



---

UA-28 v2.0 STEREO  
Headset with Bluetooth wireless technology

---

# Contents

Product Specifications	....1
Components	....2
UA-28 v2.0 Overview	....3
Retractable Mechanism	....4
Incoming Call Alert and Anti-Lost Function	....5
How to Wear	....6-8
Charging the Headset	....9
Getting Started	....10
Pairing with a mobile phone	....10-12
Using the Headset	....13-18
Troubleshooting	....19-20
Safety Precautions	....21
Maintenance	....22
Declaration of Conformity	....23
FCC Compliance Statement	....23-24

# Product Specification

Bluetooth Specification:	V5.3
Bluetooth Profiles Supported:	HFP, HSP, A2DP, AVRCP, AVDTP, RFOMM, SPP, HID
Operating Distance:	10m with no obstructions
Charging Time*:	Around 1.5 hours
Talk Time*:	Up to 7.5 hours
Music Time*:	Up to 10 hours
Battery Type and Capacity:	Rechargeable Li-Polymer 100mAh
Dimension:	55(L) x 25.5(W) x 15(H) mm
Weight:	21g

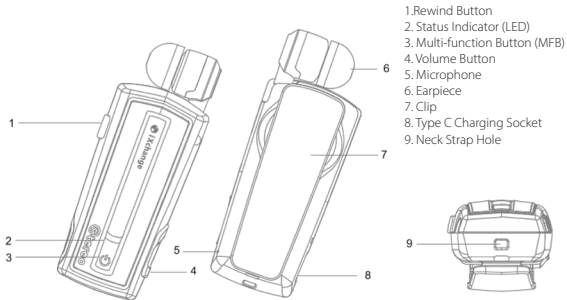
\*May be varied by mobile phone setting and operator

# Components

Thanks for choosing the iXchange UA-28 v2.0 STEREO Headset, we hope you enjoy it! Inside the package, you should find:

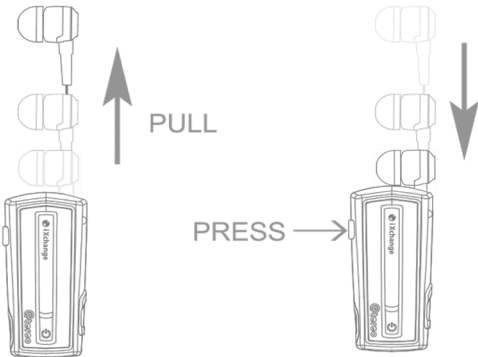
- 1 UA-28 v2.0 Headset
- 1 Type C Cable
- 1 Neck Strap
- 1 Earphone cable with the Type C plug
- 1 User Manual
- 2 sets L/S innear cushion

# UA-28 v2.0 Overview



# Retractable Mechanism

The earpiece cord can be extended by gently pulling the cord. It can be retracted (shortened) by pressing the Rewind Button.



# Incoming Call Alert and Anti-Lost Function

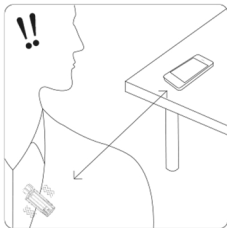
UA-28 v2.0 has a built-in vibrator, which supports

## A. Incoming Call Alert

UA-28 v2.0 will keep vibrate when you have an incoming call, to prevent you from missing any important call.

## B. Anti-Lost Function

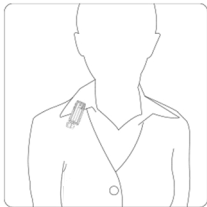
UA-28 v2.0 will vibrate, to reminds you that your phone is out of range or left behind.



# How to Wear

UA-28 v2.0 is designed,

A. to clip onto your clothing, or



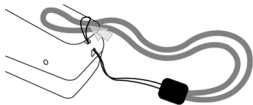


# How to Wear

B. fasten by a neck strap to wear comfortably and securely around your neck



Step 1. Loop the thin end of the neck strap through the slot on the headset.



Step 2. Loop the thicker side of the neck strap through the loop created by the thin wire and pull until snug.



Step 3. Once pulled through, you can wear the headset around your neck.



# How to Wear

B.



To release the strap, hold the strap and pull outwardly. (Ref to the picture)

1. Use the provided neck strap only.
2. It may be necessary to bring the microphone closer to your mouth for lowering the background noise

# Charging the Headset

Before using your UA-28 v2.0 ("Headset"), please plug the charger into the power source and connect the other end to Type C charging socket of Headset to charging the battery fully.

