

Category	Questions	Answers
Wearing	How do I wear P20i correctly?	1. Check the L/R logos on the back of the earbuds to ensure you're wearing them on the correct sides. Rotate the earbuds to find the most comfortable position. 2. Try different ear tip sizes to find the best fit and create a tight seal. If one earbud doesn't fit well, consider using different sizes for each ear, such as medium in one ear and large in the other. 3. Insert the earbuds into your ears and rotate them gently until they feel secure.
	What should I do if I experience discomfort after prolonged use?	1. Try different sizes of ear tips. If one earbud feels uncomfortable, consider using different sizes for each ear, such as medium in one ear and large in the other. 2. Rotate the earbuds to find the most comfortable position. 3. Take breaks during extended wear to give your ears a rest.
	What should I do if my earbuds fall off easily?	1. Try different sizes of ear tips. If one earbud feels uncomfortable, consider using different sizes for each ear, such as medium in one ear and large in the other. 2. Rotate the earbuds till they feel comfortable and secure.
	What should I do if the ear tips easily flip inside out?	1. Wear the ear tips for a longer period to see if the situation improves. 2. Try other sizes of ear tips.
	What should I do if P20i disconnects or the sound is choppy?	Please note this issue may also be due to your Bluetooth device and environment, not just the earbuds. Bluetooth signals may be influenced by obstructions, such as walls, pillars, home appliances, Wi-Fi, etc. To ensure a stable connection, we recommend avoiding such obstructions. To fix this issue, please try the following troubleshooting; 1. Fully charge your earbuds and then reset and re-pair them. - Place the earbuds in the charging case and leave the cover open. - Tap and hold the touchpad on the left and right earbuds at the same time for 8 seconds until the LED indicators on the earbuds quickly flash 3 times, indicating that the reset was successful. 2. Listen to downloaded content to see if the issue persists as stuttering audio may be due to your internet connection. 3. Try your earbuds with a different Bluetooth device in a different environment to see if the issue persists.

Bluetooth

How to Fix soundcore P20i Earbuds Bluetooth-Related Issues When Connecting with a Computer	1. Fully charge your earbuds and reset your earbuds as below: - Place the earbuds in the charging case and leave the cover open. - Tap and hold the touchpad on the left and right earbuds at the same time for 8 seconds until the LED indicators on the earbuds quickly flash 3 times, indicating that the reset was successful. 2. Update your computer's Bluetooth driver to the latest version. 3. Re-pair your earbuds with your computer. 4. Test your earbuds with another Bluetooth device to check they are working properly.
How to Fix the Audio Delay Between P20i and Your Bluetooth Device	Know that there is a little delay for most of Bluetooth devices due to the limitation of Bluetooth technology. Normally, it will not be noticeable and affect your experience. You know, some time the delay not only has something to do with the Bluetooth headphones but it is also related to the connected device, audio source, App, network. To locate the issue, please try the following troubleshooting; 1. "Forget" the earbuds in your device's Bluetooth history. Reboot your Bluetooth device such as your phone or computer. 2. Make sure your earbuds have enough battery and the ear tips are not blocking the charging pins on the earbuds. Fully charge your earbuds and reset your earbuds as below: - Place the earbuds in the charging case and leave the cover open. - Tap and hold the touchpad on the left and right earbuds at the same time for 8 seconds until the LED indicators on the earbuds quickly flash 3 times, indicating that the reset was successful. 3. Test your earbuds with a different Bluetooth device, app, and downloaded content to see if the problem still persists. 4. Make sure your Bluetooth device and earbuds are within Bluetooth range, and there is no signal interference between them.

