15107-000610 E11说明书 145*105MM/70克书写纸/3*2折页/正反单色印刷

正面



Owner's Guide

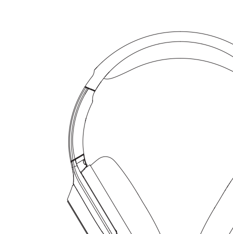
# E11

ANC Wireless Headphones

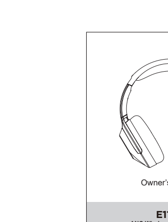
## WHAT'S IN THE CARTON

### Contents

Confirm that the following parts are included:



Active noise cancelling Bluetooth headphones




Manual



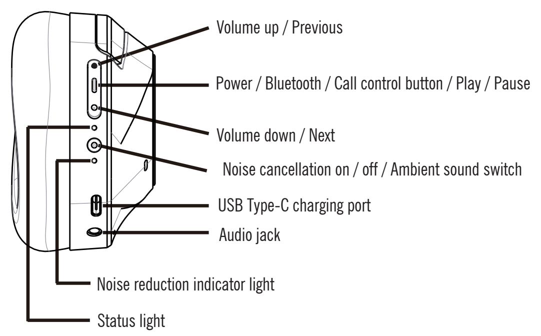
USB Type-C cable



3.5 mm audio cable

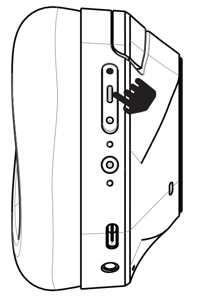
**Note:** If any part of your product is damaged, do not use it. Contact your authorized customer service.

## HEADPHONE CONTROLS




### Power on

Press and hold ⬯ for 1.5 seconds, until the indicator light on blue one second and hearing the "power-on" tones.



### Power off

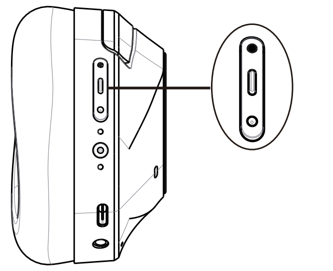
Press and hold ⬯ for 3.5 seconds, until the indicator light on red one second and hearing the "power-off" tones.

## HEADPHONE CONTROLS

### Media playback and volume functions

The headphone controls are located on the right earcup.

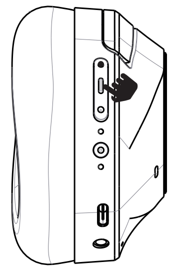
| Function | What to do |
| --- | --- |
| Play /Pause | Short press the Multi-function ⬯ button |
| Previous | Long press the ● button |
| Next | Long press the ○ button |
| Volume up | Short press the ● button |
| Volume down | Short press the ○ button |



### Call functions

The Multi-function button ⬯ and microphone are located on the back of the right earcup.

| Function | What to do |
| --- | --- |
| Answer a call | Short press the ⬯ button |
| End a call | Short press the ⬯ button |
| Decline an incoming call | Press ⬯ and hold for one 2 seconds |
| Answer a second incoming call and put the current call on hold | While on a call, press ⬯ once |
| Decline a second incoming call and stay on current call | While on a call, press ⬯ and hold for 2 seconds |
| Switch between two calls | With two active calls, press ⬯ and hold for 2 seconds |



## NOISE CANCELLATION & AMBIENT SOUND

### Noise Cancelling Modes

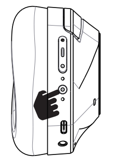
Active Noise Cancellation (ANC) reduces unwanted noise providing a clearer, more lifelike audio performance. You can choose the noise cancelling mode based on your listening preferences and environment.

### Ambient Sound Modes

Turn on Ambient modes to control how much surrounding noise you let in. With quick Ambient mode, you can listen in on street traffic, catch flight announcements, and hear when your kids or coworkers call out to you.

**Summary:** Turn on the Noise Cancellation function of your headphones if you want to listen to music without the interruption of surrounding noise. Turn on Ambient Sound Mode if you want to hear the sounds around you.

### Switch Between Noise Cancellation and Ambient Sound Modes



1. Please make sure headphone is turn on;
2. Short press the NC button, enable the Noise Canceling function;
3. Short press the NC button again, switch to Ambient Sound Mode;
4. Short press the NC button again, both Noise Canceling function and Ambient Sound Mode is off.

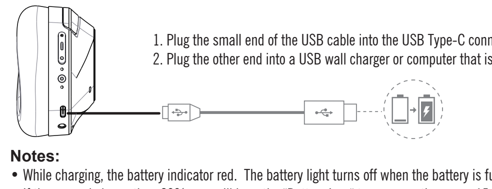
Tip: Each press of the NC button changes the function. Loop in turn.

