

## FAQ for SoundPEATS APP

### Q: How to register an account?

- A:**
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;

### Q: Fail to receive the verification code?

**A:**

1. Please manually type your e-mail into the area instead of auto fill for your email address, and also pay attention to the format of English letters. Please check if there is blank at the end of your email address, if there is, please delete it.
  - 1.1)English first character is case sensitive;
  - 1.2)Check the domain name of your e-mail;
- 2.Please try to turn off Antivirus software likes Avast Secure Line. If you have data encryption software on your phone, you may have to turn it off momentarily.
3. Check your spam folders/junk inbox.
4. Try to register with a different email address.
5. Uninstall the APP of us then re-install it and restart your device to register again.

### Q: Why do we need email registration?

**A:** Not only it is necessary for you to personalize the APP, but also for SoundPEATS can better receive any feedback from you, the email registration is the most convenient method. Please rest assured that SoundPEATS never touches customer' s privacy.

### Q: What can I do if the earbuds won' t connect to the APP?

**A:** Firstly, please check if the APP supports your SoundPEATS.

If yes, please try the following:

- 1) Please first to check if your SoundPEATS earbuds 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 earbuds Bluetooth name is the default " SOUNDPEATS \*\* ".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) Please make sure both earbuds pair with each other, then connect to you phone first. After the earbuds connected to your phone, then please open the APP to connect earbuds.

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

5) Please check if you allow some permissions like location permission.  
Obtaining location permissions does not involve any user privacy! When using Bluetooth on Android phones, Google officially stipulates that positioning must be turned on to support scanning Bluetooth devices. After upgrading the system of Android devices to version 12, this regulation has been adjusted. However, some mobile phone manufacturers do not follow the legitimate Android version permissions, so even if these phones are version 12, they still require location permission to be opened. Please believe that SoundPEATS has always focused on customer experience, and never touch customer privacy!

6) Please check if there are multiple Bluetooth connections for other products on your phone, especially watches. It is recommended to delete other Bluetooth pairing records;

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

**A:** Firstly, please check if the APP supports your SoundPEATS.

If yes, please try the following:

1. Please try to reset the earbuds as the manual;
2. Take the earbuds out of the charging case and leave some time for the two earbuds to pair with each other. Then please turn on the blue tooth of your phone to connect with the earbuds;
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 earbuds and the mobile phone must be within 0.5 meters;
2. Do not put the earbuds into the charging case;
3. Do not disconnect, play music, or answer the phone calls;
4. Don't close or shrink the upgrade page;

**Q: What should I do with the issue caused by upgrading?**

**A:** If there is no solution for your problem in this FAQ, please feel free to contact our support team through your order or our contact in the manual, we will surely help you out soon. SoundPEATS provides 12-month warranty for every product. Your satisfaction is always greatly important to us.