Status	Status Indicator	Audio (Earpiece)
1. Charging	Red light ON	No sound
2. Fully Charged	Blue light ON	No sound
3. Low Battery	Red light flashes for every 5s	A short beep for every 20s
4. Out of Battery	OFF	OFF

1. To extend the battery life, re-charge the battery for every 6 months
2. Charging indication will be delayed in a few seconds if the headset has not been used for a long period of time.

# Getting Started

## Turning ON:

Press and hold the MFB until the status indicator (LED) flashes blue and vibrate once. For the first time (or after reset), the headset will go to the Pairing Mode directly (LED flashes blue and red).

## Turning OFF:

Press and hold the MFB until the LED flashes red and vibrate once.

## Pairing with a mobile phone

1. Turn on Bluetooth function on the phone
2. Place the headset and the phone where they are visible, within arm's length from each other.
3. Make sure that the headset is switched off.
4. To activate the headset's pairing mode, press and hold the MFB until the LED flashes blue and red alternately.
5. Search the headset, select "UA-28 v2.0".
6. When the pairing is completed, the LED will flash blue.

## To pair the headset with a second phone (Multi-point operation)

1. Pair the headset with the first phone, follow the step in "Pairing with a mobile phone".
2. Turn off the headset and the Bluetooth on the first phone.
3. Pair the headset with the second phone, follow the step in "Pairing with a mobile phone"
4. Once pair with the second phone is completed, turn on the Bluetooth on the first phone and select "UA-28 v2.0) if it does not connect automatically.

1. For some mobile phone, you need to manual press "connect" to connect the headset.
2. If the pairing cannot be completed within 2 mins, the headset will automatically go to standby mode and then turn off after few mins. Repeat the steps to pair again.

## Reconnecting the headset

1. If the headset has been powered off, it will reconnect the phone automatically after turning on the headset, if not, press connect on the phone.
2. If the phone has been powered off, the headset is then disconnected, reconnect the headset by pressing on the phone or turns on the headset again after turning of the phone.

# Using the Headset

Function	Button	Vibration (Headset)	Audio (Speaker)	Status Indicator
Incoming call	-	Vibrate	Ringtone (Music will stop)	Blue light flashes
Answer a call (Standby mode or music playing mode)	Press the MFB once	-	"Do Do" tone once	During the call, blue light flashes
Answer a second call	1. Press the MFB once to end the current call and accept the second call 2. Press and hold the Vol- to hold the current call and accept the second call	-	"Do Do" tone when 2nd incoming call	During the call, blue light flashes
Call reject	Press the MFB twice	-	-	-
For an incoming call from 2 <sup>nd</sup> connected phone, reject directly on the phone				
End a call	Press the MFB once	-	"Do" tone once	-

# Using the Headset

Function	Button	Vibration (Headset)	Audio (Speaker)	Status Indicator(LED)
Voice dial	Press and hold the MFB once	-	"Do" tone once	-
1. After your hear a short beep, say the voice tag, and you must have the voice tag record on your phone. 2. Voice redialling is only allowed for those saved voice tag into the 2 <sup>nd</sup> connect phone if two phones are connected.				
Last number redial (standby mode / music playing mode)	Press the MFB twice	-	-	-
Redial the call from the 2 <sup>nd</sup> connected phone if two phones are connected.				
Reset / Remove the pairing history	Press and hold the MFB	Vibrate once	-	Red and blue light flash once
Out of range alert	-	-	"Di Do" tone for every 15s	Blue light flashes until the headset turn off
The headset will automatically reconnect within 10 mins, otherwise it will turn off				



# Using the Headset

Function	Button	Vibration (Headset)	Audio (Speaker)	Status Indicator(LED)
Adjust Volume	Press the Vol +/- once to increase or decrease by 1 level	-	-	-
Standby mode without mobile connection (No network covered)	-	-	-	Blue light flashes in every 10s, then blue and red light flashing
Standby mode with mobile connection	-	-	-	Blue light flashes in every 10s
Call Transfer (from headset to phone / or vice versa)	Press the MFB twice	-	"Do" tone once	Blue light flashes

# Using the Headset

UA-28 v2.0 is designed to work with the mobile phone with Bluetooth Handsfree profiles, the compatibility of some features are not guaranteed for some mobile phone with different operating system.



In order to have a better and clear reception, there should have no obstacle to the headset while talking.

