

Troubleshooting Steps

1. These are true wireless headphones that use Bluetooth connectivity. Bluetooth connectivity can be variable based upon the device being used, environmental conditions, etc
2. Please make sure the customer has updated their device to the latest software version including the most update version of Bluetooth
3. Please make sure the customer has the headphone fully charged before using
4. Bluetooth should deliver up to 30 feet of wireless range but can be variable depending on the environment and things like walls, other electronic devices, etc
5. Please see attached Quick Start Guide for further questions, troubleshooting tips