Category	Questions	Answers
Wearing	How do I wear soundcore P40i?	1. Look at the L/R logo on the back of the earbuds to ensure that the left and right earbuds are being worn on the correct sides. Turn the earbuds while wearing them and find the most comfortable position. 2. Try other sizes of ear tips to ensure the one you're using fits well and creates a tight seal. If one of your earbuds doesn't fit well, please try a combination of the ear tips, such as medium in the left and large in the right. 3. Take the Fit Test on the soundcore app to check if you're wearing the earbuds in the perfect position. 4. Put the earbuds in your ears and twist until they feel secure in your ears.
	What should I do if I experience discomfort when wearing for a long time?	1. Try other sizes of ear tips. If one of your earbuds doesn't fit comfortably, please try a combination of ear tips, such as medium in the left and large in the right. 2. Turn the earbuds while wearing to find the most comfortable position. To check if you're wearing the earbuds in the perfect position, take the Fit Test on the soundcore app. 3. After wearing your earbuds for a period of time, take a rest so your ears can relax.
ANC	What should I do if soundcore P40i's noise cancellation does not meet my expectations?	1. Try other sizes of ear tips to ensure the ones you're using fit well and create a tight seal. If one earbud feels stable and the other does not, try a combination of ear tips such as medium in the left and large in the right. 2. To check if you're wearing the earbuds in the perfect position, take the Fit Test on the soundcore app for more information. If the earbuds are not worn properly in your ears, you may not experience the best noise cancellation. 3. Make sure you turn on "Active Noise Cancellation". You can check its status in the soundcore app. 4. When using both earbuds for the first time, select "Adaptive Noise Cancelling", so that the most appropriate noise reduction parameters will be selected according to your ear canals. 5. Test the earbuds in a different environment and with a different Bluetooth device to see if that makes any difference. Note: In a noisy environment and at high volume, you may feel that the noise cancellation performance is not as strong.
	What should I do if I experience dizziness and a sensation of pressure when using the ANC mode?	Select "Low Level Noise Cancellation" manually to see if it makes any difference.
	What should I do if I encounter wind noise while using soundcore P40i outdoors?	1. Open the soundcore app, click on "Settings", and turn on "Wind Noise Reduction" to see if it helps at all. 2. To ensure a good user experience, it is recommended that customers do not activate the wind noise reduction feature within the app when in environments without wind noise.
	What should I do if there is background noise while using ANC mode?	1. Since the fitting will cause the noises, please make sure you follow the steps below to wear your earbuds correctly and stably. * Look at the L/R logo on the back of the earbuds to ensure that the left and right earbuds are being worn on the correct sides. Turn the earbuds while wearing them and find the most comfortable position. * Try other sizes of ear tips to ensure the one you're using fits well and creates a tight seal. If one of your earbuds doesn't fit well, please try a combination of the ear tips, such as medium in the left and large in the right. 2. Open the app, switch to "Manual Mode", and adjust to "Min Noise Cancellation" or select the corresponding "Ambient Sound" mode to see if it helps at all. 3. Try these earbuds with a different audio input and Bluetooth device (phone/tablet/etc.) and see if the issue persists.
	What should I do if there is noise while using soundcore P40i?	1. Upgrade your firmware to V1.51 or above. 2. Reset your earbuds per the following steps: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. It's important to note that when resetting the earbuds, they should be properly connected to the charging case. To ensure a successful reset, make sure that when the left earbud is put into the case, the left LED of the charging case lights up white, and when the right earbud is put into the case, the right LED of the charging case lights up white, indicating that the earphones are in good contact with the charging pins. 3. Test your earbuds with a different Bluetooth device in a different enviroment to see if the problem still persists or not.