	What should I do if any of the following problems occur? 1. Only one earbud has sound. 2. One side does not pair with the other side or my device. 3. No music plays after connecting with my device. 4. Cannot pair or reconnect with my device.	1. Remove the protective wrap covering the connectors on the earbuds. If you have done this, please ignore this step. 2. Turn on the Bluetooth device (such as a phone, computer, etc.), forget all the pairing records on your device, and turn off Bluetooth. 3. Reset the earbuds per the steps below (Make sure your earbuds have enough battery): - Place the earbuds in the charging case and leave the cover open. - Press and hold the button on the left and right earbuds for 8 seconds at the same time until the LED indicators on the earbuds flash 3 times quickly, indicating that the reset is successful. 4. Turn on the Bluetooth of the Bluetooth device again and search for soundcore P20i and pair. If there is a pop-up window for you to confirm pairing for "soundcore P20i", please both select "pair". If you select "cancel" accidentally, you need to Refresh (turn off and turn on) the Bluetooth and re-pair the earbuds.
Charging	What is P20i's playtime on a single charge/with the charging case?	1. Listening: Up to 9 hours on a single charge of the earbuds. 28 hours with the charging case. 2. Call: Up to 5 hours and 20 minutes on a single charge of the earbuds. 16 hours with the charging case. Note: Battery playtime is obtained from testing in the Anker laboratory using the earbuds' default settings and 50% volume. Actual playtime may vary by volume, audio source, environmental interference, usage, etc.
	What should I do if any of the following problems occur? - The earbuds don't recharge in the charging case. - The earbuds stay connected to the device even after being placed in the charging case with the lid closed. - The earbuds don't turn on when taken out of the charging case.	1. Confirm the charging case has power left. 2. Put the earbuds back into the charging case, the earbuds will automatically disconnect from the connected device. 3. Try to use a terry cloth/cotton swab with a bit of rubbing alcohol to clean the contact pins on both the charging case and the earbuds to ensure a better connection. 4. If the charging case has power, please reset the earbuds: - Place the earbuds in the charging case and leave the cover open. - Tap and hold the touchpad on the left and right earbuds at the same time for 8 seconds until the LED indicators on the earbuds quickly flash 3 times, indicating that the reset was successful.
	Do P20i earbuds automatically power off?	The earbuds will automatically power off if they are in the charging case and the lid is closed or they will automatically power off after 30 minutes if no device is connected.
	How do I reset P20i?	- Place the earbuds in the charging case and leave the cover open. - Tap and hold the touchpad on the left and right earbuds at the same time for 8 seconds until the LED indicators on the earbuds quickly flash 3 times, indicating that the reset is successful.

Operation	How do I hang up and answer calls using just the earbuds?	Tap and hold the touchpad on either one of the earbuds for 2 seconds to hang up. Double-tap either one of the earbuds to receive a call.
	How do I manually turn on the earbuds?	If your earbuds don't turn on when you take them out of the charging case, you can manually turn on the earbuds. Tap and hold for 3 seconds to turn on the earbuds.
	What should I do if only one earbud can pair when I first use them?	This may be due to a bug that occurs during first time use. Put both earbuds back into the charging case and close the cover, then open the cover after about 10 seconds to resolve the issue.
	How do I wear P20i correctly and what should I do if they fall out of my ears?	1. Choose the ear tips that fit your ears the best. 2. Insert the earbuds into your inner ear canals. 3. Rotate them to find the most comfortable position.
	What should I do if there's low volume when connected to an Android phone?	1. Turn on absolute volume in the developer options, or select "Bluetooth device volume to sync with the phone" in the Bluetooth settings. 2. Make sure the charging case has enough power and the ear tips are not blocking the charging pins on the earbuds. Reset the earbuds using these steps: - Place the earbuds in the charging case and leave the cover open. - Tap and hold the touchpad on the left and right earbuds at the same time for 8 seconds until the LED indicators on the earbuds quickly flash 3 times, indicating that the reset was successful. 3. Forget all the pairing records on your phone and re-pair your earbuds. Turn the volume down by one level on your phone. Then turn up the volume of both your phone and earbuds with the music/video set to max volume. 4. Use a Q-tip with a bit of rubbing alcohol to gently clean the metal mesh filter under the rubber ear tips.
	What should I do if there's low volume when connected to an iPhone?	1. Remove the maximum volume limit on your phone. Go to Settings > Sounds & Haptics > Headphone Safety and turn off Reduce Loud Sounds. 2. Make sure your earbuds have enough power before resetting them: - Place the earbuds in the charging case and leave the cover open. - Tap and hold the touchpad on the left and right earbuds for 8 seconds at the same time until the LED indicators on the earbuds quickly flash 3 times, indicating that the reset is successful. 3. Forget all the pairing records on your phone and re-pair your earbuds. Turn the volume down by one on your phone. Then turn up the volume of both your phone and earbuds with the music/video set to max volume. 4. Use a Q-tip with a bit of rubbing alcohol to gently clean the metal mesh filter under the rubber ear tips.

