J.BURROWS

• • • • •

Elite HP250

Wireless Pro Headphones with Boom Mic

INSTRUCTION MANUAL

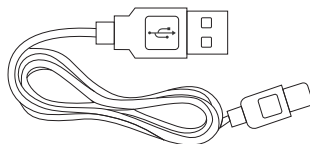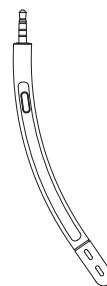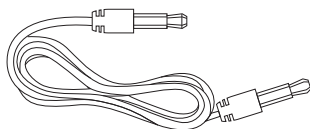**Bluetooth**®

In the box

Wireless stereo
headphones
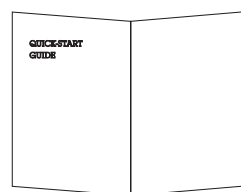
USB Type-C® Charging Cable

Boom mic

3.5mm audio cable

Instruction manual

Quick start guide

Product Specifications

Bluetooth version: V5.0

Pairing name: Elite HP250

Officeworks product code: JB19BF18

Charging voltage: USB-C 5V

Operating range: 15 metres

Working time: Up to 15 hours

Charging time: Up to 2 hours

Standby time: About 175 hours

Sensitivity: 99±3dB

Impedance: 16 ohm

Max input power: 80mW

Support: HSP, HFP, A2DP, AVRCP

Output power: 20mW

Battery capacity: 410mAh

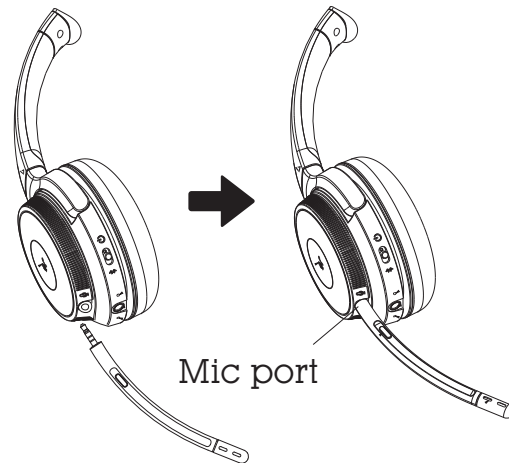Working frequency: 2.402GHz-2.480GHz

DC Input: 5V⎓1A
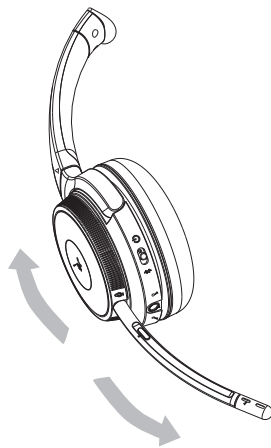
The product is compatible with Windows® 10 or later, macOS 10.10 or later, Android 10 or later, or iOS system.

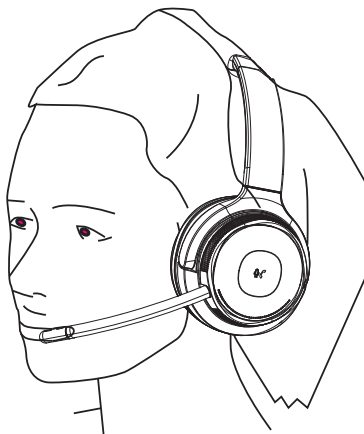1. Insert the detachable Boom Microphone into the 2.5mm port located on the headphones.