	How do I reset soundcore P40i ?	1. Place the earbuds into the charging case and ensure that the case remains open. 2. Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. It's important to note that when resetting the earbuds, they should be properly connected to the charging case. To ensure a successful reset, make sure that when the left earbud is put into the case, the left LED of the charging case lights up white, and when the right earbud is put into the case, the right LED of the charging case lights up white, indicating that the earphones are in good contact with the charging pins. If the LED indicator on the charging case does not light up, please check the following: 1. Ensure that the charging case and earbuds are firmly connected. 2. Confirm that both the charging case and the earbuds have sufficient power. 3. Clean the charging pins using a dry cloth to remove any dirt or debris that may hinder the charging process.
	If the earbuds are already connected to two devices, how do I connect them to another device?	There are two methods. Method 1: Disconnect a single Bluetooth connection: 1. Turn off the Bluetooth on the Bluetooth device itself. 2. Access the Bluetooth settings on one device and disconnect the earbuds from the list of available devices. Then, you can press and hold both the left and right earbuds simultaneously for 5 seconds. This action will put the earbuds into the pairing state. Method 2: Disconnect the Bluetooth connection between the earbuds and both devices: 1. Place the earbuds into the charging case and ensure that the case remains open. Then, press and hold the button on the back of charging case for 3 seconds. This will put the earbuds into the pairing state.

General	How can I troubleshoot the following issues? 1. Earbuds not pairing. 2. Sound only coming from one earbud. 3. One side not pairing with the other side or the device. 4. Lack of audio playback after connecting to my device. 5. Failure to automatically connect with my device upon removing from the charging case.	1. Ensure that the protective film covering the connectors on the earbuds has been removed. 2. Reboot the Bluetooth device (e.g., phone or computer). Forget all the previous pairing records on your device and disable Bluetooth. 3. Fully charge your earbuds and reset the earbuds as per the steps below: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. When resetting the earbuds, make sure the earbuds are well connected with the charging case, or it may cause the reset to fail. To ensure a successful reset, make sure that when the left earbud is put into the case, the left LED of the charging case lights up white, and when the right earbud is put into the case, the right LED of the charging case lights up white, indicating that the earphones are in good contact with the charging pins. 4. Turn on the Bluetooth of your device and search for soundcore P40i and pair. 5. Please try it with another device (phone/tablet/etc.) and see if the issue persists. If there is a pop-up window to confirm pairing for "soundcore P40i," please select "pair" If you accidentally select "cancel" you need to refresh (turn off and turn on) the Bluetooth of your device and pair the earbuds again.
	What should I do if soundcore P40i disconnects or the sound is choppy?	Please note that this doesn't necessarily mean there is an issue with the earbuds but may have something to do with the connected device and environment. Bluetooth signals may be influenced by obstructions, such as walls, pillars, home appliances, Wi-Fi, and more. To ensure a stable connection, we recommend avoiding such obstructions. To fix this issue, please try the following: 1. Fully charge your earbuds and reset the earbuds as per the steps below: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. It's important to note that when resetting the earbuds, they should be properly connected to the charging case. To ensure a successful reset, make sure that when the left earbud is put into the case, the left LED of the charging case lights up white, and when the right earbud is put into the case, the right LED of the charging case lights up white, indicating that the earphones are in good contact with the charging pins. 2. Turn off "Dual Connections" in your soundcore app. 3. Check the earbuds by listening to downloaded music/videos. 4. Check the earbuds with another Bluetooth device in a different environment to see if it works well.
	Setting the input and output on a Windows computer as soundcore P40i	**For Windows systems:** 1. If you only want to listen to the audio on the computer, select "soundcore P40i Stereo" for the computer audio. If you need to adjust the volume, adjust both the software and the computer volume. 2. If you need to use a conference app on your computer such as Zoom/Microsoft Teams, please set the input and output of the software as stated below: - Microphone on the conference software: soundcore P40i Hands-Free - Speaker on the conference software: soundcore P40i Hands-Free If you need to adjust the volume, please do so through the software. If you cannot adjust the volume via the software, please select soundcore P40i Hands-Free as the output on your computer and adjust the volume. 3. If you need to use an audio and video app on the computer and you cannot set the input and output via the app, please open the computer audio settings and choose the correct settings: Input: soundcore P40i Hands-Free Output: soundcore P40i Hands-Free **For iOS systems:** Set both input and output as soundcore P40i.
