphones will enter pairing mode and the new device can find and connect to it.
4. If the earphones have already been paired to a device, they will automatically reconnect to that device. If none of these devices are available within 60s, the earphones will enter connectable mode so only previously connected devices can find and connect to it.



5. When the charging case is opened, the earphones will auto connect to the first available device saved in the BT device list. If the last device is not available, the other devices can also be found and connected to the earphones, but if connecting fails after 60s, the earphones will enter the connectable mode (in which, the earphone can't be found or connected to by other devices other than the devices already on the BT pairing list). If you want to clear the pairing list, put the earphones into the charging case, long press L/R for 8s, pairing list clear and earphones will enter connectable mode.
6. When out of effective range of the current device, the earphones will enter auto-connection mode, and will power off after 15 mins if not connected.

5. Using the earphones

Teufel Airy True Wireless feature a multi-function touch button, you can make phone calls, listen to music or activate the voice assistant with it.



Legend	Meaning
●	Short press
● ●	Double Press
● ● ●	Triple Press
▬	Middle Press (2.5s)
▬	Long Press (8s)
L&R	Both sides together
L/R	Either side

5.1 Listening to music wirelessly

If your Teufel Airy True Wireless is connected to a compatible smartphone or mp3 player, you can control the music playback via the earphones.

The following functions are available:

Function	Operation
Play/pause	● L/R
Next Track	● ● L/R
Previous Track	● ● ● L/R







5.2 Making phone calls

The Teufel Airy True Wireless features a built-in microphone.

If the earphones are connected to your smartphone via Bluetooth[®], they can be used as a headset to make phone calls.



Music playback will be interrupted in the event of an incoming call and continued once the call is over.

The following functions are available:

Function	Operation
Accept Incoming Call	 L/R
Reject Incoming Call	 L/R
End Call	 L/R
Put a call on hold and answer a second call	 L/R
Switch between calls	 L/R
Retrieve a call from hold after ending the current call	 L/R

5.3 Activating voice services

The voice services from iOS (Siri) or Android (Google Assistant) can be used on smart phones connected to the earphones. The services can be activated as follows:

Function	Operation
Activate Voice Assistant	 L/R
Stop Voice Assistant	 L/R

5.4 Volume

Volume is controlled by the connected device.

The factory default volume level of earphones is set to 100% output.

Audio volume is faded-in and faded-out when the audio playback is played or paused and when the earphones are powered on or off.

Note: Sound settings of your Bluetooth device may affect the sound quality of your earphones negatively.

(E.G. Equalizer, Effects)

Make sure they are turned off first to get the best sound quality.

6. Charging

6.1 Charging the earphones

The earphones charge while they are in the charging case.

6.1.1 Charging time

Allow up to two hours to fully charge the earphones.

Note: A full charge of the earphones allows up to six hours of use.

6.1.2 Check the earphone battery level

While using the earphones

If connected to an Apple or Android device, the device displays the approximate battery level near the upper right corner of the screen and in the notification bar.

This displayed battery level is not accurate. To get the real-time battery level use a Battery Widget for Android or iOS.

While charging the earphones

When an earphone is inserted, its corresponding charging indicator glows according to charging status.

Overview of the LED indications of the earphones (charging).

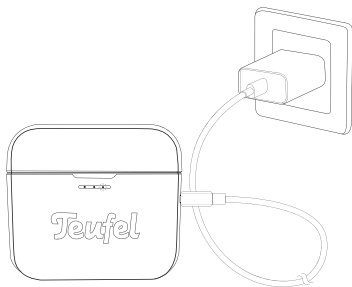
Earphone State	Earphone LED Behavior	Acoustic Feedback
On/Put into charging case	Pulsing red two times.	-
On/Opening charging case & battery level > 21%	Bluetooth mode (pairing/connectable/connected).	Power On
On/Opening charging case & battery level low (20% - 11%)	Bluetooth mode, then when connected LED is red and repeats slow flashing while device is on.	Power On then Battery Low
On/Opening charging case & battery level very low (10% - 1%)	Bluetooth mode, then when connected LED is red and repeats flashing while device is on.	Power On then Battery Low
On/Opening charging case & battery empty 0% (still enough power to perform feedback several times)	LED, red repeats fast flashing (No BT reconnect/pairing allowed, no button interaction allowed, earphones auto turn off after 5 sec).	Battery Low then Power Off
Battery Level Low (20% - 11%)	LED, red repeats slow flashing while device is on.	Battery Low (only once when entering state)
Battery Level Very Low (10% - 1%)	LED, red, repeats fast flashing while device is on.	Battery Low (only once when entering state)
Battery Level Empty (0%)	LED red, solid on for 3 sec.	Playback fades out. Then Power Off