Mic port

2. The boom microphone can move to accommodate a user's preference for right side or left side wear.

3. Position the microphone to your preference.

Functions

Bluetooth on/off

Indicator light

Answer calls/
Hang up /
Mute microphone

3.5mm
AUX
Input

Previous track

Play/pause

Next track

Rotate boom mic

Built-in mic

Rotate to adjust volume

Mute boom mic

USB-C charging port

Boom mic
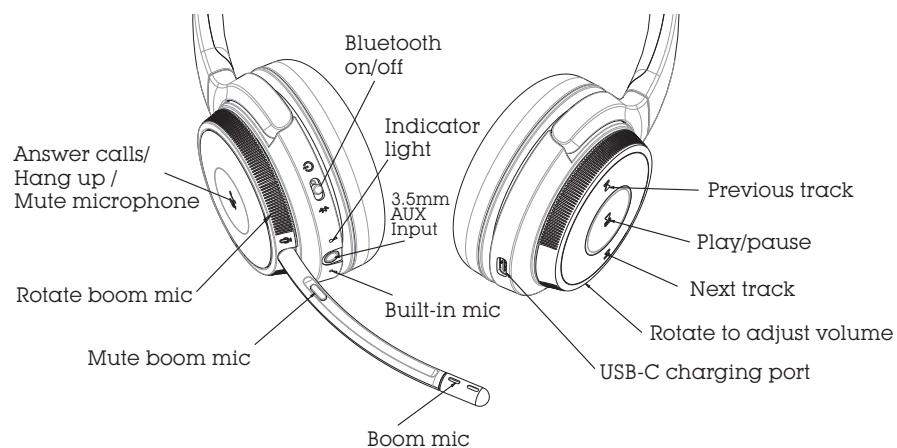
Note : When audio cable is plugged in, the headphone will be power off automatically
and all buttons will be unworkable, all functions only can be operated on mobile.