	What should I do if there is a long delay between the earbuds and the device?	It's important to note that there may be a slight delay when using Bluetooth headphones, which is a common limitation of Bluetooth technology. In most cases, this delay is minimal and should not impact your experience. However, it's worth mentioning that the delay can be influenced by various factors such as the Bluetooth headphones themselves, the connected device, the audio source, the specific application being used, and even the network conditions. To fix this issue, please try the following: 1. "Forget" the earbuds in your device's Bluetooth history. Reboot your Bluetooth device such as your phone or computer. 2. Fully charge your earbuds and reset the earbuds as per the steps below: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flash white rapidly three times. This confirms a successful reset. 3. Test your earbuds with a different Bluetooth device, app ,and downloaded music/videos to see if the problem still persists. 4. Turn off "Dual Connection" 5. If you require minimal latency, you have the option to switch to "Game Mode" via the soundcore app. Please note that in this mode, the audio quality and other features might not be as superior as in the standard mode.
	How do I enable multipoint connection?	When already connected to one device, there are two methods to pair with a second device: Method 1: Press and hold both the left and right earbuds for 5 seconds. Upon hearing the pairing prompt sound, you can enter the one-to-two pairing mode. Method 2: Click the settings in the top right corner of the app>More Settings-Dual Connections.
	How long does it take to fully charge the earbuds?	It takes around 50mins to fully charge the earbuds (Room temperature 25 +/- 3 degrees Celsius laboratory data)

Charging	How long does it take to fully charge the charging case?	It takes around 3 hours to fully charge the charging case via a wall charger. 4 hours via a wireless charger.
	What should I do if one side is discharging quickly?	Normally, the earbuds can be used for around 10 hours in ANC mode and 12 hours in Normal mode at 50% volume, but playtime may vary slightly based on the music content and volume. If you use the earbuds to make/receive calls, playtime will be shorter as it consumes more power than playing music. Please note that a difference of less than 1 hour between the left and right earbud is considered normal. If the difference is beyond 1 hour, please try the following: 1. Use a dry cloth/cotton swab with rubbing alcohol to clean the charging pins in the charging case and on the earbuds to ensure a better connection. Ensure the ear tips are not blocking the charging connectors and fully charge your earbuds. 2. Fully charge your earbud. 3. Test the battery when playing music. ANC is turned on by default. If you want to test the playtime in Normal mode, switch to Normal mode first.
	What is soundcore P40i's playtime from a single charge/with the charging case?	Normal: 12 hours of playtime for earbuds and 60 hours for the charging case. ANC: 10 hours of playtime for earbuds and 50 hours for the charging case. Transparency: 10 hours of playtime for earbuds and 50 hours for the charging case. Calls (ANC Off): 7 hours of use. Calls (ANC On): 6.5 hours of use. Note: Battery playtime is obtained from testing in the Anker laboratory using the earbuds' default settings, in normal mode, and at 50% volume. The actual playtime may vary by volume, audio source, environmental interference, usage, etc.
	What should I do if any of the following problems occur? 1) The earbuds don’t recharge in the charging case. 2) The earbuds keep connecting to the device even after being put back in the charging case with the cover closed. 3) The earbuds don't turn on when taken out of the charging case.	1. Ensure that the ear tips are not blocking the charging pins on the earbuds and in the charging case. Make sure that the earbuds are connected to the charging case. If you place the left and right earbuds in the charging case and the LED indicators on the charging case flash white, it means they are connected properly. 2. Use a dry cloth or cotton swab with a bit of rubbing alcohol to clean the charging pins in the charging case and on the earbuds to ensure a better connection. 3. Charge your charging case with a different charging cable and wall charger, and make sure the charging case has enough power. If your earbuds haven't been used for a long time, please make sure you charge them for at least 2 hours to see if it helps at all.
