

Helix ETHTWS

Helix True Wireless Ultra Sport Earbuds (Model ETHTWS) - User Manual

Your guide to setup, operation, and maintenance.

1. INTRODUCTION

Thank you for choosing the Helix True Wireless Ultra Sport Earbuds. This manual provides essential information for the safe and efficient use of your new earbuds. Please read it thoroughly before use and retain it for future reference.

What's in the Box

- True Wireless Earbuds
- Charging Case
- USB Cable
- User Manual

2. PRODUCT OVERVIEW

The Helix True Wireless Ultra Sport Earbuds are designed for active lifestyles, offering a 100% cord-free experience with a secure fit and high-definition audio. They are built to withstand intense workouts and provide convenient hands-free communication.



The Helix True Wireless Ultra Sport Earbuds are shown in their charging case, highlighting their compact design.

Key Features

- 100% Cord-Free Design
- SecureLock Fit for stability during movement
- In-ear microphone for hands-free calling and track controls
- Proprietary structure for noise isolation
- LED indicator lights for status monitoring
- IPX4 Water and Sweat Resistant
- Instant Auto-Pairing

3. SETUP INSTRUCTIONS

3.1 Charging the Earbuds and Case

Before first use, fully charge the earbuds and the charging case. Connect the provided USB cable to the charging case and a compatible USB power source. The LED indicators on the case will show the charging

status. Once fully charged, the indicators will change or turn off.



INSTANT AUTO PAIRING

DESIGNED FOR EFFORTLESS SETUP
WITH YOUR IOS OR ANDROID DEVICE



SECURELOCK™ FIT

KEEPS EARBUDS IN PLACE THROUGH
HIGH INTENSITY WORKOUTS



HANDS-FREE CALLING

EXPERIENCE CRYSTAL CLEAR AUDIO
WHILE TAKING CALLS



The image illustrates the battery life of the Helix earbuds, indicating 4 hours on a single charge and an additional 16 hours (total 20 hours) with the portable charging case.

3.2 Pairing with Your Device

1. Ensure the earbuds are charged and placed in the charging case.
2. Open the charging case. The earbuds will automatically enter pairing mode.
3. On your smartphone or audio device, enable Bluetooth.
4. Search for available Bluetooth devices and select "Helix ETHTWS" (or similar name) from the list.
5. Once connected, the earbuds will indicate successful pairing (e.g., an audio prompt or LED change).

The earbuds feature instant auto-pairing for effortless setup with your iOS or Android device after the initial pairing.

FUEL YOUR FITNESS

Ergonomic, SecureLock™ Fit
Keeps Earbuds in Place Through
High Intensity Workouts



This image details the instant auto-pairing capability, the SecureLock fit for stability during workouts, and the hands-free calling function of the earbuds.

4. OPERATING INSTRUCTIONS

4.1 Wearing the Earbuds

Insert the earbuds into your ears and gently twist them to achieve the SecureLock Fit. This ergonomic design ensures the earbuds stay in place during high-intensity workouts.

NEXT-LEVEL HD AUDIO

Unrivalled Bass, Midtones and Treble



A man is shown wearing the Helix True Wireless Ultra Sport Earbuds, demonstrating their ergonomic SecureLock fit for high-intensity workouts.

4.2 Basic Controls

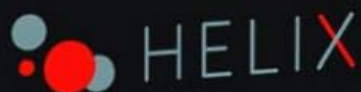
The earbuds feature touch controls for various functions:

- **Play/Pause:** Single tap on either earbud.
- **Next Track:** Double tap on the right earbud.
- **Previous Track:** Double tap on the left earbud.
- **Answer/End Call:** Single tap on either earbud during an incoming call.
- **Reject Call:** Press and hold either earbud for 2 seconds during an incoming call.
- **Activate Voice Assistant:** Triple tap on either earbud.

4.3 HD Audio Experience

Experience next-level HD audio with unrivalled bass, midtones, and treble, enhanced by the noise-isolating seal for an immersive listening experience.