6.2 Charging the charging case

The charging case stores and charges the earphones when not in use.



Use this product only with an agency approved power supply which meets local regulatory requirements (e.g., UL, CSA, VDE, CCC).



1. Connect the small end of the supplied USB cable into the Micro-USB port.
2. Connect the other end into a USB wall charger (not provided).

NOTICE

Before charging, be sure that the earphones are at the correct operating temperature of between -10 °C and 40 °C.

6.2.1 Charging time

Allow up to three hours to fully charge the case. When the earphones are inside of the case, charging time varies.

Note: When the case is fully charged, you can charge the earphones up to 3 times.

6.2.2 Check the case battery level

The LED power indicators are on the front of the case, they glow according to the battery level as follows:



Overview of the LED indications of the charging case.

Charging Case State	Charging Case LED Behavior
Battery Level of charging case 66% - 100%	All 3 LEDs solid on for 5s. Then off.
Battery Level of charging case 33% - 65%	LED 1 and LED 2 solid on for 5s. Then off.
Battery Level of charging case 11% - 32%	LED 1 solid on for 5s. Then off.
Battery Level of charging case 1% - 10%	LED 1 keeps repeating fast flashing.
Charging the case	Status LEDs repeat ascending pattern according to charging progress: 0% - 32% power: LED 1, 2 and 3 repeat ascending pattern 33% - 65% power: LED 1 stays on, LED 2 and 3 repeat ascending pattern 66% - 99% power: LED 1 and 2 stay on, LED 3 repeats ascending pattern
Charging Complete	All 3 LEDs stay solid-on while charging cable is connected, then after 1 min all off.
On connecting charging cable	LEDs display current battery level for one second and then repeat charging pattern according to charging progress.
On disconnecting charging cable	LEDs display current battery level for 5s. Then off.

7. Care and maintenance

7.1 Cleaning the earphones and charging case

The earphones and charging case may require periodic cleaning.

Component	Cleaning procedure
Eartips	Remove the tips from the earphones and wash them with a mild detergent and water. Note: Make sure you thoroughly rinse and dry the tips before re-attaching them to the earphones.
Earphone nozzles	Clean only with a dry, soft cotton swab or equivalent. Note: Never insert any cleaning tool into the nozzle.
Charging pins (on earphones and case)	To prevent rusting, regularly clean with a dry, soft cotton swab or equivalent.
Charging case	Clean only with a dry, soft cotton swab or equivalent.

7.2 Storing the earphones in the charging case

Store the earphones in the charging case to prevent damage to the earphones when you are transporting them. The earphones are automatically charged when in the charging case so that you always have the longest possible battery life.

- ▶ Open the charging case, lift the magnetic top cover, and insert the left earphone into the left charging compartment and the right earphone into the right charging compartment.

The earphones are magnetically pulled into the charging compartments.

- ▶ Close the charging case.

8. Troubleshooting

Common solutions

If you experience problems with your earphones or charging case:

1. Check the state of the power indicators.
2. Charge the battery.
3. Increase the volume on your mobile device.
4. Try connecting another mobile device.

If you cannot resolve the issue, see the table below to identify symptoms and solutions to common problems. If you are still unable to resolve your issue, contact Teufel customer service.

