



您好！

## AT20 ANC+ENC降噪无线耳机 使用说明

尊敬的awei用户：  
感谢您选用awei产品！您的选择对于我们至关重要，这意味着awei又增加了一名新用户。希望通过我们的产品和服务，为您带来上佳的体验。也希望您在产品体验过程中，通过官方客户热线、微博、微信、等提出好的意见和建议，帮助awei不断完善产品和服务。

如果您在产品使用过程中遇到任何问题，请参照服务流程，方便、快捷地获取帮助。您的支持是我们成长的动力，您的每一次认可和评价都是对awei莫大的鼓励。谢谢！

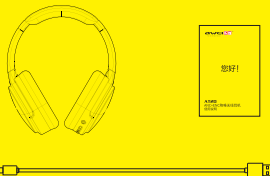
用维营销团队

### 介绍

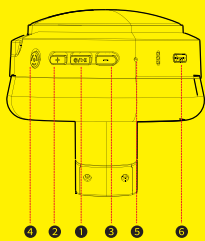
非常感谢您使用awei AT20 无线立体声头戴耳机。在使用本产品之前，请详细阅读本手册。

### 附件清单

1X 蓝牙耳机  
1X 说明书  
1X Type-C 充电线



### 按键操作说明



- 长按：开机/关机  
单击：播放/暂停/接听/挂断  
双击：来电拒接  
三击：唤醒语音助手  
五击：清除配对
- 长按：下一曲； 单击：增大音量
- 长按：上一曲； 单击：减小音量
- 长按：ANC开/关；  
单击：游戏/音乐/重低音模式切换；  
双击：空间音频开/关
- 指示灯
- Type-C 充电口

### 蓝牙耳机使用方法

#### ■ 耳机指示灯

耳机开机：蓝灯长亮1秒  
耳机关机：白灯闪烁  
耳机回连：蓝灯0.5秒/1次  
耳机配对：白蓝灯交替闪烁  
耳机配对成功：蓝灯闪烁  
音乐播放：蓝灯20秒/1次  
音乐暂停：蓝灯20秒/1次  
耳机低电压：白灯闪烁  
ANC ON/通透模式：蓝灯长亮  
ANC OFF：无灯闪  
充电中：红灯长亮  
充满电：蓝灯长亮

#### ■ 产品规格

■ 蓝牙规格  
蓝牙版本：V6.0  
支持协议：A2DP,AVRCP, HSP, HFP  
待机时间：300 h  
音乐播放时间：65h(ANC关)  
充电时间：2 h  
充电电压：DC 5V  
蓝牙工作频率：2.402G-2.480G  
环境温度：-20/+65℃  
传输距离：10m  
电池容量：800mAh/3.7V

### 安全与保养

在使用时，请阅读以下建议有助于您遵守保修条款，并延长产品的使用寿命。

- ★ 保持产品干燥，勿将产品放在潮湿的地方，以免影响产品内部电路；
- ★ 不要将产品放置在太阳直射或者高温的地方，高温会缩短电子部件的使用寿命损坏电池，使某些塑料部件变形；
- ★ 不要将产品放在过冷的地方，以免损坏内部电路板
- ★ 不要试图拆开产品，尤其是非专业人员，可能会损坏产品；
- ★ 不要跌落、强烈震动、用硬体撞击产品，以免损坏内部电路；
- ★ 不要使用腐蚀性化学制品、清洁剂清洁机器；
- ★ 不要用尖体在产品表面上乱划，以免损坏外壳和影响外观；
- ★ 不要对机器连续充电超过10小时，以免影响使用寿命；  
如产品不能正常工作，请将其送至awei的授权维修机构，工作人员会热心帮您解决问题。

声明：为提高产品性能我们会进行产品升级，本说明内容可能会有所变更，恕不另行通知，敬请谅解。感谢您的选购！

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### 产品售后服务指南

#### 一、七天包退细则

- A.包退原则：用户在awei直属专营店或经awei授权的分销店所购买的产品，自购买之日起7天内，产品未受到任何人为或外力的损害而发生的产品质量问题，厂家包退货。
- B.退货流程：用户将产品、包装和票据完整地拿到（或自费邮寄到）购买地点给卖家检测——卖家按质保鉴定规则检测，鉴定该产品实属产品质量问题——卖家退还用户购买产品时所付的费用。

