HELIX

TRUEWIRELESS
HIGH FIDELITY EARBUDS
with Portable Charging Case

Model: EBP-B-042A

USER MANUAL

ETHTWP

User Guide for Helix True Wireless Earbuds with Portable Power Bank

ETHTWP

GETTING STARTED

Charging

1. Using the charge cable included, plug the micro USB connector into the case and the other end into a USB charger.
2. When charging, the case LEDs will blink. When the case is fully charged, all the 4 LEDs will be solid.
3. When the case is plugged in, the earbuds will also charge and will show solid red LED. When the earbuds are fully charged the light will turn off.

Bluetooth® Pairing Instructions

Note: The earbuds come pre-paired together. If you are getting audio from only one earbud, they may have lost their connection. Go to the Troubleshooting section for instructions.

1. Remove both earbuds from the case. One earbud should blink red and blue.
2. Now open up your Bluetooth settings on your device and pair to "Helix True Wireless".

Button functions

1. **Pause/play:** Single press
2. **Skip track:** Double press
3. **Answer/end call:** Single Press during call
4. **Reject call:** Double Press
5. **Power:** Hold both buttons for 3 seconds

Troubleshooting

NOTE: If only one earbud plays audio or you cannot pair to your phone, follow these steps:

1. Turn Bluetooth off on your phone or device settings.
2. Turn on both earbuds.
3. One earbud should be blinking fast red and blue. The other should not be blinking. If this is happening, go to step 5.
4. If one or both earbuds are blinking slow red and blue, press one earbud twice. They will say "Connected".
5. Turn Bluetooth back on in your phone settings.
6. The earbuds should reconnect. If not, open Bluetooth settings and choose "Helix True Wireless".

Warranty

Emerge Technologies, Inc. Limited Warranty Statement complete information regarding Emerge's warranties is listed below.

EMERGE TECHNOLOGIES, INC. ("Emerge") warrants to the original end user customer of its products specified below that its products are free from Material Defects as defined herein. Subject to the conditions and limitations set forth below, Emerge will, at its option, either repair or replace any part of its products that prove materially defective by reason of improper workmanship or materials. Material Defects are herein defined as non-cosmetic defects in a product's materials and workmanship which cause a malfunction in the product during proper use. Repaired parts or replacement products will be provided by Emerge on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. If Emerge is unable to repair or replace the product, Emerge will, at its option, refund or credit the current value of the product at the time the warranty claim is made or substitute an equivalent product.

Notwithstanding any other provision contained herein, this limited warranty does not cover any damage to a product that results from improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, or modification. This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as secondhand or has been resold contrary to the US export regulations. This limited warranty covers only repair, replacement, refund or credit for materially defective products that are manufactured by Emerge, as provided above. Emerge is not liable for, and does not cover under warranty, any loss of data or any costs associated with determining the source of system problems or removing, servicing or installing Emerge products. This warranty excludes third party software, connected equipment or stored data. In the event of a claim, Emerge's sole obligation shall be replacement of the hardware; under no circumstances will Emerge be liable in any way for damages, including any lost profits, lost savings or other incidental or consequential damages arising out of the use of, or inability to use, such product.

Duration of Warranty:

The duration of the warranty is one year from the purchase date, except where specified by law.

Product Repair or Replacement:

If you believe that your product meets the criteria for warranty replacement, please contact

877-499-6072
support@myretrak.com
955 Freeport Pkwy, Suite 100 Coppell, Texas 75019
(Please be prepared to provide proof of purchase.)

This limited warranty applies only to the original end user customer of the product for so long as the original end user customer owns the product. This limited warranty is nontransferable.

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ALL OTHERS INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND EXCLUDES ALL INCIDENTAL, CONSEQUENTIAL, PUNITIVE, EXEMPLARY OR SPECIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific legal rights that may vary from state to state.

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.

Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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.

RF warning statement:

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Battery Warning

The battery should be disposed of according to local regulations. Do not dispose of the battery in fire, as it may cause an explosion.