

P1 Troubleshooting Guide

Issue 1

How to connect with my Phone?

- ① Open the charging case, and the earphones will enter pairing mode (indicator light flashing red and blue alternately).
- ② Activate the Bluetooth settings on your phone and tap "PISEN P1" to connect.



Issue 2

Sound Cut in/out or connected/disconnected or unstable

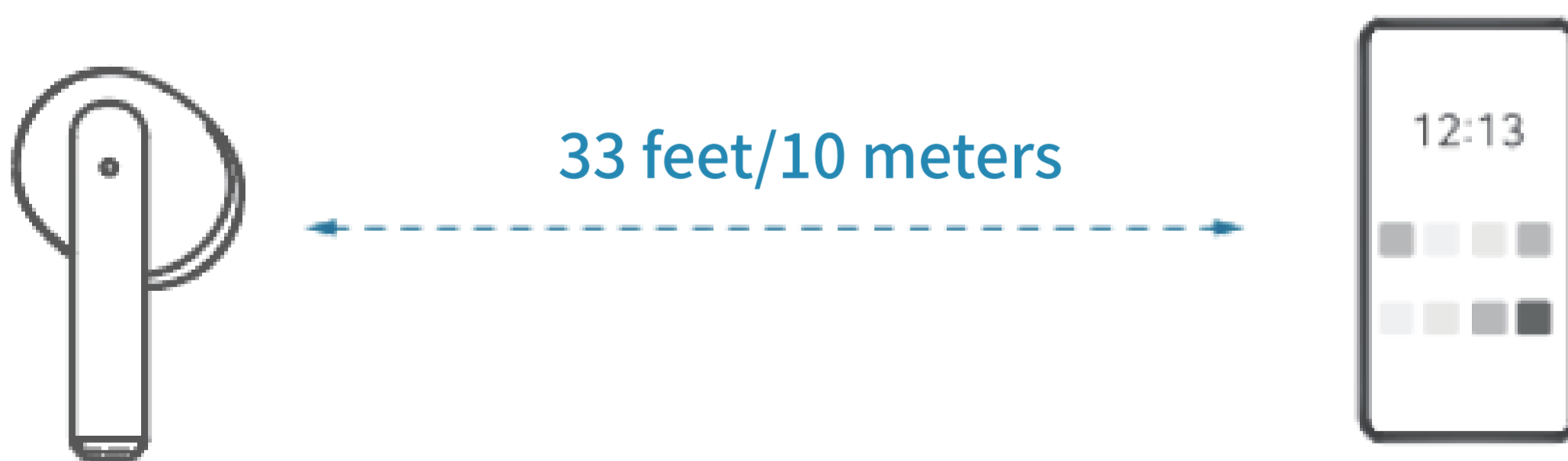
Cause ①: There is electromagnetic interference around the earbuds.

Troubleshooting: Please keep away from these interference.



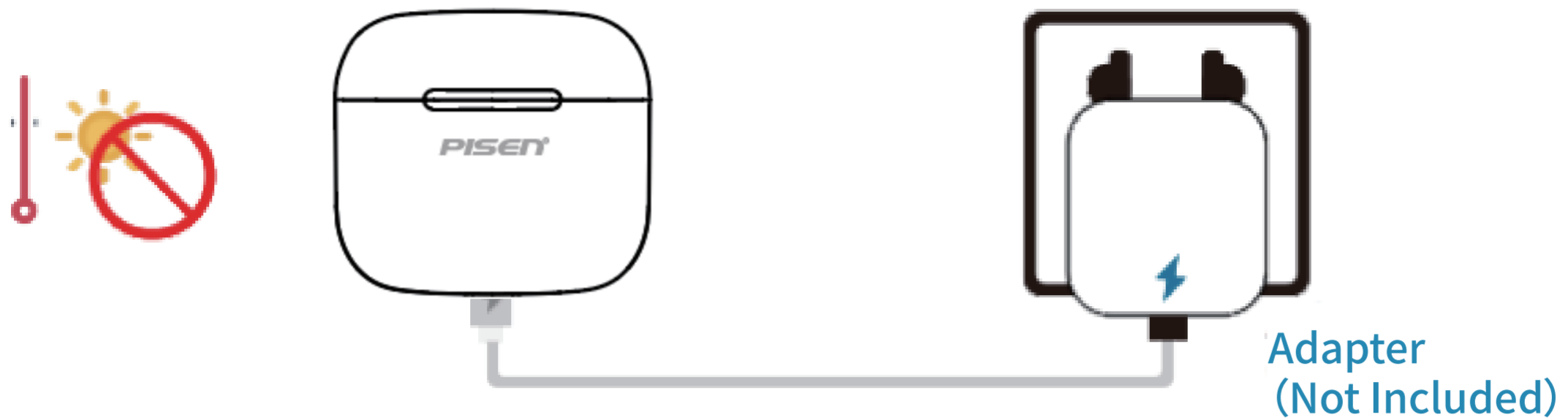
Cause ②: The distance between the earphones and the phone exceeds 33 feet (10 meters).

