



SOP for Troubleshooting



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TROUBLESHOOTING - TWS

Troubleshooting Scenario 1 :- Earbuds Not Connecting/Searching

1. Place both the earbuds in the charging case and close the charging case cap properly.
2. Take out both the earbuds together from the charging case.
3. Restart your Bluetooth device or phone.
4. Now, search for " pTron TWS" on your Bluetooth device & connect.

Troubleshooting Scenario 2 :- One Earbud is Not Working

1. Place both the earbuds in the charging case and close the charging case cap properly.
2. Take out both the earbuds together from the charging case.
3. Wait until the Left & Right earbuds pair with each other. After successful matching, only 1 earbud will flash Blue & Red light.
4. Turn ON the Bluetooth on your phone, search for "pTron TWS" & connect.

Troubleshooting Scenario 3 :- Earbuds Disconnecting During a Phone Call

1. Charge earbuds 100% before use.
 2. Restart the earbuds and reconnect with your device.
- Note:** These earbuds have up to 10 meters wireless transmission range in an open space. Going beyond the wireless range may cause disconnection.

Troubleshooting Scenario 4 :- Case Charging Problem

1. Keep both the earbuds in the charging case correctly.
2. Connect the one end of the USB Charging Cable to the charging case and the other USB end to a DC5V/1A power source.
3. The indicator will blink 'Red' when you put the charging case on charging.
4. Charging case will get fully charged in 1 to 1.5 hours and the Red indicator light will be steady (will stop blinking) and then remove the case from the power supply.

5. When the charging case is removed from the power supply, it will show constant blue light which means earbuds get fully charged.
 6. When earbuds are fully charged, then no indicator light will glow in the charging case.
 7. Now, connect the TWS with your device.
- Note:**
- a) We strongly recommend using the Charging Cable which is being provided in the package.
 - b) Do not apply over force while connecting the Charging Cable. It may damage the charging port internally/externally and can stop charging.
 - c) Do not use high voltage charger to charge the case. It may damage the product.

Troubleshooting Scenario 5 :- Earbuds Charging Problem

1. Charging case and Earbuds have magnet to keep the earbuds in proper place.
2. When the Earbuds are placed in the charging case, it will automatically touch the charging pins and there is no need to put weight or pressure or any object over the earbuds to place it right.
3. The magnet can dislocate if the charging case is dropped accidentally or intentionally and it may lead to earbuds not touching the built-in charging pins internally. So, please keep the charging case securely to avoid drops/falls.

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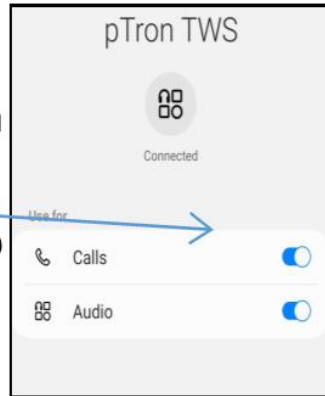
TROUBLESHOOTING - TWS

Troubleshooting Scenario 6 :- Mic Not Working Properly

1. The wireless distance between the earbuds and the connected Bluetooth device must be under 10 meters.
2. This also depends on network strength.

Not Work.

1. Make sure the mute button is not active.
2. Allow the mobile setting to use your mic.
3. Dust or Dirt on mic



Troubleshooting Scenario 7 :- Mono Use Not Working (Single Earbud Use)

1. First, take out 1 earbud from the charging case.
2. Then connect that earbud with the device.
3. After that take the charging case at least 15 meters away from the 1st earbud.
4. Then take out the 2nd earbud from the charging case and connect it with the other device.
5. After connecting both the earbuds with 2 different devices, now you can also now bring both the earbuds closer to each other. Both the earbuds will work in mono mode.

Troubleshooting Scenario 8 :- Not Fitting In ear/ Low Sound

- Incorrect ear tip size may lead to an unsatisfactory sound experience.
1. We provide 3 sizes of eartips - small, medium and large in the product package.
 2. Choose correct size ear tips in accordance with your ear canal size.



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TROUBLESHOOTING - Neckband

Troubleshooting Scenario 1 : - Neckband Not Connecting/Searching

1. Charge the neckband 100%.
2. After complete charging remove the neckband from power supply.
3. Restart your Bluetooth device or phone.
4. Now, search for "pTron BT" on your Bluetooth device & connect.

Troubleshooting Scenario 2 : - One side is Not Working

If the neckband cable is pulled/stretched forcibly, it may cause internal damage to the copper wiring. We recommend storing the neckband properly.

Troubleshooting Scenario 3 : - Neckband Disconnecting During a Phone Call

1. Neckband must be 100% charged before using (low battery can also cause call drops).
 2. Unpair the neckband with your connected device and restart the device.
 3. Pair the neckband again.
- Note:** These Neckbands have up to 10 meters of wireless transmission range in an open space. Going beyond the wireless range may cause disconnection.

