| Questions | Answers |
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| How do I reset Motion+? | Power it on, hold the Bluetooth and Volume+ buttons down at the same time for 5-10 seconds until Motion+ restarts. |
| How to Pair Two Soundcore Motion+ Speakers Together? | To pair two Soundcore Motion+ speakers together, follow the steps listed below.<br><br>1.Turn the two speakers on.<br>2. Press the bluetooth button on both speakers at the same time for 5-8seconds until the bluetooth light turns flash white.<br>3. Release the bluetooth button for both speakers and then 2 speakers will pair with each other automatically in 5s.<br>4. When they pair together the motion+'s have one solid white and one blank and you then have to hit the bluetooth button on the blank one to get the master into pairing mode with the device. |
| I haven't used Motion+ for a while, why won't it turn on? | If you haven't charged or used Motion+ in a long time the battery may have over-discharged. Charge for at least one hour before turning on. |
| What do the indicator lights mean during charging? | Charging when powered on:<br>- Steady red light while charging<br>- Steady white light when fully charged<br><br>Charging when powered off:<br>- Steady red light when charging<br>- Light turns off when fully charged |
| Why can't I pair Motion+ with my device? | 1. Clear all the pairing records on your device.<br>2. Turn the Bluetooth on and off on your device.<br>3. Hold down the Bluetooth and Volume+ button at the same time for 5-10 seconds until Motion+ restarts.<br>4. Search for Motion+ in your device's Bluetooth menu and pair. |
| What should I do if the sound cuts in and out in stereo pairing mode? | 1. Avoid placing any electronics devices in between the two Motion+ speakers when they are in stereo pairing mode.<br>2. Ensure the distance between the two speakers is no greater than 16 ft /5 m.<br>3. Put the master speaker on the right and the secondary speaker on the left. |
| How do I connect Motion+ to a MacBook or Windows laptop? | MacBook:<br>1. Open 'Bluetooth' in settings and find 'Soundcore Motion+' in the list of available devices.<br>2. Connect Motion+ to your MacBook.<br>3. Open 'Sound' to confirm that the Motion+ is the default for all sound. If it is not the default, change the settings.<br><br>Windows Laptops:<br>1. Open 'Bluetooth' in settings and find 'Soundcore Motion+' in the list of available devices.<br>2. Connect Motion+ to your laptop.<br>3. Open 'Sound' to confirm that the Motion+ is the default for all sound. |
| How do I adjust the EQ on Motion+? | Go to the EQ settings in the Soundcore App and adjust as needed. |

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| Why can't I save a Custom EQ setting? | Update firmware to the latest version via the Soundcore app. |
| Why does my voice sound quiet to the person on the other end when using Motion+ to make calls? | Ensure you are facing the microphone when making calls. It is located next to the BassUp button. |
| Why does the Custom EQ setting change after I press the BassUp button? | BassUp is a separate EQ mode on Motion+. Use the Soundcore App to switch back to your Custom EQ setting. |