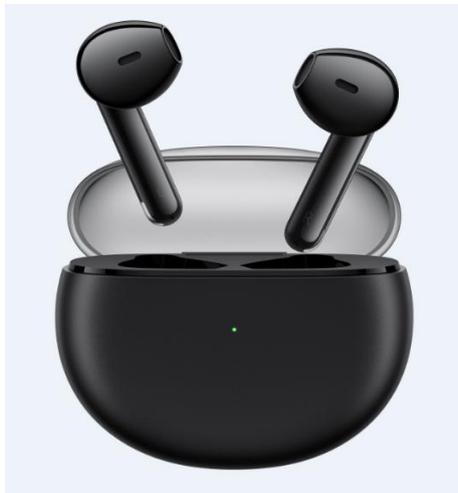# OPPO Enco Air True Wireless Earphones Service Manual

1. Purpose and requirements

1.1 Purpose

This document introduces product parameters, instructions for use, and after-sales policies, and is used to guide the customer service center to correctly handle product after-sales work.
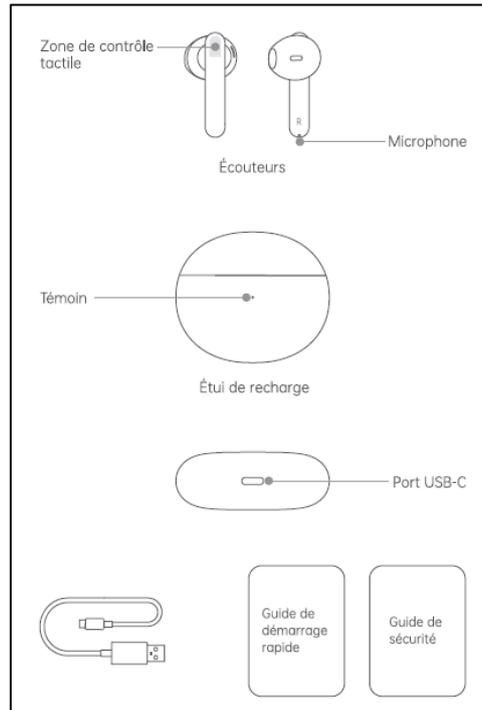
1.2 Requirements

The customer service center must operate in strict accordance with the after-sales policy and record sheet specifications.

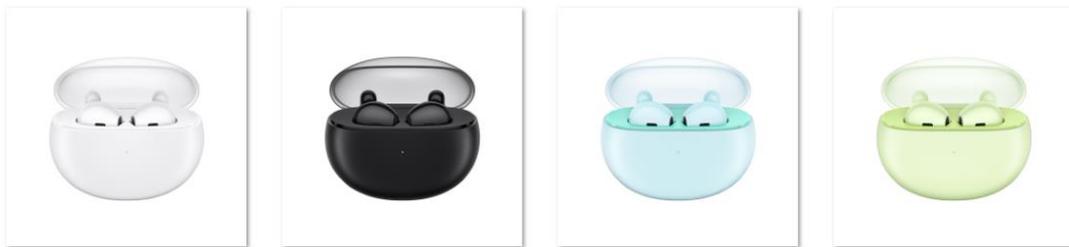# 2. Product Introduction

2.1 Overview and packing list

The box contains OPPO Enco Air true wireless earphones and charging case, Type-C charging cable, quick guide and safety guide.

Zone de contrôle tactile
Microphone
Écouteurs
Témoin
Étui de recharge
Port USB-C
Guide de démarrage rapide
Guide de sécurité

2.2 Product color, picture

White Black Blue Green

2.3 Product SN code identification

The product SN code information is printed on the packaging box and the headset

charging box 2. The SN code information is consistent, as shown in the figure:

(1) Packing box

(2) Charging Case

颜色: 被表白　　　　中国制造
充电输入（充电盒）：5 V⎓2 A
CMIIT ID: 2021DP0541
执行标准: Q/OPPO 203-2018

合格证　检验员: QC01　日期: 2021.02.03

S/N: R6670765B23000001

MAC: 1A2B3C4D5E6F

CTEI: 185250440000001

6　944284　685994

3. After-sales policy

3.1 After-sales warranty policy

The after-sales warranty policy is implemented in accordance with local laws and regulations.

3.2 Warranty plan

① During the warranty period, if the left earphone is not damaged by humans and has quality problems of the product itself, the left earphone accessories can be

replaced separately;

② During the warranty period, if the right earphone is not damaged by humans and has quality problems of the product itself, the right earphone accessories can be replaced separately;

③During the warranty period, if the charging box is not damaged by humans or the quality of the product itself, the charging box accessories can be replaced separately;

④ During the warranty period, if the USB charging cable is not damaged by humans or the quality of the product itself, the USB charging cable accessories can be replaced separately;

This product has a semi-in-ear structure and does not have a silicone sleeve for earplugs.

