

## Baseus Encok W02

# Baseus Encok W02 True Wireless Bluetooth Earbuds User Manual

## INTRODUCTION

Thank you for choosing the Baseus Encok W02 True Wireless Bluetooth Earbuds. This manual provides essential information for the proper setup, operation, and maintenance of your new earbuds. Please read it thoroughly before use to ensure optimal performance and longevity of the product.

## PRODUCT OVERVIEW

The Baseus Encok W02 earbuds offer a true wireless audio experience with advanced features designed for comfort and superior sound quality. They are equipped with touch controls and noise cancellation technology.

### Key Features:

- **True Wireless Stereo (TWS):** Enjoy a completely wireless audio experience with independent left and right earbuds.
- **Comfortable Fit:** Designed with three silicone ear tips for a secure and comfortable in-ear fit, reducing strain during extended use.
- **Superior Sound Quality:** Multi-channel components and precise technology deliver excellent audio performance.
- **Touch Control:** Intuitive touch-sensitive surfaces for managing music playback and calls.
- **Noise Cancellation:** Integrated noise cancellation feature for an immersive listening experience.
- **Flexible Usage:** Use both earbuds for stereo sound or a single earbud independently.



Image: The Baseus Encok W02 True Wireless Bluetooth Earbuds in white, showcasing their ergonomic design and compact form factor.



Image: An exploded view illustrating the internal multi-channel components of the Baseus Encok W02 earbud, contributing to its sound quality.

# SETUP

---

## 1. Unboxing and Initial Inspection

Upon opening the package, ensure all components are present:

- Baseus Encok W02 True Wireless Bluetooth Earbuds (Left and Right)
- Charging Case
- USB Charging Cable
- Multiple sizes of Silicone Ear Tips
- User Manual (this document)

## 2. Charging the Earbuds

Before first use, fully charge the earbuds and the charging case.

1. Place the earbuds into the charging case. Ensure they are correctly seated.
2. Connect the charging case to a power source using the provided USB cable.
3. The indicator lights on the case and/or earbuds will show the charging status. Refer to the LED indicator section for details.
4. A full charge takes approximately 1.5 hours.



Image: Black Baseus Encok W02 earbuds placed within their compact charging case, ready for charging or storage.

## 3. Pairing with a Bluetooth Device

Follow these steps to pair your earbuds with your smartphone or other Bluetooth-enabled device:

1. Ensure the earbuds are charged and removed from the charging case. They will automatically enter pairing mode.
2. On your device, go to Bluetooth settings and enable Bluetooth.
3. Search for available devices. You should see "Baseus Encok W02" or a similar name appear in the list.
4. Select the earbuds from the list to connect. Once connected, a voice prompt will confirm successful pairing.

5. If pairing fails, turn off the earbuds, disable Bluetooth on your device, and repeat the steps.

The earbuds support simultaneous connection to one mobile phone, and each earbud can also be used independently.

## OPERATING INSTRUCTIONS

---

The Baseus Encok W02 earbuds feature intuitive touch controls for easy management of audio and calls.

### Power On/Off

- **Power On:** Remove the earbuds from the charging case. They will automatically power on. Alternatively, press and hold the touch area on both earbuds for approximately 3 seconds.
- **Power Off:** Place the earbuds back into the charging case. They will automatically power off. Alternatively, press and hold the touch area on both earbuds for approximately 5 seconds.

### Music Playback

- **Play/Pause:** Tap the touch area on either earbud once.
- **Next Track:** Double-tap the touch area on the right earbud.
- **Previous Track:** Double-tap the touch area on the left earbud.

### Call Management

- **Answer/End Call:** Tap the touch area on either earbud once.
- **Reject Call:** Press and hold the touch area on either earbud for approximately 2 seconds.

### Voice Assistant

- **Activate Voice Assistant:** Triple-tap the touch area on either earbud.

### Single Earbud Use

Either earbud can be used independently. Simply remove one earbud from the charging case, and it will automatically connect to the last paired device. The other earbud can remain in the case or be powered off.

## MAINTENANCE

---

Proper maintenance ensures the longevity and optimal performance of your Baseus Encok W02 earbuds.

### Cleaning

- Regularly clean the earbuds, especially the ear tips and charging contacts, with a soft, dry, lint-free cloth.
- Do not use abrasive cleaners, alcohol, or chemical solvents.

- Remove ear tips and clean them separately with mild soap and water if necessary, ensuring they are completely dry before reattaching.

## Storage

- When not in use, always store the earbuds in their charging case to protect them from dust, dirt, and physical damage.
- Store the charging case and earbuds in a cool, dry place, away from direct sunlight and extreme temperatures.

## Battery Care

- Avoid fully discharging the battery frequently. Charge the earbuds when the battery is low.
- If storing for an extended period, charge the earbuds and case to about 50% every few months to prevent deep discharge.

## TROUBLESHOOTING

If you encounter issues with your Baseus Encok W02 earbuds, refer to the following common solutions:

Problem	Possible Cause	Solution
Earbuds not pairing with device.	Bluetooth is off; earbuds are out of range; earbuds not in pairing mode; interference.	Ensure Bluetooth is enabled on your device. Place earbuds closer to the device (within 10m). Power cycle earbuds and device. Forget the device in Bluetooth settings and re-pair.
No sound from one or both earbuds.	Earbuds not connected; low battery; volume too low; earbud blocked.	Check Bluetooth connection. Charge earbuds. Increase device volume. Clean earbud mesh. Try re-pairing both earbuds.
Earbuds not charging.	Poor contact with charging pins; faulty cable/charger; charging case low on battery.	Ensure earbuds are correctly seated in the case. Clean charging contacts on earbuds and case. Try a different USB cable or power adapter. Charge the charging case.
Touch controls not responding.	Earbuds are wet; software glitch; dirty touch surface.	Ensure earbuds are dry. Power cycle the earbuds. Clean the touch surface.

## Factory Reset (if applicable)

If issues persist, a factory reset may resolve them. (Note: Specific reset instructions are not provided in the product data. Typically, this involves holding a button on the case or earbuds for an extended period while they are in the case. Refer to the manufacturer's official support for precise steps if needed.)

## SPECIFICATIONS

Detailed technical specifications for the Baseus Encok W02 True Wireless Bluetooth Earbuds:

Feature	Specification
Brand	Baseus
Model	Encok W02 (NGW02-01)
Color Options	Black, White
Wearing Type	In-ear (Bud)
Material	Silicone, ABS+, TPE+
Connectivity	Wireless (Bluetooth)
Bluetooth Version	4.2
Transmission Distance	Up to 10 meters
Microphone	Yes
Noise Control	Active Noise Cancellation
Control Type	Touch Control, Voice Control
Wired Control	Not Supported
Sensitivity	105 ± 5dB
Frequency Response	20 - 20,000 Hz (20 - 20 kHz)
Battery Capacity	2 x 60 mAh, 3.7V (Earbuds)
Charging Time	Approx. 1.5 hours
Talk Time	Approx. 5 hours
Playback Time	Approx. 3 hours
Standby Time	Approx. 120 hours
Water Resistance	Not Water Resistant
Compatible Devices	Mobile Phones

## WARRANTY AND SUPPORT

Baseus products are designed and manufactured to the highest quality standards. For information regarding warranty coverage, terms, and conditions, please refer to the warranty card included with your product or visit the official Baseus website.

For technical support, troubleshooting assistance beyond this manual, or to inquire about replacement parts, please contact Baseus customer service through their official channels. Keep your purchase receipt as proof of purchase for warranty claims.

© 2026 Baseus. All rights reserved.