

A3025_soundcore Q20_FAQ	
Questions	Answers
Can I use Q20 when charging?	No. Q20 will turn off while charging to ensure optimal battery life and safety.
Can I still use Q20 when the battery runs out?	Yes, you can use them in wired mode.
How long does it take to fully charge Q20?	About 3 hours.
How do I activate noise cancellation mode?	Hold the NC button for 1 second to turn it on. A green indicator will light once and then off.
How do I reset Q20?	1. Plug into the power supply. 2. Hold the Power and Volume+ buttons for 5 seconds. You will see a purple light flash twice.
How do I activate BassUp?	1. Double press the play button to turn it on or off. 2. If in AUX mode, turn on noise cancellation first, then double press the play button to turn BassUp on or off.
How do I connect Q20 to another device?	Q20 will automatically connect to the last paired device when turned on. If you would like to pair it with a different device, use the following method: - Turn off the Bluetooth on the device you were connected to make them enter pairing mode. Then connect to the second device.
What should I do if Q20 disconnects while in use?	- Make sure that the distance between Q20 and the device they're connected to is no greater than 40 feet (12 meters). - Try to avoid interference from your surroundings, other Bluetooth connections, and Wi-Fi. Some environments with cell phone towers or areas with dense Wi-Fi networks and other transmitting devices can interfere with your Bluetooth connection. - Reset your Bluetooth connection by turning off your device's Bluetooth for at least 10 seconds, then turn back on. - Reset Q20 by holding down the Power and Volume+ buttons for 5 seconds while charging them. - Try to connect to another device to see if any difference.
What should I do if there is sound only playing from one side?	Try to reset the headphones. See "How do I reset Q20?" If this doesn't fix the issue, you can apply for an exchange during your 18-month warranty period.
Will Q20 turn off automatically?	Yes, Q20 will automatically turn off after 2 minutes when they are disconnected from a Bluetooth device. However, if noise cancellation is turned on, they will not turn off automatically .
What Bluetooth Codes does Q20 support?	Q20 support SBC and AAC.

What to Do If My Headphones Keep Falling Off	If your headphones are not staying in place, follow these steps: 1. Ensure Proper Fit: Verify the ear cups are positioned correctly on your ears. 2. Adjust the Headband: Adjust the headband length for a comfortable and secure fit. The ear cups should fully cover your ears without being too tight or loose. 3. Manage Long Hair: If you have long hair, tuck it behind your ears to reduce friction that might cause the headphones to slide.
What should I do if the Noise Cancelling does not meet my expectations?	Noise cancellation technology is designed to reduce ambient noise, but it may not completely eliminate all sounds, especially high-frequency sounds like human voices. However, if you find that the noise cancellation feature is not working as expected, please try the following steps to see if there are some differences: 1. Please first look at the L/R logo inside the earcovers to ensure that the right and left ears are properly worn. 2. Adjust the sliders on the headband arms, make sure the earcovers cover your ear for a secure and sealable fit. 3. Try the headphones in another environment.