

KWH11

Kids Wireless Headphones



USER MANUAL

Safety Instructions and Warning

IMPORTANT: This product contains small parts and is **INTENDED FOR USE BY CHILDREN AGED 3 YEARS AND OLDER ONLY**. Setup, operation, and charging must be performed by an adult. Keep this manual for future reference.

WARNING: To prevent the risk of fire, electric shock, injury, or hearing damage, please read all safety information and instructions carefully before use.

1. General Safety

- **Age Restriction:** This headset is a child's product designed for and limited to children aged 3 years and older. It is not suitable for children under 3 years due to small parts that pose a choking hazard.
- **Adult Supervision Required:** A responsible adult must supervise the child's use of this product, including initial setup, Bluetooth pairing, volume adjustment, charging, and storage.
- **Intended Use:** Use only as described in this manual for listening to audio. Any other use is improper and may be dangerous.
- **Modification Prohibition:** Do not modify, disassemble, or attempt to repair the headset. Tampering voids the warranty and creates safety risks.

2. Hearing Safety

- **Volume Limitation:** This headset incorporates a permanent volume limiter. Do not attempt to modify or bypass this critical safety feature.
- **Safe Listening Practices:** Supervise and encourage children to listen at moderate volumes. Even with a volume limiter, prolonged exposure can contribute to hearing fatigue.
- **Listening Breaks:** Ensure your child takes regular breaks. We recommend limiting continuous listening sessions to 45-60 minutes.
- **Situational Awareness:** Instruct your child NOT to use the headset in situations where full environmental awareness is essential for safety, such as while walking near traffic, cycling, or during active play where the cord may snag.

3. Usage & Environmental Warnings

- **Choking Hazard:** Small parts, including detachable ear pads (if applicable), may present a choking hazard. Regularly inspect the headset for loose parts. Keep away from children under 3 years.

- **Strangulation Hazard:** The headband and charging cable are not toys. Never allow the product or its cable near a crib, bed, or playpen. Do not let a child sleep while wearing the headset.
- **Fit and Physical Activity:** Adjust the headband for a comfortable, secure fit. Avoid overly tight adjustments. Discourage rough play or running while wearing the headset to prevent tripping, snagging, or impact injuries.
- **Heat & Fire:** Do not expose the headset, battery, or charger to extreme heat, direct sunlight, open flames, or other sources of high temperature.
- **Moisture:** This product is not waterproof. Protect it from liquids, rain, and excessive humidity. Do not use with wet hands.
- **Cleaning:** Disconnect from power before cleaning. Wipe surfaces only with a soft, dry cloth. Do not use liquid or chemical cleaners.

4. Battery & Charging Safety (If Applicable)

- **Charging Supervision:** Charging must be performed by or under the direct supervision of an adult. Unplug the charger once the device is fully charged. Charge only on a dry, stable surface away from flammable materials.
- **Use Correct Cable:** Use only the provided or manufacturer-specified USB charging cable and a standard USB power adapter (not included).
- **Damaged Components:** If the headset, cable, or battery is damaged, deformed, leaking, emits odor, or overheats, discontinue use immediately and contact customer service. Do not use a damaged product.
- **Battery Handling:** Do not puncture, crush, short-circuit, or dispose of in fire. The internal battery is not user-replaceable.

5. Radio Frequency (Bluetooth) Note

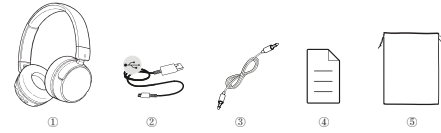
- This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that it does not cause harmful interference.

Disclaimer: The manufacturer is not liable for damage or injury arising from non-compliance with these instructions, unauthorized modification, misuse, or use with incompatible accessories. Specifications subject to change.



User Guide

1. What's in the box:

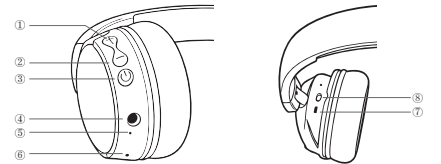


- ① Headphones
- ② Type-C Charging Cable
- ③ 3.5mm to 3.5mm Aux Cable
- ④ User Guide
- ⑤ Carrying Bag

2. Important Notes Before Use

- Fully charge the headphones before first use.
- The headphones will not function if the charging cable is still connected.
- The LED indicator will glow red during charging and will turn off when fully charged.
- When the battery is low, the red LED will flash accompanied by a voice prompt.
- For optimal hygiene and safety, clean only with a dry, soft cloth. Do not use liquids or submerge. Keep away from extreme heat and moisture.

3. Product Overview & Controls:



- ① Volume up / Track forward
- ② Volume down / Track backward
- ③ Power on/off button
- ④ AUX cable in
- ⑤ LED indicator
- ⑥ Microphone
- ⑦ Type-C charging port
- ⑧ Volume control switch

4. Charging

- The device shall be charged using the included charging cable connected to a standard 5-15W USB power adapter (adapter not included). The LED indicator will glow red during charging and will turn off when fully charged.

CAUTION: This device is not waterproof. It must never be exposed to moisture or liquids during the charging process.

5. Power on/ Power off

• Power On & Pairing Mode

Press and hold the power button for 1.5 seconds to power on the headphones. Once on, the red and blue LED lights will flash alternately to indicate Pairing Mode. The device will appear as "SparksPlus KWH11" in your Bluetooth list.

• Power Off

To turn off the headphones, press and hold the power button for 5 seconds. You will see the LED show a red light before the device powers off completely.