# Using the Headset (Listening the music)

Enjoy the music by a earphone cord (provided)

Step 1: Connect the provided earphone cable to the Type C socket

Step 2: Enjoy the music with the earphone and the retractable earphone



Note:

Retractable earpiece - Right channel

Extra earpiece - Left channel

## Using the Headset (Listening the music)

Function	Button	Vibration (Headset)	Audio (Speaker)	Status Indicator(LED)
Play a music	Press directly from phone	-	Music	-
Stop playback	Press and hold the MFB for 2s	-	-	-
Forward / Backward during playback	Press and hold the Vol +/- for 2s	-	-	-

# Troubleshooting

I cannot pair with my mobile phone

- Ensure your headset is power on and fully charged
- Ensure the Bluetooth setting is activated on your phone
- Ensure the headset is at pairing mode (flash blue and red LED)
- Ensure the headset is not out of range of your phone

If the above steps do not solved the problem, please turn off the headset and recharge the headset, and then try again.

I cannot hear the sound in my headset

- Ensure your headset is power on and fully charged
- Ensure your headset is paired and connected with your phone
- Ensure the conversation is not transferred to your phone
- Ensure the volume level is high enough

I cannot turn off the headset

Please press and hold the MFB for a longer time, otherwise, please recharge the headset for 2-3s then disconnect the charger, the headset turns off now.

I cannot turn on the headset

Ensure your headset is fully charged, otherwise, please charge the headset for 1-1.5 hours, and then turn on again

# Troubleshooting

My phone cannot be auto-reconnect with the headset

- Manually connect the headset from your phone
- Turn off the phone and then turn on again
- Turn off the headset and then turn on again

If the above steps do not solve the problem, turn off the headset and reset it, then pair the headset again

I hear a "Beep" sound during the call, what happen?

Low battery alert, please charge your headset

I hear some noise during the call, why?

There is an obstruction between the headset and your mobile, please remove it, or please put your phone on the table, don't hold it on hand

# Safety Precautions

1. Unintentional depression of the retractable button could result in an injury from the force of the earpiece cord retraction.
2. Be careful when retracting the length of the earphone. Keep a safe distance between your face and the headset.
3. If you must use the headset while driving, ensure your attention is fully focused on driving safety. Be a responsible driver and abide by the local laws.
4. Place in a children's unreachable area, never allows them to play with the headset, small parts pose as a choking hazard.
5. Obey all designated areas such as hospitals, electronically restrictive and hazardous environment that require an electrical device be switched off.
6. Turn off your headset prior to boarding on an aircraft. Do not use it while being asked by the flight attendant.
7. Never mount or store your headset over any air bag deployment area as serious injury could result upon deployment.
8. Do not attempt to disassemble the headset as it does not contain serviceable components.
9. Headset builds with battery inside and should dispose of it according to local regulations, not as a household waste.

# Maintenance

1. Do not yank or forcibly pull the earphone cord.
2. Consider turning your headset off before placing it into your pocket or bag. If the MFB is accidentally pushed, your phone may place an unintended call.
3. Do not expose the headset to liquid or humidity, as it is not waterproof.
4. Do not use abrasive cleaning solvents to clean the headset.
5. Do not expose the headset to extremely high or low temperature environment.
6. Do not expose the headset to contact with sharp objects as this will cause scratches and damage.
7. Do not stick anything inside the headset as this may damage internal components.
8. Do not attempt to replace the headset's battery. It is built-in and is not removable.



# Declaration of Conformity

We, iXchange, declare that the following product:

Model No.: UA-28 v2.0

is in conformity with the following essential requirements of Council Directive 1999/5/EC (referred to as R&TTE Directive): Article 3.1a, 3.1b and 3.2 and the product is manufactured in accordance with Article 11 of the directive.

## FCC Compliance Statement

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operated the equipment.

# FCC Compliance Statement

## 15.105 (b)

This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to Part 15 of the FCC rules, These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna
2. Increase the separation between the equipment and receiver
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
4. Consult the dealer or an experienced radio / TV technician for help





Made in China



This certificate is responsible for testing sample only.  
Please refer to this corresponding test report to get testing process and data.

# CERTIFICATE

## ATTESTATION Certificate of Compliance

Technical file of the company mentioned below has been inspected and audit has been completed successfully

The RED Directive 2014/53/EU has been taken as references for these processes.

