



EKSA Telecom H12E Environmental Noise Canceling USB Headset with Microphone User Manual

[Home](#) » [EKSA Telecom](#) » EKSA Telecom H12E Environmental Noise Canceling USB Headset with Microphone User Manual 

EKSA Telecom H12E Environmental Noise Canceling USB Headset with Microphone User Manual



Contents

- [1 Specification](#)
- [2 Operating Instruction](#)
- [3 Button Function](#)
- [4 Headphone FAQ](#)
- [5 Limited Warranty](#)
- [6 Documents / Resources](#)
 - [6.1 References](#)
- [7 Related Posts](#)

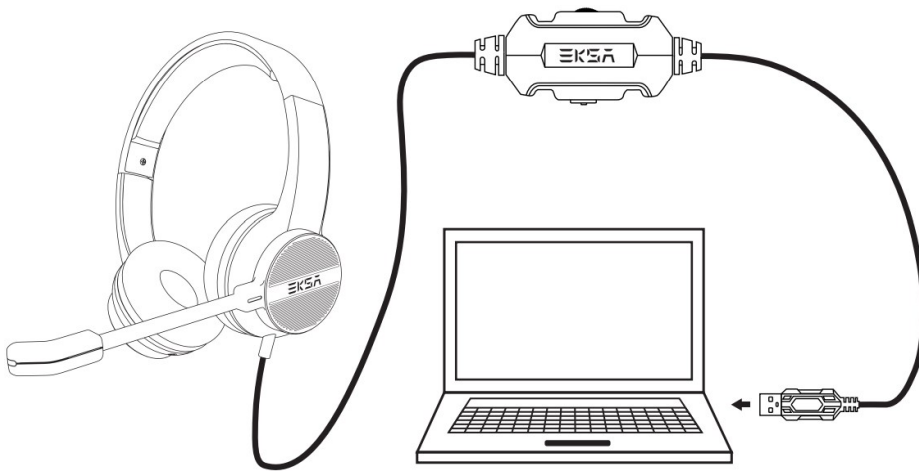
Specification

Headphones	
Weight	160±10 g
Cable Length	2100±5%mm
Plug	USB plug
Microphone	
Directivity	Unidirectional
Frequency response	100Hz-5000Hz
Working voltage	1.5-3.3V
Sensitiveness	-38±3dB
Drivers	
Diameter	40 mm
Sensitiveness	115dB±3dB
Rated power	10MW
Maximum power	20MW
Impedance	32Ω±15%
Frequency response	20Hz-20KHz

Operating Instruction

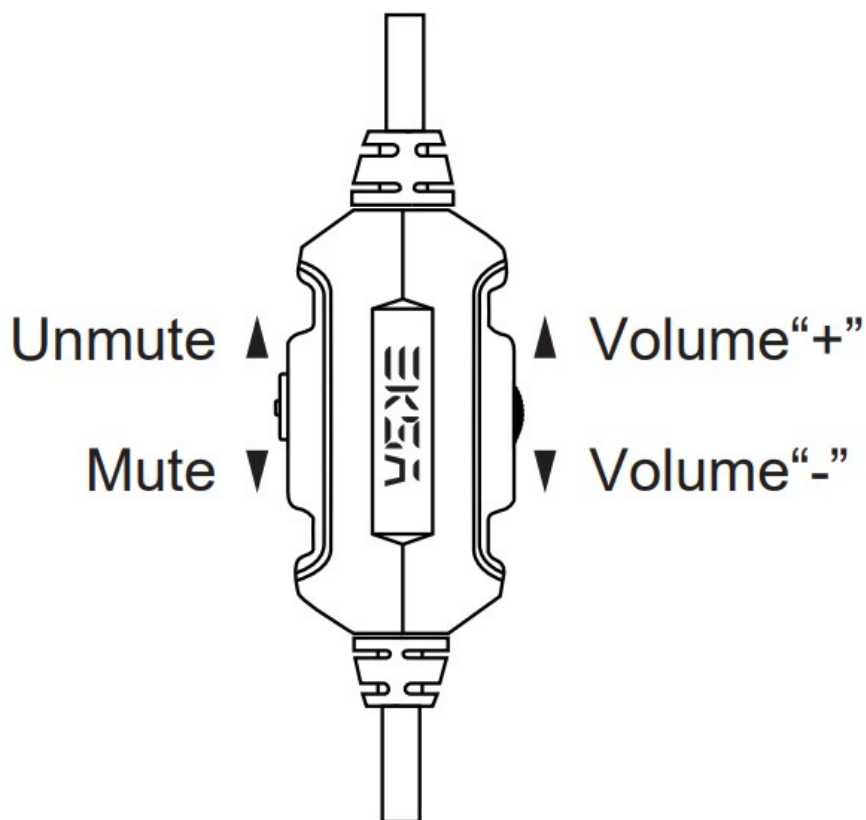
Connect Computer

1. Plug directly the USB into the computer's USB port, the headset can use automatically, plug in and play, no driver installation needed.



