

# **FAQ**

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## **SOUNDPEATS**

### **BLUETOOTH**

#### **● How to reset SoundPEATS TrueAir2?**

1. Clear the pairing record between the earbuds and all of your devices.
2. Place both earbuds back into the charging case and make sure that both earbuds are in charging status (Both earbuds have solid red lights).
3. Press and hold both multi-function buttons for 10s until both indicators flash in white twice.
4. If the resetting completed successfully, when you take the earbuds out of the charging case, one earbud will flash red and white lights, and the other has solid white light.

#### **Note:**

1. If any earbud flashes white light rapidly, please try to double tap the MFB, then put it back into the charging case and take it out of the case again after a few seconds.
2. While taking out both earbuds after successfully reset, please wait for seconds before the earbuds pair to each other at first, then turn on the Bluetooth of your device to connect. If one earbud doesn't connect, please put it back and then take it out, it should connect automatically then.

#### **● Why is the Bluetooth connection unstable sometimes?**

1. Though Bluetooth is also a kind of wireless signal transmission, it's not as strong as WiFi. It compromises by a lot of interference around, such as the compatibility between the connected devices, some other wireless signal around, WiFi frequency, and the barriers between (walls, doors, etc.). Bluetooth range is normally around 30 feet in open space. The actual performance relies on the environment.
2. Please charge the earbuds regularly. Low battery may cause poor connection.
3. Please clear the pairing record and restart your device to re-pair with the earbuds.

#### **● What can I do if the earbuds stop connecting to my device?**

1. Clear the pairing record between the earbuds and all of your devices the earbuds connected before, and restart the device.

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2. Put the earbuds into the charging case to reset.
3. Take the earbuds out of the charging case, one earbud will flash red and white lights, the other one will stay in white. At this time, please turn on the Bluetooth of your device to connect.

### ● **What can I do if the left earbud and the right earbud won't work together?**

1. Please use a piece of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging connectors to ensure the earbuds charge well.
2. Put them back into the charging case to reset.

### ● **What can I do if the earbuds connect to my phone, but not my computer?**

1. UNPAIR the earbud from the phone, then the earbuds will lose Bluetooth connection to the phone and enter into pairing mode.
2. Put the earbuds into the charging case to reset.
3. Take them out of the case. One earbud will flash red and white light, the other earbud will stay in white. At this time, please turn on the Bluetooth of your computer to connect.
4. If those do not help, you may need to update your computer's Bluetooth driver, which does not require a special driver itself and there is no driver for it. Bluetooth drivers must come from the specific manufacturer for your exact computer model. Download and install the appropriate Bluetooth driver from the computer vendor's website, then restart your system before attempting to pair and connect to your SoundPEATS earbuds.

## **SOUND**

### ● **Why does the volume of the earbuds reduce after using a period of time?**

The sound hole may have been blocked by foreign objects. Please clean the earbuds regularly to avoid dust or secretions blocking.

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### ● **What can I do if one earbud is quieter than the other?**

1. Please try to clean the earbuds.
2. Please change other songs or videos. For some songs and videos, the sound effect is unstable.
3. Please change other devices. You can try this way:
  - UNPAIR and delete from your original device
  - Pair to a new device and play music
  - UNPAIR and delete from this new device
  - Pair back with original device
4. Try to reset the earbuds.

### ● **Why the other side could not hear me when calling?**

1. Please choose to pick up phone calls via the earbuds.
2. Please do not mute the phone calls.
3. Please clean the Mic holes to avoid dust or secretions blocking.
4. Please kindly adjust the volume through the earbuds and devices.
5. If you are using the earbuds with an Android phone, please check the settings to see if you have allowed both phone audio and media audio to be transmitted through the earbuds.
6. Please change to some other devices to see if the condition is the same.

## **CHARGING**

### ● **What should I do if the charging case won't charge?**

Please try to use another known working cable to charge the case for more than 10 hours via a laptop or computer. Compared to other electronics, the Bluetooth earbuds are low power products. Hence, for charging safety, please do not use fast charger.

### ● **What can I do if any earbud stop charging?**

When you put the earbuds into the case and you will see the red light on the earbuds when charging. If no light comes on, please use a bit of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging

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connectors and try to adjust the earbuds to ensure the red light is on.

## **TOUCH CONTROL**

- **What can I do if the touch controls do not work always?**

Please touch the middle of the control area, and keep your hands dry, the earbuds may not response on wet fingers.

Please try to skip songs for more times to find your ideal frequency to control the earbuds.

Another way for you to have a try: discharge the earbuds, then charge and reset.

## **CUSTOMER SERVICE TEAM**

- **What should I do if the problem about the earbuds is not mentioned in this FAQ?**

If there is no solution for your problem in this FAQ, please feel free to contact our support team through your order or our contact in the manual, we will surely help you out soon. SoundPEATS provides 12-month warranty for every product. Your satisfaction is always greatly important to us.