### Active Noise Cancelling

Active Noise Cancelling (ANC) mainly focuses on cancelling out lower frequency sounds like engines, aviation environment, trains, traffic noise, etc, so our valuable customers can focus on their music, movies, or books without being disturbed by outside noises. Our ANC headphones incorporate a microchip that measures ambient sound and generate a waveform that is an exact negative of the ambient sound and mix it with any audio signal our customers desires. Making it possible to listen to audio content without raising the volume excessively. **Please do note, ANC does not cancel out noises like snoring, talking, music or high-frequency sounds, etc.**

## BATTERY CHARGING

### Charge the headphones



1. Plug the small end of the USB cable into the USB Type-C connector on the left earcup.
2. Plug the other end into a USB wall charger or computer that is powered on.

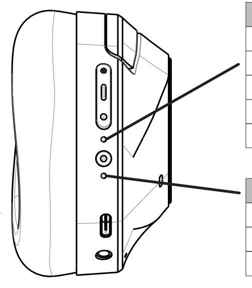
**Notes:**
- While charging, the battery indicator red. The battery light turns off when the battery is fully charged.
- If the power is lower than 20%, you will hear the "Battery Low" tone, prompting every 15 minutes, until the battery is completely used up and automatically shuts down.

### Charging time

Allow up to 3 hours to fully charge the headphones.

**Notes:**
- When only use Bluetooth without Noise Cancelling, a full charge powers the headphones for up to 30 hours.
- When use Bluetooth with Noise Cancelling, a full charge powers the headphones for up to 25 hours.

## STATUS INDICATORS



| Indicator Light Display | System status |
| --- | --- |
| Flashing blue and red alternately | Power on & In pairing mode |
| Flashing red | Low Battery |
| Solid red | Charging in Process |
| Light off | Fully Charged |
| Flashing blue slowly | Paired |

| Indicator Light Display | System status |
| --- | --- |
| Green light high | Noise cancellation ON |
| Green light weak | Ambient sound Modes |
| Green light off | Noise cancellation OFF |

**Note:** If connected to an Apple device, the device displays the headphone battery level near the upper right corner of the screen.

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## BLUETOOTH CONNECTIONS

### Connection method

You can connect your mobile device with your headphones using Bluetooth wireless technology.

### Connect using the Bluetooth menu on your mobile device

**Note:** The devices must be within range (49.2 ft. or 15 m) and powered on.

1. Turn on the headphone. If connecting for the first time, the headphone will enter the pairing mode automatically after it is powered on.

**Tip:** Once powered on, the LED flashes blue and red alternately.

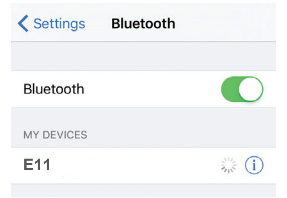
2. On your mobile device, enable the Bluetooth feature.

**Tip:** The Bluetooth feature is usually found in the Setting menu.

3. Select your headphones from the device list.

**Choose "E11" to connect**

**Tip:** Once paired, you hear "Connected" and see the indicator flash blue slowly.




### Disconnect a mobile device

1. Use the Bluetooth menu on your mobile device to disconnect your mobile device.
2. Power off headphones.

### Reconnect a mobile device

When powered on, the headphones try to reconnect with the last-paired device.
**Note:** The devices must be within range (49.2 ft. or 15 m) and powered on.

### Connect another mobile device

1. Disconnected on your first mobile device.
2. Connected on your second mobile device.

**Note:** You only can connect one device at a time.

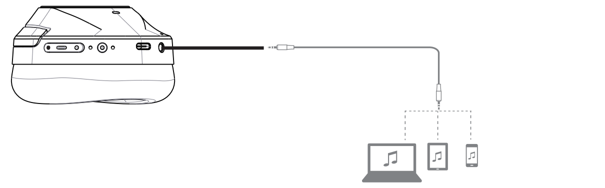
### Clear the headphone pairing list

1. Press ⬯ and hold for 2 seconds and then release it. At this time, you can hear "pairing".
2. Delete your headphones from the Bluetooth list on your mobile device. All devices are cleared and the headphones are ready to connect.

## WIRED CONNECTIONS

### Connect the audio cable

Use the 3.5 mm cable (provided) to connect a non-wireless device or to continue using the headphones.



## CARE AND MAINTENANCE

### Clean the headphones

Your headphones may require periodic cleaning.
- Wipe the outside surfaces with a soft, dry cloth.
- Don't allow moisture to get inside the earcups or the audio input connector.

**Notes:**
- Make sure to power off the headphones when not in use.
- Before storing the headphones for more than a few months, make sure the battery is fully charged.

## TROUBLESHOOTING

### Common solutions

If you experience problems with your headphones:
- Check the state of the status indicators.
- Charge the battery .
- Increase the volume on your headphones, mobile device and music app.
- Try connecting another mobile device.