Troubleshooting: Please maintain a distance of less than 33 feet(10 meters) (unobstructed).



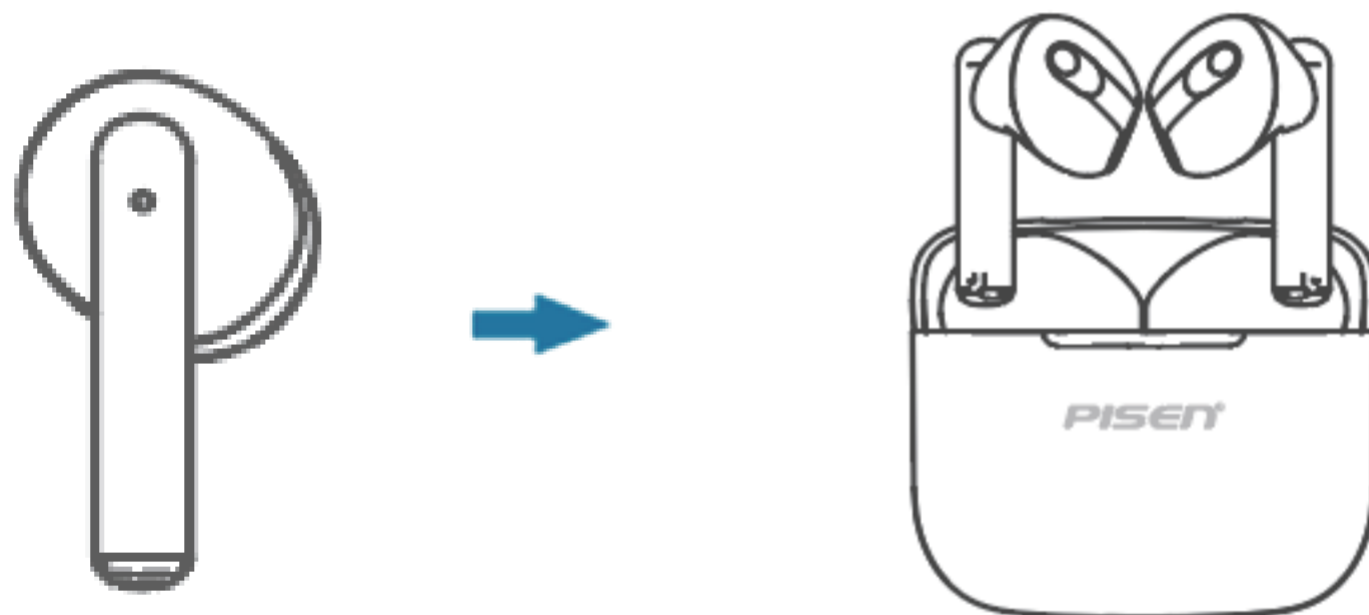
Cause ③: The earbuds have low battery or are overheated.

Troubleshooting: Please use USB-C cable(Included) to charge for earbuds.



Cause④: The Bluetooth connection is unstable.
Troubleshooting: Please reconnect it.

