

# BASSHEADS SERIES FAQs

Issue	The sound is distorted/low volume/low bass/low quality
What to do	<ul style="list-style-type: none"><li data-bbox="792 422 2237 468">• Check if connected device does not have any equalizer settings applied.</li><li data-bbox="792 536 2186 634">• Check if the distortion or quality lowers at all volumes or only at high volumes.</li><li data-bbox="792 708 2224 805">• Check to Check different media players and different devices and if the distortion happens on all devices or only on specific ones.</li></ul>
Final Resolution	<ul style="list-style-type: none"><li data-bbox="792 982 2270 1079">• If nothing else works and there is no physical damage send the device for replacement</li></ul>

Issue	The microphone of the device is not working
What to do	<ul style="list-style-type: none"><li>• Check to see the microphone is not being blocked.</li><li>• Check to see if the microphone is being held at the adequate distance for it to be able to pick up the voice.</li><li>• Check if the microphone was not exposed to any hazards like direct sunlight or fire.</li><li>• Check if the microphone was not exposed to water above the resistance or dipped in any liquid.</li></ul>
Final Resolution	<ul style="list-style-type: none"><li>• If nothing else works and there is no physical damage send the device for replacement</li></ul>

Issue	There is no sound/ one earbud is not working
What to do	<ul style="list-style-type: none"><li>• Check to see if the device has been properly connected, i.e. the jack is properly inserted into the device</li><li>• Check if there is any loose wiring.</li><li>• Check if the device was not subject to any mishandling, broken wires or exposed to direct sunlight or hazards like fire</li></ul>
Final Resolution	<ul style="list-style-type: none"><li>• If nothing else works and there is no physical damage send the device for replacement</li></ul>

Issue	The in-built controls of the device are not working
What to do	<ul style="list-style-type: none"><li data-bbox="792 422 2181 462">• Check if the controls do not work while connected to another device</li><li data-bbox="792 594 2237 691">• Check if the media player being used supports such controls and if they controls do not function on call or other media players</li><li data-bbox="792 765 2206 862">• Check if the controls have been physically damaged or exposed to any hazards</li></ul>
Final Resolution	<ul style="list-style-type: none"><li data-bbox="792 982 2272 1079">• If nothing else works and there is no physical damage send the device for replacement</li></ul>

Issue	The volume of the device automatically changes
What to do	<ul style="list-style-type: none"><li data-bbox="792 419 2237 462">• Check if connected device does not have any equalizer settings applied.</li><li data-bbox="792 648 2226 748">• Check to Check different media players and different devices and if the volume change happens on all devices or only on specific ones.</li></ul>
Final Resolution	<ul style="list-style-type: none"><li data-bbox="792 976 2270 1076">• If nothing else works and there is no physical damage send the device for replacement</li></ul>