Power On

Power Off

Slide the switch to the CENTRE position

Slide the switch to the ⏻ position

Bluetooth Pairing

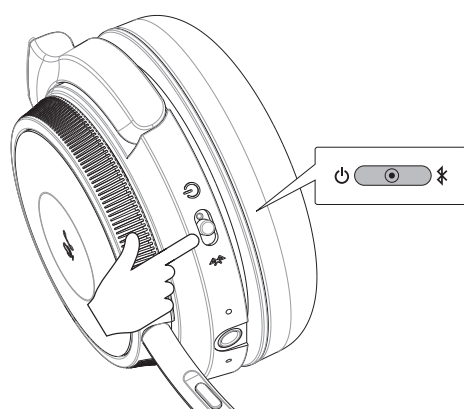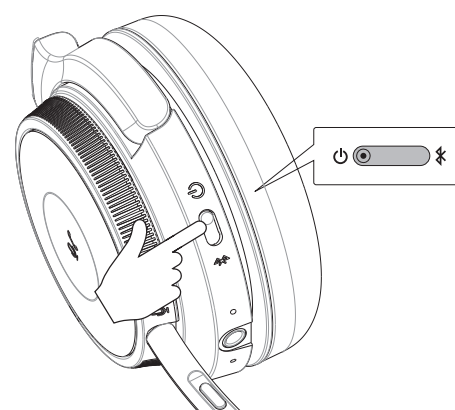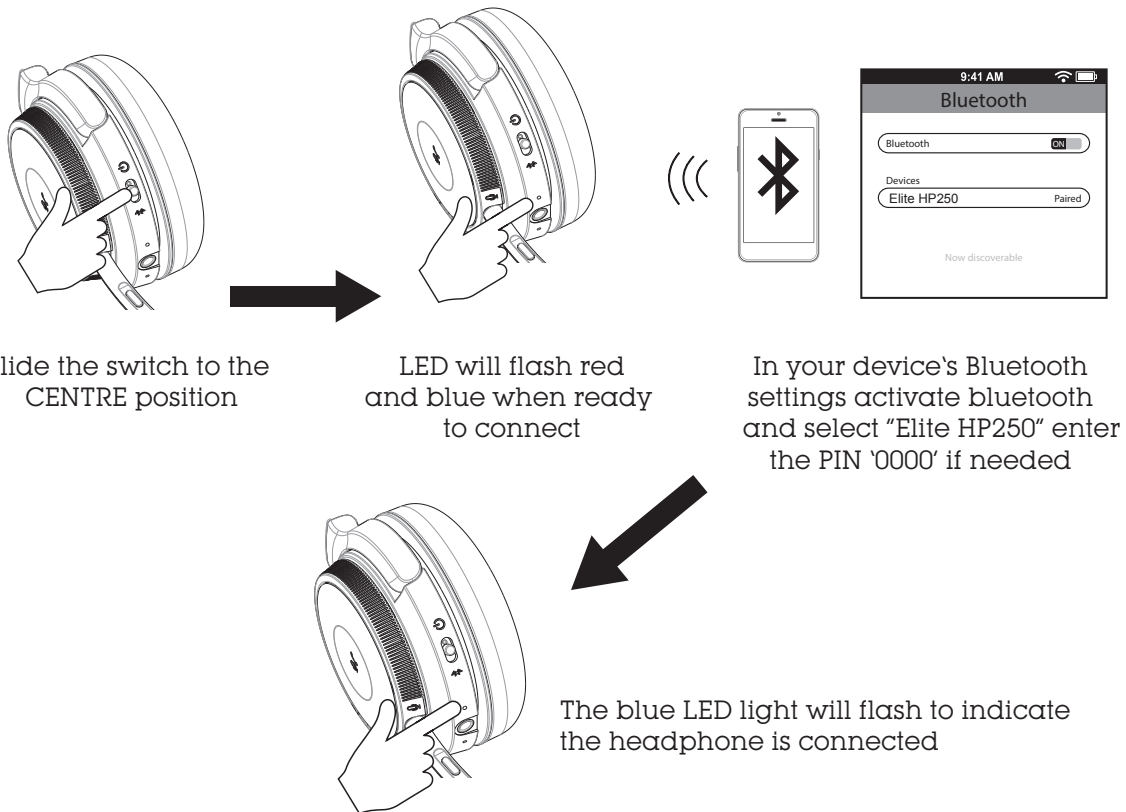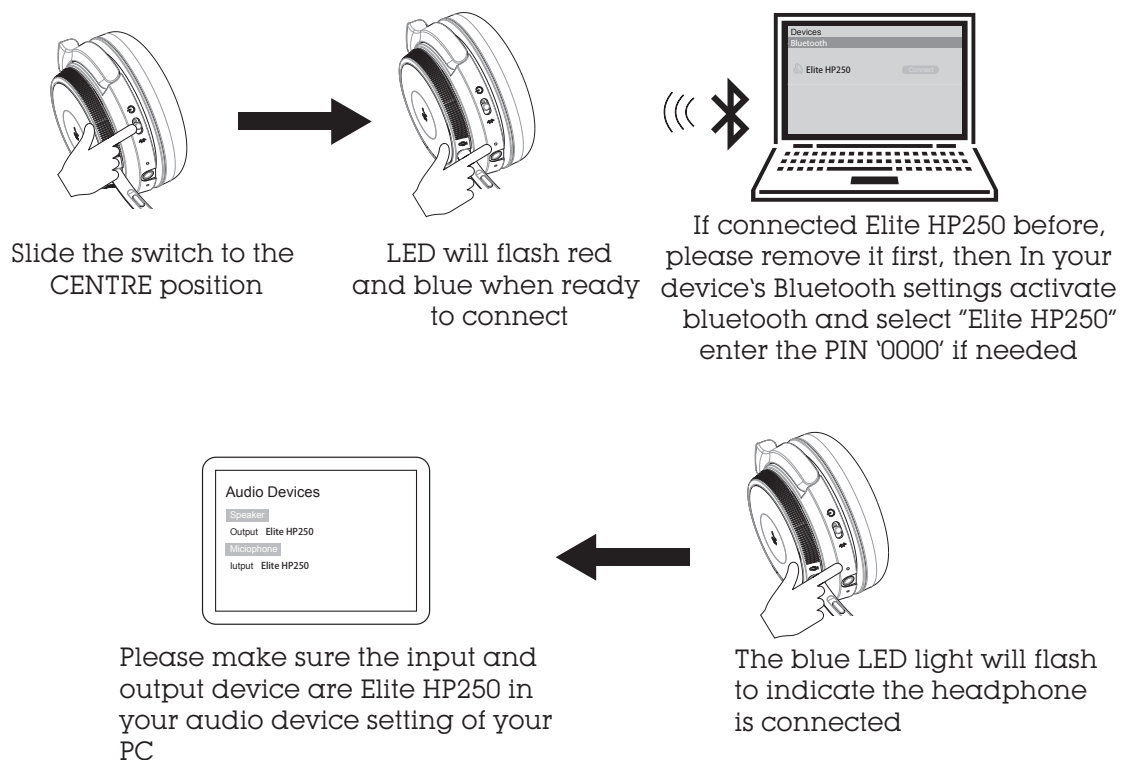How to connect with the first Bluetooth device.

