

尺寸：130*100mm



Tips For Troubleshooting



1. Why I can't get the headphones turned on when I received them at the first time?

Maybe the battery is run out during long-time storage. Please charge them before first use.

2. How to restore factory settings?

Please press the volume "+" button until the Led indicator flashes red and blue alternatively, and then hold the multifunction button and volume "-" button at the same time for factory reset. The factory setting is finished after the led indication flash fuchsia twice and then off.

3. I'm hearing impaired and can I wear it without my hearing aid?

Yes, bone conduction headphones are suitable for the elderly or hearing impaired to watch TV, listing music/radio and make phone calls, but poor effective for aging ear nerve; please make sure you can hear the sound of your teeth and teeth colliding.

4. The reminder voice in my headphones is Chinese, how to change it into English?

Please switch the Chinese and English language easily by the following steps:

- (1) Firstly press the volume "+" button to enter Bluetooth pairing model.
- (2) Then press the volume "-" button twice in succession and quickly.

5. My headphones does not appear to be compatible with my phone, what should I do?

Usually our headphones can be compatible with any Bluetooth devices. If sometimes they can't be connected with your phone, that is maybe the Bluetooth recognition is confused caused by multiple connections.

In this case, please try as following:

- 1) Firstly please clear all Bluetooth connection records on your phone and then turn off the Bluetooth menu.
- 2) Then press the volume "+" button on the headphones to enter Bluetooth pairing model.
- 3) Open the Bluetooth menu on your phone again, search and select "EKEN". The headphones will get connected with your phone successfully.

6. Why my headphones can connect with my iphone automatically but I can't get it connected with other cell phones?

If you already have it paired with a different device, please try to make it forget the first device (clear the Bluetooth connection records on your phone) and then try to pair it with your other cell phones.

7. Why my headphones recently began disconnecting then reconnecting (1 beep then 2 beep) with Bluetooth several times. Any suggestions to remedy?

The Bluetooth recognition of your headphones is prone to confusion if there are more than 5 Bluetooth devices connected on your Phone. Our suggestion is as following:

- 1) Clear all the other Bluetooth record and close the Bluetooth menu on your phone firstly
- 2) Pressing the volume "+" button on the headphones to enter Bluetooth pairing model
- 3) Open the Bluetooth menu on your phone again, get the headphones connected with your phone after you found "EKEN" on Bluetooth menu and selected it.

At last, if the suggestion doesn't work, you will need to restart your phone after doing the following above.

8. Why are the sponge earplugs included in the package? Under what circumstances are they advised to be used?

In noisy environment or if you don't want to be disturbed by others, you can use the sponge earplugs, which will make the sound more clear and louder.

9. It is hard to hear even at max volume, how to solve it?

Firstly please adjust the headphones to stay on the right place (temporal bone near your ears). If you feel the sound is not loud enough, please turn up the volume of your phone firstly and then turn up the volume of your headphones.

In addition, we suggest you to use the sponge earplugs if you are in noisy environment, which will also make the sound clearer and louder.

10. Why people I am talking to on video calls / phone calls hear a lot of echoes from my end but the sound was clear when I am listening to videos?

The volume of the microphone in your headphones is too loud so your voice echoes back to the people you are talking. In this case, you just need to turn down the volume a little on your phone.