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› EKSA H2-NEW-CA Wired USB Headset with AI ENC Microphone User Manual

EKSA H2-NEW-CA

EKSA H2-NEW-CA Wired USB Headset with AI ENC Microphone User Manual

Model: H2-NEW-CA | Brand: EKSA

1. INTRODUCTION

This manual provides instructions for the EKSA H2-NEW-CA Wired USB Headset. This headset is designed for clear communication in various environments, featuring an AI Environmental Noise Cancelling (ENC) microphone, comfortable over-ear design, and convenient controls. It is compatible with a range of devices and operating systems, making it suitable for office, call center, and online communication needs.

2. PACKAGE CONTENTS

- EKSA H2-NEW-CA Wired USB Headset
- USB Cable (integrated)

3. PRODUCT OVERVIEW

The EKSA H2-NEW-CA headset features an ergonomic design for extended wear and intuitive controls for managing audio and calls.



Image: EKSA H2-NEW-CA Wired USB Headset with AI ENC Microphone, showing the overall design with the USB cable.

Key Components:

- **Adjustable Headband:** For a comfortable and secure fit.
- **Soft Earmuffs:** Breathable and removable for comfort and hygiene.
- **Rotatable Microphone:** Can be adjusted 120 degrees for optimal positioning or flipped up when not in use.
- **Volume Control Wheel:** Located on the ear cup for easy audio adjustment.
- **Microphone Mute Button:** Integrated on the ear cup.
- **Busy Light:** Indicates when you are on a call or busy.

EKSAtelecom VoicePure ENC – Dual Mic



1 Microphone 1
Vocals + background noise

2 ENC chip
Filter out 99.8% noise
and output clear vocal

3 Microphone 2
Background noise



Image: Detailed diagram of the EKSA H2-NEW-CA headset, pointing out its comfortable headband, busy light, rotatable microphone, voice control, mute button, and detachable soft ear pads.

4. SETUP

The EKSA H2-NEW-CA headset is designed for plug-and-play functionality via its USB connection.

4.1 Connecting the Headset

1. Locate an available USB port on your computer (PC or Mac).
2. Plug the USB connector of the headset into the USB port.
3. The operating system should automatically detect and install the necessary drivers.

4.2 System Compatibility

The headset is compatible with:

- Windows XP/Vista/7/8/10
- Mac OS

It is suitable for use with applications such as Zoom, Skype, Microsoft Teams, FaceTime, GoToMeeting, and other webinar platforms.

Be Used Anywhere

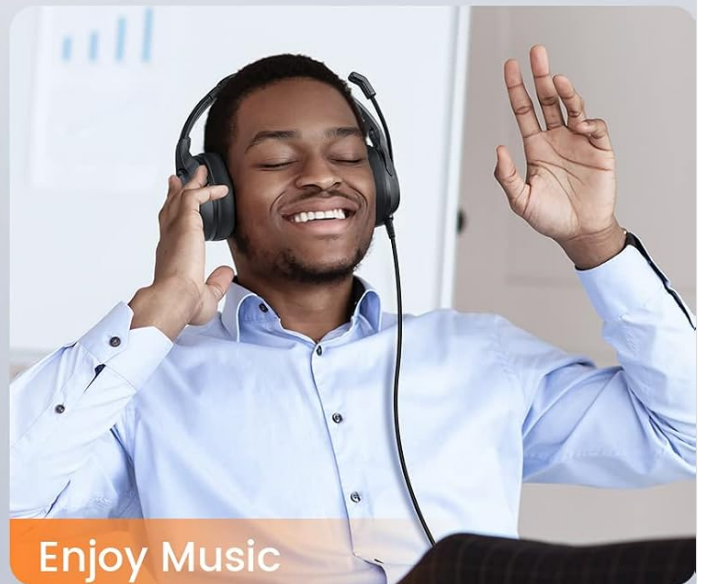


Image: USB Plug & Play compatibility of the EKSA H2-NEW-CA headset with various operating systems and communication platforms.

5. OPERATING INSTRUCTIONS

5.1 Volume Control

Adjust the listening volume using the volume wheel located on the ear cup. Rotate the wheel upwards to increase volume and downwards to decrease volume.

