Helix ETHTWB

Helix True Wireless Earbuds User Manual

Model: ETHTWB

INTRODUCTION

Thank you for purchasing the Helix True Wireless Earbuds. This manual provides essential information for setting up, operating, and maintaining your earbuds. Please read it carefully before use and retain it for future reference.

Image: Helix True Wireless Earbuds, black and white, resting inside their open black charging case. One earbud is also shown outside the case, indicating its design.

WHAT'S IN THE BOX

- True Wireless Earbuds (Left and Right)
- Charging Case
- USB Charging Cable
- User Manual

SETUP

1. Initial Charging

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

Image: An open charging case with two earbuds inside. Three blue LED lights are visible on the case, indicating power status. Text overlays highlight "Superior HD Audio", "Hands-Free Calling", and "Power LED Indicators".

2. Power On/Off and Auto-Pairing

The earbuds feature auto on/off and pairing. Simply remove the earbuds from the charging case to power them on. They will automatically enter pairing mode or reconnect to the last paired device. Place them back into the case to power off and begin charging.

3. Bluetooth Pairing

1. Ensure the earbuds are charged and removed from the charging case.
2. On your device (smartphone, tablet, etc.), go to the Bluetooth settings.
3. Search for new devices and select "Helix TW" from the list.

4. Once connected, your device will indicate successful pairing.

Image: A smartphone screen displaying Bluetooth settings, showing "Helix TW" as a connected device and a "Pairing Successful" message with a green checkmark. Two Helix earbuds are shown next to the phone.

4. SecureLock Fit

The Helix True Wireless Earbuds are designed with an ergonomic SecureLock Fit for comfort and stability during various activities. Gently insert the earbuds into your ears and twist slightly to secure them.
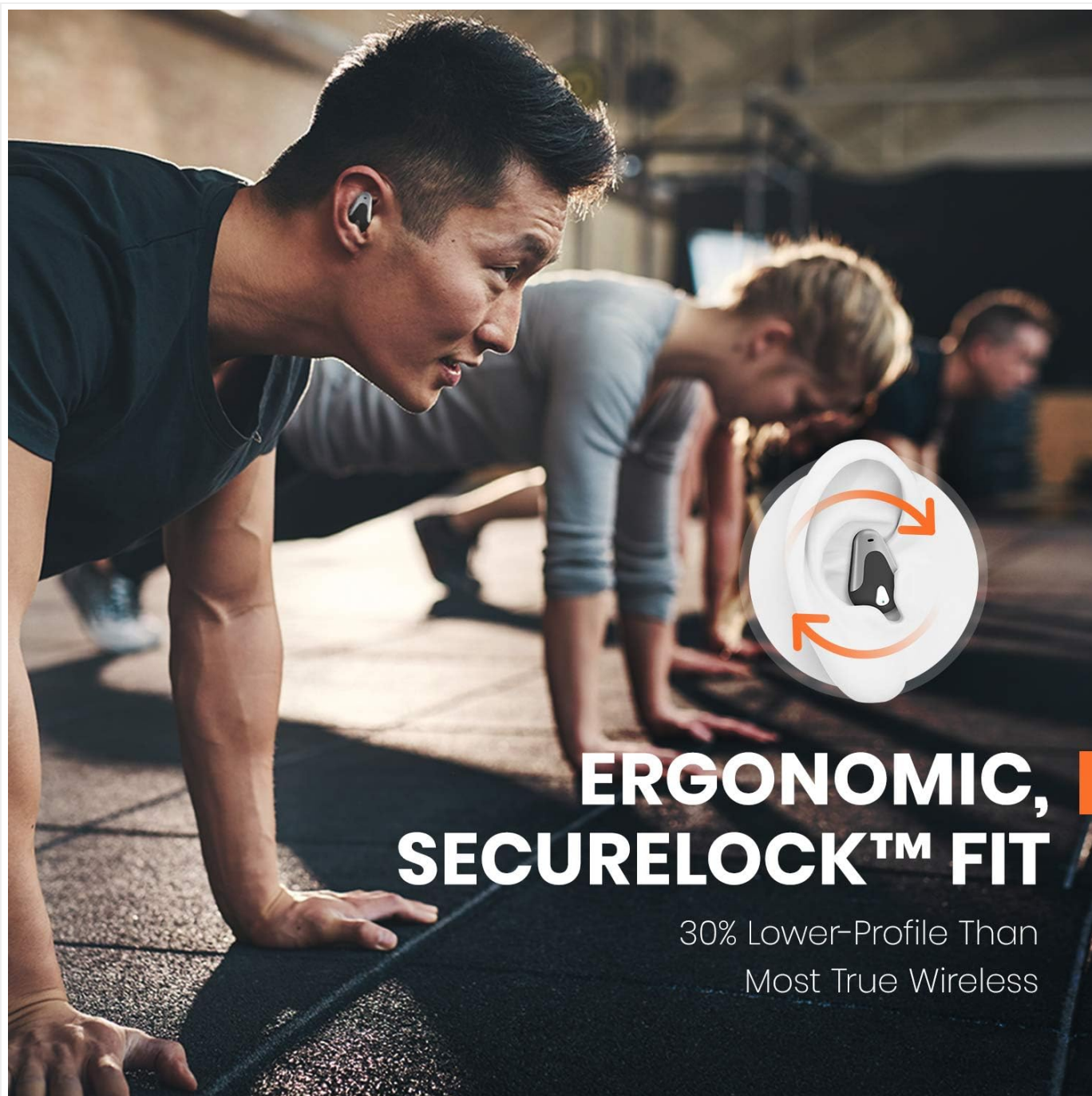
Image: A diagram illustrating the ergonomic SecureLock Fit of the earbuds, showing how they twist into the ear for a secure hold. In the background, people are exercising, suggesting the earbuds' suitability for active use.

