

**SOUNDPEATS**

# **FAQ**

BLUETOOTH-----	2
SOUND-----	4
CHARGING-----	6
APP -----	6
CUSTOMER SERVICE TEAM-----	8

## SOUNDPEATS

### BLUETOOTH

#### ● How to pair SOUNDPEATS RunFree Lite?

1. Long Press the power button for 3 seconds to turn on the headphone. After the white light is on once, the headphone enters the pairing mode, and the red and white lights flash alternately.
2. Turn on the Bluetooth of your device, then select " SOUNDPEATS RunFree Lite " from the Bluetooth list to complete the pairing.

#### ● How to reset SOUNDPEATS RunFree Lite?

1. Please insert the charging cable into the charging port to make the headphone enter the charging status and the headphone light will stay red light.
2. Long press the power button for 3 seconds, the red and white lights will flash alternately twice, a total of 4 seconds to restore factory settings.
3. Unplug the charging cable and turn it on, the headphone reset is complete.

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

	Reasons	Workarounds
Case 1	<p><b>When using the headphone 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 headphone 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 headphone away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.</p>
Case 2	<p><b>When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.</b></p> <p>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.</p>	<p>Please move the Bluetooth device to a place where there are no obstacles between Bluetooth device and headphone (such as the human body) for Bluetooth communication.</p>

**SOUNDPEATS**

<b>Case 3</b>	<p><b>When using the headphone closes to the other Bluetooth devices.</b></p> <p>The headphone may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</p>	<p>Turn off the Bluetooth function of the other Bluetooth devices.</p>
<b>Case 4</b>	<p><b>When using the device away from the headphone, such as in a different room.</b></p> <p>Bluetooth communication gradually becomes weaker the further away Bluetooth headphone are placed from a Bluetooth player. When using Bluetooth headphone and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.</p>	<p>Keep the Bluetooth headphone as close to the Bluetooth player as possible.</p>
<b>Case 5</b>	<p><b>When a lot of APP lications are running at the same time when use the Bluetooth function.</b></p>	<p>Quit APP s which you are not using on the device to reduce the load.</p>

- **What can I do if the headphone stopped connecting to my device?**

1. Clear the pairing record between the headphone and all of the previous devices.

\*\*\*Please note that the headphone will automatically remember the last pairing record. If you want to connect to the new device, you may need to clear the pairing record on the last device, then connect to the new device.

2. Try to clear some Bluetooth listings on your device and restart the device.
3. Try to reset the headphone and make sure you reset it during charging status.

- **How to connect the headphone with two devices at the same time?**

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

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

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

Step 3. Connect device B to the headphone.

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

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

## **SOUNDPEATS**

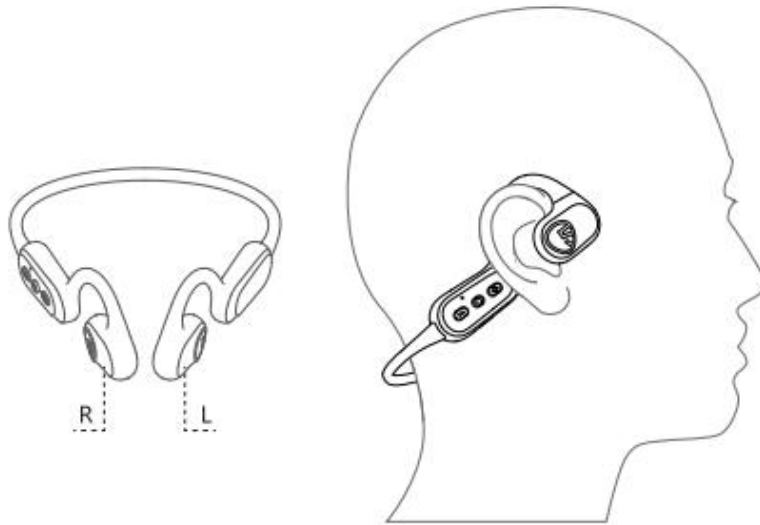
### **Note:**

1. When connecting two devices, only the music of one device can be played. When you want to play the music of the other device, you need to pause or close the music of the previous device. The above operations are APPlicable to call.
2. When the mobile phone or computer switches to play music respectively, does the headphone automatically switch to the device being played?  
---Yes, because Bluetooth doesn't convert the switch.
3. Mobile phone and computer play music at the same time, which device is the headphone playing?  
---The last device to connect to Bluetooth.
4. The computer is playing music, and there is a call coming in from the headphone. Will it continue to play the music or switch to the phone call?  
---The phone connection is prioritized, the computer music is paused, and the music continues to play after the call ends.

## **SOUND**

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

1. This has a lot to do with the wearing angle, please first try to adjust the wearing angle as the following.
  - 1.1. Identify the left and right earphones and wear. **(the right side with click panel)**
  - 1.2. Rotate the headphone and find the most comfortable position. **(Gently put the ear hook to the ear along the outer radian of the ear)**

**SOUNDPEATS**

2. Please volume up by the headphone and your device.

● **Why the headphone lost the sound all of a sudden?**

1. Please check if you connect the headphone to the other device at the same time, then please clear the pairing record on the device which you do not need temporarily.

2. Please recharge the headphone for two hours, and check if the headphone shows red light. And also leave it for over 10 hours and return on to see if it could play sound again.

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

1. Please choose to pick up phone calls via the headphone.

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 headphone and devices.

5. If you are using the headphone 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 headphone.

6. Please change other devices to have a try.

**SOUNDPEATS****CHARGING**

- **What does the charging LED tell while charging the case?**

The red LED stays on while charging, and turns off after fully charged.

- **How to charge the headphone?**

1. Connect with a Type-C charging adapter to charge. Please use a regular charger.
2. When not using for a long time, please charge it once every three months at least.

**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 # ) ;
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 or We-chat 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 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;

**SOUNDPEATS**

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 earphone won't connect to the APP ?**

1. Please first to 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 earphone Bluetooth name is the default "SOUNDPEATS RunFree Lite". 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 earphone could not still connect to APP, please follow the steps one by one:

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

2) unpaired the earphone via your phone, then turn off phone Bluetooth;

3) reset the earphone;

4) restart your phone, then reconnect the earphone to your phone after reset (In this step, please make sure SoundPEATS APP is off);

5) re-open the APP to search earphone to connect to APP ;

**Precautions** during the APP upgrade process:

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

2. Please turn on the earphone;

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.

**SOUNDPEATS**

## **CUSTOMER SERVICE TEAM**

- **What should I do if the problem about the headphone 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 APP ly the replacement or refund for you. SOUNDPEATS provides an 12-month warranty for every product. Your satisfaction is always greatly important to us.