

# **FAQ**

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## SOUNDPEATS

# BLUETOOTH

### ● How to pair SOUNDPEATS Air4?

1. Please open the lid of the charging case to take out the earbuds, remove the insulating film from the top of both earbuds, then put both earbuds back into the charging case, and keep the charging case open. Press and hold the button of the charging case for 3 seconds until the indicator light inside the charging case flashes white. They are in pairing mode then.

2. Turn on your device's Bluetooth and select SOUNDPEATS Air4 from the Bluetooth list to complete the pairing.

### ● How to reset SOUNDPEATS Air4?

1. Place both earbuds back into the charging case one by one, and make sure the indicator light of charging case will flash white once separately.

2. With the case lid open, press and hold the button of the charging case, the indicator light of case will flash several times first to disconnect from your device, then please keep holding for 10 seconds until the white light flashes twice.

3. Close the case lid and take out the earbuds, and they are activated successfully. Reset complete.

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

	Reasons	Workarounds
<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 records 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. Take the earbuds out of the charging case. Activate Bluetooth on the device, and choose "SOUNDPEATS Air4" 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 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. Unpair the earbuds 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. 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 earbuds.

### **● How to connect the earbuds with two devices at the same time?**

SOUNDPEATS Air4 can be used by pairing two devices at the same time.

Step 1. Turn on the both earbuds, and connect device A to the earbuds.

Step 2. Disconnect device A, and the earbuds enters pairing mode.

Step 3. Connect device B to the earbuds.

Step 4. Manually connect device A to the earbuds again.

After manually connecting two devices for the first time, they will connect automatically the second time.

## **SOUND**

### **● 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 clean the earbuds regularly 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:

- Unpaired and delete from your original device
- Pair to a new device and play music

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- Unpaired and delete from this new device
- Pair back with original device
- 3. Please clean off the screen with a little alcohol to see if that will help.
- 4. Try to reset the earbuds.
- 5. Please 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 wear both earbuds together instead of any single one.
2. Please choose to pick up phone calls via the earbuds.
3. Please do not mute the phone calls.
4. Please clean the Mic holes to avoid dust or secretions blocking.
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 my earbuds do not support aptX Lossless?**

If your phone does not support **aptX Lossless**, it will not show **aptX Lossless** when using the earbuds.

## **CHARGING**

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

1.The battery life of the charging case.

Charging Case Indicator	Battery Left
Green	50% - 100%
Yellow	10% - 49%
Red	10% or less

2.While charging the case, the indicator flashes slowly.

Charging Case Indicator	Battery Power
Red light flashes slowly	0 - 19%

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Yellow light flashes slowly	20% - 69%
Green light flashes slowly	70% - 99%
Green light stays on	100%

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

1. Connect the charging case to a Type-C charger. Please use regular charger head in good status.
2. If the earbuds 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. When you charge the case, please take both earbuds out of charge case. Compared to other electronics, the earbuds are low power products. Hence for charging safety, please use the regular charger head in good status.

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

When you 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 earbuds 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

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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?**

Please touch the middle of the control zone. And when your hand is wet, the touch control may not respond well, please keep your hand dry.

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.

Another way for you to have a try: discharge the earbuds, then re-charge and reset.

## **SOUNDPEATS Earbuds 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 like # , @ , %, etc) ;
- 2.Click "get verification code";
- 3.Type in the code you get from your email;
- 4.Finish register;

Note: Logging in the APP by Facebook, Apple ID or WeChat is acceptable.

### ● **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;
4. Uninstall SOUNDPEATS Earbuds APP then reinstall it and restart your device to register again;
5. Please manually type your email into the area instead of auto fill for your e

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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 check if your SOUNDPEATS 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.

2. Please make sure that the earbud Bluetooth name is the default "SOUNDPEATS Air4". 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. If the earbuds could not still connect to APP, please follow the steps one by one:

3.1) try to turn off APP completely (Turn off the background running of the APP totally);

3.2) unpaired the earbud via your phone, then turn off phone Bluetooth;

3.3) reset the earbud;

3.4) restart your phone, then reconnect the earbud to your phone after reset (In this step, please make sure SOUNDPEATS APP is off);

3.5) re-open the APP to search earbud to connect to APP ;

### **Precautions** during the APP upgrade process:

1. During the upgrade, the distance between the earbud and the mobile phone must be within 0.5 meters;

2. Please turn on the earbud;

3. Do not disconnect, play music or answer the phone calls;

4. Don't close or shrink the upgrade page;

5. Make sure your phone is connected with good network.

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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.