ULTRA SPORT

TRUEWIRELESS

100% CORD-FREE EARBUDS
with Portable Charging Case

Écouteurs sans fil TrueWireless
avec étui de chargement portable



ULTRA SPORT
TRUEWIRELESS
100% CORD-FREE EARBUDS
with Portable Charging Case



HELIX



**UP TO 5 HOURS
RUNTIME**
Jusqu'à 5 heures
d'autonomie*



**SWEAT/WATER
RESISTANT**
Résistant à la
sueur et à l'eau



SECURELOCK™ FIT
SecureLock™ Fit

 **Bluetooth**



This image highlights the earbuds' next-level HD audio, promising unrivaled bass, midtones, and treble for a superior listening experience.

5. MAINTENANCE

5.1 Cleaning

Regularly clean your earbuds and charging case with a soft, dry, lint-free cloth. Avoid using abrasive materials or harsh chemicals. Do not submerge the charging case in water.

5.2 Water and Sweat Resistance (IPX4)

The Helix Ultra Sport Earbuds are IPX4 rated, meaning they are resistant to splashing water from any direction. This makes them suitable for workouts and light rain. They are not designed for submersion in water. Ensure the earbuds are dry before placing them back in the charging case to prevent damage.

IPX4

SWEAT AND WATER RESISTANT

Aqua-X Nano Coating™ Shields Against
Water, Sweat and Spills



The image depicts the Helix earbuds being splashed with water, emphasizing their IPX4 rating for sweat and water resistance, suitable for active use.

6. TROUBLESHOOTING

Common Issues and Solutions

- **Earbuds not pairing:** Ensure both earbuds are charged. Place them back in the case, close it, then open it again to re-enter pairing mode. Check your device's Bluetooth settings and try reconnecting.
- **Only one earbud working:** Try resetting the earbuds by placing them in the charging case, closing the lid for a few seconds, then opening it again. Re-pair with your device.
- **No sound:** Check the volume level on both your device and the earbuds. Ensure the earbuds are properly paired and connected.
- **Charging issues:** Verify the USB cable and power source are working correctly. Ensure the charging contacts on the earbuds and case are clean and free of debris.
- **Poor sound quality:** Ensure the earbuds are securely fitted in your ears to create a proper seal. Move closer to your connected device to avoid interference.

If issues persist, refer to the support section for further assistance.

7. SPECIFICATIONS

Feature	Specification
Model Number	ETHTWS
Connectivity Technology	Bluetooth 5.0
Bluetooth Range	Up to 10 meters (33 feet)
Water Resistance Level	IPX4 (Sweat and Water Resistant)
Battery Life (Earbuds)	Up to 4 hours (single charge)
Battery Life (with Charging Case)	Up to 20 hours total
Ear Placement	In Ear
Noise Control	Sound Isolation
Control Method	Touch
Material	Rubber, Silicone
Dimensions	7.44 x 3.58 x 1.73 inches
Weight	4.23 ounces

8. WARRANTY AND SUPPORT

8.1 Warranty Information

The Helix True Wireless Ultra Sport Earbuds come with a **1-Year Limited Warranty** from the date of purchase. This warranty covers manufacturing defects. It does not cover damage caused by misuse, accidents, unauthorized modifications, or normal wear and tear. Please retain your proof of purchase for warranty claims.

8.2 Customer Support

For technical assistance, warranty claims, or further inquiries, please visit the official Helix support website or contact their customer service. Refer to the product packaging or the official brand website for the most current contact information.

9. IMPORTANT SAFETY INFORMATION

- Do not disassemble, repair, or modify the product.
- Keep the product away from extreme temperatures, direct sunlight, and open flames.

- Avoid exposing the product to excessive moisture or corrosive liquids.
- Do not use the product at high volume for extended periods to prevent hearing damage.
- Use caution when using earbuds in situations requiring awareness of your surroundings.
- Dispose of the product and its battery responsibly according to local regulations.

10. PRODUCT VIDEO

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Official product video for Helix True Wireless Ultra Sport Earbuds, demonstrating key features and usage.
