

| Category        | Question   | Answer  |
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| Specifications  | What is the Bluetooth version?   | Bluetooth 5.3   |
|                 | Which audio formats are supported?   | SBC and AAC   |
|                 | What is the battery capacity of the earbuds?   | 38 mAh per earbud; takes approximately 90 minutes to reach full charge  |
|                 | How long do the earbuds last?  | 9H/45H (Earbuds/with case)<br><br>Battery life test method: With ANC enabled overnight, audio was played at 50% volume via Bluetooth for 1 hour before sleep. After sleep was detected, playback stopped automatically to reduce disturbance.   |
|                 | What is the battery capacity of the charging case?   | 800mAh; takes 120 minutes to reach full charge. (Input Power: 5V = 1A)  |
|                 | How long does the charging case last?  | The charging case can fully recharge the earbuds 4 times when fully charged. It automatically stops charging the earbuds once it reaches its minimum battery threshold.   |
|                 | What is the waterproof rating?   | Earbuds: IPX4 (sweat and splash resistant)<br>Charging case: Not water resistant  |
|                 | Does it have wear detection?   | No wear detection   |
|                 | What are the charging methods?   | USB-C wired charging (wireless charging not supported)  |
|                 | Is there a fast charging function?   | No fast charging function   |
|                 | What is the Bluetooth range?   | 33 ft/10 m  |
|                 | What is the maximum volume?  | 89dB in both Bluetooth and local modes  |
| Wearing Related | What if the Sleep A30 doesn't fit securely?  | 1. Please make sure you are wearing them correctly, and that the left and right earbuds are not worn backwards.<br>2. Try out different ear tip/ear wing sizes for a better fit.  |
|                 | What should I do if I feel strong pressure or discomfort in my ears after wearing Sleep A30 for a long time? | 1. Switch to a different ear tip size and see if sleeping on your side eases the discomfort.<br>2. Use the foam ear tips instead.   |
|                 | What can I do about strong discomfort in my ear while sleeping on my side?                                   | Make sure you're wearing the earbuds correctly. We recommend trying different ear wings and ear tips, and/or switching to a softer pillow.  |
|                 | Why do the earbuds squeak when they rub against my pillow when I sleep on my side?                           | The squeaking is from friction between the earbuds and pillow material, which could be an issue especially when the pillow is made with a smooth fabric. To reduce this noise, try adjusting the earbuds, using a pillowcase, or switching to a softer pillow.  |
|                 | How do I turn on my Sleep A30?   | 1. The earbuds turn on automatically when the charging case is opened.<br>2. For first-time use, remove the insulating sheet under the earbuds, place the earbuds back into the charging case, and then open and close the case to turn them on.  |
|                 | What can I do if the double-tap function on my Sleep A30 doesn't work or isn't responding properly?          | 1. Tap more firmly, as the earbuds use a G-sensor that requires a stronger tap for detection.<br>2. Tap using your fingertips as the earbuds respond better to them.  |
|                 | What should I do if my Sleep A30 is prone to accidental double-taps or mistouches?                           | 1. The earbuds' G-sensor may mistakenly detect double-taps or mistouches. To reduce such instances, please avoid dropping the earbuds on hard surfaces, rolling them around, or using them during vigorous exercise.<br>2. When placing a single earbud in the charging case, double or triple taps may be triggered, causing mode switches or volume changes. This is not a malfunction, but rather the earbuds detecting a tap when placed in the case. This is how the sensor operates and is completely normal. |

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|                   | How do I reset Sleep A30?                                   | Open the charging case, place the earbuds inside, and press and hold the Reset button on the back of the charging case for 10 seconds. The indicator light inside the charging case will start flashing quickly, indicating it is in pairing mode, and blink slowly once pairing is successful.  |
