

# **FAQ**

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## SOUNDPEATS

# BLUETOOTH

### ● How to pair SoundPEATS Capsule3 Pro?

1. Please open the charging case, take out the two earbuds, and tear off the insulating film on the earbuds charging contacts, then put the earbuds back into the charging case and keep the lid open. Long press the button on the charging case for 3 seconds at the same time until the LED indicator on charging case blinking with white light, which indicates that the earbuds have entered pairing mode.

2. Turn on the Bluetooth of your device, and please choose "SOUNDPEATS Capsule3 Pro" in the list to pair, then the earbuds will connect with your device.

### ● How to reset SoundPEATS Capsule3 Pro?

1. Put both earbuds into the charging case properly, and the indicator of the charging case flashes twice.

2. Then, with the lid of the charging case open, long press the button on the charging case for 10 seconds until the LED indicators of the charging case flash white and red light alternately twice, the reset is completed.

3. Close the lid of charging case and open it again, the earbuds are activated.

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

	<b>Reasons</b>	<b>Workarounds</b>
<b>Case 1</b>	<p><b>When using the earbuds close to personal computers, 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 earbuds 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 earbuds away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.</p>

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<b>Case 2</b>	<b>When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.</b> 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.	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 earbuds (such as the human body) for Bluetooth communication.
<b>Case 3</b>	<b>When using the earbuds closes to the other Bluetooth devices.</b> The earbuds may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Turn off the Bluetooth function of the other Bluetooth devices.
<b>Case 4</b>	<b>When using the device away from the earbuds, such as in a different room.</b> Bluetooth communication gradually becomes weaker the further away Bluetooth earbuds are placed from a Bluetooth player. When using Bluetooth earbuds and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.	Keep the Bluetooth earbuds as close to the Bluetooth player as possible.
<b>Case 5</b>	<b>When a lot of applications are running at the same time when use the Bluetooth function.</b>	Quit apps which you are not using on the device to reduce the load.

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

1. Clear the pairing record between the earbuds and all of the previous devices.
2. Try to clear some Bluetooth listings on your device and restart the device.
3. Put the earbuds into the charging case to reset.
4. Activate Bluetooth on the device, and choose "SOUNDPEATS Capsule3 Pro" on Bluetooth list to pair.

### ● **What can I do if the left earbud and the right earbud won't work together?**

1. Please use a bit of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging connectors to ensure the earbuds charge well.
2. Put them into the charging case to reset.

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- **What can I do if the earbuds connect to my phone, but not my Mac-book/computer?**

1. Unpaired the earbuds from the phone, then the earbuds will lose Bluetooth connection to the phone.
2. Put the earbuds into the charging case to reset.
3. Then open the Bluetooth of your Mac-book/computer to connect.
4. If those do not help, you may need to update your computer's Bluetooth driver. There is no driver for it. Bluetooth drivers must come from the specific manufacturer for your exact computer model. Download and install the appropriate Bluetooth driver from the computer vendor's website, then restart your system before attempting to pair and connect to your SoundPEATS earbuds.

- **Why is the signal intermittent when I am outdoors?**

In the outdoors, the Bluetooth signal will be interfered, such as subways, high-speed rails, trains, dense traffic lights, car engines and so on. And if the phone is in your pocket, and the engine ear is diagonal to the phone, it will affect the Bluetooth signal. As human body is the biggest source of signal blocking. So when the left earbud is the engine earbud, please put your phone in the left pocket, which will be better.

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- **Why does the volume of the earbuds reduce after using a period of time?**

1. It may be caused by the sound hole being blocked by foreign objects. Please try to gently clean it with a little alcohol to avoid dust or secretions blocking.
2. Please change other devices to see if the problem still exists.
3. Please also try to remove the silicone ear piece and gently clean off the screen with a little alcohol to see if that will help.

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### ● **What can I do if one earbud is quieter than the the other?**

1. Please change other songs or videos. For some songs and videos, the sound effect is unstable.
2. Please change other devices. You can try this way:
  - Unpaired and delete from your original device
  - Pair to a new device and play music
  - Unpaired and delete from this new device
  - Pair back with original device
3. Try to reset the earbuds.
4. Please also adjust the "Audio Equalizer" in your phone to see if it helps:
  - 1) For iPhone: [General] - [Accessibility] - [Hearing]
  - 2) For Android: [Accessibility features] - [Accessibility] - [Audio balance]

### ● **Why the other side could not hear me when calling?**

1. Please choose to pick up phone calls via the earbuds.
2. Please do not mute the phone calls.
3. Please clean the Mic holes to avoid dust or secretions blocking.
4. Please wear both the earbuds instead of any single one.
5. Please kindly adjust the volume through the earbuds and devices.
6. If you are using the earbuds with an Android phone, please check the settings to see if you have allowed both phone audio and media audio to be transmitted through the earbuds.
7. Please change other devices to have a try.

### ● **Why doesn't the mic work well when the earbuds are connected to the PC/laptop?**

When you connect our earbuds to the PC/laptop, for some devices in old windows version, it may show two lists:

"SOUNDPEATS Capsule3 Pro Hands- Free AG Audio"

"SOUNDPEATS Capsule3 Pro Stereo"

please kindly choose "SOUNDPEATS Capsule3 Pro Stereo" to play media audio, and if you use call audio, you can manually change to "SOUNDPEATS Capsule3 Pro Hands- Free AG Audio" to give a try.

