

Q1: What should I do if earbuds do not charge when I put earbud into the case?

A: 1. First, make sure the charging case is fully charged. If not, please charge the charging case first.

2. If the charging case is fully charged, carefully check the charging contacts and the pins inside the charging case for dirt or dust. If you find any buildup, clean the charging contacts and pins with a cotton swab with an alcohol tip.

3. If the issue persists, try using a different charging cable or charger to determine if the problem lies with the accessories.

Q2: Why earbuds disconnected with device or sound is cut in/out?

A: Please note that encountering connectivity issues does not necessarily indicate a problem with the earbuds themselves. It could be due to factors related to the connected device and the surrounding environment. Bluetooth signals can be affected by obstacles such as walls, pillars, home appliances, Wi-Fi signals, and more. To ensure a stable connection, we recommend avoiding such obstructions. To address this issue, please try the following steps:

1. Make sure to fully charge your earbuds and reset them as described earlier. Then, re-pair them with your device.

2. Test the earbuds by playing a downloaded song or video to check if the audio is clear and consistent.

3. Verify the performance of the earbuds by connecting them to another.

Q3: Why am I unable to adjust the volume of the earbuds by tapping and holding either the left or right earbud?

A: There are 2 methods below

Method 1: Adjust the volume via the "Volume Button" on your phone.

Method 2: Please play music again, and then you can adjust the volume via a long tap on the right or left earbud.

If neither of the methods proves effective, don't hesitate to get in touch with us for a replacement.

Q4: Earbuds can not pair with my new device, why?

A: Please make sure that the X18 headphones are disconnected from your previously paired device before pairing them with your new device, and ensure that the X18 headphones have sufficient battery. Please ensure that your new device has Bluetooth functionality.

If both of the above conditions are met, but the X18 headphones still cannot connect to your new device, please follow the steps below to reset your X18:

- a) Take out both X18 earbuds from the charging case.
- b) After removing the earbuds, make sure they are not connected to any device, then click both earbuds five times simultaneously.
- c) After completing the above steps, place both earbuds back into the charging case, then take them out again. At this point, both earbuds have been reset. Please proceed with the pairing process to connect them to your device.

If you still cannot connect your X18 headphones to your new device after resetting, don't hesitate to get in touch with us for a replacement.

Q5: The sound of earbuds is so low, how to fix it?

A: Please ensure that both your headphone volume and your phone volume are set to the maximum level.

Please verify that your headphone volume and your phone volume are synchronized. If your phone volume and headphone volume are synchronized and set to the maximum level, it indicates that the grille is dirty. Please use a pointed cotton swab to clean the grille.

If the sound remains low despite following the above steps, please contact us, and we will assist you in resolving the issue.

Q6: Why the earbuds still won't be charged or disconnected from the phone after I put them in the case and close the lid?

A: Make sure the charging case is not in a low battery state. If the charging case is in a low battery state, the earbuds will neither be charged nor disconnected. In this case, please use a type-c charging cable to fully charge the case.

Q7: Why does the music cut in or cut out?

A: First, please do not let the distance between these earbuds and your phone be more than 33 feet (without obstacles).

If the distance is less than 33 feet, please take the steps as follows:

1. Put earbuds back into the case and close it, find "X18" in the Bluetooth list and click "Forget the device" on your phone.
2. After 10s later, open the case and reconnect these earbuds with your phone.

Q8: If your headphones have no sound, you can try the following troubleshooting steps:

A: 1. Check Bluetooth connection: Ensure that the Bluetooth earbuds have successfully paired with the audio device. A failed connection may result in no sound.

2. Check the volume settings: Ensure that the volume settings are properly adjusted. If the

volume is set too low or muted, there will be no sound.

3. Test with another device: Connect the headphones to a different audio device to see if the issue persists. This will help determine if the problem is with the headphones or the original audio device.

4. Try a different audio source: Test the headphones with a different audio source, such as a different song or video, to rule out any issues with the specific media file.

5. Clean the earbuds jack: If there is debris or dirt in the earbuds jack, it may interfere with the audio connection. Use a clean cloth or compressed air to remove any obstructions.