Soundstream HEQC-WT

Soundstream h2GO Wireless Earbuds (Model HEQC-WT) User Manual

Your guide to setup, operation, and maintenance.

1. INTRODUCTION

Thank you for choosing the Soundstream h2GO Wireless Earbuds. These earbuds are designed to provide a high-fidelity audio experience with the convenience of wireless connectivity. Featuring IPX6 water and sweat resistance, they are suitable for various activities, from workouts to daily commutes. This manual will guide you through the setup, operation, and maintenance of your new earbuds.

2. PACKAGE CONTENTS

Image: Contents of the Soundstream h2GO Wireless Earbuds package, showing the earbuds, charging case, USB charging cable, and various sizes of ear tips.

Please verify that all items are present in your package:

- Soundstream h2GO Wireless Earbuds (Left and Right)
- Qi Wireless Charging Case
- Micro-USB Charging Cable
- Multiple Sets of Ear Tips (S, M, L)
- User Manual

3. PRODUCT OVERVIEW

Image: The Soundstream h2GO wireless earbuds, their charging case, and a wireless charging pad, illustrating the complete product system.

Image: A close-up view of the underside of the Soundstream h2GO earbuds, highlighting the charging contacts and the 'R' (Right) and 'L' (Left) indicators.

Image: The interior of the Soundstream h2GO charging case, displaying the molded slots for each earbud and the metallic charging pins.

Image: A side profile of the Soundstream h2GO charging case, featuring its compact design and an integrated grey carrying strap.

The Soundstream h2GO earbuds consist of two independent earbuds and a portable charging case. Each earbud features a multifunction touch control for managing audio playback, calls, and voice assistants. The charging case not only protects your earbuds but also recharges them multiple times on the go, supporting both Micro-USB and Qi wireless charging.

4. SETUP

4.1 Charging the Charging Case

Before initial use, fully charge the charging case.

1. **Via Micro-USB Cable:** Connect the provided Micro-USB cable to the charging port on the case and the other end to a USB power source (e.g., computer, wall adapter). The indicator light on the case will show charging status.
2. **Via Qi Wireless Charging:** Place the charging case on a compatible Qi wireless charging pad. Ensure the case is centered on the pad for optimal charging. The indicator light will confirm charging.

A full charge typically takes approximately 2 hours.

4.2 Charging the Earbuds

Place the earbuds into their respective slots in the charging case. Ensure the charging contacts on the earbuds align with the pins in the case. The earbuds will automatically begin charging. The case can provide approximately 6 additional charges for the earbuds.

Image: The Soundstream h2GO earbuds securely seated within their charging case, indicating they are ready for charging or storage.

4.3 Pairing with a Device

1. Ensure the earbuds are charged.
2. Open the charging case. The earbuds will automatically enter pairing mode (or manually remove them from the case).
3. On your device (smartphone, tablet, etc.), go to the Bluetooth settings.
4. Search for new devices and select "Soundstream h2GO" from the list.
5. Once connected, you will hear an audible confirmation, and the indicator lights on the earbuds will change.
6. The earbuds will automatically reconnect to the last paired device when removed from the case, if Bluetooth is enabled on the device.

4.4 Selecting Ear Tips for Optimal Fit

A proper fit is crucial for both sound quality and comfort. Experiment with the different sizes of ear tips provided to find the best seal for your ears.

- Gently insert the earbud into your ear canal.
- Twist slightly to secure it in place.
- Test the fit by shaking your head gently. The earbuds should feel snug and not easily dislodge.
- A good seal will provide better bass response and passive noise isolation.

5. OPERATING INSTRUCTIONS

5.1 Power On/Off

- **Power On:** Remove the earbuds from the charging case. They will automatically power on.
- **Power Off:** Place the earbuds back into the charging case. They will automatically power off and begin charging.
- **Manual Power Off:** Press and hold the multifunction touch control on either earbud for approximately 5 seconds until you hear a power-off prompt.

5.2 Music Playback Control

Action	Control
Play/Pause	Single tap on either earbud

Action	Control
Next Track	Double tap on the **right** earbud
Previous Track	Double tap on the **left** earbud
Volume Up	Triple tap on the **right** earbud
Volume Down	Triple tap on the **left** earbud

5.3 Call Management

Action	Control
Answer/End Call	Single tap on either earbud
Reject Call	Press and hold on either earbud for 2 seconds

5.4 Voice Assistant Activation

To activate your device's voice assistant (Siri, Google Assistant), press and hold the multifunction touch control on either earbud for approximately 2 seconds until you hear a prompt.