OPERATING INSTRUCTIONS

Audio Playback

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

Hands-Free Calling

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

Voice Assistant Control

Triple-tap the control area on either earbud to activate your device's voice assistant (e.g., Siri, Google Assistant).

Battery Life

The earbuds provide up to 4 hours of run time on a single charge. The charging case extends total listening time to approximately 16 hours.

Image: A graphic illustrating the battery life of the Helix earbuds. It shows "4 HOURS" for a single charge of the earbuds and "16 HOURS" when combined with the charging case.

HD Audio

Experience HD audio with unrivaled bass, midtones, and treble frequencies for a rich listening experience.

Image: A graphic titled "NEXT-LEVEL HD AUDIO" with sound wave patterns in blue, representing high-definition audio quality. Two Helix earbuds are depicted in the foreground.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the earbuds and charging case. Do not use abrasive cleaners or immerse in water.
- **Storage:** When not in use, store the earbuds in their charging case to protect them and keep them charged.
- **Water Resistance:** The earbuds are water resistant, but not waterproof. Avoid prolonged exposure to water or submersion.

TROUBLESHOOTING

Problem	Solution

Problem	Solution
Earbuds not pairing with device.	- Ensure earbuds are charged. - Make sure Bluetooth is enabled on your device. - Forget "Helix TW" from your device's Bluetooth list and try pairing again. - Place earbuds back in the case, close, then reopen to reset.
No sound from one earbud.	- Ensure both earbuds are charged. - Try placing both earbuds back in the charging case, then remove them simultaneously. - Check device audio balance settings.
Earbuds not charging.	- Verify the USB cable is securely connected to both the case and power source. - Ensure the charging contacts on the earbuds and in the case are clean and free of debris. - Try a different USB cable or power adapter.
Poor audio quality.	- Ensure earbuds are properly seated in your ears for a good seal. - Move closer to your connected device to avoid interference. - Check the audio source quality.

SPECIFICATIONS

Feature	Detail
Model Name	Helix
Model Number	ETHTWB
Connectivity Technology	Bluetooth
Bluetooth Version	5.0
Bluetooth Range	10 Meters
Battery Life (Earbuds)	Up to 4 hours
Total Battery Life (with Case)	Up to 16 hours
Audio Driver Type	Balanced Armature Driver
Frequency Range	20 Hz to 20,000 Hz
Control Type	Media Control, Voice Assistant
Microphone	Included for Hands-Free Calling
Water Resistance Level	Water Resistant

Feature	Detail
Earpiece Shape	In-ear
Material	Plastic
Color	Black
Item Weight	3.2 ounces
Manufacturer	Helix
UPC	816983019126

WARRANTY INFORMATION

Specific warranty details are typically provided with your product packaging or available on the manufacturer's official website. Please refer to the documentation included with your purchase for comprehensive warranty terms and conditions.

SUPPORT

For further assistance, technical support, or customer service inquiries, please visit the official Helix website or contact their customer support channels as listed in your product documentation.
You can also visit the Helix Store on Amazon for more product information.

Related Documents

	HELIX COMPOSE i5 Tweeter User Manual User manual for the HELIX COMPOSE i5 Tweeter, providing installation instructions, technical data, and disposal information. Engineered in Germany.
	HELIX COMPOSE Ci7 M100FM-S3 Midrange User Manual This user manual provides detailed installation and technical information for the HELIX COMPOSE Ci7 M100FM-S3 midrange speaker. Learn about mounting options, wiring, technical specifications, and proper disposal.

	[HELIX COMPOSE CB W165-S3 Midbass Speaker User Manual](#) User manual for the HELIX COMPOSE CB W165-S3 midbass speaker, providing installation instructions, technical specifications, and warranty information from AUDIOTEC FISCHER.
	[Helix True Wireless Earbuds EBP-B-042A User Manual](#) User guide for Helix True Wireless High Fidelity Earbuds with Portable Charging Case (Model: EBP-B-042A), covering setup, Bluetooth pairing, button functions, troubleshooting, warranty, and FCC compliance.

Documents - Helix – ETHTWB

[pdf] Flyer

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Save Friday, June 5 Wednesday, June 10, 2020 Summer Savings NEW 2 for 500* or 2.79 each Earth s O ... e the freedom with Helix True Wireless Earbuds and charging case Available in black, blue or pink. **#ETHTWB** SAVE 30 Of our everyday low price 999 808 Wireless Earbuds Take calls on the ly with buil...
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[pdf] Flyer

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Save Friday, July 10 Wednesday, July 15, 2020 Hot Summer Deals SAVE 120 LAST Of our everyday low ... e the freedom with Helix True Wireless Earbuds and charging case Available in black, blue or pink. **#ETHTWB** Limited quantities. Sorry, no rainchecks. 2999 70 SAVE each Of our everyday low price JBL ...
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