| Operation Related | How does Sleep A30 connect to the soundcore app?            | <ol style="list-style-type: none"> <li>1. On your device's Bluetooth settings, tap "Sleep A30" to pair.</li> <li>2. Open the soundcore app &gt; Add Device &gt; Sleep A30 to connect to the soundcore app.</li> </ol>  |
|                   | Why is the volume level inconsistent after switching modes? | <ol style="list-style-type: none"> <li>1. Local mode is designed to help you sleep at night and plays noise-masking frequencies (or white noise) at a preset volume. This is set based on your previous volume setting in this mode to support restful sleep.</li> <li>2. Bluetooth mode is intended for daily entertainment like music or podcasts. In this mode, volume can be controlled directly from your phone, giving you more flexibility.</li> </ol> <p>Because these two modes have different functions, the volume of what you're listening to will also vary. You can adjust the volume separately for each mode, and the system will remember your preferences in Local mode. If you find that the difference in volume when switching modes significantly impacts your experience, please feel free to share your thoughts with us in as much detail as possible. We'll pass along your feedback to our product team to make improvements.</p> |
|                   | How do I switch between Bluetooth and Local mode?           | <ol style="list-style-type: none"> <li>1. Double-tap the left earbud (turns the earbuds on by default).</li> <li>2. Switch through the soundcore app.</li> <li>3. When the earbuds detects that the user is asleep, they will automatically switch to Local mode and play the built-in white noise by default.</li> </ol>  |
|                   | How do I adjust the volume in Local mode?                   | <p>You can adjust the volume manually through the soundcore app, or by tapping the earbuds.</p> <p>Binaural Mode: Triple-tap the left earbud to decrease the volume, and triple-tap the right earbud to increase the volume. You can also control the volume directly from the app.</p> <p>Note: In Local mode, the volume cannot be adjusted using the volume buttons on your phone.</p>  |
|                   | How do I use the Sleep Onset Detected feature?              | <p>Sleep Onset Detected offers a smarter listening experience. Select "Stop Audio", and audio playback will automatically pause once the earbuds detect you are asleep. Select "Play Local Audio", and the earbuds will automatically switch from Bluetooth to Local mode once the earbuds detect you are falling asleep. They will play the built-in audio (snoring masking soundscape by default) and turn off the ANC function.</p> <p>Note: If you want to play music via Bluetooth, double-tap the left earbud to switch back to Bluetooth mode.</p>  |
|                   | What can I do if my Sleep A30 earbuds won't charge?         | <ol style="list-style-type: none"> <li>1. Make sure the earbuds are properly placed in the charging case. Check that the ear wings are correctly in place and that nothing is blocking the charging pins.</li> <li>2. Clean the charging pins on the earbuds and in the charging case.</li> <li>3. If the charging case battery is below 5%, it may stop charging the earbuds. Try recharging the case first, then place the earbuds back inside.</li> </ol>   |

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| <b>Charging Related</b> | Why is my Sleep A30's battery draining quickly?   | <p>1. In Bluetooth mode with ANC on, battery life is up to 6.5 hours at 50% volume. In Local mode with ANC on, the earbuds can last about 9.5 hours. Please ensure the earbuds are fully charged before use.</p> <p>2. Turning off Bluetooth on your phone while the earbuds are in Local mode keeps them in search mode temporarily, which increases power consumption.</p> <p>3. Over time, regular use and charging can cause natural battery wear, which may reduce overall battery life. This is normal.</p> <p>Note: When sleep is detected, the earbuds switch to Local mode to conserve battery. If the alarm clock is enabled, it uses approximately 5% of the battery, leaving 95% of battery charge for playback.</p>   |
|                         | How long does it take to fully charge Sleep A30?  | <p>Earbuds: 90 min</p> <p>Charging case: 120 min</p>   |
|                         | How many times can I charge my earbuds with Sleep A30's charging case?  | 4 times  |
|                         | Why does one earbud drain battery faster than the other?  | <p>1. One earbud is designated as the primary earbud, which usually consumes more power. A difference of up to 20% in battery usage between the two earbuds is normal.</p> <p>2. Battery drain can also be affected by factors such as volume level, type of audio played, interference in the environment, and features open in the app. These factors are for reference only, and your actual experience may vary.</p>   |
