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EKO-Connect EKO-W20

EKO-Connect EKO-W20 Wireless Earbuds User Manual

Model: EKO-W20 | Brand: EKO-Connect

1. PRODUCT OVERVIEW

The EKO-Connect EKO-W20 wireless earbuds are designed to provide a superior audio experience with advanced features. They utilize a Bluetooth 5.0 compatible chip for enhanced call quality and seamless connectivity. Enjoy immersive stereo sound, Hi-Fi audio quality, and intelligent noise reduction for clear music and calls. Crafted from high-quality, lightweight ABS material, these earbuds offer comfort and durability. They are compatible with Android and Apple devices, as well as other Bluetooth-enabled digital devices. Key features include noise reduction, intuitive touch controls, and long-lasting battery life.



Figure 1: EKO-Connect EKO-W20 White Wireless Earbuds and Charging Case. The image shows the white earbuds placed inside their open charging case, with an additional closed charging case next to them, displaying the 'eko connect' logo.

2. PACKAGE CONTENTS

- One pair of EKO-Connect EKO-W20 Bluetooth compatible earbuds
- 1 x Charging case
- 1 x Charging cable (Type-C)
- 1 x User manual (this document)

3. SETUP AND PAIRING

The EKO-W20 earbuds feature one-step auto-pairing for convenience. Follow these steps to connect your earbuds to your device:

1. **Initial Pairing:** Open the charging case and take out both earbuds. They will automatically enter pairing mode.

2. **Enable Bluetooth:** On your smartphone or device, go to your Bluetooth settings and ensure Bluetooth is enabled.
3. **Select Device:** Look for "EKO-W20" in the list of available Bluetooth devices and select it to connect.
4. **Reconnect:** Once paired, the earbuds will automatically connect to the last paired device when taken out of the case.



Figure 2: One-Step Auto Pairing. This image illustrates the simple pairing process: take the earbuds out of the case to pair, and put them back to charge. A smartphone screen shows "W20" listed under Bluetooth devices, indicating a successful connection.

4. OPERATING INSTRUCTIONS

The EKO-W20 earbuds feature intuitive touch controls for easy management of your audio and calls.

4.1 Touch Controls

Action	Control
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Action	Control
Play/Pause	Single tap on either earbud
Previous Song	Tap and hold left earbud (or specific gesture, if known)
Next Song	Tap and hold right earbud (or specific gesture, if known)
Volume Up	Specific tap gesture (e.g., double tap right)
Volume Down	Specific tap gesture (e.g., double tap left)
Answer/End Call	Single tap on either earbud during a call
Activate Voice Assistant (Siri, Google Assistant)	Triple tap on either earbud (or specific gesture)

Note: Specific tap gestures for volume and track control may vary. Refer to the quick start guide included in your package for precise instructions.

One Button Control

Hassle-free listening

Play/Pause Previous Song Next Song Voice + Voice - Answer call Siri

Figure 3: One Button Control. This image illustrates various touch controls: Play/Pause, Previous Song, Next Song, Volume Up, Volume Down, Answer Call, and Siri activation, shown with a person wearing the earbuds.

4.2 Charging

To charge your EKO-W20 earbuds, place them back into the charging case. The case itself can be charged using the provided Type-C charging cable. Connect the cable to the Type-C port on the charging case and a suitable USB power source.

- **Earbud Playtime:** 3-5 hours on a single charge.
- **Total Playtime with Case:** Up to 18 hours.
- **Charging Time:** 1-2 hours for a full charge.
- **Standby Time:** Up to 60 days.



Figure 4: Power for All Day. This image highlights the battery life: 4 hours on a single charge, 18 hours with the case, and a 350mAh battery capacity for the case.

5. MAINTENANCE AND CARE

Proper maintenance ensures the longevity and optimal performance of your EKO-W20 earbuds.

- **Cleaning:** Regularly clean the earbuds and charging case with a soft, dry, lint-free cloth. Do not use abrasive cleaners or solvents.
- **Water Resistance:** The earbuds are IPX5 waterproof, meaning they are resistant to splashes and sweat. They are not designed for submersion in water. Avoid exposing them to heavy rain or showering.
- **Storage:** When not in use, store the earbuds in their charging case to protect them and keep them charged.
- **Temperature:** Avoid exposing the earbuds to extreme temperatures (hot or cold) or high humidity.



Figure 5: IPX5 Waterproof. This image shows the earbuds and case with water droplets, indicating their IPX5 water resistance, suitable for daily workouts and splashes.

6. TROUBLESHOOTING

If you encounter issues with your EKO-W20 earbuds, try the following troubleshooting steps:

- **No Sound:**

- Ensure earbuds are charged.
- Check if Bluetooth is enabled on your device and connected to "EKO-W20".
- Adjust volume on both your device and the earbuds.

- **Earbuds Not Pairing:**

- Place earbuds back in the case, close it, then open it again and take them out.
- Forget "EKO-W20" from your device's Bluetooth settings and try pairing again.
- Ensure earbuds are fully charged.

- **Intermittent Connection:**

- Ensure you are within the effective range (10 meters) of your device.
- Avoid obstacles between the earbuds and your device.
- Try disconnecting and reconnecting the Bluetooth connection.

- **Charging Issues:**

- Ensure the charging cable is securely connected to both the case and the power source.
- Try a different charging cable or power adapter.
- Clean the charging contacts on both the earbuds and the case.

If these steps do not resolve the issue, please refer to the support section.

7. SPECIFICATIONS

Feature	Detail
Model Name	Eko Buds (EKO-W20)
Connectivity Technology	Wireless (Bluetooth 5.0)
Effective Range	10 meters (straight line)
Material	ABS
Playtime	3-5 hours (earbuds), up to 18 hours (with charging case)
Standby Time	60 days
Charging Time	1-2 hours
Waterproof Rating	IPX5
Operation Method	Touch Control
Indicator Light	Yes
Charging Type	Type-C
Ear Placement	In-Ear
Headphones Form Factor	In-Ear

Feature	Detail
Noise Control	Sound Isolation / Noise Reduction
Color	White / Black (depending on variant)
Item Dimensions	10.2 x 9.2 x 4.2 cm; 70 grams
Batteries	1 Lithium Ion battery required (included)



Figure 6: Superior Sound Quality. This image shows an exploded view of an earbud, highlighting a 10mm loudspeaker unit, broad stereo sound, and balanced sound for high-fidelity audio.



Figure 7: Comfortable & Secure Fit. This image shows a woman wearing an earbud, with an inset diagram illustrating how the half-in-ear design perfectly fits the inner contour of the ear for stability and comfort.

8. WARRANTY AND SUPPORT

Specific warranty details are not provided in this manual. For warranty information, product support, or further assistance, please visit the official EKO-Connect store or contact their customer service.

EKO-Connect Store: [Visit EKO-Connect Store on Amazon.sa](#)

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