	How do I adjust soundcore P40i volume via the earbuds?	Please customize the volume via the soundcore app.
	What should I do if I experience poor sound quality when using soundcore P40i?	1. Try different sizes of ear tips and make sure you're wearing the earbuds in the correct position so that they create a tight seal. If one earbud feels stable and the other does not, try a combination of ear tips such as medium in the left and large in the right. This will enhance the sound quality. 2. Try different types of music and make sure the input audio source has no distortion or noise. 3. Try different EQ modes in the soundcore app and customize the EQ to your preference.
	What should I do if the bass quality is poor when using soundcore P40i?	If the audio source doesn't have much bass, the earbuds will have poor bass. To confirm the problem, please try the following: 1. Make sure the charging case has enough power and reset the earbuds as per the steps below: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. 2. Try different types of music and turn up the volume on the connected device to see if it helps at all. 3. Find the most suitable ear tips for your ears, then check the bass to see if it has improved at all. If the earbuds are not worn properly in your ears, you may not experience the best bass performance. If one earbud feels stable and the other does not, try a combination of ear tips such as medium in the left and large in the right. 4.Try selecting "Sound Effect" in the soundcore app and choose the "Bass Booster" or "Bass Reducer" EQ from the 22 available EQ options. 5.Try selecting the "Custom EQ" option in the app to customize the EQ curve style. 6. Try using your earbuds with a different Bluetooth device to see if there is a difference.
	What should I do if there's low volume when connected to a Mac computer?	1. Make sure the charging case has enough power and reset the earbuds as per the steps below: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. 2. Clear all the pairing records on your Mac computer and re-pair your earbuds. Turn the volume down one notch on your Mac computer. Then turn up the volume of both your Mac computer and earbuds with the music/video set to maximum volume. 3. 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 on "Absolute Volume" in the developer options or select "the Bluetooth device volume to sync with the computer" in the Bluetooth settings. 2. Make sure the charging case has enough power and reset the earbuds as per the steps below: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. 3. Clear all the pairing records on your phone and re-pair your earbuds. Turn the volume down one notch on your phone. Then turn up the volume of both your phone and earbuds with the music/video to the maximum. 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 Android phone?	1. Turn on "Absolute Volume" in the developer options or select "the Bluetooth device volume to sync with the phone" in the Bluetooth settings. 2. Make sure the charging case has enough power and reset the earbuds as per the steps below: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. 3. Clear all the pairing records on your phone and re-pair your earbuds. Turn the volume down one notch on your phone. Then turn up the volume of both your phone and earbuds with the music/video to the maximum. 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 the charging case has enough power and reset the earbuds as per the steps below: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. 3. Clear all the pairing records on your phone and re-pair your earbuds. Turn the volume down one notch on your phone. Then turn up the volume of both your phone and earbuds with the music/video to the maximum. 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 is a sudden change in sound when listening?	1. Try different sizes of ear tips and make sure you're wearing the earbuds in the correct position so that they create a tight seal. If one earbud feels stable and the other does not, try a combination of ear tips such as medium in the left and large in the right. 2. Make sure "Wind Noise Reduction" mode and "Adaptive Environmental" mode are not enabled, as these may cause sound changes due to environmental variations. 3. It is recommended to turn off the "Wind Noise Reduction" mode in normal daily environments.
	Setting the input and output on a computer with soundcore P40i	**For Windows systems:** 1. If you only want to listen to the audio on the computer, select "soundcore P40i Stereo" for the computer audio. If you need to adjust the volume, adjust both the software and the computer volume. 2. If you need to use a conference app on your computer such as Zoom/Microsoft Teams, please set the input and output of the software as stated below: - Microphone on the conference software: soundcore P40i Hands-Free - Speaker on the conference software: soundcore P40i Hands-Free If you need to adjust the volume, please do so on via the software. If you cannot adjust the volume through the software, please select soundcore P40i Hands-Free as output on your computer and adjust the volume. 3. If you need to use an audio and video app on the computer and you cannot set the input and output on the app, please open the computer audio settings and choose the correct settings: Input: soundcore P40i Hands-Free Output: soundcore P40i Hands-Free **For iOS systems:** Set both input and output as soundcore P40i.
