Questions	Answers
What if the Speaker is Not Charging?	To fix the charging issue, you can try the following steps: - Wipe clean the tip of the charging cable. - Try using a different cable and wall charger to recharge the speaker. - Power it on, hold the Bluetooth and Vol+ buttons at the same time for 4 seconds. - Recharge it for at least half an hour in case the speaker is over-discharged.
How Do I Fix Bluetooth Connection Issues?	Soundcore speakers' pairing does not need any PIN or passcode. If you have bluetooth connection issue, you can try the following steps: - Confirm the speaker is fully charged and it's not paired with other devices. - Forget all Bluetooth pairing records on your device. - Reboot your speaker and your device. - Disable and enable Bluetooth on your device. - Power it on, hold the Bluetooth and Vol+ buttons at the same time for 4 seconds. - Try to connect the speaker to another device.
How to Reset a Soundcore 2 Speaker?	- Power it on, press and hold both Volume+ and Play/Pause buttons at the same time for about 5-8 seconds until you hear a voice prompt which informs you that the speaker has powered off.
How to Fix a Speaker's Noise Issues ?	Please try the following troubleshooting steps if you notice your speaker is emitting noises: - Confirm the speaker is fully charged. - Power it on, hold the Bluetooth and Vol+ buttons at the same time for 4 seconds. - Reboot your speaker and your device. - Try connecting the speaker with another device if possible; try another app or audio source. - Ensure there are no physical objects interfering with the Bluetooth connection from the speaker to the device, such as a doorway or wall.
How Do I Fix No Sound Issue for Bluetooth Speakers?	Normally the sound coming from the speaker will be influenced by both the speaker and the paired device, so please check if the sound's volume on both the paired device and the speaker are turned up. If there's no sound coming from your speaker, please try the following troubleshooting tips: - Confirm the speaker is fully charged. - Power it on, hold the Bluetooth and Vol+ buttons at the same time for 4 seconds. - Restart your speaker and the device it is paired with to test again. - Try connecting the speaker with a different device if possible; try another app or audio source. - Make sure the volume on both the speaker and the paired device are turned up.

How to Pair Two Soundcore 2 Speakers Together?	To pair two Soundcore 2 speakers together, follow the steps listed below. 1.Turn on both speakers. 2.Hold the Bluetooth button on both speakers for a few seconds to enter the TWS mode (both speakers will show a flashing blue indicator) 3.Wait for about 5-8 seconds, and you will hear a 'beep' sound. This means both speakers are paired successfully. When both speakers have successfully paired, the primary speaker's Bluetooth indicator will flash blue slowly and the secondary speaker's Bluetooth indicator will show solid blue. 4.Pair your Bluetooth device with the primary speaker and the indicator will turn solid blue after it is successfully paired.