Troubleshooting the Beacon 2.0

We want you to have the best possible experience with the Beacon 2.0. If you're encountering issues with connection or pairing, try these troubleshooting tips.

Before you begin, make sure both the case and earbuds are fully charged. The case can sometimes lose charge during shipping, so if you've just received your Beacons make sure to give them a full charge before use. A fully charged case will show all 4 bars lit up on the surface.

Initial Pairing

The first time you use your Beacons, remove them both from the case, and allow them to pair with each other first. You will know when they are paired because one LED indicator will flash blue, while the other stays solid blue. A short confirmation tone will also sound. Once the earbuds are paired with each other, select 'LSTN Beacon' from your device's Bluetooth settings.
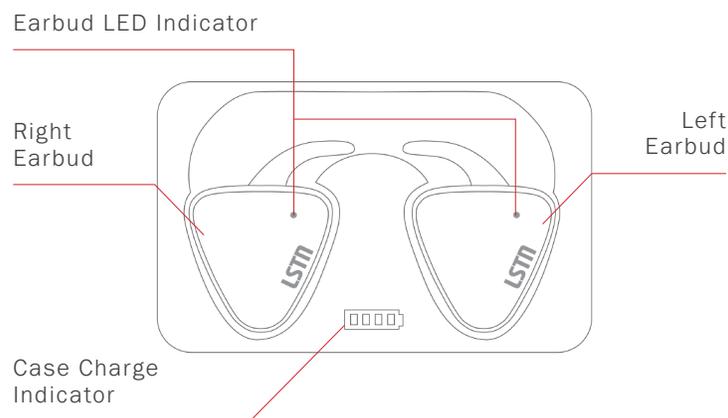
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If you want to pair the Beacon to a new device, turn off the original device's Bluetooth before pairing or forget the Beacon from its list of devices. This will prevent any attempt by the Beacon to automatically pair to the first device.

Automatic Pairing

The Beacon will automatically connect to the most recent device it was paired with. If it cannot find that device, it will await connection. If you have previously paired the Beacon to a device and it is not automatically connecting, try selecting 'LSTN Beacon' from your device's list of Bluetooth devices. If this does not work, try forgetting the Beacon and pairing as a new device.

Earbud LED Indicator

Right
Earbud

Left
Earbud

Case Charge
Indicator

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If your Beacons are having difficulty connecting to each other, you may wish to reset the earbuds to their default settings.

1) If you have previously connected to the Beacons, make sure to disconnect and forget them from your device, and ensure the case is fully charged.

2) Place them in the charging case for 15 seconds.

3) Take them both out at the same time and simultaneously press and hold down both buttons on both sides until they both turn off *(approximately 7-10 seconds)*

4) Press both buttons at the same time again, and hold them for 10-15 seconds. The LED will first flash purple, then blue/red, and then both earbuds will rapidly flash purple, and will play a descending series of beeps indicating the earbuds have been reset. Once the reset is complete you may release the buttons.

5) Place them back in the case for 10 seconds.

6) Remove both earbuds from the case at the same time. Allow them to pair with each other, and then select 'LSTN Beacon' from your device's Bluetooth settings.

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LED INDICATORS

▶ **Both LEDs blinking blue:** The earbuds are pairing with each other. Once they are connected you will hear a short tone, and the LEDs will turn solid blue.

▶ **Both LEDs are solid blue:** The Beacons are connected with each other and with your device.

▶ **One LED blinks blue, one LED is solid blue:** The Beacons are connected to each other and are ready to be paired to your device.

▶ **Both LEDs blinking red then blue:** The Beacons are not connected to each other and are searching for a device. Put them back in the case or turn them off manually and begin pairing from the beginning.

▶ **One or both LEDs are solid purple:** The Beacons are searching for a previously connected device and will connect momentarily.

▶ **Both LEDs blinking red:** The Beacons are connecting to the charging case.

▶ **Both LEDs solid red:** The Beacons are charging in the case.

▶ **One of both LEDs are flashing purple:** The Beacons are being reset, and will be available momentarily