6. Pairing

To use the headphones wirelessly, you must first pair them with your Bluetooth-enabled device.

• Initial Pairing

- On your smartphone, tablet, or other device, enable Bluetooth via Settings > Bluetooth.
- Turn on the headphones by pressing and holding the power button until the LED indicator flashes red and blue. This means the headphones are in pairing mode and are ready to be discovered.
- On your device's Bluetooth list, select "SparksPlus KWH11" to pair.
- A steady blue light on the headphones confirms a successful pairing.

• Automatic Reconnection

Once paired, your headphones will automatically reconnect to that device whenever both are powered on and within range. If multiple paired devices are nearby, they will typically connect to the last device used.

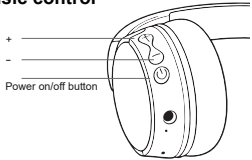
• Switching Between Devices

To connect to a different paired device:

- Ensure the headphones are powered off.

- On your current connected device, disconnect "SparksPlus KWH11" from its Bluetooth menu or turn that device's Bluetooth off.
- Turn the headphones back on. They will automatically attempt to connect to the next available paired device. To connect to a new (unpaired) device, repeat the steps under Initial Pairing.

7. Music control



• Volume Up/Down:

Press the "+" or "-" button repeatedly to adjust volume.

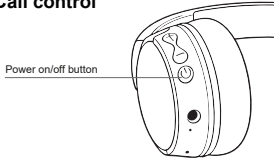
• Skip Track:

Press and hold "+" (Next) or "-" (Previous) for 1.5 seconds.

• Play/Pause:

Press the power button once to play or pause audio.

8. Call control



• Answer / End Call

Press the power button once to answer or end a phone call.

• Reject an Incoming Call:

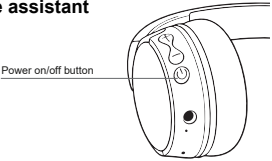
Press and hold the power button for 1.5 seconds.

• Redial Last Call

Press the power button twice in quick succession to redial the last number called.

Note: Music playback will automatically pause when a call comes in. To resume playback after ending the call, simply press the power button once.

9. Voice assistant



- Press and hold the power button for 3 seconds to activate your device's voice assistant (e.g., Google Assistant on Android or Siri on iOS).

10. Using the AUX Cable (Wired Mode)

• Connection:

- Use the included AUX cable (3.5mm).
- Plug one end into your audio source (e.g., smartphone, tablet, laptop) and the other end into the headphone's AUX input port. (Refer to the device overview diagram for the port location.)

• Important Note:

When connected via AUX cable, the headphones operate in wired mode. In this mode, Bluetooth and its associated controls will be disabled.

11. Troubleshooting

- If you experience any issues with the headphones, please refer to the solutions below before contacting customer support.

Problem	Solution
Headphones will not turn on.	Ensure the headphones are fully charged. Connect the charging cable firmly to the port and a working USB power source. The red LED should light up during charging.
Battery drains quickly or does not hold a charge.	Perform a full charge cycle (approximately 40 minutes to 1 hour). If unused for extended periods, store with at least 50% charge. Long-term storage in a fully discharged state may damage the battery.
Red LED does not light up when charging.	Try a different USB cable and/or USB power adapter (e.g., a computer USB port or a standard phone charger). Ensure the charging port is clean and free of debris.
Headphones cannot be found on my device's Bluetooth list.	Ensure the headphones are in Pairing Mode (LED flashes red and blue). If not, turn them off, then press and hold the power button until the red/blue flashing begins. Also, verify Bluetooth is enabled on your source device.

Headphones will not connect to a previously paired device.	On your source device, go to Bluetooth settings, find "SparksPlus KWH11" and select "Forget" or "Unpair." Then, restart both the headphones and your device, and attempt pairing again.
Audio cuts out or connection is unstable.	Ensure you are within the 10-meter operational range without major obstructions. Reduce interference by moving away from other wireless devices (like Wi-Fi routers or microwaves). Keep the source device (phone/tablet) closer to the headphones.
No sound or very low volume.	First, check the volume level on both the headphones and your source device. Ensure the headphones are not connected to the AUX cable. Verify they are paired and connected to the correct audio source.
Sound is distorted, crackles, or only comes from one side.	Try playing audio from a different app or device to isolate the issue. If using the AUX cable, ensure it is fully inserted into both the headphone jack and the audio source. Test with the included AUX cable only.
Microphone is not working during calls.	Confirm the headphones are selected as the audio input device on your phone or computer during the call. Ensure you are speaking into the correct microphone location on the headphones.
Buttons are unresponsive.	Power the headphones off and back on. Ensure they are charged. Review the user manual for correct button press duration and method.
Headphones do not fold or adjust smoothly.	Do not force the mechanism. Check for any small objects obstructing the hinges or sliders. Adjust slowly and within the designed range of motion.

Important: If problems persist after trying the above steps, perform a factory reset.

How to Reset: With the headphones powered on, press and hold the power button for 15 seconds. Release the button when the red LED flashes three times. The headphones will reset to factory defaults and power off automatically.

12. Warranty

- Sparks Plus warrants this product against defects in materials and workmanship under normal use for a period of 12 months from the original date of purchase. This warranty is valid only for the original purchaser and is not transferable. You may be guided through basic troubleshooting steps to resolve common issues. If the troubleshooting steps do not resolve your issue, please contact our support team at the following email address.

info@sparksplus.com.cn

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.

Any 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.

FCC Radiation Exposure statement

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