Troubleshooting Scenario 4 : - Charging Problem/Device Not Starting

1. Use the same charging cable which is being provided with the neckband or a cable with the same specs must be used to charge the neckband.
2. Connect the Charging Cable to the neckband and the other end of the Cable to a power source.
3. Charge the neckband 100%. When LED light constantly glow blue, it means Neckband is fully charge.
4. Now, turn on the neckband and pair it with your Bluetooth device.

Note:

- a) We strongly recommend using the Charging Cable which is being provided in the package.
- b) Do not apply over force while connecting the Charging Cable. It may damage the charging port internally/externally and can stop charging.
- c) Do not use high voltage charger to charge the case. It may damage the product.

Troubleshooting Scenario 5 : - Mic Not Working Properly

1. Unpair the neckband from connected device and restart the Bluetooth device.
2. Switch ON the neckband and pair it again with the Bluetooth device.
3. Please check for network for mic issue, when network is low mic performance gone down.
4. The distance between the neckband and the connected device must be within 10 meters.
5. Allow the mobile setting to use your mic.
6. Check Dust or Dirt On Mic.

The logo for pTron, featuring the lowercase letters 'pTron' in a black, sans-serif font. The 'p' is lowercase, while 'T' is uppercase. The logo is set against a yellow trapezoidal background.

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TROUBLESHOOTING - Neckband

Troubleshooting Scenario 6 : - Dual Pairing Not Working (Pairing Neckband with 2 Devices)

1. First turn on your neckband.
2. Then pair the neckband with the device.
3. After that disconnect (do not unpair) the neckband from the connected device.
4. Then pair it with the other device.
5. After pairing the neckband with other device you need to connect the first paired device. Now your both devices are connected to the neckband.

Troubleshooting Scenario 7 : - Not Fitting In ear/ Low Sound

- Incorrect ear tip size may lead to an unsatisfactory sound experience.
1. We provide 3 sizes of eartips - small, medium and large in the product package.
 2. Choose correct size ear tips in accordance with your ear canal size.



TROUBLESHOOTING - Power Bank

Troubleshooting Scenario 1 : -Compatibility issue

- a) It is compatible with smartphones, tablets, digital cameras and handheld gaming devices.
- b) The Power bank consists of 2 USB ports through which we can charge almost all the brands of devices.
- c) First, there is need to check how many types of input and Output port in the power bank. Because some power bank have Type-C port for input only not for Output.

Troubleshooting Scenario 2 : -Slow charging

- a) If the cable is not used as given with product it will not charge fast or you need to use any cable with the same specifications for fast charging.
- b) Connected devices should also must support fast charging.

Troubleshooting Scenario 3 : -Power Bank not getting complete charged

- a) Connect the Power bank with the Micro USB or Type-C charging cable and connect the other end of the charging cable with DC 5V/2.1A charger and plug the charger with the power supply.
- c) The USB cable connected with the power bank should be stable during charging the Power bank, if this will not be stable then this can results to disconnection and can affect the charging.

Troubleshooting Scenario 4 : - C port not working

- a) The connecting cable may be loose that can lead the power bank to suddenly stop charging. We here advise to unplug the cable and then press the power button to start the power bank.
- b) If this still doesn't work, then in that case we advise to try this with a different cable. Sometimes this type of issue causes because of cable problem due to wear and tear . It's always important to pay attention to USB cable quality.
- c) Quality of the cables always matters.

- d) When you're not charging a device from your power bank, then we suggest to unplug the cable from the USB socket.

Note:-

In some power bank Type-C and Micro USB port is only for input, It means these ports are only for charging the power bank not for charging the devices.

Troubleshooting Scenario 5 : - Charging port is damaged

- a) Do not apply over force while connecting the USB Charging Cable. It may damage the charging port internally/externally and can stop charging.
- b) Try to avoid dropping, knocking or hitting the power bank. Physical shocks can cause damage of PCBA components and batteries.
- c) Always keep the Power bank in proper condition and even during charging it do not hang it or squeeze the charging cable while charging the device or the power bank.



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TROUBLESHOOTING - Power Bank

Troubleshooting Scenario 6 :- Switch off and on button correctly not working

- a) Press the Power ON/OFF button of the power bank gently.
 - b) Press the power button once to ON the power bank & press the power button continuously twice to OFF the power bank.
 - c) If the Power bank will drop and hit at the power button location then there may be chances of breaking of the circuit internally.
- NOTE :-** If we will not press the power button continuously twice then the power bank will not get off immediately.

Troubleshooting Scenario 7 :- Power bank not working

- a) If you're mainly using your power bank to charge one device, try it with another device to check the working of Power bank. Make sure that you have established the phone or other device which you are using for this test is working properly.
- b) If the power bank hasn't been used for a long time, we recommend to first charge it 100%.

Thank You