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SOUNDPEATS

BLUETOOTH

● How to pair SoundPEATS Mini Pro?

1. Open the charging case lid and take out both earbuds, then remove the insulating film and put them back.
2. The earbuds automatically pair to each other after being taken out from the charging case. LED indicator on main earbuds flashes in red and white, the second earbud stays in white.
3. Activate Bluetooth on the device, and choose "SOUNDPEATS Mini Pro" on Bluetooth list to pair.

● How to reset SoundPEATS Mini Pro?

(Try the following steps if you fail building connection between two earbuds, or between earbuds and device.)

1. Clear the pairing record from all your devices.
2. Place back both earbuds into charging case and make sure they are in charging status. (Red lights are keeping on.)
3. Press and hold both buttons for 10s until both LEDs flash in red and white twice, reset complete.

● Why does the sound of the earbuds cut or noise occur?

	Reasons	Workarounds
Case 1	When using the earbuds 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 earbuds may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Please use the earbuds 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 earbuds (such as the human body) for Bluetooth communication.
Case 3	When using the earbuds closes to the other Bluetooth devices. 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.
Case 4	When using the device away from the earbuds, such as in a different room. 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.
Case 5	When playing music in Game mode.	Please exit the game mode when you listen to music.
Case 6	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 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 pairing names on the Bluetooth list of the device and restart it then.
3. Put the earbuds into the charging case to reset.
4. Take the earbuds out of the charging case and leave some time for them to pair with each other. Then please open the Bluetooth of your device to connect.

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

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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.

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

1. UNPAIR the earbud from the phone, then the earbuds will lose Bluetooth connection to the phone and enter into pairing mode.
2. Put the earbuds into the charging case to reset.
3. Take them out of the case, then open the Bluetooth of your computer to connect.
4. If those do not help, you may need to update your computer's Bluetooth driver. There is no driver for the earbuds. Bluetooth drivers must come from the specific manufacturer for your exact computer model. Please download and install the appropriate Bluetooth driver from the computer vendor's website, then restart your system before attempting to pair and connect to SoundPEATS earbuds.

SOUND

- **Why does the volume of the earbuds 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.

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

1. Please try to gently clean off the screen with a little alcohol to avoid dust or secretions blocking.
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:
 - UNPAIR and delete from your original device
 - Pair to a new device and play music

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- UNPAIR and delete from this new device
 - Pair back with original device
3. Try to reset the earbuds.

● **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 kindly adjust the volume through the earbuds and devices.
5. 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.
6. Please change other devices to have a try.

● **How does the ANC mode work?**

Press and hold the left MFB for 1.5 seconds, switch from Normal mode/ ANC on/ Pass through mode.

● **How does the Game mode work?**

Mini Pro adopts the latest technology to ensure low latency in game mode and make sure the sound sync with the image.

Triple tap on the left MFB to activate the game mode with a voice prompt "Game Mode" and deactivate the mode with a prompt "Exit Game Mode".

CHARGING

● **What does the LED inside the charging case tell?**

The LED flashes slowly while charging the case.

Red light	Less than 20%
Yellow light	20%-69%
Green light	70%-99%

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Green light stays on 100%

- **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.

- **What can I do if any earbud stopped charging?**

When you put the earbuds into the case and you will see the red light on the earbuds when charging. If no light comes on, please use a bit of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging connectors and try to adjust the earbuds to ensure the red light is on.

- **Why are the earbuds still connected to my phone after placing back into the case?**

1. The charging case is out of battery. The case will not turn off the earbuds if the case battery is dead.
2. Please make sure the earbuds sit well in the charging case, and the charging connectors on both the earbuds and charging case are clean.
3. Please charge the earbuds and case at least once per 3 months when not in use for a long time.

- **The battery life is not as advertised?**

A single charge will not give you 21 hours playtime constantly. The earbuds work around 7 hours per charge will not normal mode, 5 hours per charge with ANC mode. The charging case provides another 2 recharges.

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 area, and keep your hands dry, the earbuds may not response on wet fingers.
2. Please try to skip songs for more times to find your ideal frequency to control the earbuds.
3. Please touch the control area with different forces/angles/time to see if it works.
4. Another way for you to have a try: discharge the earbuds, then charge and reset.

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.