	What should I do if I hear calls in poor quality?	1. Make sure you have raised both the volume of the earbuds and the connected device to the maximum. 2. Change the ear tips to ones that fit more snugly in your ears and make sure you're wearing the earbuds in the correct position to create a tight seal. If the earbuds are not worn properly in your ears, you may not obtain the correct call performance. 3. Try switching to the phone mic and make a call to see if the problem still persists. 4. Please test these earbuds in a quieter environment for the call to see if the problem still persists or not.
	What should I do if my voice sounds low and unclear to the person on the other end of the call?	1. If you are only using one earbud, ensure that the other earbud is in the charging case. 2. Replace the ear tips with ones that fit more snugly in your ears and ensure that you are wearing the earbuds in the correct position to create a tight seal. If the earbuds are not worn properly in your ears, you may not achieve the correct call performance. 3. Ensure that the audio output device selected is "soundcore P40i" on the connected device and turn up the volume on your device. 4. If you make a call through an app, try using your phone to make a call instead to see if the problem persists. 5. Try testing your earbuds with a different Bluetooth device in a different environment to see if there is any difference.

Mic	What should I do if the other person's voice is intermittent during a call?	1. Replace the earbud tips with ones that fit more snugly in your ears and ensure that you are wearing the earbuds in the correct position to create a tight seal. If the earbuds are not worn properly in your ears, you may not achieve the correct call performance. 2. Fully charge your earbuds and reset the earbuds as per the steps below: * Place the earbuds into the charging case and ensure that the case remains open. * Press and hold the button on the back of the charging case for 10 seconds. Keep holding until the LED indicator on the charging case flashes white rapidly three times. This confirms a successful reset. 3. Ensure that the audio output device selected is "soundcore P40i" on the connected device and turn up the volume on your device. 4. If you make a call through an app, please try using your phone to make a call instead to see if the problem persists. 5. Try testing your earbuds with a different Bluetooth device in a different environment to see if there is any difference.
	How do I trigger my phone's voice assistant via soundcore P40i?	Customize the button function in the app: Open the app >select "Controls" > choose the corresponding touch operation mode > Voice Assistant. Please note that single-click operation cannot be set to activate the voice assistant.
	What should I do if the volume of Siri is too loud?	1. Pair your earbuds with your phone. 2. Turn down the volume when making a call. 3. Restart Siri, and the volume should be lower.
App	What should I do if the app firmware update has been unsuccessful?	1. Make sure your earbuds have enough power, and try downloading in an environment with a good network connection. 2. If installation fails, try uninstalling and reinstalling the soundcore app, and then restart your phone before trying again. 3. Try with a different phone. If you keep getting an update failure message, provide us with the phone model and the SN on the app for further
	What should I do if I can't find soundcore P40i in the soundcore app or if soundcore P40i can't be detected or can not connect to the soundcore app?	1. Download the latest version of the soundcore app from your App Store (if you already have the soundcore app, 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, click "Add Device" on the left page, the app will automatically connect to soundcore P40i (the first time you enter the app, you must agree to enable location permissions) 4. If the connection fails, click Set up Manually-->Other Series-->soundcore P40i to check whether it can be added manually (if you can't find the corresponding model on this page, you can take a screenshot). 5. Go into the region of the system, switch to English (United States), and switch the system language to English (United States). 6. If it still fails, please uninstall and reinstall the app and log in again. If after the above you still cannot connect, provide the mobile phone model, app version, and screenshots in step 5 to our customer service. First connection successful, subsequent connections unsuccessful: 1. Check if it's in Dual-Connections mode, if the user has connected to the app on phone A, it will not be possible to connect to the app on phone B. You can try exiting the app on phone A. 2. Restart the device, or try using a different device.