If you want use call audio via the earbuds on your Mac or Windows, please set the as follows:

A) Input device:

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Disable: Realtek(R) Audio as speaker and "SOUNDPEATS Capsule3 Pro Stereo"

B) Output device:

Disable: Realtek(R) Audio as microphone or stereo mix

C) Please only set "SOUNDPEATS Capsule3 Pro Hands- Free AG Audio" as the Input device and Output device. Then you will use earbuds to make call audio.

## **CHARGING**

### **● What does the indicator on the charging case tell?**

Display remaining power of the charging case:

100%-50% remaining power shows green light

49%-10% remaining power shows yellow light

Under 10% remaining power shows red light

When charging the charging case, the indicator light indicates:

0-19% remaining power, red light flashes slowly

20%-69% remaining power, yellow light flashes slowly

70%-99% remaining power, green light flashes slowly

100% remaining power, green light stay on

### **● How to charge the charging case?**

1. Use a Type-C adapter to charge the case(current no more than 1A)
2. Please charge the earbuds and charging cases at least once per 3 months when not in use for a long time.

### **● What should I do if the charging case won't charge?**

Please try to use another known working charging cable to charge the charging case for more than 10 hours through your computer. Compared to other electronics, the headphones are low power products. Hence for

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charging safety, please do not use fast charger.

- **Why are the earbuds still connecting to my phone after placing them back and close the case lid?**

1. The charging case has no remaining power. Placing the earbuds back into the charging case can't turn them off if the case battery is dead.
2. Please make sure the earbuds are correctly placed in the charging case, and make sure the charging contacts are clean. Please try to clean the places between the charging case and the earbuds with something like a microfiber cloth.

- **Does the earbuds not use for a long time without charging cause the earbuds not to turn on or the battery to drain quickly?**

In fact, the battery of the earbuds needs maintenance.

Actually you need to charge your electronics at least every three months, if not, the earbuds can cause deep self-discharge by not charging for a long time, damaging the battery. In addition, not using the earbuds for a long time, and earbuds storage location is not dry, moisture will also cause damage to the earbuds. If you haven't used your headphones for several months, the battery is probably dead.

At this point, we suggest that you first check whether the charging case has power (whether the indicator light is on) and whether the charging contact at the bottom of the earbuds and charging case is dirty. If there is dirt, please clean the charging contact at the bottom of the charging case with dry cloth or dry paper towel. As for earbuds not turn on or the battery drain rapidly when earbuds are taken out of the case, we recommend you to repeatedly place the earbuds into the charging case for 2 hours and close the cover. Please try it for 1-2 days.

## **TOUCH CONTROL**

- **What can I do if the touch controls do not work always?**

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1. Please touch the middle of the control zone. And when your hand is wet, the touch control may not work, please keep your hand dry.
2. Please try to skip the songs more times, you will find the best frequency to control the earbuds. When you don't find the frequency you may think the earbuds don't work, please give it some patient.
3. Another way for you to have a try: discharge the earbuds, then charge and reset.

## **APP**

### ● **How to register an account?**

1. fill in email address; set and confirm password;
2. click "get verification code";
3. Type in the code you get from your email;
4. Finish register;

### ● **Fail to receive the verification code?**

1. Make sure your phone is connected with good network and try to send the code again about 2 minutes later;
2. Check your spam folders/junk inbox first;
3. Try to register with a different email address;
4. Uninstall the App of the SoundPEATS then re-install it and restart your device to register again;
5. Please manually type your e-mail into the area instead of auto fill for your e mail address, and also please pay attention to the format of English letters and the space before and after the email address;
6. Please try to turn off anti-virus software. If you have data encryption software on your phone, you may have to turn it off momentarily;

### ● **What can I do if the earbuds won't connect to the APP?**

1. Please first to check if your SoundPEATS earbuds app has updated to the newest version.  
You can log in the app and find the icon with three bars in the upper left corner, find "about" to check the SOUNDPEATS version is. Please upgrade to make



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sure you get the newest version.

2. Please make sure that the earbuds Bluetooth name is the default "SOUNDPEATS Capsule3 Pro". If you changed the default name, please change to its original format. Then restart your phone. Please note that if you change the default Bluetooth name of the model, it may cause connection issue to this app.

3. Please make sure both earbuds pair with each other, then connect to your phone first. After the earbuds connected to your phone, then please open the app to connect earbuds.

4. If the earbuds could not still connect to app, please follow the steps one by one:

- try to turn off earbuds app completely (Turn off the background running of the app totally);
- unpaired the earbuds via your phone, then turn off phone Bluetooth;
- put two earbuds into the charging case and do a reset as the manual;
- reconnect the earbuds to your phone first after reset (In this step, please make sure SoundPEATS APP is off);
- re-open the app to search earbuds to connect to app;

### ● **What can I do if the APP could not update?**

Please try the following:

1. Please try to reset the earbuds as the manual;
2. Take the earbuds out of the charging case and leave some time for the two earbuds to pair with each other. Then please turn on the blue tooth of your phone to connect with the earbuds;
3. Make sure your phone is connected with good network. Turn off the app and reopen it;
4. Try to connect the app with your phone and do the upgrade again;

**Precautions** during the app upgrade process:

1. During the upgrade, the distance between the earbuds and the mobile phone must be within 0.5 meters;
2. Do not put the earbuds into the charging case;
3. Do not disconnect, play music, or answer the phone calls;
4. Don't close or shrink the upgrade page;

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## **CUSTOMER SERVICE TEAM**

- **What should I do if the problem about the earbuds 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 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.