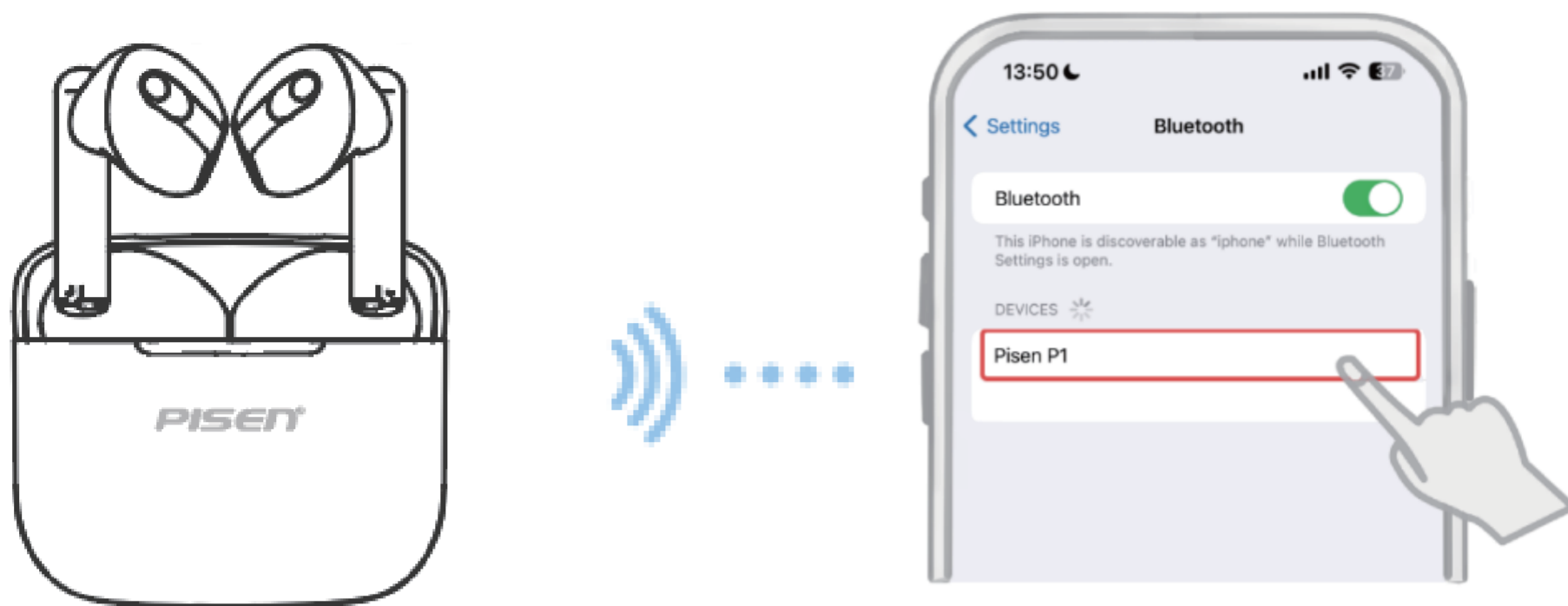
a. Put the earbuds back into the charging case and keep the cover open.



b. Click "Forget this device" on your phone.



c. Wait for 10 seconds and reconnect.

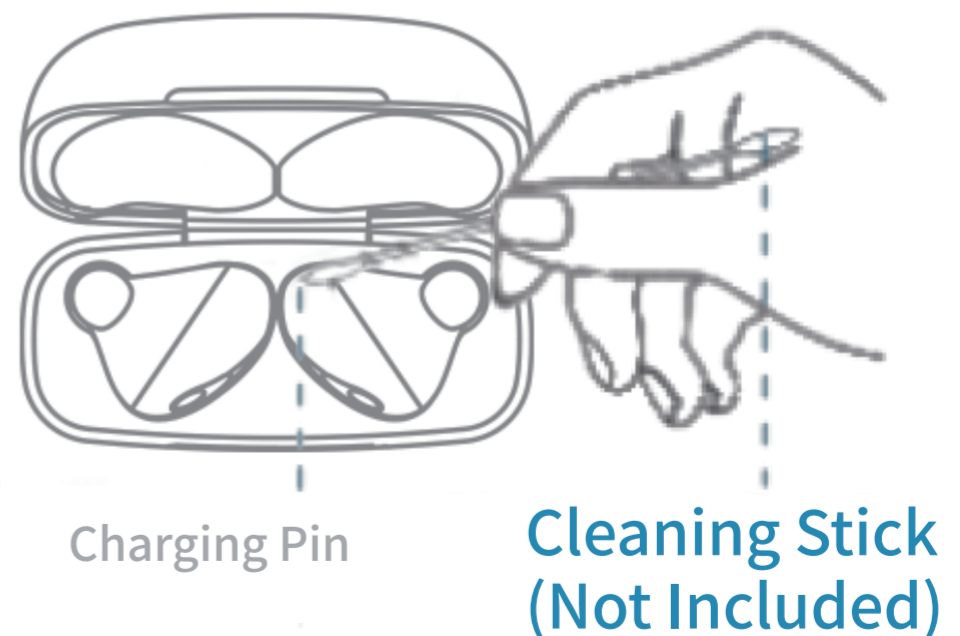
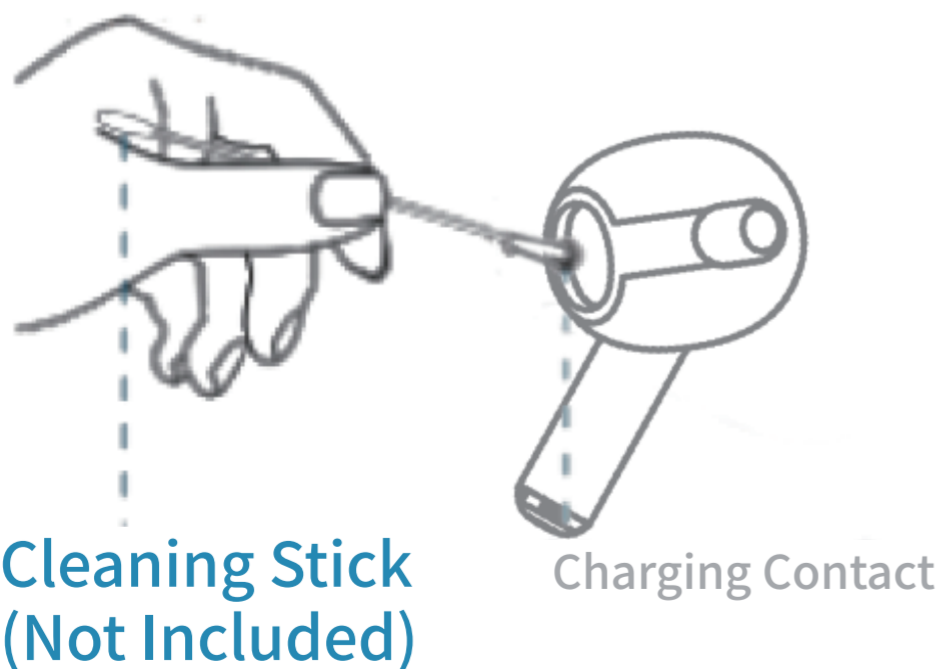