Certificate's Holder : Channel Enterprises (HK) Ltd.  
Address : Rm.6, 20/F., Lucida Ind. Building, 43-47 Wang Lung Street, Tsuen Wan, N.T., Hong Kong  
Manufacturer : Dong Guan Shi Xiong Electronic Co., Ltd.  
Address : 28 Zhen Tang Road, Jin Xiao Tang Ind. Park, Feng Gang, Dong Guan, China  
Product Name : Bluetooth Headset  
Product Model (S) : UA-28 v2.0, UA-24 v2.0, UA-27, UA-31, UA-28B2-V, UA-28B2-B, UA-24B2-V, UA-24B2-B, UA-42B2-V, UA-42B2-B  
Trade Mark : iXchange  
Related Directive : 2014/53/EU  
Article 3.1a) : EN IEC 62368-1:2020 + A11:2020  
EN 62479:2010  
EN 50663:2017  
Article 3.1b) : ETSI EN 301 489-1 V2.2.3 (2019-11)  
Draft ETSI EN 301 489-17 V3.2.6 (2023-06)  
EN 55032:2015 + A1:2020 + A11:2020  
EN 55035:2017 + A11:2020  
Article 3.2) : ETSI EN 300 328 V2.2.2 (2019-07)  
Related Standards :  
Certificate Number : HK2311275718E  
Report No. : HK2311275718-1SR/-2EH/-1ER/-2ER  
Registration Date : Dec. 06, 2023

*Jasmin Yip*

Certification Manager



The information of the certificate can be checked through [www.cer-mark.com](http://www.cer-mark.com). The CE mark which is shown on the certificate can only be used under the conditions that the products complete with all of the relevant Directives of CE Declaration of Conformity. The Manufacturer should be responsible for the internal production control so that the products complied with the essential requirements of the above mentioned Directive(s). Certificate holder must notify all changes to the original certification laboratory of HUAKE.



Shenzhen HUAKE Testing Technology Co., Ltd.

Add.: 1-2/F., Building B2, Junfeng Zhongcheng Zhizao Innovation Park, Heping, Fuhai Street, Bao'an District, Shenzhen, Guangdong, China  
Tel.: +86-755-2302 9901 Http:// [www.cer-mark.com](http://www.cer-mark.com) Postcode: 518103 E-mail: [service@cer-mark.com](mailto:service@cer-mark.com)





# CERTIFICATE

## ΕΠΙΒΕΒΑΙΩΣΗ

### Πιστοποιητικό συμμόρφωσης

Ο τεχνικός φάκελος της εταιρείας που αναφέρεται παρακάτω έχει ελεγχθεί και ο έλεγχος έχει ολοκληρωθεί με επιτυχία

Η οδηγία 2014/53/ΕΕ για τις ΑΠΕ έχει ληφθεί ως σημείο αναφοράς για τις εν λόγω διαδικασίες.

Κάτοχος : Channel Enterprises (HK) Ltd.

Rm.6, 20/F., Lucida Ind. Building, 43-47 Wang Lung Street, Tsuen Wan, N.T., Hong Kong

Πιστοποιητικού Διεύθυνση : Dong Guan Shi Xiong Electronic Co., Ltd.

Διεύθυνση κατασκευαστή : 28 Zhen Tang Road, Jin Xiao Tang Ind. Park, Feng Gang, Dong Guan, China

Bluetooth Headset

Όνομα προϊόντος : UA-28 v2.0, UA-24 v2.0, UA-27, UA-31, UA-28B2-V, UA-28B2-B, UA-24B2-V, UA-24B2-B, UA-42B2-V, UA-42B2-B

iXchange

Μοντέλο προϊόντος : 2014/53/EU

Article 3.1a) : EN IEC 62368-1:2020 + A11:2020 EN 62479:2010  
EN 50663:2017

Οδηγία σχετικά με το σήμα : Article 3.1b) : ETSI EN 301 489-1 V2.2.3 (2019-11)  
Draft ETSI EN 301 489-17 V3.2.6 (2023-06)  
EN 55032:2015 + A1:2020 + A11:2020  
EN 55035:2017 + A11:2020

Σχετικά πρότυπα : Article 3.2) : ETSI EN 300 328 V2.2.2 (2019-07)

Αριθμός Πιστοποιητικού : HK2311275718E

Αριθμός Αναφοράς Αρ. : HK2311275718-1SR/-2EH/-1ER/-2ER

Ημ/νία Εγγραφής : ΔΕΚ. 06, 2023

Jasmin Zhou

Certification Manager



The information of the certificate can be checked through [www.cer-mark.com](http://www.cer-mark.com). The CE mark which is shown on the certificate can only be used under the conditions that the products complete with all of the relevant Directives of CE Declaration of Conformity. The Manufacturer should be responsible for the internal production control so that the products complied with the essential requirements of the above mentioned Directive(s). Certificate holder must notify all changes to the original certification laboratory of HUAKE.

