

SOUNDWAVE AUDIO INC.

SoundWave Pro X1

Wireless Active Noise-Cancelling Earbuds

User Guide

Model: **SWA-X1-PRO** Version 2.1

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Please read all safety information before operating this product.

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Safety Information

 **Danger**

Electric shock hazard. Do not expose the charging case to liquids or insert foreign objects into the USB-C port. Never attempt to open or repair the earbuds yourself — there are no user-serviceable parts inside.

 **Warning**

Hearing protection. Prolonged exposure to volumes above 85 dB can cause permanent hearing damage. Begin at low volume and increase gradually. Follow the **60/60 rule**: maximum 60% volume for no more than 60 minutes at a time.

 **Traffic Safety**

Do not use Active Noise Cancellation (ANC) in traffic or other environments where situational awareness is essential. Use **Transparency Mode** instead.

- ✔ Keep out of reach of children under 3 years (small parts).
- ✔ Operating temperature: 0 °C to 40 °C (32 °F to 104 °F).
- ✔ Store in the provided charging case when not in use.
- ✔ Clean with a dry, lint-free cloth only — do not use solvents.

Getting Started

What's in the Box

Earbuds (pair)	SoundWave Pro X1 Left + Right
Charging Case	Compact MagLock™ case with 450 mAh battery
Cable	USB-C to USB-A braided charging cable (0.5 m)
Ear Tips	XS / S / M (pre-installed) / L silicone sets
Documentation	This guide + Quick-Start card + warranty card

Note

If any item is missing or damaged, contact support within 30 days of purchase at support@soundwaveaudio.com or call **1-800-SNDWAVE**.

Charging for the First Time

Place the earbuds in the charging case and connect via USB-C. A full charge from empty takes **90 minutes** for the earbuds and **2 hours** for the case. The LED indicator on the front of the case shows charge status (see Section 4).

Setup & Installation

- 1 Charge the earbuds.** Place both earbuds in the case and connect USB-C until the case LED shows solid white (fully charged).
- 2 Open the case lid** near your smartphone. The earbuds enter pairing mode automatically — the LED pulses blue/white.
- 3 On your device**, open *Settings* → *Bluetooth* and select “**SoundWave Pro X1**” from the list. Pairing completes within 5 seconds.
- 4 iOS / Android App (optional).** Download the **SoundWave Connect** app from the App Store or Nexa Play for EQ presets, firmware updates, and find-my-earbuds.
- 5 Fit the ear tips.** Twist the earbud into your ear canal with the stem angled downward. Run the *Ear Tip Fit Test* in the app for a proper acoustic seal.
- 6 Multi-device pairing.** To pair a second device, open Bluetooth settings on that device and select “**SoundWave Pro X1**”. The earbuds remember up to **8 paired devices** and auto-connect to the 2 most recent.

Tip

Swift Switch. To switch audio from one connected device to another, simply play audio on the target device — the earbuds switch automatically in under 1 second.

Features & Operation

Touch Controls

Single tap	Play / Pause
Double tap	Skip to next track / Answer call
Triple tap	Skip to previous track
Tap & hold (2s)	Toggle ANC ↔ Transparency ↔ Off
Tap & hold (4s)	Voice assistant (Siri / Nexa Assistant)
Remove from ear	Auto-pause; replace to resume

LED Indicator Guide

Solid white	Fully charged
Pulsing white	Charging in progress
Pulsing blue/white	Pairing mode
Solid blue (3s)	Connected successfully
Pulsing red	Battery low (<15%)
Solid red	Battery critical — charge immediately

Active Noise Cancellation & Transparency

The Pro X1 uses dual-feed-forward microphones with a **−38 dB** adaptive ANC algorithm. Transparency Mode passes through ambient sound at near-natural levels, ideal for conversations without removing the earbuds.

Tip

ANC performance is maximised with a proper ear tip seal. If you notice reduced cancellation, try the next larger ear-tip size or run the Fit Test in the app.

Troubleshooting

Problem	Solution
Earbuds not found in Bluetooth list	Ensure case lid is open and earbuds are removed. If still not visible, hold both earbuds' stems for 6 seconds until LED flashes red/blue (factory reset), then retry.
Audio drops or cuts out	Move device within 10 m and remove obstructions. Disable Wi-Fi 2.4 GHz on device temporarily to check for interference.
One earbud has lower volume	Clean the speaker mesh with a dry brush. Check that balance is centred in device accessibility settings.
Case not charging	Ensure USB-C cable is fully seated. Try a different USB port or charger ($\geq 5W$). Check for debris in the port.
Poor microphone quality on calls	Ensure ANC is enabled (mic uses feedforward path). Keep stems facing downward.
Earbuds won't turn on	Place in case for at least 10 minutes, then remove and re-insert. If LED remains off, perform a factory reset (see above).
ANC seems ineffective	Run the Ear Tip Fit Test in the SoundWave Connect app. An improper seal reduces ANC effectiveness by up to 60%.

Note

For issues not listed here, visit our support portal at support.soundwaveaudio.com or contact us via the SoundWave Connect app (*Menu* → *Help & Support*).

Specifications

Parameter	Value
Driver	10 mm dynamic driver, titanium-coated diaphragm
Frequency Range	20 Hz – 40 kHz
Impedance	16 Ω
Sensitivity	106 dB SPL / 1 mW
ANC Reduction	Up to –38 dB (adaptive, feed-forward + feed-back)
Bluetooth	5.3, multipoint (2 devices simultaneous)
Codecs	SBC, AAC, aptX HD, aptX Lossless
Battery — Earbuds	8 hrs (ANC on) / 12 hrs (ANC off) per charge
Battery — Case	3 additional charges (total 32 hrs / 48 hrs)
Charging	USB-C, 15 min fast charge = 2 hrs playback
Water Resistance	IPX5 (sweat and rain resistant)
Weight	5.4 g per earbud; 48 g case
Dimensions	Earbud: 31 × 22 × 18 mm; Case: 65 × 50 × 28 mm
Compatible OS	iOS 14+, Android 8.0+, Windows 10+, macOS 11+

Warranty

SoundWave Audio Inc. warrants the Pro X1 to be free from defects in materials and workmanship for a period of **two (2) years** from the original date of retail purchase.

Coverage	Manufacturing defects, component failures under normal use
Exclusions	Physical damage, liquid submersion beyond IPX5, unauthorised repair
Claim Process	Register at warranty.soundwaveaudio.com within 30 days of purchase
Proof Required	Original dated receipt or order confirmation
Resolution	Repair or replacement at SoundWave's discretion; no cash equivalent

! Warranty Void If

The serial number label is removed or defaced; earbuds are opened or repaired by unauthorised parties; damage results from use outside rated environmental conditions.

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