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, please contact our customer service staff to help you.

| Symptom | Solution |
| --- | --- |
| Headphones don't power on | Charge the battery. |
| Headphones don't connect with your mobile device | • Check the state of the status indicators.<br>• Disconnect the back-up audio cable.<br>• Disconnect the USB Type-C charging cable.<br>• On your mobile device:<br>- Disable the Bluetooth feature and then re-enable.<br>- Delete your E11 from the Bluetooth list on your device. Connect again.<br>• Move your mobile device closer to the headphones and away from any interference or obstructions.<br>• Connect another mobile device .<br>• Clear the headphone pairing list and connect again. |
| Poor sound quality | • Use a different music source.<br>• Connect another mobile device.<br>• Disconnect the second device.<br>• Move your mobile device closer to the headphones and away from any interference or obstructions. |

| Symptom | Solution |
| --- | --- |
| Bad Bluetooth connect | • If the Bluetooth signal is weak, out of range or interferes, the Bluetooth® wireless connection may fail or the sound cuts in and out. Please see the information below to improve signal quality and reduce the possibility of interference.<br>• The Bluetooth wireless connection may fail or the sound will continue to cut in and out. These due to weak Bluetooth signals or external signal interference. Please away from any interference or obstructions.<br>• Bluetooth headphone and device distance is less than 15M, Bluetooth and mobile phone are in the same direction. Move your mobile device closer to the headphones.<br>• The battery is running out of power, use it after charging.<br>• Check if the network signal is OK (whether the player is in buffer).<br>• The compatibility between the headphone and the Bluetooth device is not good, replace the device with a higher Bluetooth version. |
| No sound | • Power on the headphones and charge the battery.<br>• Check the state of the status indicators.<br>• Increase the volume on your headphones, your mobile device and music source.<br>• Power on the headphone and connect, release to hear the connected. Make sure you are using the correct device.<br>• Move your mobile device closer to the headphones and away from any interference or obstructions.<br>• Use a different music source.<br>• Connect another mobile device. |
| Cannot hear on a call | • Check that headphones and the connected device (i.e., smartphone) are turned on.<br>• Turn up the volume of the connected device if it is too low.<br>• Check the audio settings of the Bluetooth device to make sure the sound comes from the headphones during a call.<br>• Re-establish the connection using the Bluetooth device.<br>• While listening to music with the headphones, stop playback and press the button on the right or left unit to respond to an incoming call. |
| Noise beeping | • Due to weak Bluetooth signals or external signal interference. In this case, move away from wireless routers or microwaves and move your headphone closer to the Bluetooth device.<br>• Avoid using the headphones for a long time, otherwise the sound will be intermittent, please reuse after a period of rest. |
| Listen to music when the battery is discharged | • When your headphones run out of power, you can still listen in wired mode.<br>• If you do not charge the headphone for an extended period of time, the life of the battery components may be shortened. |

| Symptom | Solution |
| --- | --- |
| No sound from a device connected by the back-up audio cable | • Secure the ends of the back-up audio cable.<br>• Increase the volume on your headphones, your mobile device and music source.<br>• Connect another device. |
| Poor sound quality from a device connected by audio cable | • Secure the ends of the back-up audio cable.<br>• Connect another device . |
| Battery won't charge | • Secure the ends of the USB Type-C charging cable.<br>• Try another charging source.<br>• If your headphones have been exposed to high or low temperatures, let the headphones return to room temperature and try charging again. |
| Noise cancelling function doesn't work | • Make sure that the noise canceling function is turned on.<br>• Are the ears all wrapped and re-equipped.Adjust the earpad position to fit your ears. If the earmuffs are loose, re-set the ear.<br>• Eliminate low frequency noise? The noise canceling function is effective in low frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices. |

## IMPORTANT SAFETY INSTRUCTIONS

**CAUTIONS:**
- Operating ambient temperature: 0 - 40°C.
- Storage and transportation ambient temperature: -10 - 50°C.
- Altitude not higher than 2000m (air pressure not less than 80kPa).

**WARNING:**
- DO NOT dispose of a battery into fire or a hot oven, or mechanically crush or cut a battery, as it may result in an explosion.
- DO NOT expose a battery to an extremely high-temperature surrounding environment, such as sunshine, fire, or a hot surface, as it may lead to an explosion or the leakage of flammable liquid or gas.
- DO NOT subject a battery to extremely low air pressure, as it may result in an explosion or the leakage of flammable liquid or gas.

**FCC STATEMENT**

This 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.
This equipment has been tested and found to comply with the limits for a Class B digital device, 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:
— Reorient or relocate the receiving antenna.
— Increase the separation between the equipment and receiver.
— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
— Consult the dealer or an experienced radio/ TV technician for help.

**FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, Human proximity to the antenna shall not be less than 20cm(8 inches)during normal operation.

**IC WARNING**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.