Symptom	Solution
Earphones don't power on	<ol style="list-style-type: none"> 1. Place the earphones in the charging case to initiate charging. 2. Make sure the earphones are not in standby mode. To wake the earphones, put the earphones into the charging case, close the charging case for 2.5s, then open it, the earphones will power on.
Earphones don't connect with mobile device	<ol style="list-style-type: none"> 1. Make sure your mobile device supports <i>Bluetooth</i> technology. 2. On your mobile device: Turn the <i>Bluetooth</i> feature off and then on. 3. Delete your Teufel Airy True Wireless earphones from the <i>Bluetooth</i> list on your mobile device. Connect again. 4. Move your mobile device closer to the earphones and away from any interference or obstructions. 5. Connect a different mobile device. 6. Clear the earphones pairing list and connect again.
Earphones don't charge	<ol style="list-style-type: none"> 1. Make sure the earphones are properly placed in the charging case. 2. Make sure the charging case battery is not depleted. 3. Make sure there is no dirt or debris covering the charging conductors within the case or on the earphones. 4. If your earphones have been exposed to high or low temperatures, let the earphones return to room temperature and then try charging again.

Symptom	Solution
Charging case doesn't charge	<ol style="list-style-type: none"> 1. Check the case battery level by opening the case. If needed, charge the case with the supplied USB cable. 2. Secure both ends of the USB cable. 3. If your charging case has been exposed to high or low temperatures, let the case return to room temperature and then try charging again.
No sound	<ol style="list-style-type: none"> 1. Press Play on your mobile device to make sure the audio track is playing. 2. Place the earphones in the charging case to check the earphones charging status. If needed, charge the earphones. 3. Increase the volume on the mobile device. 4. Move your mobile device closer to the earphones (10 m) and away from any interference or obstructions. 5. Use a different music source. 6. Connect a different mobile device.
No sound from one earphone	<p>Make sure that both earphones are charged and that the earphones are paired with your Bluetooth device and connected to it. Also make sure that the earphones are inserted into your ears correctly.</p>

Symptom	Solution
Poor sound quality	<ol style="list-style-type: none">1. Make sure that both earphones fit securely in your ear.2. Use a different music source.3. Try connecting another mobile device.4. Move your mobile device closer to the earphones (10 m) and away from any interference or obstructions.5. Clear any debris or wax buildup from the earphones and earphones nozzles.
Eartips falling off	Securely attach the tips to the earphones.
TWS Pairing	The left and right earphone are already paired by default. If you lost one earphone, please buy a new one and reset the TWS connection. To do this, take out one earphone from charging box and triple press first piece, then take out second piece and also triple press it.

9. Technical Data

Earphone

Model Name	Teufel Airy True Wireless
Device ID	Teufel Airy True Wireless
Software Language	English (oversea) / Chinese (Greater China)
Talk time	Up to 6 Hours
Music playback	Up to 6 Hours
Charging time	≤ 2 hours
Wireless technology	Bluetooth 5.0
Effective wireless range	10 M / Class 2
Chipsets	2 x AB1532D
Noise Reduction technology	Talk noise cancelling technology
Function Button	Multi-function touch button
Indicator	2 x White LED, 1 x red LED
Ports	4 x Pogo Pin
Battery	2 x 50 mAh
Input Power	DC 5V, 500 mA
Speaker	2 x Φ 5.8 mm, 32 Ω , 20 – 20K Hz
Mic	2*2 Mics, -38 dB +/- 1 dB @ 1 kHz
Waterproof grade	IPX5

Charging case

Model Name	Teufel Airy True Wireless Charging case
Charging time	≤ 1 hours
Indicator	3 x LED
Input Ports	1 x Micro USB
Output Ports	2 x 2 Pogo Pin
Battery	500 mAh, rechargeable lithium polymer
Input Power	DC 5V, 500 mA
Charging protection	12V Over-voltage protection

10. Declaration Of Conformity



Lautsprecher Teufel GmbH declares that this product complies with Directive 2014/53/EU. The full text of the EU declaration of conformity can be found at these Internet addresses:

www.teufel.de/konformitaetserklaerungen

www.teufelaudio.com/declaration-of-conformity

The following radio frequency bands and radio transmitting powers are used by this product.

Radio network	Frequency bands in MHz	Transmission power in mW/dBm
Bluetooth	2.400–2.483.5	2.5/4

Teufel

Please contact our service department if you have any questions, suggestions, or complaints.

Lautsprecher Teufel GmbH Bikini
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(Germany)

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