

## FAQ

### BLUETOOTH

- **Can I use the earbuds in mono mode?**

Yes, each earbud can be used independently.

- **What is the range of the earbuds?**

The UGREEN HiTune X6 earbuds have a maximum range of 33 feet (10m). The actual range will depend on usage and environment.

- **How do I reset the earbuds?**

1. Forget the "UGREEN HiTune X6" in the Bluetooth menu on your phone.
2. Place your earbuds into the charging case and ensure they are being charged.
3. Hold the reset button on the back of the charging case for 10s until the blue led indicators on the earbuds flash on and off 3 times, then reset successfully.

- **What can I do if the earbuds can't connect to my device?**

1. Unpair them from your Bluetooth-enabled device and delete the old connection on your device.
2. Reset the HiTune X6 earbuds.
3. Pair the HiTune X6 earbuds with your device.

- **What should I do if only one earbud can be connected?**

1. Please clean the copper charging contacts of the earbuds and the charging case with a rubbing alcohol cotton swab, then put them into the charging case.
2. Please charge the earbuds and charging case for 2 hours.
3. Reset your earbuds.

- **Why is the connection not stable or cutting out intermittently?**

1. Please make sure there are no objects between the earbuds and your Bluetooth device, and make sure there is no radio or Wi-Fi interference nearby.
2. Reset your earbuds.

### SOUND

- **What should I do if the volume of one earbud becomes low or has no sound?**

1. Please kindly use a toothpick to gently remove any dust or wax near the filter, and clean it with a cotton swab if the sound is muffled.
2. Also, cleaning your ears regularly will improve the longevity of your earbuds.

- **Do the earbuds support Active Noise Cancellation?**

Yes. The wireless earbuds are equipped with Active Noise Cancellation to keep up to 35dB of ambient noise out.

- **What can I do if the ANC function does not work?**

1. Don't use the ANC function in a quiet environment, since ANC is mainly used to enable users to lower the environmental noise. You may feel that this function doesn't work, or noise is louder in a quiet environment.
2. This function mainly reduces the ambient noise in the low-frequency bands and has no effect on the ambient noise in the high-frequency bands. It has no effect on some sounds.
3. If the ear tips easily slip off your ears, please replace them with larger ones that fit more securely.

## **CHARGING**

- **How long will it take to charge the earbuds?**

1. It takes 1.5 hours to fully charge the earbuds and 2 hours to fully charge the charging case.
2. A quick 10 mins of charging in the case will get you 1 hour of playtime.

- **What should I do if the earbuds don't turn on or charge?**

1. Please make sure the charging case is fully charged with a USB-C charging cable.
2. Please make sure the earbuds correctly align the pogo-pins in the charging case.
3. Please clean the charging contacts of the earbuds with a cotton swab.

## **WATERPROOF**

- **What's the waterproof rating of the earbuds?**

The earbuds have an IPX5 waterproof rating, which means they are designed to handle rain and workout conditions. The earbuds are not designed for swimming, showering, or exposure to pool or ocean water. Do not wear the earbuds in a sauna or steam room.

- **Is the charging case waterproof?**

No, the case is not waterproof. Wipe the earbuds dry with a dry, lint-free cloth after workouts, heavy sweating, or getting splashed with water. Ensure the earbuds are completely dry before placing them in the charging case.

## **COMFORT**

- **What should I do if the earbuds keep falling off?**

1. Please make sure to choose the right ear tips that match your ear.
2. Twist the earbuds slightly to secure the earbuds while you put them on.