

T8 Troubleshooting Guide

PART 1- WEARING

Q What should I do if the earbuds can not fit well and fall off?

A - Choose the right size of ear tips (S M L ear tips)

- Push the earbuds in your ears
- Rotate and adjust the earbuds to fit well

PART 2- CONNECTION

Q What should I do if the earbuds can not be connected?

A - The earbuds can be connected to one device at a time

- If have been connected to other device, turn off the previously connected Bluetooth please, put the earbuds back in case, and then take them out of the case, search T8 on the device need to connect.

Q What should I do if the connection keeps cutting out?

A - Make sure there is no any obstructions to interfere the Bluetooth signal. Bluetooth connection would be influenced by 4G signals, WiFi, wall barriers and so on.

- Please turn to the Part 5 to follow steps to reset the earbuds.

Q What should I do if the T8 still connect to device when back in charging case?

A - Take earbuds out of the case, and then put them back again.

- Please turn to the Part 5 to follow steps to reset the earbuds.

Q Can earbuds be paired with multiple devices at a time?

A - No. The earbuds can be connected to one device at a time. After have been connected to one device, the earbuds will be paired with it automatically when take them out of the case. If wanna pair earbuds with other device, please turn off the previously connected Bluetooth.

Q Can I just use one earbud at a time?

A - Yes, you can use them together or just use one earbud. When just using one earbud, the other one can be put in the case to charge. When the earbud is out of power, you can switch to the other one to use.

Q What device can be connected to?

A - The earbuds are compatible with Bluetooth version over 4.0

PART 3- CHARGING

Q What should I do if the earbuds can not be charged?

A - If case can not be charged, please change another type-c cable to charge it.

- If earbuds can not be charged, when the earbuds have been completely exhausted, clean the earbuds and the metal contacts in the case, put earbuds back in the case, and then charge for 1-2H.

PART 4- SOUND

Q What should I do if there is no sound from earbuds?

A - Turn off Bluetooth on the device and turn it on, then pair your

earbuds with device again.

- Make sure both earbuds are powered on and paired with device
- Please gently clean the metal mesh filter under the ear tips.
- Please turn to the Part 5 to follow steps to reset the earbuds.

Q What should I do if the volume from one earbud is lower than the other side?

A - Please gently clean the metal mesh filter under the ear tips.

- Raise the volume by holding the right earbud.
- Please turn to the Part 5 to follow steps to reset the earbuds.

Q What should I do if the earbuds have poor sound quality?

A - Please gently clean the metal mesh filter under the ear tips.

- Try different sizes ear tips and wear them in the correct position.
- Try different types of music to check whether the input audio source has distortion or other noises or not.

Q What should I do if the earbuds do not have enough bass?

A - Try different sizes ear tips and wear them in the correct position.

- Try some kind of music with more bass.

Q What should I do if cannot hear in the noise environment?

A - Try different sizes ear tips and make sure the earbuds fit well.

- Raise the volume by holding the right earbud.
- For safety, try not to wear them in very noisy environment.

PART 5- RESET

Q What should I do if I wanna reset the earbuds?

- A - Make sure the earbuds are not connected to any device.
- Delete all pairing records on Bluetooth.
 - Put the earbuds in the case, wait for 15 seconds, then take them out of the case
 - Click the Multi-function touch button of one of the earbuds for 5 times
 - Turn on Bluetooth to pair with.

PART 6- CALL

Q What should I do if the other side cannot hear me clear?

- A - Raise the volume by holding the right earbud.
- Make sure the earbuds sit in your ears properly.
 - Please make a call in a quieter environment.

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Or

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