

# **FAQ**

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## SOUNDPEATS

# BLUETOOTH

### ● How to pair SoundPEATS Air3 Deluxe HS?

1. Open the charging case lid while the case is with enough power left, press and hold the button on the charging case for 3 seconds until the white light flashes, both earbuds will turn on and enter pairing mode.
2. Activate the Bluetooth on your device and choose "SOUNDPEATS Air3 Deluxe HS" to connect.

### ● How to reset SoundPEATS Air3 Deluxe HS?

1. Place back both earbuds, the white light on the charging case flashes twice, the earbuds start charging.
2. With the case lid open, press and hold the charging case button for 10 seconds until the white light flashes 2 times, reset complete.
3. Close the case lid and reopen to activate the earbuds.

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

	Reasons	Workarounds
<b>Case 1</b>	<b>When using the earbuds close to personal computers, Wi-Fi routers, microwave ovens, refrigerators, etc.</b> 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.
<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	Turn off the Bluetooth function of the other Bluetooth devices.

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	using them in a location with a mixture of multiple radio waves.	
<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. Close the case lid and reopen to activate the earbuds. Then activate the Bluetooth on your device and choose "SOUNDPEATS Air3 Deluxe HS" to connect.

### ● **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.

### ● **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

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appropriate Bluetooth driver from the computer vendor's website, then restart your system before attempting to pair and connect to your SoundPEATS earbuds.

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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.

### ● **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:
  - UNPAIR and delete from your original device
  - Pair to a new device and play music
  - UNPAIR 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 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.

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6. Please change other devices to have a try.

**Note:** There are two MIC on the left and right earbuds, one for calling and one for collecting noise. When making a call, only the mic used by the main earbud for the call and noise reduction will be activated. You can use two earbuds together. If you just want to use any one earbud for the call, you can put the other earbud in the charging case or turn it off.

## **CHARGING**

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

It shows the battery power left in the charging case.

50%-100%	Green
10%-49%	Yellow
10% or less	Red

While charging the case, the indicator flashed slowly.

0%-19%	Red
20%-69%	Yellow
70%-99%	Green
100%	Green LED stays 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 charging safety, please do not use fast charger.

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### ● **What can I do if any earbud stopped charging?**

Please put the earbud one by one into the charge case, you will see the light of case will flash white once separately, then the earbuds will go into charge status.

If no light flash, please use a bit of microfiber cloth with rubbing alcohol to clean the charging connectors and try to adjust the earbuds to ensure the light flash once when you put earbuds back into charge case.

Then please charge the earbuds for 2 hours.

**Warm tip:** Please be careful not to press the earphone too hard in the charging case, so as not to damage the copper pillars in the charging case.

### ● **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.

## **TOUCH CONTROL**

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

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.

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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.