

## awatrue EH11

# awatrue Wireless Headset User Manual

Model: EH11  
Brand: awatrue

## 1. INTRODUCTION

Thank you for choosing the awatrue Wireless Headset. This headset is designed to provide crystal-clear audio and comfortable wear for various communication needs, including remote work, call centers, and online meetings. Featuring AI noise-cancelling microphone, dual connectivity (2.4GHz USB dongle and Bluetooth), and a convenient charging base, it ensures a seamless audio experience.

## 2. WHAT'S IN THE BOX

Please check the package contents to ensure all items are present:

- awatrue Wireless Headset
- USB Dongle (2.4GHz)
- Charging Base
- USB Type-C Charging Cable
- User Manual (this document)

*Note: The product specifications mention "Blu-ray" as an included component, which appears to be an error. The actual included components are listed above.*

## 3. PRODUCT OVERVIEW

Familiarize yourself with the key features and components of your awatrue Wireless Headset.



Figure 3.1: awattrue Wireless Headset, Charging Base, and USB Dongle. The headset features an adjustable headband and microphone arm, with controls on the earcup. The charging base provides a convenient storage and charging solution, and the compact USB dongle enables 2.4GHz wireless connectivity.



Figure 3.2: Dual Connection Capability. The headset can simultaneously connect to both a computer (via USB dongle) and a mobile phone (via Bluetooth), allowing for seamless switching between devices for calls and audio.

# FEEL FREE TO WEAR

## Give You All Day Comfort



Figure 3.3: Ergonomic Design for All-Day Comfort. The awatru headset is designed with padded earcups and a lightweight frame to ensure comfort during extended periods of use.





Figure 3.4: Efficient Power Management. The headset offers approximately 30 hours of talk time on a full charge, with a rapid charging time of about 1.5 hours.



Figure 3.5: 99% AI Noise Cancellation. The advanced AI noise-cancelling microphone effectively reduces background noise, ensuring clear voice transmission in noisy environments, such as busy offices or call centers.





Figure 3.6: Versatile Charging Options. The headset can be charged conveniently using the included charging base or directly via a USB Type-C cable connected to the headset.

## 4. SETUP GUIDE

### 4.1 Initial Charging

Before first use, fully charge your headset. You can charge it using the charging base or directly via the USB Type-C cable.

1. **Using the Charging Base:** Connect the charging base to a USB power source using the provided Type-C cable. Place the headset onto the charging base, ensuring the charging pins align. The indicator light on the base will show charging status.
2. **Direct Charging:** Connect the USB Type-C cable directly to the charging port on the headset and to a USB power source.

A full charge takes approximately 1.5 hours.

### 4.2 Connecting to a Computer (2.4GHz USB Dongle)

1. Insert the USB dongle into an available USB port on your computer.

2. Turn on the headset by pressing and holding the Power button until you hear a voice prompt or see an indicator light.
3. The headset will automatically pair with the USB dongle. Once connected, you will hear a confirmation tone or voice prompt.
4. Select the headset as your audio input and output device in your computer's sound settings or communication application (e.g., Zoom, Microsoft Teams).

### 4.3 Connecting to a Device (Bluetooth)

1. Ensure the headset is turned on.
2. Activate Bluetooth on your mobile phone or other Bluetooth-enabled device.
3. Put the headset into pairing mode (refer to the headset's specific button combination for pairing, usually holding the Power button longer or a dedicated Bluetooth button).
4. On your device, search for "awatrue EH11" or a similar name in the Bluetooth device list and select it to connect.
5. Once connected, you will hear a confirmation tone or voice prompt.

*Note: The headset supports dual connection, allowing simultaneous connection to a computer via dongle and a phone via Bluetooth.*

## 5. OPERATING INSTRUCTIONS

### 5.1 Basic Controls

Function	Action
Power On/Off	Press and hold the Power button.
Volume Up	Press the '+' button.
Volume Down	Press the '-' button.
Mute/Unmute Microphone	Flip the microphone arm up to mute, down to unmute. A voice prompt will confirm "microphone on" or "microphone off".
Answer/End Call	Press the Multi-function button (usually the main button on the earcup).
Play/Pause Music	Press the Multi-function button.

### 5.2 AI Noise Cancelling Microphone

The integrated AI noise-cancelling microphone automatically filters out ambient background noise, ensuring your voice is clear and distinct to the listener. This feature is always active when the microphone is in use.

### 5.3 Dual Connectivity

The awatrue headset can maintain connections with two devices simultaneously (e.g., a computer via USB dongle and a smartphone via Bluetooth). This allows for seamless transitions between calls on different devices without needing to re-pair.

## 6. MAINTENANCE AND CARE

- Clean the headset regularly with a soft, dry cloth. Do not use abrasive cleaners or solvents.
- Avoid exposing the headset to extreme temperatures, humidity, or direct sunlight.
- Store the headset on its charging base or in a safe place when not in use to prevent damage.
- Do not attempt to disassemble or modify the headset, as this will void the warranty.



## 7. TROUBLESHOOTING

If you encounter issues with your headset, please refer to the following common solutions:

Problem	Possible Solution
No audio from headset	Ensure the headset is powered on and charged. Verify the headset is connected to your device (check dongle connection or Bluetooth pairing). Check your device's sound settings to ensure the headset is selected as the output device. Increase the volume on both the headset and your device.
Microphone not working	Ensure the microphone arm is flipped down (unmuted). Check your device's sound settings to ensure the headset is selected as the input device. Test the microphone in a different application or on another device.
Headset not pairing/connecting	Ensure the headset is in pairing mode (for Bluetooth). Restart the headset and the device you are trying to connect to. For USB dongle, try a different USB port. Clear previous Bluetooth pairings on your device and try again.
Short battery life	Ensure the headset is fully charged before use. Check if the charging base or cable is functioning correctly. Battery performance may degrade over time with extensive use.

## 8. SPECIFICATIONS

Feature	Detail
Model Name	EH11
Brand	awatrue
Connectivity Technology	Wireless (2.4GHz USB Dongle, Bluetooth)
Wireless Communication Technology	Bluetooth
Form Factor	On Ear
Noise Control	Active Noise Cancellation (AI Noise Cancelling Microphone)
Color	Black
Item Weight	1.43 pounds
Package Dimensions	8.39 x 7.44 x 3.27 inches
Batteries	1 A batteries required (included)
Frequency Range	3000 to 20,000 hertz
Charging Time	Approx. 1.5 hours
Talk Time	Approx. 30 hours

## 9. WARRANTY AND SUPPORT

9.1 Warranty Information

The awattrue Wireless Headset comes with a standard manufacturer's warranty. Please refer to the warranty card included in your package for specific terms and conditions. This warranty covers defects in materials and workmanship under normal use.

9.2 Customer Support


For technical assistance, troubleshooting, or warranty claims, please contact awattrue customer support:

- **Email:** [support@awattrue.com](mailto:support@awattrue.com)
- **Online Support:** Visit the official awattrue website for FAQs and additional resources.



Figure 9.1: Contact awattrue support via email for assistance.

Related Documents

	<p><a href="#">Awattrue EH05-U ENC Computer Headset User Guide</a></p> <p>User guide for the Awattrue EH05-U ENC Computer Headset, providing setup instructions, troubleshooting tips, and customer service information for this AI-powered noise-cancelling headset.</p>
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