

Microphone Not Working

- 1.If it's a 3.5MM jack headphone, check the metal segments of the 3.5MM plug. Four segments support microphone functionality, while three segments do not. If there are four segments, proceed to the next step.
- 2.Check if the headphone has a microphone switch. If there's a switch:
 - ① Toggle switch: Ensure the switch isn't set to OFF or in the direction of the microphone disable icon. If it is, toggle it to the opposite side. If not, proceed to the next step.
 - ② Rotary volume-adjustable switch: Rotate the knob to both extremes to confirm if the microphone functionality changes. If no change, proceed.
 - ③ Button switch: Press the button once and test the microphone. If it's still silent, proceed to the next step.
- 3.When using on a computer, check if it's plugged directly into the headphone icon port. If so, only the speaker will work. If plugged into the microphone icon port next to it, only the microphone will work. It's recommended to use a 3.5MM splitter cable.
- 4.If the issue persists, consider returning or repairing.

Microphone Background Noise

- 1.Connect the headphones and initiate a recording on your computer or phone's recorder. Maximize the speaker volume and listen to the recording to check for background noise. If confirmed, proceed.
- 2.Adjusting the microphone volume can help mask the background noise. On mobile phones, you'll need to access the respective app settings. On Windows 10, right-click the speaker icon on the bottom right of the screen, select "Sound", find the microphone option, double-click to access its properties, navigate to the "Levels" tab, and adjust the volume to a clear baseline (based on user preference). Test the recording again.
- 3.If the issue persists, consider returning or repairing.

Microphone Distortion

- 1.On mobile phones, access the respective app settings. On Windows 10, right-click the speaker icon on the bottom right, select "Sound", find the microphone option, double-click to access its properties, navigate to the "Levels" tab, and adjust the volume to a clear baseline (based on user preference). Test the recording again.
- 2.If the issue persists, consider returning or repairing.

Microphone Too Quiet

- 1.For mobile phone users, consider returning or repairing. For computer users, right-click the speaker icon on the bottom right, select "Sound", find the microphone option, double-click to access its properties, navigate to the "Levels" tab, and adjust the volume to a clear baseline (based on user preference). Test the recording again.
- 2.If the issue persists, consider returning or repairing.

Microphone Voice Alteration

Consider returning or repairing.

Speaker Volume Imbalance

- 1.Try listening to a mono track. If the issue persists, proceed.
- 2.For computer users, right-click the speaker icon on the bottom right, select "Sound", find the device option, double-click to access its properties, navigate to the "Levels" tab, click the "Balance" button, and ensure the left and right values are consistent. Adjust if needed.
- 3.If the issue persists, consider returning or repairing.

One-Sided Speaker Silence

- 1.Try listening to a mono track. If the issue persists, proceed.
- 2.For computer users, right-click the speaker icon on the bottom right, select "Sound", find the device option, double-click to access its properties, navigate to the "Levels" tab, click the "Balance" button, and ensure the left and right values are consistent. Adjust if needed.
- 3.If the issue persists, consider returning or repairing.

Speaker Distortion

- 1.Change tracks and confirm the audio quality is fine.
- 2.If the issue persists, consider returning or repairing.

Speaker Background Noise

Consider returning or repairing.

Speaker Current Noise

Consider returning or repairing.

Speaker Not Working or No Connection

- 1.Check if the cable is properly connected. If it is, proceed.
- 2.Check if the speaker switch is off. If it's on, proceed.
- 3.If the issue persists, consider returning or repairing.

Speaker Sound Channel Reversed

- 1.Check if the headphones are worn correctly. If they are, proceed.
- 2.Play audio. For computer users, right-click the speaker icon on the bottom right, select "Sound", find the device option, double-click to access its properties, navigate to the "Levels" tab, click the "Balance" button, and adjust the left channel value to 0. At this point, the left channel should be silent, and the right channel should work normally. Adjust the right channel value to 0, and the left channel should work while the right is silent. If the actual operation doesn't match the description, proceed. (Make sure to restore the balance after testing.)
- 3.If the issue persists, consider returning or repairing.

Speaker Intermittent Sound

- 1.Check if the cable and port are properly connected. If they are, proceed.
- 2.Check the quality of the audio source. If it's fine, proceed.
- 3.If the issue persists, consider returning or repairing.

Warranty Service

5-year warranty
Lifetime customer support

Customer Support

Email: support@hroenoilive.com
Official Website: <https://www.hroenoilive.com>