



USER MANUAL FOR THE  
HX500 SPLASHPROOF  
TRUE WIRELESS STEREO  
BLUETOOTH EARPHONES

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# Quick Reference Guide

1. Remove both earbuds from the charging case. On the metal charging leads of the earbuds there is a protective adhesive. Peel this adhesive off.

2. Place the earbuds back into the charging case, wait 2-5 seconds, then remove the earbuds again.

3. As soon as you take out the HX500, both earbuds power on automatically with voice prompts "Power ON". Soon after, LEFT and RIGHT earbuds pair to each other automatically, followed by voice prompts "Connected", "Left Channel - Right Channel". These prompts occur very fast after you take out the earbuds, so don't worry if you miss them.

4. Look at the LEFT earbud. At this point, the LED on the LEFT earbud should be blinking BLUE and WHITE. That means it is ready to pair with your phone. You will hear the voice prompt "Pairing".

5. Go to your phone's bluetooth settings and find "Alpatronix HX500" on the list of available devices. Select it to pair (If needed, please enter 0000 as the pairing passcode).

6. Once successfully paired, you will hear the prompt "second device connected", and the LED on both earbuds will blink BLUE once every 7 seconds. Your left earbud is now connected to your phone. To connect the RIGHT side independently as well, replace both earbuds inside the charging case, then take the RIGHT earbud out and repeat the pairing steps only on the RIGHT earbud.

# Button Functions

Type of Operation	Button Combination	Effect
Any	Hold 5 seconds 	Turn ON/OFF
	Hold 1 second 	Siri / Voice Assist.
Music	Single click 	▶▶ Play/Pause
	Double click 	▶▶ Next track
	Triple click 	◀◀ Previous track
Receiving a call	Single click 	☎ Answer call
	Double click 	☒ Decline call
During a call	Single click 	☒ Hang up
	Double click 	📶 → ☎ Switch to cellphone



Both L & R  
earphones

## Double Your Manufacturer's Warranty!



Your product comes with a 1-year manufacturer's warranty. Within the first 2 weeks from the date of purchase, you can extend that warranty to 2 years by sending an email to [lifetime@alpatronix.com](mailto:lifetime@alpatronix.com). Don't worry, we will not scam you, nor will we sell your information to any third party.

Your email is the warranty application. You have 2 weeks to apply from the date the product is delivered by the carrier. Terms and conditions apply.

# To Open a Customer Service Claim

Your product comes with a 1-year manufacturer's warranty. If you have a defective product and need further assistance, send us an email to [support@alpatronix.com](mailto:support@alpatronix.com), or call us at (888) 407 - 7515 and rest assured that our support team will do their best to make the process a quick and painless one. Our hours are Monday - Friday, 9am - 5pm, Pacific Time.

## Notice

Alpatronix warranty is only valid within the country of purchase, and only for purchases made from authorized retailers. If you are not sure whether the retailer you are purchasing from is an authorized retailer, please contact us and we will be happy to further assist you. Alpatronix sells directly on Amazon.com, Alpatronix.com website, and certain other online marketplaces. Alpatronix warranty does not cover user damage. Tampering with your device or user damage also voids the manufacturer warranty.

## Other Functions

Manually force either earbud into pairing:

Turn the desired earbud off, then press and hold the power button for 10 seconds, or until the LED starts alternating in BLUE and WHITE colors.

### How to determine the remaining battery

Both the charging case and the earbuds have LEDs on them. Connect the charging case to a charger (wired or wireless) or place the earbuds into the charging cradle, then look to see how many times the white LED blinks.

1 blink: 0 - 25% battery

2 blinks: 25% to 50% battery

3 blinks: 50% - 75% battery

4 blinks: 75% - 100% battery

## Other Functions - Continued

### Charging LEDs continued

Note: If you place the earbuds into the charging case and it only blinks once, the charging cradle battery is too low to charge the earbuds. Please recharge the case.

### Auto Shutoff

This product is designed to automatically turn off if the bluetooth connection is disconnected for more than 2 minutes.

### Compatibility

This product is compatible with all iOS, OSX, and Android devices. PC compatibility depends on your specific PC's bluetooth driver. Please see your Bluetooth driver to ensure it is compatible with A2DP, AVRCP, HSP, and HFP profiles.

Please remember that your product comes with a 1-year warranty. If there is any problem with your product, please do not hesitate to contact us.

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AND help us and your fellow customers  
by giving us your valuable feedback.

Thank you for being a contributing  
citizen of this world.



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