

WIRELESS GAMING HEADSET

HW20

Package Contents



Wireless
Gaming Headset*1



2.4GHz USB
Dongle*1



User Manual*1



Charging Cable *1

Product Features

- ✓ Immerse Yourself in Perfect Sound: Dive into stereo surround audio for an unparalleled audio experience.
- ✓ Versatile Connectivity: Seamlessly switch between Bluetooth and 2.4GHz dongle modes.
- ✓ Ultra-Low Delay: Delight in low latency for precise, immersive audio.
- ✓ Ultimate Comfort: Lightweight, foldable, and ergonomic design ensures extended comfort during use.
- ✓ Gaming Without Limits: Enjoy up to 50 hours of playtime with just a 3 hours fast charge.
- ✓ RGB lighting syncs with the mic: lights on when the mic is on, off when the mic is off.
- ✓ Continuous Enjoyment: Listen to music or game without interruption while charging.

Before Using: Charging

1. Before using the wireless gaming headset for the first time, please charge it for at least 2 hours.
2. When the battery level falls below 10%, you will hear a “Low Battery” voice prompt.
3. The red LED will indicate that the wireless headset is charging. Once fully charged, the LED will turn green.
4. Please refrain from using high-power or low-quality chargers to charge the gaming headsets.

Product Overview



Microphone on / off --- Single click;
Voice prompt: "Microphone on"/"Microphone off"



Turn on/off --- Long press 3s;
Voice prompt: "Power on"/"Power off"
Play/Pause --- Single click
Answer/Hang up call --- Single click;
Voice prompt: "Di Di"
Reject call --- Long press 2s;
Voice prompt: "Di ~"
Redial last call--- Double click



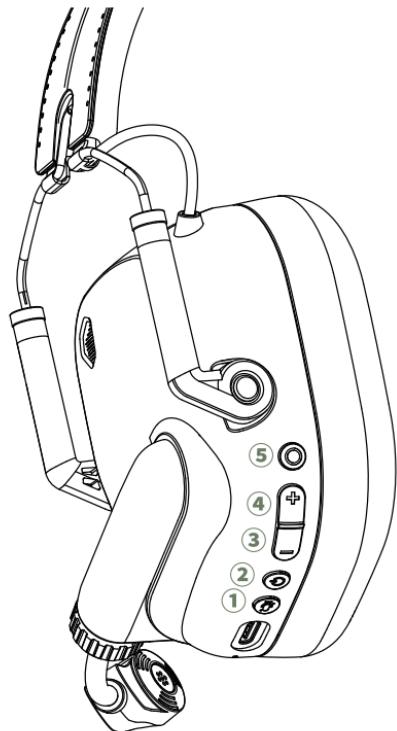
Volume down --- Single click
Previous track --- Long press 2s



Volume up --- Single click
Next track --- Long press 2s
Clear all devices --- Hold volume + and - for 6 seconds
Voice prompt: "Clear all devices"



Re-pairing Bluetooth --- Long press 3s; Voice prompt: "Pairing"with Flushing blue light
Bluetooth mode \Leftrightarrow 2.4G Dongle mode --- Single click;
Voice prompt: "Dongle Mode" ;"Bluetooth Mode"



How to use the two modes

1. Both modes are not compatible with Xbox.
2. The microphone is not available when connected to the Nintendo Switch
3. Compatible with devices: PS5, PS4, PC, Mac, laptop, mobile phone, Nintendo Switch (Bluetooth mode is not compatible with the PS4, PS5)

1. Bluetooth Mode

- Delay \leq 48ms
- Compatible with PC/Mac/Nintendo Switch/Mobile phone;
- Bluetooth mode employs 5.4 Bluetooth technology to establish a wireless connection with devices, allowing you the freedom to move while enjoying audio.

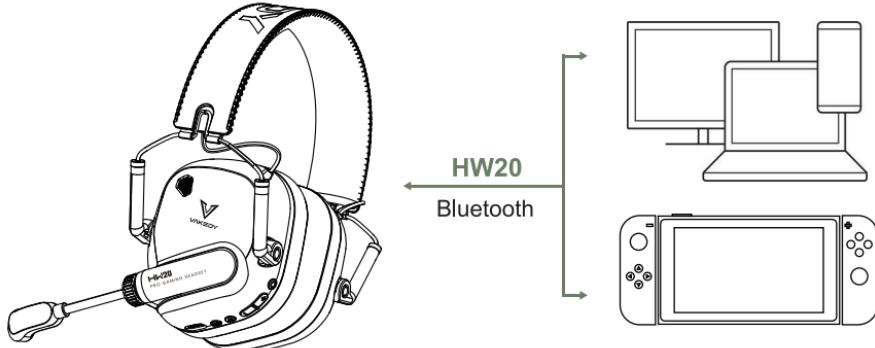
(1) Turn on the headset and enable Bluetooth on your device (Computer, Mobile phone, Mac, Nintendo Switch). Set the headset to discoverable mode, then search for new devices on your device's Bluetooth settings. When "HW20" appears in the searched device list, click on it to pair.

(2) Bluetooth mode Voice Prompt & LED Light:

"Bluetooth Mode" : Flashing Blue light

"Bluetooth Connected" : Breathing Blue light

"Bluetooth Disconnected": Flashing Blue light



2. 2.4GHz Dongle Mode

- Delay≤20ms (Ultra Low Latency)
- Compatible with PC/PS4/PS5; If you're using USB dongle to connect a Mac or Nintendo Switch, you'll need a USB-A to USB-C adapter (package not included).
- 2.4GHz wireless dongle delivers a more stable signal and reduced latency.

