FAQ for the Riibox Y7Pro Headphones

Connect/Pair:

1.What devices are Riibox Y7Pro headphones compatible with?
Compatible with any Bluetooth device such as mobile phones, tablets, laptops, etc.

2.How to connect to a mobile phone?
1)When Riibox Y7Pro headphones is turned off, press and hold the " ⏻ " button for 5 seconds to enter the pairing state directly (the indicator light flashes red and blue);
2)Turn on the Bluetooth function of the mobile phone and find the model "Y7Pro" to connect.

3.Why can't it turn on?
Recommended to charge for half an hour first. When the charging cable is connected, check whether the charging indicator light is always red to ensure that Riibox Y7Pro headphones is charging. If the problem persists, please try to contact after-sales service.

4.How to confirm that Riibox Y7Pro headphones have been successfully paired?
After pairing successfully, Riibox Y7Pro headphones will have a voice prompt and the switch indicator light will stay on for 2 seconds and then flash every 5 seconds.

5.What should I do when Riibox Y7Pro headphones cannot be paired?
1)Try restarting Riibox Y7Pro headphones and the device, make sure the Bluetooth function is turned on and within the pairing range of 1 meter;
2)If necessary, reset Riibox Y7Pro headphones (press and hold the volume "+" and "-" buttons for 5 seconds at the same time);
3)After resetting, Riibox Y7Pro headphones will automatically enter the pairing state and the indicator light will flash red and blue;
4)Delete the original device name "Y7Pro" in the device list, and search for device name "Y7Pro" again to connect.

ANC:

1.How to turn on the ANC function?
When Riibox Y7Pro headphones is turned on, click the "ANC" button to switch the ANC ON/Transparent Mode/ANC OFF. When ANC is turned on, press and hold the "ANC" button for 2 seconds to directly turn off the noise reduction function and skip the transparency mode.

2.Does the Riibox Y7Pro Headphones support ANC in wired mode?
Yes, the Riibox Y7Pro Headphones supports active noise cancellation (ANC) even in wired mode. Simply plug the 3.5mm audio cable into the headphones and press the "ANC" button to activate noise cancellation.

3.What is Transparency Mode?
Transparency Mode allows external sound to enter the headphones, allowing you to hear the surrounding environment while enjoying music, and is suitable for use in outdoor scenes.

4.What is the noise reduction depth?
40dB.

5.How can I use the ANC function only without connecting any device?
When Riibox Y7Pro headphones is turned on (press and hold the power button for 1 second, the red and blue lights flash), then press the "ANC" button to use it.

Call:

1.Does Riibox Y7Pro support voice calls?
Riibox Y7Pro headphones have a built-in microphone and support voice calls. Just tap the " ⏻ " button to answer/reject/hang up the call.

2.How do I mute the microphone?
Press the "ANC" button 3 times quickly to turn the microphone mute on and off.

3.Why is the call volume so low?
1)Check whether the device is connected correctly;
2)Make sure the call audio and media audio are connected and turned on;
3)Try to adjust the volume using the volume button on the phone or Riibox Y7Pro headphones;

LDAC:
1.What devices are LDAC compatible with?
LDAC is compatible with Android devices. Not compatible with IOS devices.

2.When using the LDAC function, please follow the steps below to set up your device for your listening experience:
After connecting to Riibox Y7Pro headphones, please enter the Bluetooth function, find the connected Bluetooth device "Y7Pro", then enter the settings interface, find LDAC playback quality/audio quality, finally select "Compatible audio and connection quality".

Charging:
1.When Riibox Y7Pro headphones are not charging, the following troubleshooting tips may help:
1)USB charging cable may be defective, you can replace it;
2)Please dry the charging cable. Water may cause a short circuit and prevent charging;
3)Recommended to use a 5V, 1A adapter;
4)If the problem persists, please contact after-sales team.

2.How do I know when Riibox Y7Pro headphones needs to be charged?
When Riibox Y7Pro headphones is low on power, the LED light will flash red and emit a low-battery tone. If Riibox Y7Pro headphones is connected to the phone and the battery level is less than 20%, it is recommended to charge it immediately.

3.Can I continue to use Riibox Y7Pro headphones while charging?
No, but Riibox Y7Pro headphones supports two hours of battery life with five minutes of charging.

4.How long does it take to fully charge Riibox Y7Pro headphones?
It takes about 2 hours to charge to more than 90%. It is recommended to charge to 90% to avoid overcharging. It takes about 1 hour to fully charge until the charging indicator goes off.

Battery Life:

1.How long can Riibox Y7Pro headphones be used in ANC OFF and Bluetooth mode?
In ANC OFF mode, you can enjoy up to 75 hours of music playback time.
Note: Test data at 60% volume in Riibox Acoustic Laboratory

2.How long can Riibox Y7Pro headphones be used in ANC ON and Bluetooth mode?
In ANC ON mode, you can enjoy up to 55 hours of music playback time.
Note: Test data at 60% volume in Riibox Acoustic Laboratory

3.How long can you use the ANC function without connecting to a device in wireless mode?
It can be used for 2 hours, and the headphones will automatically shut down after 2 hours.

Connection Distance:

1.Why does the Bluetooth connection drop?
Make sure Riibox Y7Pro headphones is fully charged and the distance between the headphones and the device is within the Bluetooth effective range. If the connection is frequently disconnected, try resetting Riibox Y7Pro headphones and the device and check for interference sources.

2.Is the connection unstable during use?
Under normal use conditions, Riibox Y7Pro headphones connection is usually stable, but occasional connection problems may occur in environments with strong signal interference (such as traffic lights, wireless cameras, etc.).

3.How to ensure the best Bluetooth connection stability when using Riibox Y7Pro headphones?
Avoid connecting to other Bluetooth devices at the same time and keep Riibox Y7Pro headphones and the device at a proper distance to improve the connection stability.

Wired Connection:
1.How to play audio in wired mode?
Make sure Riibox Y7Pro headphones has power and plug in the included 3.5-3.5mm audio cable to use.

Reset:
1.How to reset Y7Pro?
Press and hold the volume "+" and "-" buttons for 5 seconds to reset(indicator will flash purple 3 times), then enter Bluetooth pairing mode(indicator will flash red and blue).

Voice Assistant:
1.How to activate the voice assistant?
Short press the " ⏻ " button twice.

Use on Airplanes:
1.How to use Riibox Y7Pro headphones on an airplane?
1)If the plane supports Bluetooth, pair your headphones directly.
2)Use the included 3.5mm audio cable to connect.
3)Use the included dual 3.5mm airplane headphone adapter to connect.
4)Purchase a Bluetooth airplane adapter for wireless use.

Multipoint Connection:
1.Do Riibox Y7Pro headphones support multi-point connection?
No.

Product Parameters:

Bluetooth Version	5.3
Bluetooth Protocol	Supporta2dp\avctp\avdtp\avrcp\hfp\spp\smp\att\gap\gatt\rfcomm\sdp\l2cap
Speaker Size	40mm
Speaker Power	20mW
Frequency Response	20Hz-40KHz