

FAQ

SKU# CCOBXXXXHS05

Product Name: True Wireless Earbuds Bluetooth 5.0 (2nd Generation)

How can the Bluetooth connectivity be better?

The earbuds can operate with a distance of 6-8 meters. Please try to remove your phone case and test the earbuds again. Depending on the material and the design, the case can cause interference. Other Bluetooth devices can also interfere with Bluetooth signals, please try not to use several Bluetooth devices at once.

Why are the earbuds not charging in the cradle?

The LED status of the earbuds are red when charging is in progress and turned off when fully charged. There is a possibility that the earbuds are fully charged so you cannot see any LEDs lighting up.

Why is there static noise when using the headset with other Bluetooth devices at once?

As other Bluetooth devices can interfere with signals and cause static noise, please try not to be using several Bluetooth devices at once.

How do I disconnect the earbuds?

- 1) Press and hold the button for 4 seconds to turn off the earbuds.
- 2) Place the earbuds back into the cradle and they will shut down automatically and charge. Please ensure the cradle is not out of battery.

Why do one of the earbuds not turn on?

Please ensure the earbuds are charged.

Will the earbuds slip out of my ears when exercising?

The earbuds are designed for human ears perfectly. Please ensure the earbuds are placed in the correct position. Alternatively, you may change the original ear tips to larger ear tips. However, please change back to the original ear tips while charging.

Why is the sound quality different from before, while the volume is the same?

Please understand the mesh screens on the earbuds will accumulate dust and grit, as well as earwax buildup, which will affect the sound quality. It is recommended you wipe the earbuds after use to prevent the earbuds from rusting. Please remove the ear tips and dry the earphones thoroughly with a soft towel, shake the earphones to remove water droplets and let the earphones air dry for 48 hours. Please do not speed the drying by using a clothes dryer, a hair dryer, or any other type of forced hot air. Please also remove the ear tips from the earbuds and lightly brush the mesh screens with a soft dry cloth.

Why can the person not hear me during a call when using Apple iPhone?

Please choose Bluetooth when answering calls if you are using Apple iPhone.

How do I adjust the volume or function during a call?

Please adjust the volume button or function on your phone for volume up and down during calls.

How do I activate Siri (IOS devices only) when using the headset?

Please triple tap one of the buttons on the earbuds.