Remarks: The headset is shipped with a complete set of materials, and then disassembled locally to be replaced by the user. The subsequent dull materials will be written off by the spare parts group and each agent.

3.3 Maintenance proposal

① If the left earphone fails or is lost, the left earphone accessory can be replaced separately;

② If the right earphone fails or is lost, the right earphone accessory can be replaced separately;

③ If the charging box fails or is lost, the accessories of the charging box can be

replaced separately;

④ If the USB charging cable fails or is lost, the USB charging cable accessories can be replaced separately;

3.4 Maintenance time specification

The after-sales warranty policy is implemented in accordance with local laws and regulations.

4. Instructions

4.1 Bluetooth pairing

If you are using your OPPO Enco Air earbuds for the first time, open the charging case with your earbuds inside. The earbuds will automatically enter pairing mode.

Turn on Bluetooth on your phone:

• Pairing for the first time: Open the charging case with your earbuds inside, and your earbuds will automatically enter pairing mode. You can begin pairing your phone or any other device by going to the device's Bluetooth

setup page and finding "OPPO Enco Air".

• Quick pairing: Hold your OPPO Enco Air earbuds near an OPPO phone that

has Bluetooth turned on. A popup will appear on your phone. Complete

pairing according to the onscreen instructions.

※ Note: Only some OPPO phone models support quick pairing. For details, visit

www.oppo.com.

4.2 Auto reconnection

When you open the charging case with your OPPO Enco Air earbuds inside, your

earbuds will automatically reconnect to the most recently connected device.

If they cannot find or fail to connect to the most recently connected device, they

will enter pairing mode which will allow them to be connected to another device.

4.3 Pairing with other devices

Automatically enter pairing mode: If your OPPO Enco Air earbuds have

automatically

reconnected to the last connected device, disconnect the Bluetooth on that device

first, and your earbuds will automatically enter Bluetooth pairing mode. You can

now pair your earbuds with a new device on the device's Bluetooth setup page.

Manually enter pairing mode: Wear your earbuds and touch and hold the

control areas on both earbuds for 4 seconds. Your earbuds are ready to be paired

after you hear 4 beeps. You can now pair your earbuds with a new device on

the device's Bluetooth setup page.

4.4 Headphone wearing detection

/

4.5 Charging

Battery level

• When your earbuds are inside the charging case, the indicator s hows the

battery level of the earbuds. When you remove your earbuds from the charging

case, the indicator shows the battery level of the charging case itself.

• Different indicator colors are used to show the battery level: red indicates

low, yellow indicates medium, and green indicates full or sufficient.

Charging your earbuds

To charge your earbuds, put them inside the charging case and close the case lid.

Charging the charging case

To charge your charging case, connect it to a power source using the included
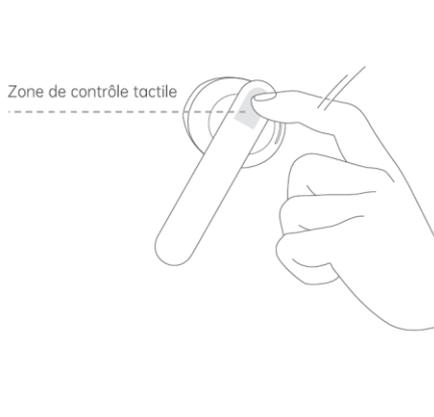
USB-C charging cable.

The indicator will light up when charging. Yellow indicates charging in progress,

and green indicates that charging is complete.

※ Charge the charging case and earbuds regularly. Leaving your ea rbuds or

charging case fully

discharged for more than two months may damage the battery inside.

※ Make sure the charging pins of the earbuds and charging

4.6 Touch controls

Fonction	Gauche	Droite
Piste suivante	Double appui	Double appui
Répondre aux appels Mettre fin aux appels	Double appui	Double appui
Assistant vocal	Triple appui	Triple appui

Custom settings

You can customize touch control settings for the left and right earbuds on your

phone.

ColorOS

Go to "OPPO Enco Air - EARBUDS FUNCTIONS" on the Bluetooth setup page

of your phone to customize settings.

※ Available on phones running ColorOS 11.0 and later versions.

Android

Find the "HeyMelody" app in your app store and install it. You can customize

touch settings in the app.

※ Available on phones running Android 6.0 and later versions.

※ Go to the product details page on OPPO's official website to view the list of app

stores where the

"HeyMelody" app is available.

4.7 Reset to factory settings

Touch and hold the touch control areas on both earbuds for 15 seconds until

you hear an alert tone. This will reset the earbuds to factory settings.