Slide the switch to the CENTRE position

LED will flash red and blue when ready to connect

In your device's Bluetooth settings activate bluetooth and select "Elite HP250" enter the PIN '0000' if needed

The blue LED light will flash to indicate the headphone is connected

Connecting to a PC

PC (Bluetooth pairing)

Slide the switch to the CENTRE position

LED will flash red and blue when ready to connect

If connected Elite HP250 before, please remove it first, then In your device's Bluetooth settings activate bluetooth and select "Elite HP250" enter the PIN '0000' if needed

Please make sure the input and output device are Elite HP250 in your audio device setting of your PC

The blue LED light will flash to indicate the headphone is connected

Dual Connection

Connecting to the second Bluetooth device.

9:41 AM	🗢 🔋
Bluetooth	

Bluetooth	ON

Devices

Elite HP250	Paired

Now discoverable
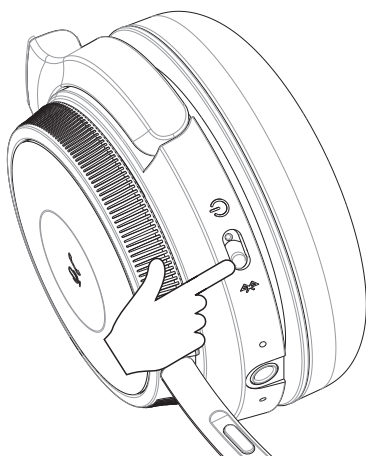
Slide the power switch to the "✳" position and hold 10 seconds until 'pairing' heard.
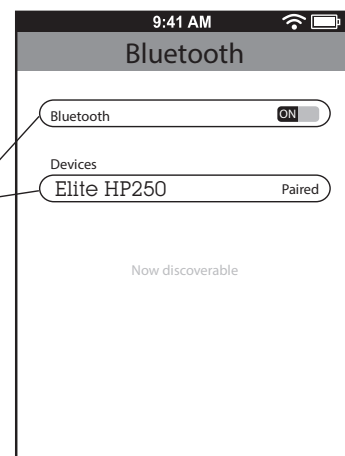
Activate "Bluetooth" in your device's settings and select "Elite HP250".
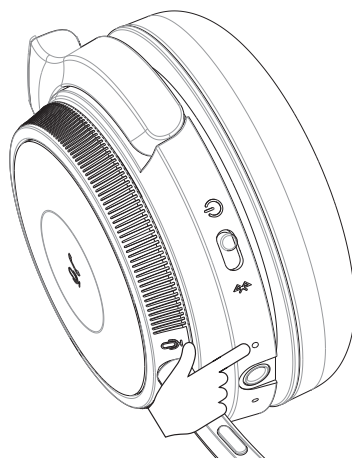
The LED will flash blue to indicate the headphone is connected, and 'connected' is heard.
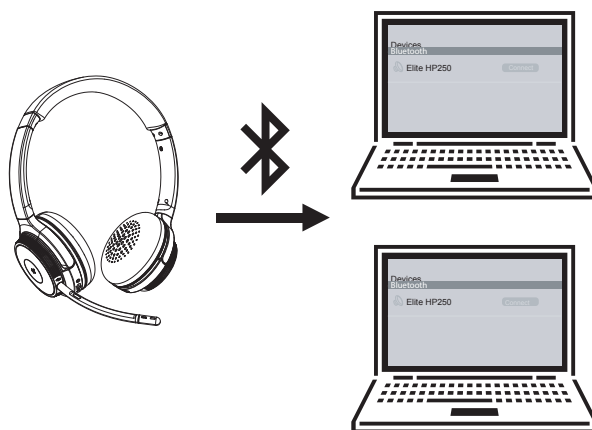
Note: Playback using certain devices may change the flashing LED to a different colour for the duration of playback.
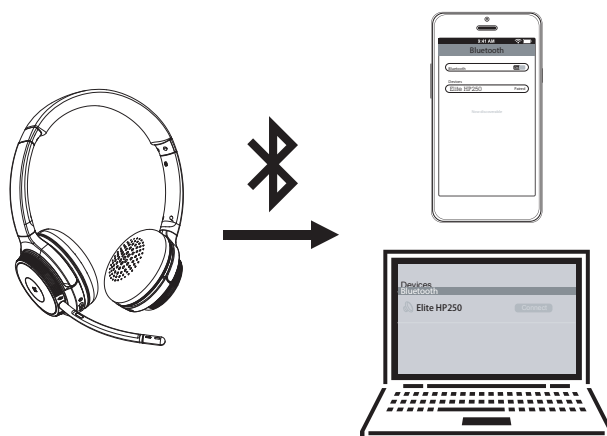
Dual connection method

