

# FAQ

- Q. Device not connecting via Bluetooth
  - Check to see if the device is in pairing mode, after powering it on, only the left earbud will flash red and blue for mono mode, if connecting in stereo mode then the right earbud will also flash orange for every 2 seconds.
  - Check if the device is in the range of Bluetooth (usually 10m) and if there are any obstructions in between.
  - Check to see if the device being connected to supports Bluetooth connections
  - Check if it is a passcode issue and if so enter 0000
  - Check to see if the device being connected to does not have any software issues – Check to forget the device on Bluetooth, update the mobile software
- Q. Charging case is not charging
  - Check to see if the wire connected to the case is not broken, use other wires and also ensure that the charger being used is not of 9v or 12v as that will damage the case, the 4 lights at the bottom of the case indicate the charge status and when they are all illuminated, that means the case is fully charged.
- Q. Earbuds are not charging
  - Check to see if the earpods have been put inside the case in the right orientation, A red light on the earbud's will indicate they are still being charged. This light will go off once the earbud's have been completely charged.

- Q. Device not entering stereo mode/ stuck in mono
  - Check when both the earbuds are taken out of the charging case, a blue led will flash then they will pair to each other automatically with the left earbud flashing red and blue and the right one flashing blue every two seconds indicating that they are in stereo mode, Once L and R connect, only the L earbud's LED light will flash orange once every 5 seconds.
  - Check whether you have peeled off the plastic film. If not, the Earbuds will not touch with the charging case charging point to activate the True Wireless Earbuds.
  - Place the earbuds in the charging case and then try using them again. Check if it connects automatically.
  - Check and see if hard resetting the device works as follows
    - Firstly, Make sure that the earphones are charging in the case Take the earbuds out of the case and then power them off. Press and hold the multifunction button for 5 seconds to clear phone/media device record. Both L and R's LED light will flash white and orange. Then place the earbuds back into the case Remove the earbuds once again and power on. The earbuds will go into pairing mode. Once both earbuds have been paired successfully the R side will flash white & orange and the L piece will flash white once every 6 seconds.

- Q. The sound is distorted/low volume/low bass/low quality
  - Check if connected device does not have any equalizer settings applied.
  - Check if the problem still occurs if the device is moved closer and all obstacles in the middle are removed.
  - Check if the distortion or quality lowers at all volumes or only at high volumes.
  - Check to Check different media players and different devices and if the distortion happens on all devices or only on specific ones.
  - Check if the problem occurs at all levels of charging or only at low charging levels.
  
- Q. The device does not turn on
  - Check to see if the device has been properly charged first, A red light on the earbud's will indicate they are still being charged. This light will go off once the earbud's have been completely charged.
  - Check if the voltage of the charger is correct for the charging case and if the lights on the bottom are glowing to indicate the charge level.
  - Check by switching on the earbud' on manually, press and hold the capacitive touch control for 5 seconds, the LED light will flash blue for 2 seconds.
  - Check if the device was not subject to any mishandling, broken wires or exposed to direct sunlight or hazards like fire

- Q. The in-built controls of the device are not working
  - Check if the controls do not work while connected to another device
  - Check if the media player being used supports such controls and if they controls do not function on call or other media players
  - Check if the controls have been physically damaged or exposed to any hazards
  
- Q. Occasional disconnects/ The right earpod keeps disconnecting
  - Check if restarting the device resolves the issue.
  - Check if the same problem happens for different devices and media players.
  - Check if there are any obstructions between the earpods and the device and clear them, move the device at a closer range to the earpod and see if it still affects it.
  
- Q. If there are other exceptions in use
  - Check if restarting the device resolves the issue.
  - Place the earbud's in the charging case and then try using them again.
  - Try factory-resetting the device.

- Q. The sound output is muffled
  - Check if dust has accumulated inside the earbuds or if there is any obstruction.
  - Check if ear wax has accumulated inside the earbuds.
  - Check if there is no damage to the tips of the earbuds and see if changing them helps.
  - Check if sweat or water has gone inside the earbuds.
  
- Q. Voice is muffled during calls/ Microphone has muffled input
  - Check if restarting the device resolves the issue.
  - Check if dust or ear wax as accumulated near or inside the microphone port, there is no blockage on the microphone.
  - Check if sweat or water has gone inside the microphone.
  - Check if there are any obstructions between the earpods and the device and clear them, move the device at a closer range to the earpod and see if it still affects it.
  
- Q. Earbud not charging while inside the case even when the case is charged.
  - Check if the charging pins of the case are clear and there is no obstruction.
  - Check if the charging pin of the earbuds are clear and there is no obstruction.
  - Check if the orientation of the earbuds inside the case is correct and they have been properly inserted inside the case.

- Q. Can I lower the volume of the voice prompts/turn them off?
  - No, the voice prompts are integrated inside the earbuds and as of now there is no feature to turn them off or lower their volume.
  
- Q. Can I control the volume of the earbuds through integrated controls?
  - No, the earbuds do not have any integrated volume control on them, the volume has to be controlled using your connected Bluetooth device.
  - Ensure that in the Bluetooth settings of your media device, you have enabled syncing of Bluetooth and phone volume levels otherwise you may not be able to fully control the volume of the earbuds as intended.
  
- Q. Can I submerge my earbuds in the water/swim with it?
  - While your earbuds do have a certain amount of water and sweat resistance (reply based on the IP level of the earbud) it is recommended that they are not submerged inside water directly or used for prolonged periods inside water like for swimming/showers as it may lead to damage.