

PAIRING ISSUES?

ISSUE:The biggest challenge with true wireless earbuds is ensuring your buds are properly connected to each other and your device. There are times when you may unintentionally disconnect your buds and change their paired state; this can create pairing challenges and impact your ability to hear audio in both earbuds or use either bud in Solo Mode. Do not worry, we have a few easy ways to get this fixed!

FIRST COMPLETE A POWER CYCLE by simply placing your buds into the charging case until the LED on both earbuds turns RED. Then remove your buds from the case and evaluate, sometimes this is all you need, but if you're still having trouble we've got you covered.

SOLUTION 1: RE-SYNC YOUR EARBUDS – “AUDIO ISN'T PLAYING FROM BOTH OF MY EARBUDS”

1. Power ON your earbuds by removing them from the charging case, or manually press and hold the button on each bud for 2 seconds.
2. Once powered ON (you can be in a connected or non-connected state) press the button on BOTH buds 4x to start the earbuds re-sync pairing mode (earbuds connecting to each other).
3. Your earbuds will flash Red/Blue momentarily as they re-sync, once successful they will flash Blue together and you will hear a “connected” voice prompt.
4. If you were connected to your device, your earbuds will automatically reconnect to your device and you're ready to stream in stereo audio (sound will play from both earbuds).

SOLUTION 2: RESET YOUR PAIRED DEVICE LIST – “I CAN'T GET MY EARBUDS TO PAIR TO MY DEVICE CORRECTLY, OR SOLUTION 1 ISN'T FIXING MY AUDIO PLAYBACK”

1. To ensure ease of re-pairing, please un-pair or forget your Dime® in your paired Bluetooth device list
2. Remove your Dime® earbuds from the charging case and allow them to automatically power ON.
3. Ensure your earbuds are in a non-connected state, then on either earbud, press the button 2x and then hold for 2 seconds.
4. This will automatically reset your paired device list and enter you directly back into Pairing Mode. You will hear the voice prompt “Pairing” and only the LEFT bud will begin to flash RED/BLUE.
5. At this time, turn ON your device's Bluetooth and look for "Dime" in your list of Available Bluetooth devices, and select it.
6. IMPORTANT – Select the “Pair” and “Ok” prompts that will pop up on your screen.
7. Once successfully paired, a voice prompt will notify you are now “Connected”