Issue 3

The sound for calls are poor or small.

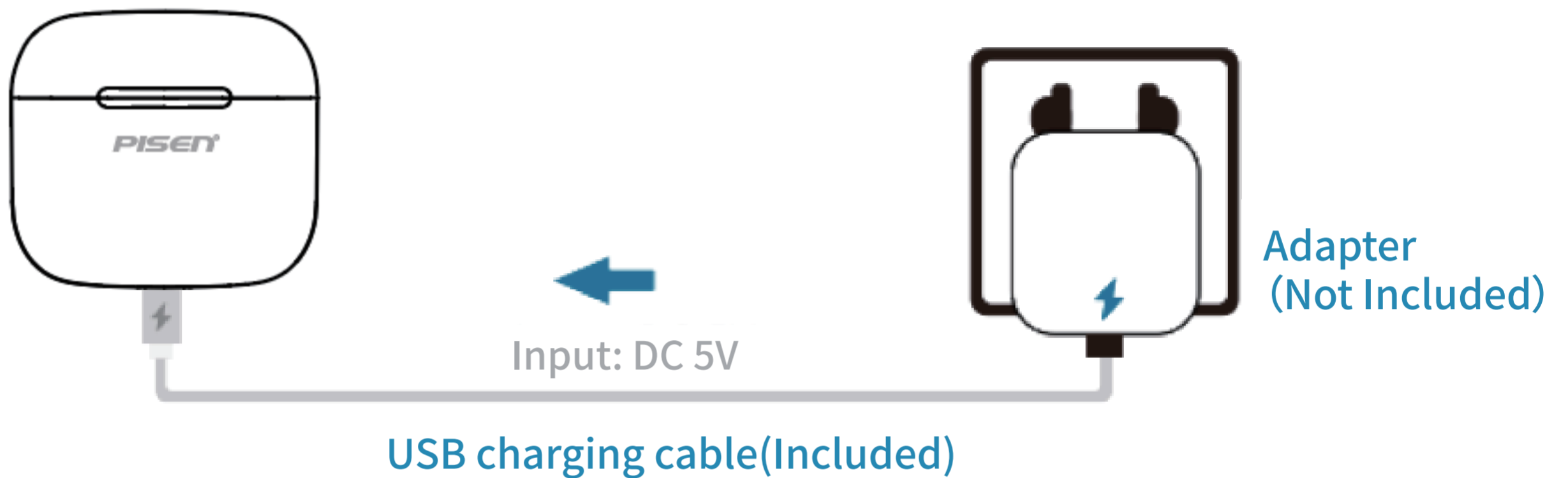
Cause ①: The charging contacts of the earbuds or charging case are dirty.

