FAQ

SOUNDPEATS

BLUETOOTH

● **How to pair SoundPEATS Mini HS?**

Open the charging case lid and remove both earphones from the case, then tear off the insulating film, and place them back into the case.
1. The earphones automatically pair with each other after being removed from the case. LED indicator light on main earphones flashed in red and white light alternately, the second earphone stays in solid white light.
2. Activate Bluetooth on the device, and choose"SOUNDPEATS Mini HS" from the Bluetooth list to pair.

Multi-Point Connection
SOUNDPEATS Mini HS supports connecting with two devices simultaneously.
1. Turn off the Bluetooth on Device A after successfully connecting.
2. Repeat the pairing steps to pair the earphones to Device B.
3. Open the Bluetooth on Device A and reconnect.

● **How to reset SoundPEATS Mini HS?**

1. Clear the paring record from your device.
2. Place back both earphones into charging case and make sure they are in charging status.
3. Press and hold both buttons for 10s until both LEDs flash in red and white twice, reset complete.

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

	Reasons	**Workarounds**
Case 1	**When using the earphones close to personal computers, Wi-Fi routers, microwave ovens, refrigerators, etc.** Refrigerators, microwave ovens, Wi-Fi routers, personal computers, etc. are devices that emit radio waves. The earphones may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Please use the earphones away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.

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Case 2	**When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.** 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 earphones (such as the human body) for Bluetooth communication.
Case 3	**When using the earphones closes to the other Bluetooth devices.** The earphones 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.
Case 4	**When using the device away from the earphones, such as in a different room.** Bluetooth communication gradually becomes weaker the further away Bluetooth earphones are placed from a Bluetooth player.When using Bluetooth earphones　and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.		Keep the Bluetooth earphones as close to the Bluetooth player as possible.
Case 5	**When a lot of APPlications are running at the same time when use the Bluetooth function.**		Quit APPs which you are not using on the device to reduce the load.

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

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

● **What can I do if the left earphone and the right earphone 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 earphones charge well.
2. Put them into the charging case to reset.

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

1. Unpaired the earphones from the phone, then the earphones will lose Bluetooth connection to the phone.
2. Put the earphones 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 earphones.

● **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 earphone is the engine earphone, please put your phone in the left pocket, which will be better.

SOUND

● **Why does the volume of the earphones 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.

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● **What can I do if one earphone 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. 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.
4. Try to reset the earphones.
5. 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 earphones.
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 earphones instead of any single one.
5. Please kindly adjust the volume through the earphones and devices.
6. If you are using the earphones 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 earphones.
7. Please change other devices to have a try.

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

When you connect our earphones to the PC/laptop, for some devices in old windows version, it may show two lists:
"SOUNDPEATS Mini HS Hands- Free AG Audio"
"SOUNDPEATS Mini HS Stereo"
Please kindly choose "SOUNDPEATS Mini HS Stereo" to play media audio, and if you use call audio, you can manually change to "SOUNDPEATS Mini HS Hands- Free AG Audio" to give a try.
If you want use call audio via the earphones 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 Mini HS Stereo"
B) Output device:
   Disable: Realtek(R) Audio as microphone or stereo mix
C)Please only set "SOUNDPEATS Mini HS Hands- Free AG Audio" as the Input device and Output device. Then you will use earphones to make call audio.

CHARGING

- **What does the LED on the charging case indicate?**

Green   100%-50%
Yellow   49%-10%
Red   Less than 10%

While charging the charging case, the LED flashed slowly.

Red   Less than 20%
Yellow   20%-69%
Green   70%-99%
Solid Green 100%

- **How to charge the charging case?**

1. Connect the charging case to a Type-C charger.
2. If the earphones stay idle for an extended period, charge them at least every three months to prevent the battery from being damaged.

- **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 charging safety, please do not use fast charger.

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

1. The charging case has no remaining power. Placing the earphones back into the charging case can't turn them off if the case battery is dead.
2. Please make sure the earphones 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 earphones with something like a microfiber cloth.

How to disconnect the headphones from the phone?

Method 1. Put the earphones back into the charging case, the earphones will turn off and disconnect automatically.
Method 2. Turn off the Bluetooth of the phone.
Method 3. Remove both earphones from the case, press the touch keys of the earphones for 6 seconds, and the earphones will disconnect from the current phone and enter into paring state.

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

In fact, the battery of the earphones needs maintenance.
Actually you need to charge your electronics at least every three months, if not, the earphones can cause deep self-discharge by not charging for a long time, damaging the battery. In addition, not using the earphones for a long time, and earphones storage location is not dry, moisture will also cause damage to the earphones.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 earphones 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 earphones not turn on or the battery drain rapidly when earphones are taken out of the case, we recommend you to repeatedly place the earphones 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 earphones. When you don't find the frequency you may think the earphones don't work, please give it some patient.
3. Another way for you to have a try: discharge the earphones, then charge and reset.

APP

- **How to register an account?**

1. Fill in email address; set and confirm password(***use some combinations of letters and numbers, avoid special characters)
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 5 minutes later;
2.Check your spam folders/junk inbox first
3. Try to register with a different email address, uninstall the APP and then reinstall it and restart your device to register again
4.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
5. 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 earphones won't connect to the APP?**

1. Please first to check if your SoundPEATS earphones 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 sure you get the newest version.

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2. Please make sure that the earphones Bluetooth name is the default " SOUNDPEATS Mini HS ". 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.

2. Please make sure the location function of your mobile phone turn on, and authorize our APP to obtain all permissions needed from your phone to make the connection easier. Please allow the APP to always access the phone information, and do not choose the blank pass of the system.

4. Please make sure both earphones pair with each other, then connect to you phone first. After the earphones connected to your phone, then please open the APP to connect earphones.

5. If the earphones could not still connect to APP, please follow the steps one by one:
-try to turn off earphones APP completely (Turn off the background running of the APP totally);
-unpaired the earphones via your phone, then turn off phone Bluetooth;
-put two earphones into the charging case and do a reset as the manual;
-reconnect the earphones to your phone first after reset (In this step, please make sure SoundPEATS APP is off);
-re-open the APP to search earphones to connect to APP;

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

Please try the following:
1. Please try to reset the earphones as the manual;
2. Take the earphones out of the charging case and leave some time for the two earphones to pair with each other. Then please turn on the blue tooth of your phone to connect with the earphones;
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 earphones and the mobile phone must be within 0.5 meters;
2. Do not put the earphones 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 earphones 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.