#### 二、十五天包换细则

- A.包换原则：用户在awei直属专营店或经awei授权的分销店所购买的产品，自购买之日起15天内，产品未受到任何人为或外力的损害而发生的产品质量问题，厂家包换货。
- B.换货流程：用户将产品、包装和票据完整地拿到（或自费邮寄到）购买地点给卖家检测——卖家按质保鉴定规则检测，鉴定该产品实有产品质量问题——卖家为用户更换货品并开具新票据。

#### 三、十二个月包修细则

- A.包修原则：用户在awei直属专营店或经awei授权的

### 产品售后服务指南

- 分销店所购买的产品，自购买之日起十二个月内，产品未受到任何人为或外力的损害而发生的产品质量问题，厂家包修。
- B.包修流程：用户将产品、包装和票据完整地拿到（或自费邮寄到）购买地点给卖家检测——卖家按质保鉴定规则检测，鉴定该产品有产品质量问题——卖家填写产品质保卡并盖公章——卖家将产品邮寄给厂家维修——厂家维修好邮寄给卖家——卖家通知用户取货。

#### 四、质保鉴定规则

- A.无质保产品：包装盒、收纳袋、耳机夹、耳套等附属部件；  
不在三包期内的产品；非awei授权或非正规渠道所购买的产品；非awei正品；赠品；被人为损害的产品；被外力损害的产品。
- B.质保鉴定：查三包期（以票据为证）——查正品（进awei官方网站查询防伪码）——查产品损坏情况（有无明显人为造成的破损、有无被水、火、化学物品或重物损害的痕迹）——查产品质量（在符合产品使用情况下测试效果是否与产品描述相符）——查购买渠道（限厂家查证）。

### awei产品保修卡（请认真填写完整）

产品型号		条形码	
用户名字		用户电话	
用户住址			
商家名称		商家电话	
商家地址			
购买日期		报修日期	
损坏情况		维修时间	
备注			



Hello!

## AT20 ANC+ENC Noise Cancelling Wireless Headphones User Manual

Dear AWEI User,  
Thank you for choosing AWEI product. Your choice is crucial for us, which means AWEI has added a new user. Hope that we will bring you a good experience through our products and services. Also hope you will put forward good advice and suggestions by official customer hotline, Weibo and Wechat, which can help AWEI to constantly improve product and service.

If you encounter any problems when using the product, please refer to our service process for convenient and quick help. Your support gives us the impetus to grow up, and your recognition and feedback are a great encouragement to AWEI.

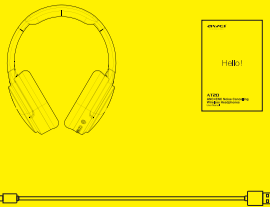
AWEI sales team

### Introduction

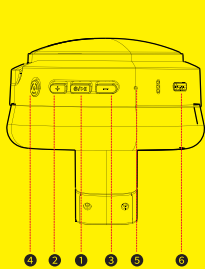
Thank you for purchasing the model AWEI AT20 Wireless Stereo Headphones. Pls read this manual before using.

### Accessories List

1X Wireless Headphone  
1X User Manual  
1X USB Charging Cable



### Overview Of Headset



- Long press: power on/off  
One click: play/pause/answer/hang up  
Double click: reject incoming calls  
Triple click: to activate the voice assistant  
Five click: to reset pairing
- Long press: next track; One click: increase volume
- Long press: previous track; One click: decrease volume
- Long press: ANC on/off;  
One click: switch between game/music/heavy bass mode;  
Double click: spatial audio on/off
- Indicator light
- Type-C charging port

### How To Use

#### ■ Headphone Indicator Light

Headphones powered on: blue light stays on for 1 second  
Headphones powered off: white light flashes  
Headphones reconnected: blue light 0.5 seconds/1 time  
Headphones paired: white and blue lights flash alternately  
Headphones paired successfully: blue light flashes  
Music playing: no light flashes  
Headphones low voltage: white light flashes  
ANC ON/transparency mode: blue light stays on  
ANC OFF: no light flashes  
Charging: red light stays on  
Fully charged: blue light stays on

#### ■ Product Specifications

#### ■ Bluetooth Specifications

Bluetooth version: V6.0  
Supported protocols: A2DP, AVRCP, HSP, HFP  
Standby time: 300 h  
Music playing time: 65h(ANC OFF)  
Charging time: 2 h  
Charging voltage: DC 5V  
Bluetooth operating frequency: 2.402G-2.480G  
Ambient temperature: -20/+65℃  
Transmission distance: 10m  
Battery capacity: 800mAh/3.7V

### Safety And Maintenance

Please read suggests below in order to helping prolong the product lifespan and clearly understand the warranty clauses.

