

TRIGGR KRAKEN




X2 FAQ CARD

1 CHARGING CASE LIGHT

Turning On The Charging Case Light



 Open the charging case lid.



 Close the case lid to turn the lights ON.

2 EARBUD ISSUES

Problem - Earbuds Not Working/Powering On




Reason 1

 Charging Case ran out of power.



Solution 1

 Charge the case with the USB C cable provided.




Reason 2

 Low battery in earbuds.



Solution 2


 Put both earbuds in the case and charge for a minimum 30 minutes.

3 EARBUD ISSUES

Problem - One Of The Earbuds Is Not Working




Reason

 The left & right earbuds are unable to pair with each other.



Solution


 Perform the reset steps as mentioned in the "Resetting Earbuds" section of the user manual.

4 SOUND/CALL QUALITY ISSUE

Problem - Bad Sound Quality Or Imbalance Between Left & Right Earbuds



Reason

 Dirt blocking the sound hole mesh.



Solution


 Use a cotton swab dipped in Alcohol/Sanitiser to clean the mesh.

5 EARBUD CONTROLS ISSUE

Problem - Unresponsive Touch Control



Reason 1

 Earbuds falling may affect the touch response by moving the front & back panels from their original position.




Solution 1

 Press the front and back panels of the earbuds until seamless.




Reason 2

 Prolonged usage, perspiration & residual dirt can affect the touch control area.



Solution 2


 Use a clean cloth to wipe the touch control area clean.

6 VOICE CALL ISSUE

Problem - Bad Voice Call




Reason 1

 Dirt blocking the mic holes.




Solution 1

 Use a tweezer or toothpick to clear the mic holes.




Reason 2

 The mic hole is blocked by coming in contact with water or sweat.



Solution 2


 Use a hair dryer for 5-10 seconds to dry it out.

7 EARBUD CHARGING ISSUE

Problem - Earbuds Not Working



Reason

 Dirty pogo pin.



Solution

 Use a cotton swab dipped in Alcohol/Sanitiser to clean the pogo pin.