Troubleshooting: Clean the charging contact points of the earbuds and charging case to ensure there is no dust or corrosion. Please clean them as below:



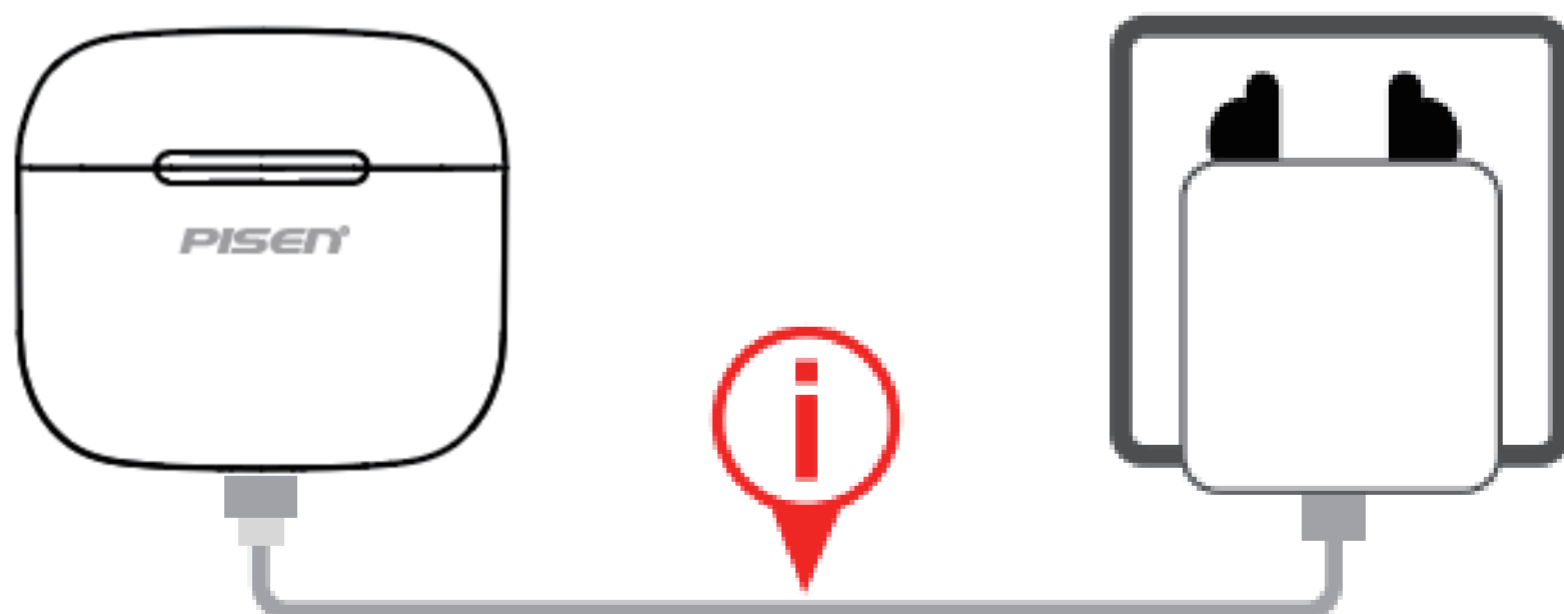
Cause ②: Incorrect charging cable.

Troubleshooting: Check if the charging cable and charger are intact to ensure they are in working condition. Use usb-c cable(Included) to charge these earbuds.



Cause③: The Type-C cable is broken.

Troubleshooting: Please use a different Type-C charging cable for charging.



Cause④: Check if the charging port is loose.