Sound	What should I do if there's low volume when connected to a Windows computer?	1. Turn the volume on your computer to maximum. 2. Reset and re-pair your earbuds. - Place the earbuds in the charging case and leave the cover open. - Tap and hold the touchpad on the left and right earbuds at the same time for 8 seconds until the LED indicators on the earbuds quickly flash 3 times, indicating that the reset was successful. 3. Use a Q-tip with a bit of rubbing alcohol to gently clean the metal mesh filter under the rubber ear tips. This is best done when sound is playing through your earbuds at max volume. 4. If you pair your earbuds with your computer, please make sure you have chosen the correct mode. Stereo (headphones) is for music and video, Hands-Free (headset) is for calls. Turn up the volume on your computer to the maximum. 5. If the issue still persists, please try using your earbuds with a different Bluetooth device to see if they work.
	How to Set the Input and Output on a Windows Computer as soundcore P20i Earbuds	1. When you only want to listen to the audio on your PC: Select "soundcore P20i Stereo" for the computer audio. If you need to adjust the volume, adjust both the software and the computer volume. 2. When you need to use a conference app on your PC: When you are using Zoom/Microsoft Teams on your PC, set the input and output of the software as stated below: Microphone on the conference software: soundcore P20i Hands-Free Speaker on the conference app: soundcore P20i Hands-Free If you need to adjust the volume, please adjust it on the software. If you can not adjust the volume on the software, select the soundcore P20i Hands-Free as output on the computer, and adjust the volume via computer. 3. When you want to use an audio and video app on your computer: In this case, you cannot set the input and output on the app, open the computer audio settings and choose the correct settings as stated below: Input: soundcore P20i Hands-Free Output: soundcore P20i Hands-Free
	How to Fix Siri Volume Being Too Loud on soundcore P20i Earbuds	1. Pair your earbuds with your iPhone. 2. Turn down the volume when making a call. 3. Restart Siri and the volume will be lower.

MIC	What should I do if the person wearing the earbuds hear the mic is low and not clear?	1. Make sure you have set the volume on your connected device to maximum. 2. Clean the microphone hole with a clean, dry, and soft brush, cotton swabs, or other tools. 3. Make sure you're wearing the earbuds in the correct position so that they create a tight seal. 4. Check the mic volume by using the microphone on your phone but with the audio still playing through your earbuds to see if the problem still persists.
	What should I do if the person on the other side hear mic low volume or mic is not clear?	1. If you only use one earbud, make sure you put the other one in the charging case and power it off. 2. Make sure the audio output device is "soundcore P20i" on the connected device, turn up the volume, and try using the right earbud as it is the master earbud. 3. Try testing your earbuds with a different Bluetooth device in a different environment. 4. If you use an app to make calls, try making a normal service provider call to see if the problem still persists. 5. Try speaking at a higher volume if you are in a loud environment.
APP	How to connect P20i to the soundcore App	1. Download V3.2.0 or later from the App Store (if you already have soundcore, it is recommended to uninstall it and then download it again, overwriting installation is not recommended). 2. Pair your earbuds with your phone. Currently, the soundcore app does not support computers. 3. Open the app and press "Add Device" on the left side so that the app will automatically connect to the headset (the first time you enter the app, you must agree to enable location permissions). 4. If the connection fails, press Set Up Manually on the page to check whether it can be added manually (if you can't find the corresponding model on this page, take a screenshot and contact us). 5. Uninstall and reinstall the app. If the above still cannot be connected, provide the mobile phone model, APP version, screenshots in 4, Bluetooth name, and the region of the mobile phone (search for "region" in the phone settings, if there is no region, search for "language")