	How do I set up HearID via the soundcore app?	Log in to the soundcore app, click "Soundcore Effects">"HearID Sound". After the test, the results will be automatically saved and used.
	Why is the touch control not responsive at times?	1. Keep your hands clean and dry. 2. Ensure you are touching in the touch area (at the Logo). 3. For a double click, ensure the interval between two clicks is within 400ms. For a single click, ensure the interval between two clicks is more than 1 second
	How do I turn the earbuds on and off?	**Power On:** For subsequent use, place the earbuds in the charging case. Just open the charging case to turn them on. Please be advised that this model does not support the functionality of turning them on without the case or manually powering them on. **Power Off:** 1) Place the earbuds in the charging case and close the charging case to turn them off. 2) If you take the earbuds out of the charging case and don't wear them or connect them to any device, they will turn off within 30 minutes.
	Can I use the left/right earbud separately?	Yes, placing one earbud in the box and closing the charging case allows the other one to be used independently.
	How do I receive/hang up a call?	Double-tap the L or R earbud to answer a call, and press and hold either the left or right earbud for 2 seconds to hang up the call.
	How do I switch between previous and next song?	By default, double-tapping the left earbud will play the next track. Please note the touch function can be customized via the soundcore app.
	How can I adjust soundcore P40i's volume via the earbuds?	In the soundcore app P40i interface, click on "Controls" - "Customize Volume Adjustment".

Operation	What do the LED indicators on the case mean?	**Battery Level Indication:** 1) Charging case low battery 0-20%: When the case is opened, the central red light turns on for 5 seconds and then turns off. 2) Charging case battery <60%: When the case is opened, the central white light turns on for 5 seconds and then turns off. 3) Charging case battery 60-100%: When the case is opened, the entire white light turns on for 5 seconds and then turns off. 4) Fully charged: The entire white light stays on for 5 minutes before turning off. **Earphone Pairing Status Indication:** The charging case's white light flashes rapidly, indicating that the earbuds are in pairing mode and ready to connect to a device. The light turning off indicates successful pairing. **Earphone Placement Indication:** When the left earbud is placed in the case, the left side of the charging case's LED lights up and when the right earbud is placed in the case, the right side of the LED lights up.
	How do I switch between ANC, Normal and Transparency modes via the earbuds?	Press and hold the L or R button for 2 seconds to switch modes, in the following order: ANC --> Transparency. The button operations can be customized in the APP
	How should I look after soundcore P40i?	1. Don't leave the earbuds unused for extended periods. It is recommended to use them at least once a month. A completely discharged battery can lead to over-discharging, which affects the battery life. 2. Try not to use the earbuds until the remaining battery is only 20% or wait until low battery shutdown before charging. This also greatly impacts the battery life. 3. The charging case should not be in a state of red light or no power for a long time. When storing, it should be in a state indicated by a white light. 4. It is necessary to open the charging case regularly. It is suggested to do this at least once a month, as the earbuds only charge when the case is opened. 5. Clean the earbuds and the charging pins of the charging case promptly after use, as well as the speaker outlet and ear caps (It is recommended to clean the charging pins at least once or twice a month using a cotton swab or cloth dipped in alcohol). 6. Store them on a dry desktop. If they accidentally come into contact with liquid, use a hairdryer on the cold setting to dry them
	How do I avoid triggering the touchpad by accident when adjusting the earbuds in my ears?	When taking out, placing, or adjusting the earbuds, try to avoid touching the Touch area (located at the Logo).
Phone stand on the earbuds	What should I do if my phone is unstable when using the Phone Stand?	Please note the phone cannot be placed vertically. The phone stand is not suitable for iPads, folding screens and phones with very thick cases. Earbuds must be removed while using the case as a phone stand.