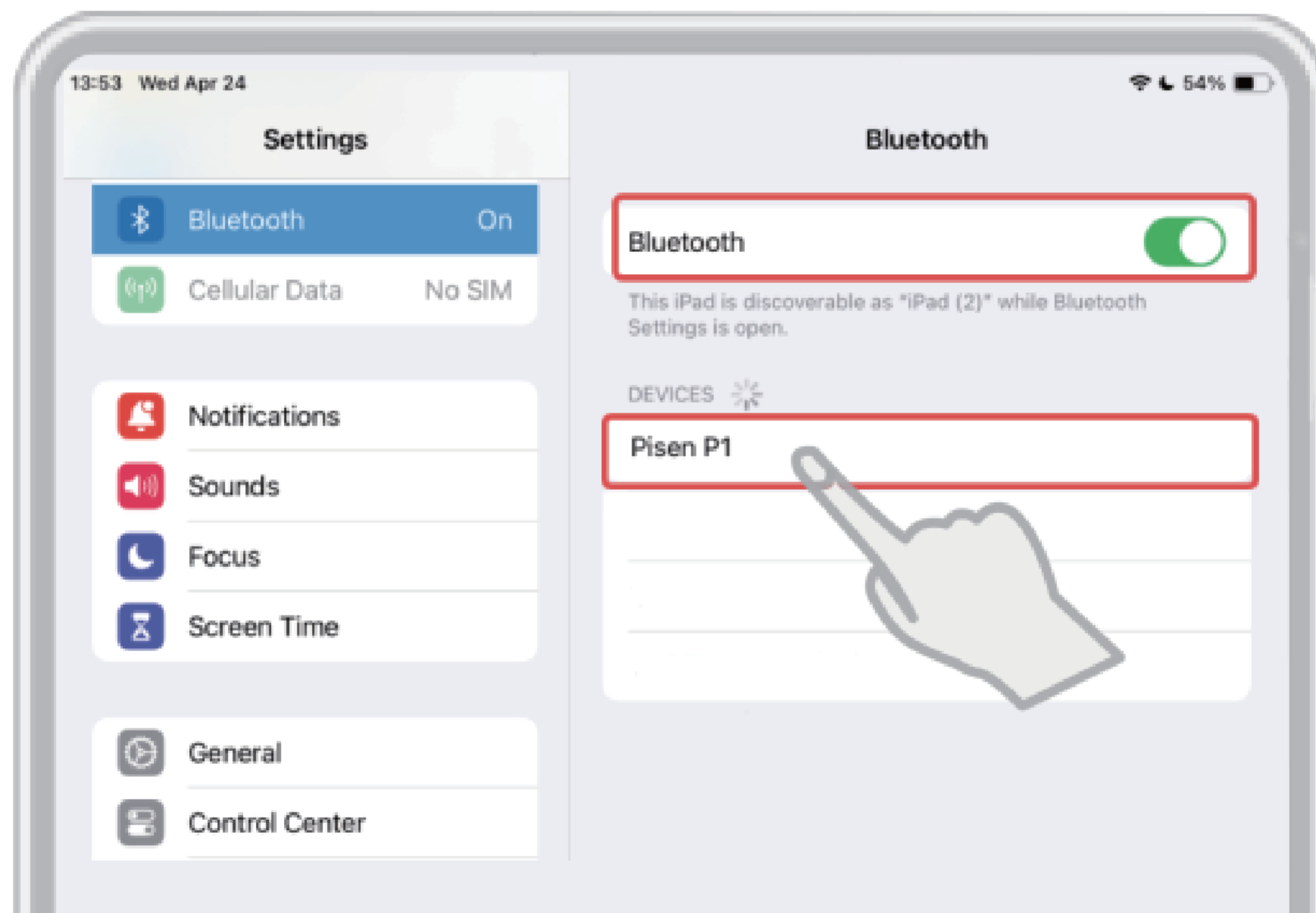
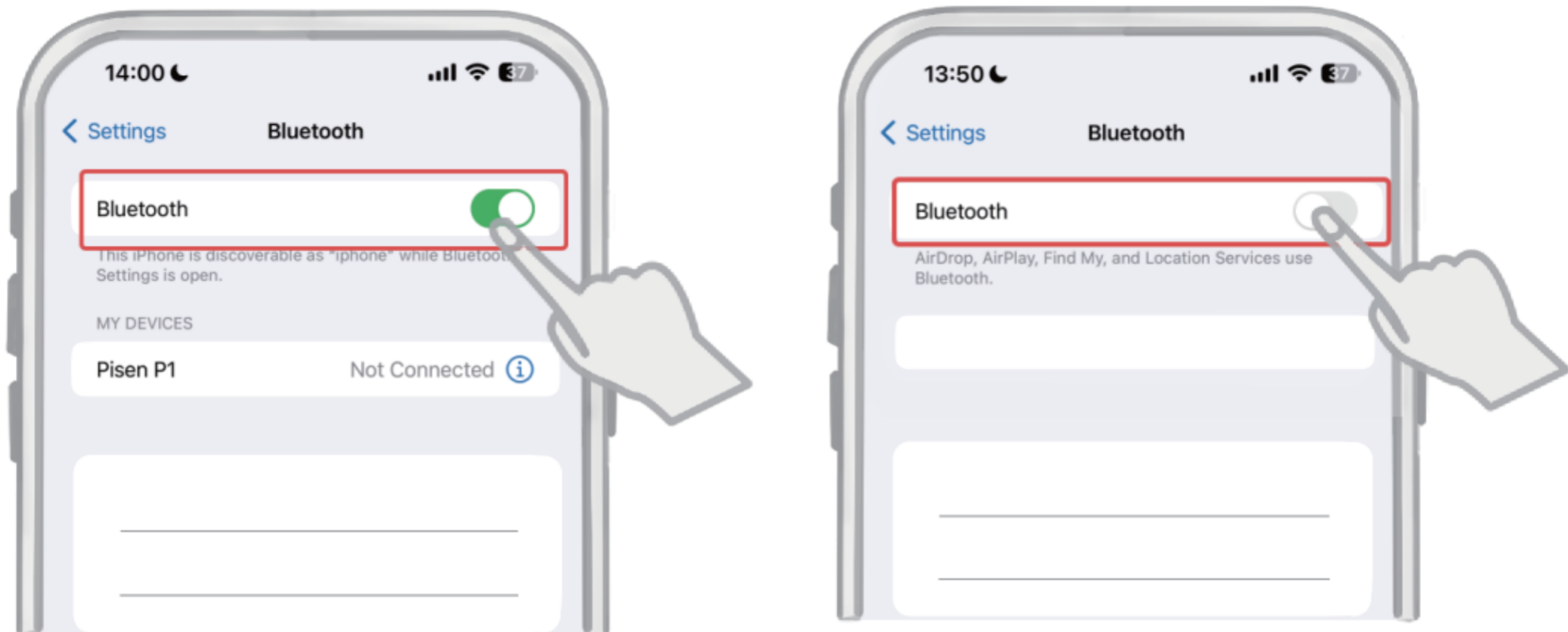
Issue 4