1. The headphone can be connected with two mobile phone through bluetooth at the same time.
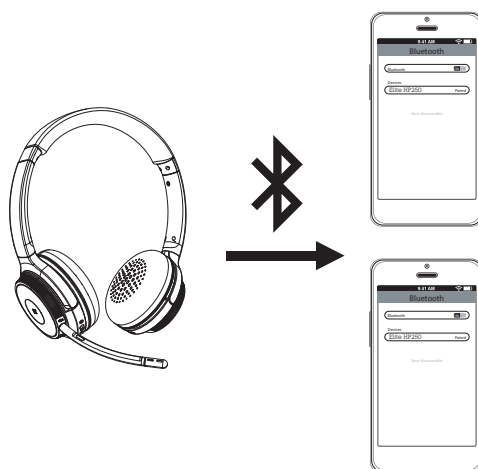
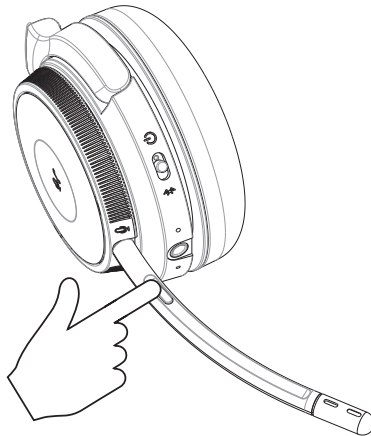2. The headphone can be connected with two PC through bluetooth at the same time.

3. The headphone can be connected with one mobile phone and one PC through bluetooth at same time.

Muting the boom mic: Long press the microphone button for 2 seconds.

Muting the internal mic: Long press call button for 2 seconds.
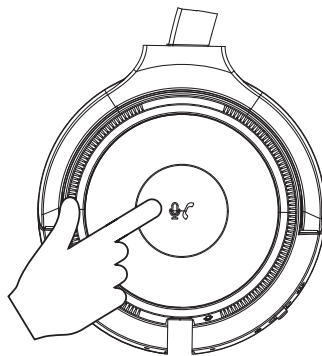
Battery status: After the headphones is powered on, press the call button briefly once to announce the current battery power 25%/50%/75%/100%.
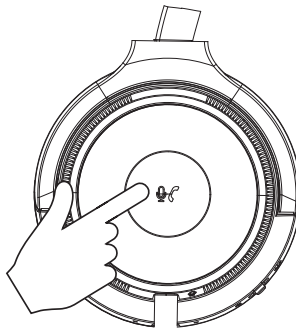
Clear pairing function: Press and hold the previous and next buttons for 10 seconds simultaneously when the headphones is powered on, the pink light will be on for 2 seconds, and the headset will enter the pairing mode.