5.2 Microphone Mute

The microphone can be muted in two ways:

- **Swivel-to-Mute:** Flip the microphone boom upwards to mute the microphone. Flip it back down to unmute.
- **Mute Button:** Press the dedicated mute button on the ear cup to toggle microphone mute on or off.



Image: Close-up of the ear cup showing the mute button and busy light.



Image: Microphone boom demonstrating 120-degree rotation for adjustment and muting.

5.3 Busy Light

The integrated busy light on the ear cup illuminates to indicate to others when you are engaged in a call or require uninterrupted focus.

5.4 AI Environmental Noise Cancelling (ENC) Microphone

The AI-powered ENC technology in the microphone filters out up to 99.6% of ambient noise, ensuring your voice is transmitted clearly to the other party, even in noisy environments.

Designed for All-Day Comfort



■ Soft Earmuffs



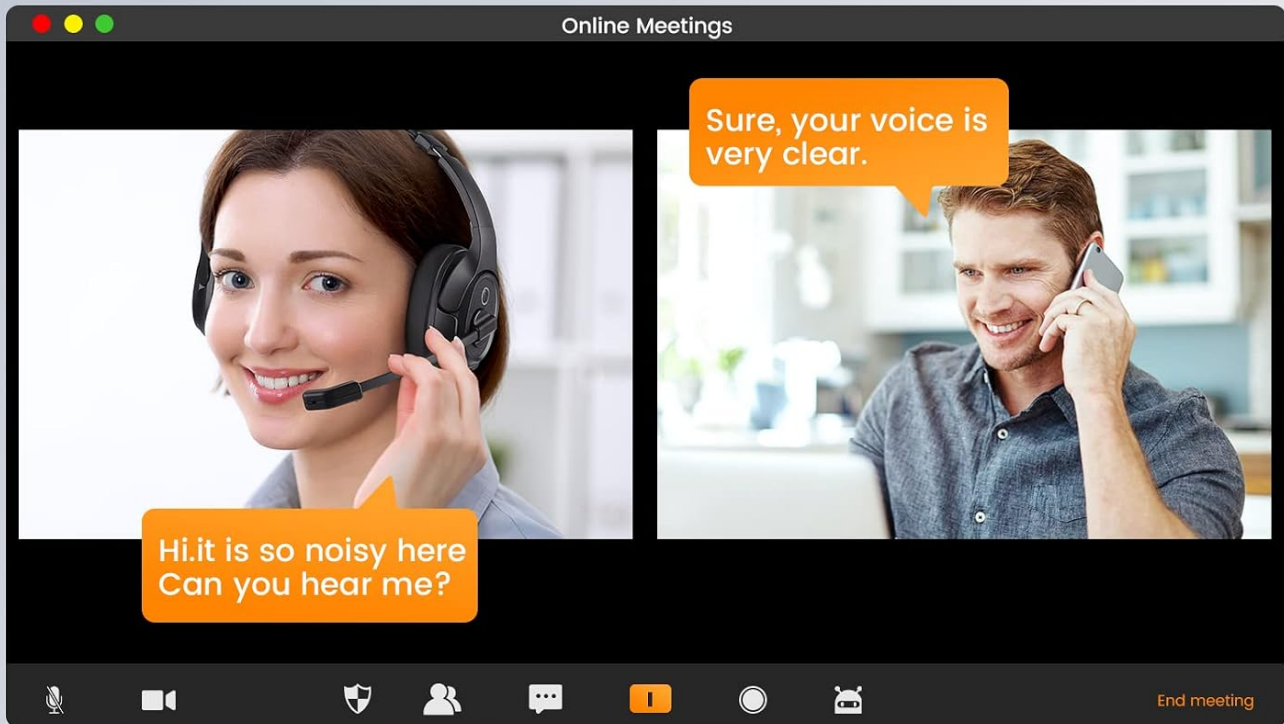
Image: Diagram illustrating the AI ENC technology, showing noise reduction for clear voice.

6. MAINTENANCE

6.1 Cleaning and Ear Pad Replacement

The ear pads are designed to be removable, allowing for easy cleaning or replacement to extend the lifespan and maintain hygiene of your headset.

