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> KONNAO BH369A Bluetooth Headset Instruction Manual

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Model: BH369A

INTRODUCTION

Thank you for choosing the KONNAO BH369A Bluetooth Headset. This wireless headset is designed for professional use, featuring AI noise-cancelling technology, Bluetooth 5.3 connectivity, and a convenient charging station. This manual provides detailed instructions for setup, operation, maintenance, and troubleshooting to ensure optimal performance.



Image: The KONNAO BH369A Bluetooth Headset, showcasing its design and included accessories like the charging base and USB dongle.

SETUP

Package Contents

- KONNAO BH369A Wireless Headset
- USB Dongle
- Charging Station
- USB-C Charging Cable

- User Manual

Charging the Headset

Before first use, fully charge the headset. The headset offers two charging methods:

1. **Using the Charging Base:** Place the headset onto the charging base. Ensure the charging contacts align. The LED indicator on the base will show charging status.
2. **Using the USB-C Cable:** Connect the USB-C cable directly to the headset's charging port and to a USB power source (e.g., computer, wall adapter).

A full charge takes approximately 2 hours and provides up to 40 hours of continuous talk time.

Two Different Charging Methods

The infographic is split into two vertical panels. The left panel, titled 'Cable charging', shows a black headset connected to a USB-C cable. The cable is plugged into a white wall outlet. A circular inset provides a close-up of the headset's charging port and the cable's connector. The right panel, titled 'Exclusive charging base', shows a hand placing the headset onto a black charging dock. A blue light emanates from the dock's contact point. To the right of the panels, two icons are listed: a battery icon with a lightning bolt and a USB symbol next to '2H Charging time', and a gear icon with a circular arrow next to '40H Working time'.

2H
Charging time

40H
Working time

Cable charging

Exclusive charging base

Image: The headset can be charged directly via a USB-C cable or conveniently placed on its dedicated charging base.

Connecting the Headset

The KONNAO BH369A headset supports dual-mode connectivity: Bluetooth 5.3 and USB Dongle.

1. Connecting via USB Dongle (Plug-and-Play)

1. Insert the USB dongle into an available USB port on your computer.
2. The LED indicator on the dongle will flash blue and red alternately, indicating pairing mode.
3. Turn on your headset. It will automatically attempt to connect to the dongle.
4. Once connected, the LED indicator on the dongle will turn solid blue.
5. **PC Connection Settings:**
 - Go to your computer's Sound Settings.
 - Set "BH369A-Dongle" as the default input and output device.

6. Conference Software Settings (e.g., Zoom, Teams, Skype):

- Open your conference software and navigate to its Audio/Video settings.
- Select "BH369A-Dongle" as your microphone and speaker device.

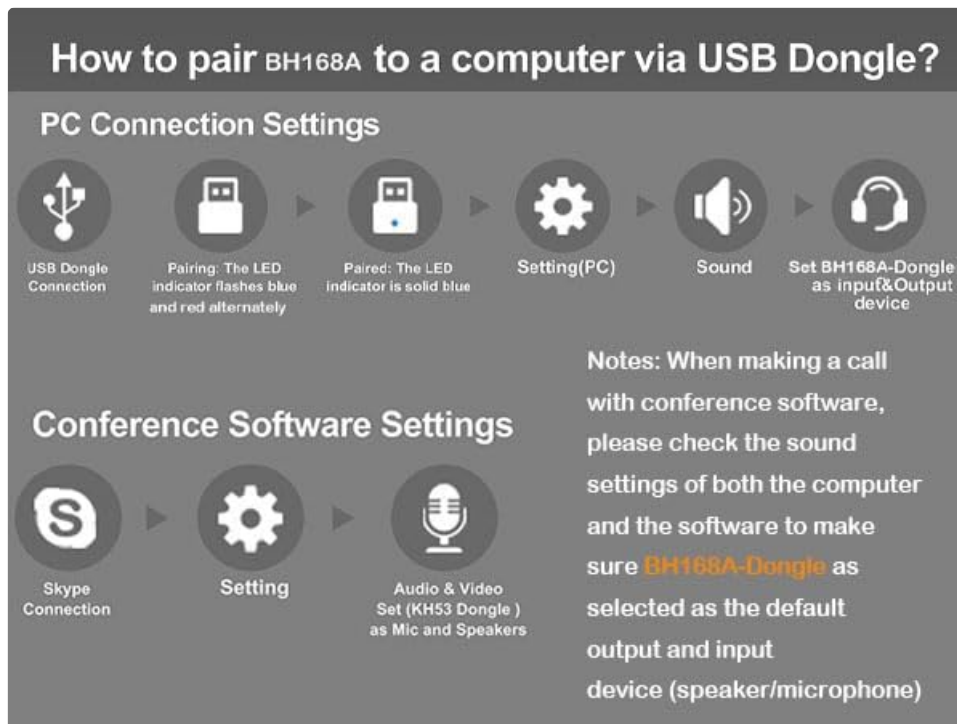


Image: Step-by-step guide for connecting the headset to a computer using the USB dongle and configuring audio settings for PC and conference applications.