- ★ Keep the product dry, do not put it in humid circumstance to avoid short circuit.
- ★ Do not expose it to the sun or high heat, High heating will short lifespan of electronic components, damage battery and deform some plastic parts.
- ★ Do not put it in cold circumstance to avoid damage to PCB board.
- ★ Do not attempt to take apart the product, especially non-professionals.
- ★ Do not fall, vibrate strongly, strike with hard objects, to avoid damage to inner electronic circuit.
- ★ Do not use high chemical products, detergent to clean the item.
- ★ Do not scratch the surface with sharp items to avert damaging the case and appearance.
- ★ Do not make it charging 10 hours continuously for the sake of lifespan.

If the product can not work properly, please send it to AWEI authorized maintenance agents. Our staff will help to solve the problems for you.

**Statement: In order to improve product performance we will upgrade products, the content may change without notice, pls forgive! Thank you for your purchase.**

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For more information please visit:  
www.awei.hk



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### Products after-sales service

#### 1. 7 Days Refund Policy

- A. Guarantee of Refund: Within 7 days since the date of purchase, the manufacturer promises to refund if the product bought from AWEI immediate store or authorized distributor shops is in quality problem (artificial and external force damage excluded).
- B. Refund Procedure: Please take the product, whole set of package and original invoice to (or please freight pre-paid to) the shop you bought the product for checking. The seller will check by Quality Assurance Identification Rules to clarify the problem. If yes, the seller should refund the money the user paid for the product.

#### 2. 15 Days Replacement Policy

- A. Guarantee of Replacement: Within 15 days since the date of purchase, the manufacturer promises to replace if the product bought from AWEI immediate store or authorized distributor shops is in quality problem (artificial and external force damage excluded).
- B. Replacement Procedure: Please take the product, whole set of package and original invoice to (or please freight pre-paid to) the shop you bought the product for checking. The seller will check by Quality Assurance Identification Rules to clarify the problem. If yes, the seller should replace the product and issue a new invoice to the user. Freight arrangements please check with the shop you contact.

#### 3. Twelve-Month Warranty Policy

- A. Guarantee of Maintenance: Within twelve months since the date of purchase, the manufacturer promises to offer

### Products after-sales service

- maintenance service if the product bought from AWEI immediate store or authorized distributor shops is in quality problem (artificial and external force damage excluded).
- B. Maintenance Procedure: Please take the product, whole set of package and original invoice to (or please freight pre-paid to) the shop you bought the product for checking. The seller will check by Quality Assurance Identification Rules to clarify the problem. If yes, the seller should fill warranty card with official stamp and send back to manufacturer. After repairing, manufacturer sends the product to the seller and the seller should inform the user to collect it. Freight arrangements please check with the shop you contact.

#### 4. Quality Assurance Identification Rules

- A. Quality Assurance is NOT applicable to those items: accessories like packing box, pouch, ear clip and earmuffs; product beyond warranty period; product got from unauthorized agents or informal channels; fake AWEI product; AWEI premium; artificial damaged product; external force damaged product.
- B. Quality Assurance Identification Procedure: Check warranty period (by original invoice) —— confirm original product (check security code on AWEI official website) —— check product damage (clarify artificial damage and external force like water, fire, chemicals or weight crush damages) —— check product quality (to confirm if the testing result is conform to description) —— check buying channel (subject to manufacturer's verification).

### awei Warranty Card (please fill this carefully)

Model No.		Barcode	
User Name		TEL	
Address			
Seller		Seller Tel	
Seller Add			
Date of purchase		Date for Maintenance	
Damage situation		Maintenance time	
Remark			