① Plug the USB 2.4GHz Dongle into the device's port (PC, PS4, PS5) and turn on the headset. Select HW20 as the playback device. The LED light will be green and flash while waiting for pairing.

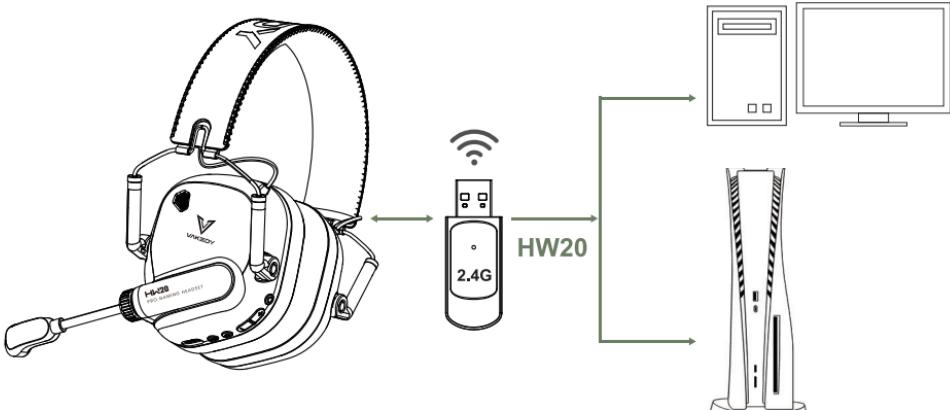
The paired device will appear as "Wireless Gaming Headset".

② 2.4G Dongle Mode Voice Prompt & LED Light:

"Dongle Mode" : Flashing Green light

"Dongle Connected" : Breathing Green light

"Dongle Disconnected": Flashing Green light



How to connect and use the device

1. PC connection settings

- Open "Control Panel" and click "All Control Panel Items."
- Right-click on "HW20" Gaming Headset and select "Set as Default Device."
- Go to the "Recording" tab, then right-click on "HW20" and select "Set as Default Device."

2. Mac connection settings

- Click on "System Preferences."
- Navigate to "Sound."
- In the "Output" tab, right-click "HW20" and select "Set as default device."
- In the "Input" tab, right-click "HW20" and select "Set as default device."

3. PS4/PS5 connection settings

- Click "Settings" on the screen.
- Go to the "Devices" tab.
- Click the "Audio Devices" tab.
- Set "HW20" as the default device for both "Input Device" and "Output Device" by right-clicking it.
- Adjust "Volume Control (Headset)" as needed.

4. Nintendo Switch connection settings

- On the home screen, select "System Settings."
- Navigate to "Bluetooth Audio."
- Long press mic for 2 sec to switch to Bluetooth mode.
- Once the "HW20" appears on the list of available devices, select it to pair.

Troubleshooting Q&A

Q: My headset keeps connecting and disconnecting. What should I do?

A:Please try these steps:

1. Check the Distance: Ensure within approximately 10 meters (30 feet) of the connected device.
2. Avoid Interference Sources: Other Bluetooth devices or wireless signals can disrupt the connection.
3. Battery Status: Ensure that your headsets have sufficient battery charge.
4. Follow the steps below to reconnect your headphones and device
 - 4-1. Power on the headset.
 - 4-2. Switch to Bluetooth mode with a single click of the mode switch button.
 - 4-3. Simultaneously press and hold the volume + and volume - buttons for more than 6 seconds to clear all devices and power off the headset.
 - 4-4. Power on the headset and pair them with your device again.
5. Contact Customer Support

Q: My Mic is no longer picking up any sound.What should I do?

A:Please try these steps:

1. Check Physical Connection: Ensure the mic is turned on and not obstructed or covered.
2. Ensure the Mic Isn't Muted.
3. Check Device Audio Settings: Verify that the mic is selected as the input device in your device's audio settings. Adjust the mic volume and gain settings if necessary.
4. Test on Different Devices.
5. Clean the Mic.
6. Isolate Sources of Interference: Identify and eliminate potential sources of interference, such as strong winds or nearby electronic devices.
7. Contact Customer Support

Q: I'm unable to charge my headsets. What should I do?

A:Please try these steps:

1. Replace the charging cable.
2. Clean the charging port.
3. Try different charging sources.
4. When inserting the charging cable, press the power button for over 10 seconds.
5. Contact Customer Support.

Warm Tips

1. To maintain normal battery life, use the product at least once every two weeks and charge the headset in time after use.
2. If there's no sound from the microphone or headset during use, it may be due to compatibility issues or improper use. Contact our after-sales service team for assistance.

Specifications

Model:HW20

Speaker Size:50mm

Sensitivity:121±3db

Frequency Range:20Hz-20Khz

Playing Time:≥50h

Battery Capacity:900mAh

Working Range:≥10M

Working Voltage:3.7V

Charging Time:3 Hours

Charging Voltage:5V/1A

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: 1) this device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Radiation Exposure Statement

This device complies with RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Warranty Policy

VAKEDY products have a 12-month limited warranty from the original purchase date. If any issues arise, please contact our support team for assistance. We're here to help you resolve any problems. For more information, visit the VAKEDY official website.

Website: <https://Vakedy.com>

Product Warranty

Dear customers:

Hello! To apply for after-sales service, please fill out the product warranty card according to your actual situation. Then send the completed warranty card back to the merchant where you purchased the product. Thank you!

1、Please tick the reason for after-sales:

Quality Style look Uncomfortable

other: _____

2、Please tick the after-sale options you need:

Replacement Repair Return

3、Please give us your valuable comments: _____

Note: Please consult the merchant for the specific after-sales address.



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