15m

1 × Press — Answer

1 × Press — Hang up

2 × Press — Decline

Press 2 ×

Phone virtual assistant

Charging

Plug USB-C cable into computer's USB port

Plug USB-C cable into USB wall charger
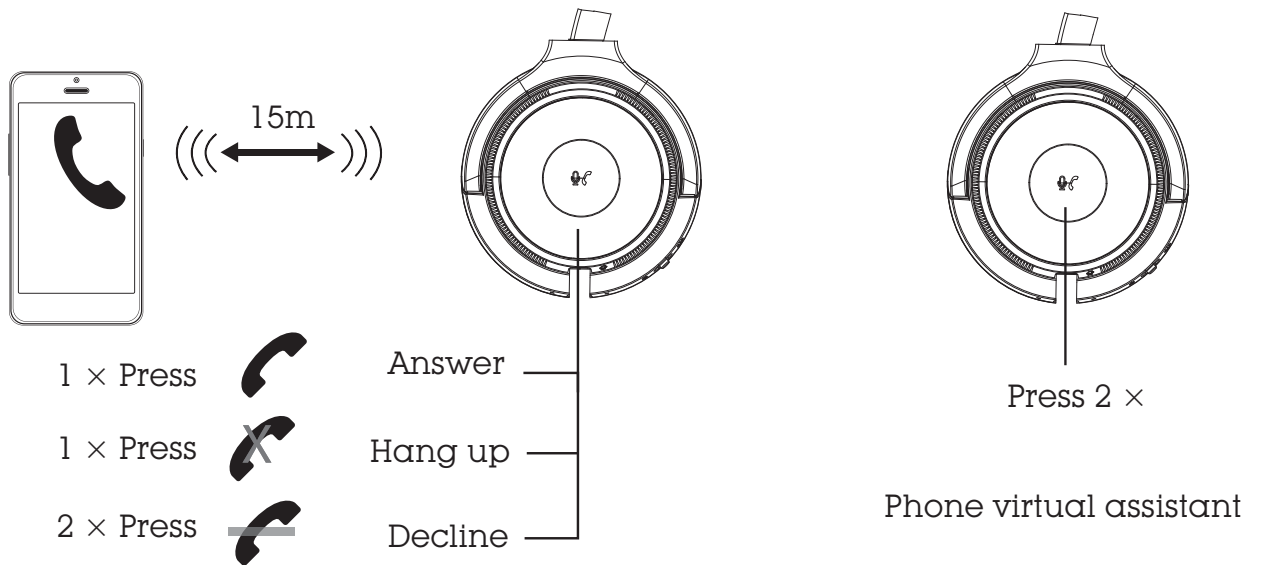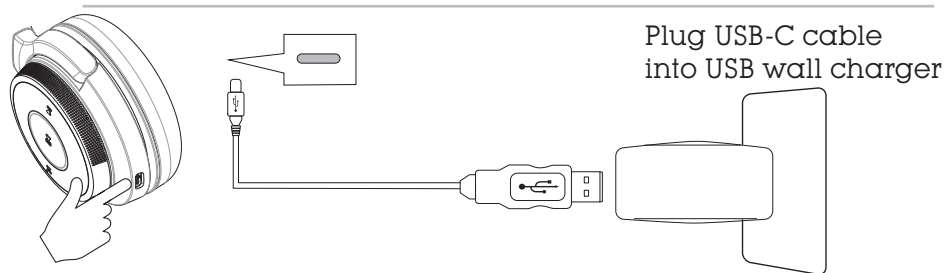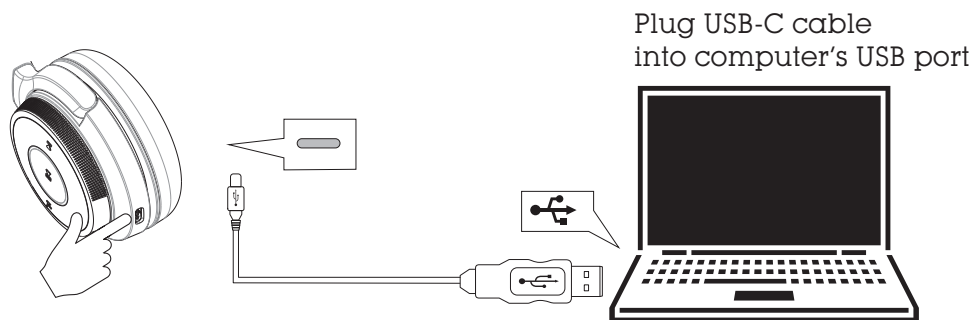
Before using the headphone for the first time, charge it for at least two hours
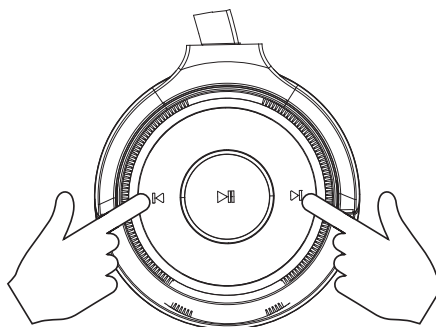
Low battery alert
When battery voltage is less than 3.3V, a voice prompt will advise there is low battery.