The earbuds can be paired with a phone but cannot be paired with a PC/Pad.

Cause ①: These earbuds automatically connect to previously paired devices.

Troubleshooting: Turn off the Bluetooth on the previous device before pairing with a new one.





Cause ②: The bluetooth version is too old.
Troubleshooting: Please connect to a device with Bluetooth version 4.0 or above.

Issue 5

These earbuds have static noise or continuous buzzing.

Cause ①: The signal and connection between the earbuds and the device are affected by electronic interference from devices such as microwave ovens, WiFi routers, signal lights, or airports/subway stations, etc.

Troubleshooting:

a. Please clean the earbuds grilles.

b. Try using the headphones in different locations to see if there is any static noise.

Noise is less or gone.

c. Move away from sources of electromagnetic interference.

d. Turn off nearby devices that may cause interference.

e. If the issue persists, please contact us for further assistance or a replacement.



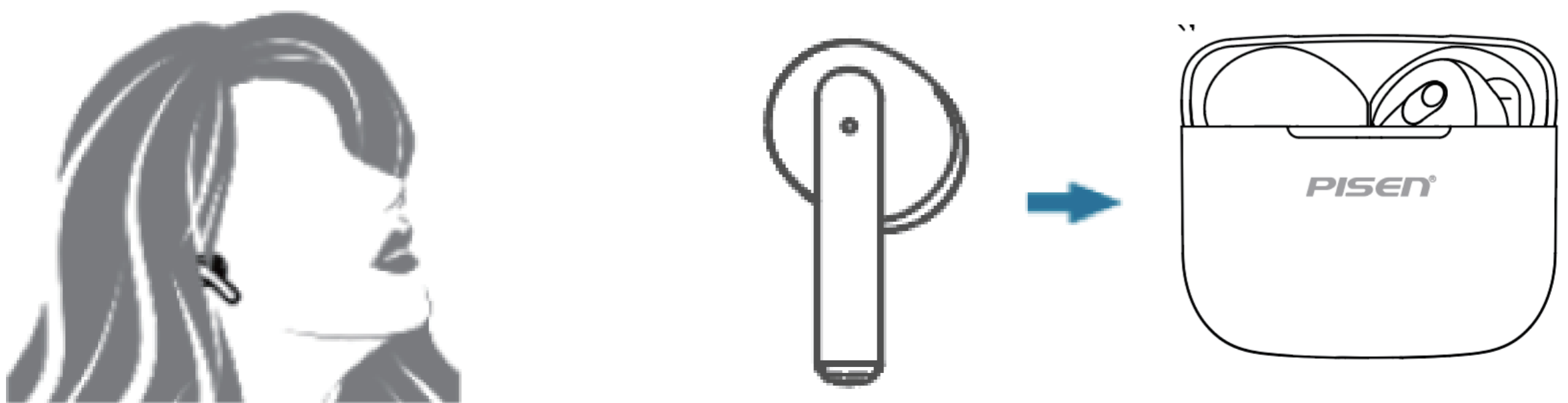
Issue 6

The sound for calls are poor or small.