2. Check the audio setting, ensure the PC online calls speaker and microphone have been set to EKSA H12E Environmental Noise Canceling USB Headset. PC audio settings of Windows 7 and Windows 8 Switch to "control panel" – "sound" – "play", and set the item to default communication device. PC audio settings of Windows XP Switch to "control panel" -> Sound and audio device, Select "audio setting" then select "sound play", and set to EKSA H12E USB headset.
3. Can make a call or voice chat by network app.

Button Function



- **Volume Control**

Volume up and down: simply adjust the scroll wheel up and down to increase or decrease the volume.

- **Speaker mute**

Push and Slide the button switch up to the mute mark on wired remote shutter, you can use the mute function.

- **Adjust the microphone**

Bend the microphone tube, then make the tube aim at your mouth to gain best voice clarity

Headphone FAQ

- I can't hear the voice from an other side or the music is soundless while playing Possible causes and Solutions:
- Check the controller on the cable, please adjust the volume.
- Check that your external speakers are still supplied with power and there have no loose connector. when you are using a laptop, you may have accidentally turned off the sound switch. Pay attention to the loudspeaker symbol on the respective key.
- Check whether the sound is switched on in the system tray at the bottom right next to the loudspeaker symbol. When the sound is off, you'll see a red circle icon here. If the sound is switched on, the controller may be lowered to Zero. Click on the loudspeaker symbol in the system tray and, if necessary, lift the controller upwards.
- Check the audio settings of your computer to see whether you have selected EKSA H12 Telecom Headset as the input device.
- nother side cannot hear my voice Possible causes and Solutions: Maybe you've turned off the microphone.Press the switch to turn on microphone. Maybe the microphone lever is misaligned.Adjust the microphone lever to come closer to your mouth. Maybe you haven't default the EKSA H12E USB Headset for audio device on PC
- For Windows XP system : Switch to "Control Panel" -> "Sound and Audio Device" -> "audio" choose your earphone for the default audio device.
- For Windows Vista and Windows 7 systems: Switch to "Control Panel" and select "Audio" To highlight earphone, please select "Default Setting" in the list, then select "Default Communication Device", and click "OK".
- For Mac OS X system : Choose Apple menu, and enter "System Preference" -> "audio" ->"Output"/ Select your earphone EKSA H12E for "Audio Output Device".

The sound from the earphone is distorted, and I hear echoes from it

Possible causes and Solutions:

- Turn down the volume of online calls until the sound distortion is solved.
- If you hear your own voice echoed during voice calls, the echo cancelling function is not working properly on the other person's device and the sound from the earpiece is sent back to you through the microphone. advise the person you are talking to set his device as below, under "Settings> About Threema> Troubleshooting" to change the "Echo Suppression" (from "Software Echo Suppression" to "Hardware Echo Suppression" or vice versa).
- Another earphone for playing music doesn't work Possible causes and Solutions: Maybe EKSA USB earphone has been set as the default audio device.
- For Windows XP System: Switch to" Control Panel" -> " Sound and Audio Device" -> " Audio". Set your selected device as default device in "Audio Playing".
- For Windows Vista and Windows 7 System: Switch to" Control panel" and select" audio". lb highlight the device you select, please select" Default Setting" in the list,and click" OK".
- For Mac OS X system: Choose Apple menu, and enter" System Preference" and click" Audio".
- The sound is loud even though in the minimum volume. Possible causes and Solutions: Turn down the volume of online calls or the media players on your PC.

- All the buttons on remote shutter are infeasible The USB Headset will no longer power on when the PC is in standby or hibernation mode. Please ensure that your PC keeps on.

Limited Warranty

Our friendly customer service team are ready and waiting to help. Here is how we can connect:

GLOBAL: +852 6940 4955 (Mon to Fri 9:00 am-6:30 pm, UTC +8 HKT)


INDIA: +91-8929-369-620 (Mon to Fri IST 9:30 am-5:30 pm)

GLOBAL: info@eksatelecom.net

INDIA: support@eksa.co.in

www.eksatelecom.com/pages/warranty

Documents / Resources

 <p>Eksa Telecom H12E</p> <p>Environmental Noise Canceling USB Headset with Microphone</p>	<p>Eksa Telecom H12E Environmental Noise Canceling USB Headset with Microphone [pdf]</p> <p>User Manual</p> <p>H12E Environmental Noise Canceling USB Headset with Microphone, H12E, Environmental Noise Canceling USB Headset with Microphone, Noise Canceling USB Headset with Microphone, USB Headset with Microphone, Headset with Microphone, Microphone</p>
--	---

References

- [Warranty – EKSAtelecom](#)

[Manuals+.](#)