

Find Your Answer Before Returning - TOZO ANC Earbuds

Most issues can be quickly resolved by the guidance —no return needed.

Noise Cancellation & Fit

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2. Why can I still hear some background noise with ANC on?
3. Does ear tip size really affect noise cancellation?
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6. Is poor sound quality a product defect?
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Sound & Performance

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Maintenance & Others (

17. The dust filter fell off. Will it affect usage?
18. What should I do if the earbuds get wet?
19. Can I purchase a replacement charging case?

1. Why doesn't the noise cancellation seem strong?

Active Noise Cancellation (ANC) works best when the earbuds create a **proper seal in your ears**.

If the ear tips are too small or the earbuds are not fully inserted, external noise may leak in, reducing the effectiveness of ANC.

To improve performance:

- Try different ear tip sizes
- Ensure a snug and secure fit
- Tap left earbud to activate ANC

A proper fit can significantly enhance noise cancellation performance and overall sound balance.

2. Why can I still hear some background noise with ANC on?

This is normal and related to how ANC technology works. ANC is most effective at reducing constant low-frequency sounds, such as:

- Airplane engine noise
- Traffic hum
- Air conditioning noise

However, **high-frequency or sudden sounds**—such as: **Voices ,Alarms ,Keyboard typing** may still be partially audible.

This is a limitation of the technology itself and also helps maintain awareness of your surroundings.

For the best performance, make sure:

- The earbuds fit securely
 - The correct ear tip size is used
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3. Does ear tip size really affect noise cancellation?

Yes, it does.

ANC performance depends on both:

- **Active noise cancellation (electronic processing)**
- **Passive noise isolation (physical seal from ear tips)**

The ear tips play a key role in creating this seal.

Using the correct ear tip size can:

- Reduce external noise leakage
- Improve bass response
- **Maximize overall ANC performance**

We recommend trying all included sizes to find the best fit.

4. The earbuds don't fit well / keep falling out

A proper fit is essential for comfort, sound quality, and noise cancellation.

Please try the different ear tip sizes included in the package .
Adjust the angle of the earbuds for a secure and comfortable fit.

If standard ear tips do not fit well, additional sizes may be available upon request.

5. Why does the sound feel sharp or lack bass?

For in-ear ANC earbuds, both **sound quality and noise cancellation depend heavily on a proper seal** in the ear canal.

If the earbuds are not fully inserted or the ear tips are too small, the seal may be incomplete. This can result in:

- Reduced bass
- Sharper or thinner sound
- Weaker noise cancellation performance

TOZO earbuds include multiple ear tip sizes.

Selecting the correct size can significantly improve both sound quality and noise cancellation.

6. Is poor sound quality a product defect?

Answer:

In most cases, it is not a defect but a fit-related issue.

We recommend trying different ear tip sizes included in the package and making sure the earbuds are fully inserted.

Many users report much better sound quality after adjusting the fit.

7. Does the package include different ear tip sizes?

Yes. TOZO earbuds come with multiple ear tip sizes .

Using the correct ear tip size helps:

- Improve comfort and stability
 - Enhance bass response
 - **Maximize active noise cancellation performance**
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8. Should I adjust EQ if the sound is too sharp?

Before adjusting EQ, please check the fit first.

If the seal is not optimal (for example, ear tips too small or earbuds not fully inserted), the sound may appear sharper and less balanced.

Switching to a better-fitting ear tip often improves both sound quality and noise cancellation—without needing EQ adjustments.

9. Why is there no sound, low volume, or uneven volume between earbuds?

Please try the following:

1. Fully charge both earbuds.
2. Clean the mesh (dust filter) to remove earwax or debris using a soft brush or cotton swab.
3. Replace the ear tips to ensure proper airflow and fit.
4. Reset the earbuds according to the manual.

Also, make sure the volume is turned up on both your device and earbuds.

10. Why do I hear a high-pitched noise or abnormal sound?

This may be caused by blockage or pressure imbalance.

Please try:

- Cleaning the mesh filter
- Replacing ear tips
- Resetting the earbuds
- Updating firmware via the TOZO app (if supported)

11. Why is the Bluetooth connection unstable?

Connection stability may be affected by:

- Device compatibility
- Interference from other wireless devices
- Physical obstacles or distance

We recommend:

- Testing with another device
- Using the earbuds in a different environment
- Keeping the device within a reasonable range

12. What Bluetooth protocols are supported?

TOZO earbuds support standard Bluetooth protocols including:
HSP / HFP / A2DP / AVRCP

Please ensure your device supports these protocols for proper compatibility.

13. Why is only one earbud working or not pairing?

Please try resetting the earbuds:

1. Fully charge both earbuds
2. Reset according to the instructions in the manual
3. Clear Bluetooth cache on your device if needed

If the issue continues, please contact the TOZO Team.

14. Why won't my earbuds turn on, charge, or hold a charge?

Please try the following:

1. **Clean the charging contacts thoroughly**

Moisture, sweat, or dust may cause poor contact. In some cases, exposure to water or sweat can lead to oxidation on the metal contacts.

Use a dry cloth or a cotton swab with a little alcohol to gently clean both the earbuds and the charging case contacts. Please fully dry the earbuds before putting into the charging case.

2. **Fully charge the charging case first**, then place the earbuds inside to charge

3. **Ensure proper contact in the case**

Gently press the earbuds down and check if the indicator lights turn on

4. **Try another charging cable**

In many cases, **cleaning the charging contacts can restore normal charging.**

If the issue persists, please contact the TOZO Team.

15. Why can't my earbuds connect to the TOZO app?

Not all TOZO models support app connectivity.

If your product packaging or manual mentions app connection, it is supported

If not, the model may not be compatible with the TOZO app

16. Why am I not receiving the verification code in the app?

Please check the following:

Wait a few minutes and try again

Check your spam/junk folder

Confirm your email address is entered correctly

Ensure your mailbox is not full and your network is stable

If you still cannot receive the code, please contact the TOZO Team.

17. The dust filter fell off. Will it affect usage?

The dust filter is designed to protect against earwax and debris.

If it falls off, it will not affect basic functionality, but we recommend keeping the earbuds clean to maintain performance.

18. What should I do if the earbuds get wet?

Please follow these steps:

1. Remove the ear tips
2. Gently dry the earbuds using a hair dryer (keep a safe distance)
3. Let them rest and dry completely for a few days

Do not use them until fully dry. If issues persist, contact the TOZO Team.

19. Can I purchase a replacement charging case?

Yes. You can purchase accessories from our official store, which printed on the package.