6. MAINTENANCE

6.1 Cleaning

- Regularly clean the earbuds and charging case with a soft, dry, lint-free cloth.
- For ear tips, remove them from the earbuds and gently wipe with a damp cloth. Ensure they are completely dry before reattaching.
- Do not use abrasive cleaners, alcohol, or chemical solvents.
- Keep charging contacts on both earbuds and case clean and free of debris to ensure proper charging.

6.2 Water and Sweat Resistance (IPX6)

The Soundstream h2GO earbuds are rated IPX6, meaning they are resistant to high-pressure water jets from any direction. This makes them suitable for workouts and use in rainy conditions. However, they are **not** designed for submersion in water (e.g., swimming or showering). Ensure the earbuds are dry before placing them back into the charging case to prevent damage.

6.3 Storage

When not in use, store the earbuds in their charging case to protect them and keep them charged. Store the case in a cool, dry place away from extreme temperatures and direct sunlight.

7. TROUBLESHOOTING

Problem	Possible Solution

Problem	Possible Solution
Earbuds not pairing	- Ensure earbuds are charged. - Turn off Bluetooth on your device and turn it back on. - Forget "Soundstream h2GO" in your device's Bluetooth settings and try pairing again. - Place earbuds back in the case, close it, wait a few seconds, then open to re-enter pairing mode.
Only one earbud working	- Ensure both earbuds are charged. - Place both earbuds back in the charging case, close the lid, and then remove them together. - Try resetting the earbuds (refer to specific reset instructions if available, otherwise, re-pair).
Poor sound quality / Low volume	- Adjust the volume on both your device and the earbuds. - Ensure ear tips provide a good seal in your ear canal. - Clean the ear tips and earbud grilles. - Move closer to your paired device to avoid interference.
Charging case not charging	- Check the Micro-USB cable and power adapter for damage. - Ensure the cable is securely connected. - If using wireless charging, ensure the case is correctly positioned on the charging pad.

8. SPECIFICATIONS

- **Model:** HEQC-WT
- **Connectivity:** Bluetooth 5.0
- **Water Resistance:** IPX6 (Water & Sweat Resistant)
- **Battery Life (Earbuds):** Over 4 hours playtime on a single charge
- **Battery Life (with Charging Case):** Up to 6 additional charges
- **Charging:** Micro-USB, Qi Wireless Charging
- **Control Type:** Touch Control
- **Voice Assistant:** Siri, Google Assistant compatible
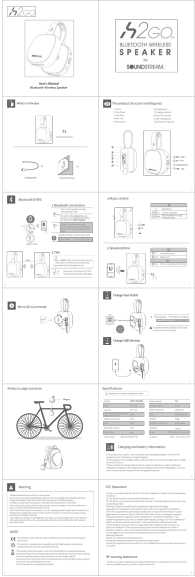- **Included Components:** Earbuds, Charging Case, Micro-USB Cable, Eartips
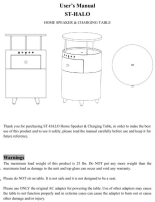- **Weight:** Approximately 1.1 pounds (total package weight)

9. WARRANTY AND SUPPORT

For warranty information or technical support, please refer to the warranty card included in your product packaging or visit the official Soundstream website. You may also contact customer service at the details

provided on the packaging or purchase receipt.

Related Documents - HEQC-WT

[h2GO Bluetooth Wireless Speaker User Manual](#)
User manual for the h2GO Bluetooth Wireless Speaker by Soundstream, detailing setup, features, specifications, and safety information.

[Soundstream BX-108Z Digital Bass Reconstruction Processor Owner's Manual & Installation Guide](#)
Comprehensive owner's manual and installation guide for the Soundstream BX-108Z Digital Bass Reconstruction Processor, detailing product features, connections, settings, specifications, and troubleshooting.

[VRCPAA-70M Software Update Guide](#)
Instructions for updating the software on the VRCPAA-70M device, including formatting a USB drive, selecting upgrade types, and performing the update.

[ST-HALO Home Speaker & Charging Table User Manual](#)
User manual for the ST-HALO Home Speaker & Charging Table by SOUNDSTREAM, detailing assembly, specifications, functions, power, Bluetooth connectivity, charging options, and TWS pairing.

[Soundstream Reserve WHD14+ Installation Guide for Harley-Davidson Motorcycles](#)
Detailed installation guide for the Soundstream Reserve WHD14+ OEM upgrade head unit, designed for 2014-2023 Harley-Davidson motorcycles. Covers removal of the original head unit and installation of the new unit, including electrical connections and handlebar integration.

[Soundstream SR2-1000 Reign Series 2-Channel Amplifier Owner's Manual](#)
This manual provides detailed information on the features, functions, installation, and troubleshooting for the Soundstream SR2-1000 Reign Series 2-Channel Amplifier.