- Gently detach the ear pads from the ear cups.
- Clean the ear pads with a soft, damp cloth. Avoid harsh chemicals.
- Ensure ear pads are completely dry before reattaching.



Nullifies Up to 99.8% Ambient Noise

Make Your Voice Heard More Clearly

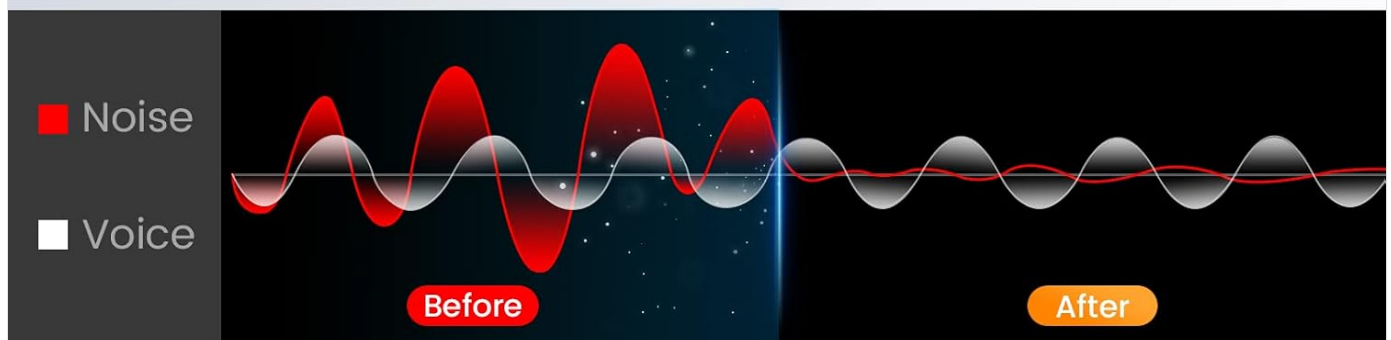


Image: Close-up of the headset's soft, breathable, and removable ear pads.

6.2 General Care

- Store the headset in a clean, dry place when not in use.
- Avoid exposing the headset to extreme temperatures or direct sunlight.
- Do not pull on the cable excessively.

7. TROUBLESHOOTING

7.1 No Sound or Microphone Not Working

If you experience issues with audio output or microphone input, follow these steps:



Image: USB connection settings for Mac and Windows systems.

- **For Mac Systems:**
 - a. Go to **System Preferences**.
 - b. Select **Sound**.
 - c. Under the **Output** tab, select "USB Audio Device".
 - d. Under the **Input** tab, select "USB Audio Device".
- **For Windows Systems:**
 - a. Go to **System**.
 - b. Select **Sound**.
 - c. Under **Output** (Play), select "USB Audio Device".
 - d. Under **Input** (Record), select "USB Audio Device".
- Ensure the headset's volume wheel is turned up.
- Ensure the microphone is not muted (check both swivel position and mute button).
- Try plugging the headset into a different USB port.
- Restart your computer.

7.2 "Microphone On/Off" Voice Prompt

The headset provides an audible voice prompt ("Microphone On" / "Microphone Off") when the microphone is muted or unmuted, either by swiveling the boom or pressing the mute button. This is an intended feature to confirm the microphone status. This prompt may temporarily interrupt other audio. There is no option to disable this voice prompt.

8. SPECIFICATIONS

Feature	Detail
Model Number	H2-NEW-CA
Connectivity	Wired USB
Ear Placement	Over Ear
Microphone	AI Environmental Noise Cancelling (ENC)

Control Type	Volume Control, Mic Mute Button, Swivel-to-Mute
Special Feature	Busy Light, Removable Ear Pads
Product Dimensions	7.87 x 2.56 x 7.87 inches
Item Weight	12.3 ounces (350 Grams)
Manufacturer	EKSA

9. WARRANTY AND SUPPORT

9.1 Warranty Information

EKSA provides two years of after-sale service for this product. Please retain your proof of purchase for warranty claims.

9.2 Customer Support

For any issues or inquiries regarding your EKSA H2-NEW-CA headset, please contact EKSA customer support. 24-hour customer support is available to assist you.

Refer to the official EKSA website or your purchase documentation for specific contact details.

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Anonymous

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After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

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