

Troubleshooting & User Maintenance Guide

X-GO Bluetooth Speaker (C27-C model)

Thank you for choosing our speaker. We are committed to providing you with a premium audio experience. To ensure the best performance and longevity of your device, please refer to this guide for common questions and maintenance tips.

1. Power & Battery Management

Issue: Battery life is shorter than expected (Playtime concerns)

-- **Understanding Playtime:** The advertised battery life is typically based on a 50% volume level with the LED lights turned off.

--Tips to Extend Battery

Volume & LED: High volume settings and active RGB lighting will consume battery faster (playtime may vary between 3–5 hours at maximum output).

Initial Charge: For first-time use, please charge the device for at least 4 consecutive hours using the provided cable.

Low Power Mode: When the battery drops below 10%, the speaker may automatically shut down or produce a warning tone to protect the internal circuitry.

Issue: The speaker won't turn on or charge

--**Check Your Charger:** Please use a standard 5V/1A power adapter.

Note: Avoid using "Fast Chargers" or high-wattage USB-C laptop bricks, as they may trigger the speaker's over-current protection.

--**Inspect the Port:** Ensure the silicone protective cover is free of debris and the USB-C cable is seated firmly in the port.

--**System Reset:** If the speaker becomes unresponsive, press and hold the Power button for 8-10 seconds to perform a hard reset.

2. Connectivity & Pairing

Issue: Bluetooth connection failure or signal dropping.

--**Refresh Connection:** "Forget" or "Unpair" the speaker from your smartphone's Bluetooth settings, toggle your Bluetooth off and back on, and try re-pairing.

--**Interference & Range:** Keep the speaker within a 33-foot (10m) range of your device. Ensure there are no thick walls or large metal objects between the devices.

--**Single Device Rule:** Most Bluetooth speakers can only connect to one source at a time. Ensure the speaker isn't automatically tethered to another previously paired device nearby.

Issue: TWS (True Wireless Stereo) Pairing Issues.

Note: TWS allows you to pair two speakers for a louder, stereo experience.

--Correct Syncing Steps

Steps 1. Turn on **both** speakers, but **do not** connect them to your phone yet.

Steps 2. Press and hold the "Play/Pause" button on **one** speaker. You will hear a prompt once they are successfully synced to each other.

Steps 3. Only after the speakers are synced should you open your phone's Bluetooth menu and select the speaker name **X-GO**.

3. Audio & System Sounds

Issue: The startup/shutdown prompt tones are too loud.

--**Description:** These tones are pre-set system alerts to indicate power status.

--**Workaround:** To minimize the impact, we recommend lowering the speaker's physical volume before turning it off.

Issue: Audio distortion or "stuttering."

--**Low Battery:** Sound quality may degrade when the battery is nearly depleted. Please recharge the device.

--**Environmental Interference:** Move the speaker away from high-interference electronics like microwave ovens or large Wi-Fi routers.

4. Maintenance & Durability

Water Resistance: While the speaker features a protective silicone seal, it is **water-resistant (splashes), not waterproof (submersion)**. Avoid dropping it in water and ensure the port cover is tightly closed in damp environments.

Long-Term Storage: If you do not plan to use the speaker for an extended period, we recommend charging it at least once every 2 months to maintain battery health.

Handling: Avoid dropping the unit from heights, as sudden impacts can dislodge the internal bass diaphragm.

5. Customer Support & Warranty

If you encounter an issue that cannot be resolved using the steps above, or if your product experiences a hardware failure within the first year, we are here to help.

Contact Us

Customer Service Phone: 1(970)364-2868

E-mail: support@bolabutty.com

Warranty: We offer a 12-Month Limited Warranty and a hassle-free replacement policy for any quality-related defects.