Charging
Red light on

Full charge
Light off

Troubleshooting

■ **Headphones will not turn on**
- Ensure headphones are fully charged before turning it on.

■ **My mobile device is unable to find the Bluetooth headphones**
- Check that the headphones is in pairing mode (blue/red indicator lights flashing).
- Remove"Elite HP250" from Bluetooth settings list and setup again.
- If still not found, please restart the headphones and phone and try again.

■ **After successfully pairing, headphones disconnect**
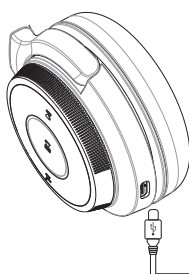- Check the battery level and recharge if low.
- Ensure headphones are within 15 metres of mobile device and free of obstructions.
- The connection may be affected by obstructions such as walls or other electronic devices. Try moving closer to the device you are connecting to.

■ **When answering a call, I cannot hear anything**
- Ensure the mobile device is connected to headphones and not on speakerphone mode.
- Increase the volume on your mobile device.

■ **Sound not coming through headphones or faint in calls when connected with your PC by Bluetooth**
- Trying to restart the Bluetooth headphone.
- Check if the microphone is in unmuted status.
- Ensure the input/output device is listed as JB19BF18 in your audio device setting of your PC and (if needed) the program you're using.

■ **Headphones will not charge**
- Check whether the charging cable is functional.
- Ensure the USB-C charging cable is fully inserted in the headphones and charging port.
- Ensure the charging cable and wall charger are functional.

■ **Do not expose the device to water or attempt to disassemble the device**

Officework address: Officeworks Ltd. 1 South Drive, 236-262 East Boundary Road, East Bentleigh, VIC 3165

> ⚠ **WARNING**
>
> **DO NOT CONNECT THIS CABLE TO PRODUCTS OTHER THAN ELITE HP250 WIRELESS PRO HEADPHONES. CONNECTING THIS CABLE TO OTHER DEVICES MIGHT CAUSE DAMAGE TO BOTH CABLE AND THE DEVICE.**

Product Warranty

■ **Product Warranty – valid for Australian customers only**

Officeworks Ltd warrants that this product will be free from defects and work as intended for eight years from the date of purchase by the original customer.

If the product has any defects or does not work as specified during the Warranty Period, Officeworks will, at its election and at its expense, repair or replace the product.

This warranty does not apply:

to cosmetic damage;

to damage caused by consumables used in connection with the product (such as batteries);

where the product has not been used in accordance with all provided instructions;

to damage arising from fair wear and tear;

where the product has not been subject to reasonable use;

where the product has been intentionally or negligently damaged;

if the customer has attempted to repair the product.

To make a claim under this warranty, please return your product with your receipt or proof of purchase to your nearest Officeworks store or contact 1300 633 423.

This warranty is provided in addition to any rights you may be entitled to under the Competition & Consumer Act 2010. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

))) 🦻 WARNING! TO PREVENT POSSIBLE HEARING DAMAGE, DO NOT LISTEN AT HIGH VOLUMES FOR LONG PERIODS.