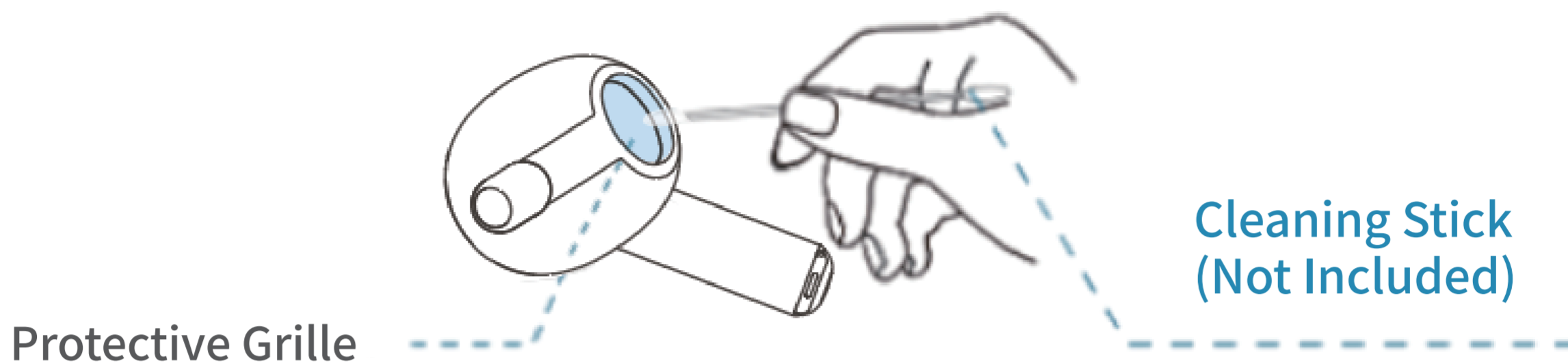
Cause ①: Only wear one earbud.

Troubleshooting: Please wear both earbuds for calls and position the microphone of the L earbud close to your mouth.

If wearing only one earbud, please place the other one in the charging case and close the lid.



Cause ②: The grilles or the ear tips are dirty.
Troubleshooting: Please clean as below:



Cause ③: The microphone hole is blocked.
Troubleshooting: Please clean the microphone hole.



FAQ(Frequently Asked Questions)

Q: What kind of charger does wireless earbuds use?

A: You can use USB type C to charge the bluetooth earbuds. Inside the package, you'll also find a Type-C charging cable included.

Q: What phone is this compatible with?

A: The wireless earbuds can compatible with iPhone/SAMSUNG/Xiaomi/Redmi/Vivo/OPPO/HUAWEI. Pisen bluetooth earbuds are compatible with device enabled bluetooth.

Q: Do these work with iPhone?

A: Yes, the earbuds can paired with iPhone.

Q: Does the mic work for phone calls?

A: The earbuds with mic. When you paired with the bluetooth wireless earbuds, you can make a phone call with your friends.

Q: What is included in the product package?

A: There is earbud x2, earbuds charging case x1, type-C charging cable x1, user manual x1 in the product package.

Q: Will they pair with multiple devices?

A: No, these earbuds couldn't pair with multiple devices, you only can pair with one device at one time. If you need to pair with new device, please forget these earbuds at your previous device first.

Q: How does the charging case low battery display?

A: The bluetooth wireless earbuds charging case indicator light blinks blue for 5 seconds, indicating that the charging case is low and needs to be recharged in a timely manner.

Q: How long does it take to charge this?

A: the bluetooth earbuds take about 1.5 hours to charge.

Q: What happens if I don't use the headphones for a long time?

A: If you don't use the earbuds for a long time, please fully charge the earbuds/charging compartment once a month, which can prolong the life of the earbuds battery.

Q: How do I know my earbuds are charging?

A: During charging, the earbuds charging case indicator will flash in green.