

**SOUNDPEATS**

# **FAQ**

BLUETOOTH-----	2
SOUND-----	4
CHARGING-----	5
CUSTOMER SERVICE TEAM-----	5

**SOUNDPEATS**

## **BLUETOOTH**

- **How to pair A7 Pro?**

**For the first time to enter the pairing mode:**

1. First press and hold the multi-function button on the side of the headset for second to enter the power -on state, the blue light is always on for 1s, and the headset is successfully turned on. When the indicator light of the headset flashes red and blue light alternately, the headset enters into pairing mode.

2. Turn on the device of your Bluetooth, then select SOUNDPEATS A7 Pro from Bluetooth list to complete the pairing.

**Enter pairing mode manually:**

At power-on or standby state, press and hold the volume+/- button on the side of the headset simultaneously for 3s until the indicator light of the headset flashes red and blue light alternately, to let the headset enter into pairing mode manually.

Note: Only in pairing mode that the headset can be discovered by the device to establish a connection.

**Two ways to use:**

SOUNDPEATS A7 Pro can be paired with two devices at the same time use. When the headset and device A paired, turn off the Bluetooth on the device A. Repeat the pairing operation to make the headset connect with device B, after a successful connection, turn on the Bluetooth of device A to complete the pairing.

Note: When connecting two devices, you can only play music from one of them, when you want to play music from the other device, you need to pause or turn off the music from the previous device. The same is true for calls.

## SOUNDPEATS

### ● How to reset A7 Pro?

(Try the following steps if you fail building connection between the headset and device.)

Ensure that the headset is fully charged, inset the charging cable to reset the headset.

### ● Why is the Bluetooth connection unstable sometimes?

	Reasons	Workarounds
Case 1	<p><b>When using the headset close to Wi-Fi routers, microwave ovens, refrigerators, etc.</b></p> <p>Refrigerators, microwave ovens, Wi-Fi routers, personal computers, etc. are devices that emit radio waves. The headset may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</p>	<p>Please use the headset away from Wi-Fi routers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.</p>
Case 2	<p><b>When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.</b></p> <p>If the engine ear is diagonal to the Bluetooth device, it will affect the Bluetooth signal. As human body is the biggest source of signal blocking.</p>	<p>When put the Bluetooth device in a pocket or bag, move the Bluetooth device to a place where there are no obstacles between Bluetooth device and headset (such as the human body) for Bluetooth communication.</p>
Case 3	<p><b>When using the headset closes to the other Bluetooth devices.</b></p> <p>The headset may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</p>	<p>Turn off the Bluetooth function of the other Bluetooth devices.</p>
Case 4	<p><b>When using the device away from the headset, such as in a different room.</b></p> <p>Bluetooth communication gradually becomes weaker the further away Bluetooth headset are placed from a Bluetooth player. When using Bluetooth headset and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.</p>	<p>Keep the Bluetooth headset as close to the Bluetooth player as possible.</p>
Case 5	<p><b>When a lot of applications are running at the same time when use the Bluetooth function.</b></p>	<p>Quit apps which you are not using on the device to reduce the load.</p>

## **SOUNDPEATS**

### ● **What can I do if the headset stopped connecting to my device?**

1. Clear the pairing record between the headset and all of the previous devices.
2. Try to clear some Bluetooth listings on your device and restart the device.
3. Ensure that the headset is fully charged, insert the charging cable to reset the headset. Then please open the Bluetooth of your device to connect.

### ● **What is the scenario when the headset is in reconnect mode?**

1. After the headset is connected to the device once, turn on the headset and it will enter the reconnect mode.
2. The headset is disconnected from the device in a certain Bluetooth range, and the headset will enter the reconnect mode for 3 minutes.

### ● **What is the pairing password?**

If you are prompted to enter your password when connecting your device to the headset, try entering 0000, 8888, 1111, or 1234.

## **SOUND**

### ● **Why does the volume of the headset reduce after using a period of time?**

It may be caused by the sound hole being blocked by foreign objects. Please try to gently clean off the screen with a little alcohol to avoid dust or secretions blocking.

### ● **How does a three-way call work?**

1. When there is an incoming call during a call, short press the MFB to answer the new call and hang up the current call.
2. When there is an incoming call during a call, double-click the MFB to answer the new call and keep the current call.
3. When there is an incoming call during a call, you can press and hold the

**SOUNDPEATS**

MFB for 2 seconds to keep the current call and reject the new call.

4. During a three-way call, double-click the MFB to switch between the current call and the new call.

**CHARGING**

- **What does the charging LED tell while the headset is charging?**

When the battery voltage of the headset is lower than 3.3V, it will enter a low power state. At this time, the red indicator light of the headset flashes once every 5 minutes, indicating that the headset needs to be charged. Use the Type-C charging cable to charge, and the charging time is about 2 hours.

Note: The red indicator light of the headset is always on when charging, and the red indicator light of the headset is off when the earphone is fully charged.

- **What condition does the headset charging device need to meet?**

Meet the DC voltage 5V, current 1A or more for example car charger, travel charger, computer USB, and other devices can be charged to the headset.

- **Under what circumstances will the headset automatically switch off?**

1. The battery voltage of the headset is lower than 3.1V.
2. The headset automatically switches off when the headset fails to re-connect for 3 minutes over a Bluetooth range.

**CUSTOMER SERVICE TEAM**

- **What should I do if the problem about the headset is not mentioned in this FAQ?**

If there is no solution for your problem in this FAQ, please feel free to contact our Customer Service Team and we will provide you a solution as soon as

**SOUNDPEATS**

possible. If we confirmed that the problem couldn't be solved, we will apply the replacement or refund for you. SoundPEATS provides an 12-month warranty for every product. Your satisfaction is always greatly important to us.