2. Connecting via Bluetooth 5.3

1. Ensure the headset is charged and powered off.
2. Press and hold the Multi-Function Button (MFB) on the headset until the LED indicator flashes blue and red alternately, indicating pairing mode.
3. On your device (smartphone, tablet, Bluetooth-enabled computer), go to Bluetooth settings and enable Bluetooth.
4. Search for available devices and select "KONNAO BH369A" from the list.
5. Once paired, the headset's LED indicator will turn solid blue or flash blue slowly.

Wireless 5.3 or USB Dongle

Latest wireless 5.3 technology and with a USB dongle,
no extra hassle to connect to devices
without wireless function



Image: The headset offers flexible connectivity via Bluetooth 5.3 or the included USB dongle, compatible with various devices.

OPERATING INSTRUCTIONS

Headset Controls

Easy to Use



Image: Detailed view of the headset's controls and features for easy identification and use.

• Multi-Function Button (MFB):

- Press and hold for 3 seconds: Power On/Off.
- Short press: Play/Pause music, Answer/End call.
- Double press: Redial last number.
- Press and hold for 2 seconds during an incoming call: Reject call.

• Volume + / - Buttons:

- Short press: Adjust volume up/down.

- Long press: Next/Previous track (music mode).

- **Microphone Mute Switch:** Located on the microphone boom. Flip up to mute, flip down to unmute.
- **LED Indicator:** Displays power, pairing, and charging status.

AI Noise Cancellation

The KONNAO BH369A features advanced AI noise-cancelling technology that effectively eliminates up to 99.6% of ambient background noise. This ensures your voice is transmitted with clarity, making it ideal for busy office environments, call centers, or remote work.



Image: Visual representation of the headset's AI noise cancellation capabilities, ensuring clear communication.

Universal Compatibility

The headset is universally compatible with major Unified Communications (UC) platforms such as Zoom, Microsoft Teams, Skype, Google Meet, WebEx, and FaceTime. This ensures seamless integration into your existing work setup.

MAINTENANCE

Cleaning

- Wipe the headset and charging base with a soft, dry, lint-free cloth.
- Do not use abrasive cleaners, solvents, or aerosol sprays.
- Avoid getting moisture into any openings.

Battery Care

- To prolong battery life, avoid fully discharging the headset frequently.
- Store the headset in a cool, dry place when not in use for extended periods.
- Charge the headset regularly, even if not used, to maintain battery health.

TROUBLESHOOTING

Problem	Possible Solution
Headset does not power on.	Ensure the headset is fully charged. Press and hold the MFB for 3 seconds.
No sound or poor sound quality.	Check device volume and headset volume. Ensure the headset is correctly paired/connected. Verify "BH369A-Dongle" or "KONNAO BH369A" is selected as the default audio device in your computer's sound settings and conference software. Re-pair the headset with your device or re-insert the USB dongle.
Microphone not working.	Check if the microphone mute switch is in the unmute position. Ensure "BH369A-Dongle" or "KONNAO BH369A" is selected as the default microphone input device in your computer's sound settings and conference software. Adjust the microphone boom closer to your mouth.
Headset disconnects frequently.	Ensure the headset is within the operating range of your device/dongle. Minimize interference from other wireless devices. Re-pair the headset.

SPECIFICATIONS

Feature	Detail
Model Name	BH369A
Connectivity Technology	Wireless (Bluetooth, USB)
Bluetooth Version	5.3

Feature	Detail
Noise Control	AI Noise Cancellation (Microphone), Passive Noise Cancellation (Earcup)
Battery Life	Up to 40 Hours (Talk Time)
Charging Time	Approximately 2 Hours
Included Components	Wireless Headset, USB Dongle, Charging Station
Compatible Devices	Laptops, Desktops, Mobile Phones
Ear Placement	On Ear
Item Weight	12 ounces

WARRANTY INFORMATION

For warranty details, please refer to the documentation included with your purchase or visit the official KONNAO website. Keep your proof of purchase for warranty claims.

CUSTOMER SUPPORT

If you encounter any issues or have questions regarding your KONNAO BH369A Bluetooth Headset, please contact KONNAO customer support through their official website or the retailer from whom you purchased the product.