|                         | Do the earbuds support wireless charging?   | Not supported  |
|                         | What should I do if there is no indicator light after opening the charging case lid?                                  | <p>1. If there is no indicator light, please charge the charging case. The light function should resume after charging.</p> <p>2. If the charging case firmware version is 1.31, please update it to version 1.57 or later to resolve the issue.</p>   |
|                         | What do I do if Sleep A30 disconnects, or the sound is intermittent?  | <p>Please note that this does not necessarily mean that there is a problem with the earbuds, and may be related to your connected device and surrounding environment. Bluetooth signals can be affected by obstacles like walls, pillars, household appliances, Wi-Fi, and more. To ensure a stable connection, we recommend avoiding such obstacles.</p> <p>To resolve this issue, please try the following steps:</p> <ol style="list-style-type: none"> <li>1. Adjust earbud position, or try using larger ear tips and ear wings. Inserting the earbuds too deeply may interfere with the antenna and affect the stability of the Bluetooth connection.</li> <li>2. Shorten the distance between your earbuds and phone for better connectivity.</li> <li>3. Fully charge and reset the earbuds by following these steps:<br/>Open the charging case and place the earbuds inside. Press and hold the Reset button on the back of the case for 10 seconds to reset the earbuds.</li> <li>4. If in Bluetooth mode, try playing downloaded music or videos to check if the issue persists.</li> <li>5. Test the earbuds with other Bluetooth devices in different environments to rule out device or environmental factors.</li> </ol> |
|                         | How far is the Bluetooth range?   | 10 meters  |
|                         | What version of Bluetooth does Sleep A30 use?   | 5.3  |
|                         | Which Bluetooth audio codecs are  | SBC and AAC  |
|                         | What should I do if the left and right earbuds do not pair properly (only one light flashes when placed in the case)? | Reset the earbuds by placing them in the charging case, and then pressing and holding the reset button for 10 seconds.   |

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| <b>Bluetooth Related</b>     | <p>What if there is little or no sound coming from one of the earbuds?</p>  | <ol style="list-style-type: none"> <li>1. Sleeping on your side at a certain angle may shift the ear tip and block the mesh filter, resulting in little or no sound. Try adjusting your head or pillow position.</li> <li>2. The Bluetooth connection may be blocked by your ear/body while sleeping on your side, resulting in little or no sound.</li> <li>3. Make sure the metal mesh filter and ear tips are clean. Dirt or debris can block sound output.</li> <li>4. Follow the steps below to fully charge and reset the earbuds:<br/>Reset the earbuds by placing them in the charging case, and then pressing and holding the reset button for 10 seconds.</li> <li>5. Check the volume controls on your phone.<br/>On Android: Go to Settings &gt; Accessibility &gt; Audio and On-Screen Text &gt; Audio &gt; Balance.<br/>On iPhone: Go to Settings &gt; Accessibility &gt; Audio/Visual &gt; Audio Balance.<br/>On Samsung: Go to Settings &gt; Accessibility &gt; Hearing Enhancements &gt; Connected Audio.<br/>Note: Adjusting balance to the left will make audio in the left earbud louder and vice versa.</li> </ol> |
|                              | <p>Why is there no sound from the earbuds and music is playing through my phone's speakers?</p>   | <p>Please check if you've accidentally switched to Local Mode. In Local Mode, the earbuds can only play built-in white noise and do not support Bluetooth music playback.</p>   |
|                              | <p>How to Fix Sleep A30 Earbuds Pairing and Charging Issues?</p> <ol style="list-style-type: none"> <li>1) The earbuds won't charge in the charging case.</li> <li>2) The earbuds stay connected to my device even after being placed in the charging case and the lid is closed.</li> <li>3) The earbuds won't turn on after being taken out of the case.</li> </ol> | <ol style="list-style-type: none"> <li>1. Ensure that the ear tips and ear wings are properly attached and not blocking the charging pins. Insert both earbuds securely into the charging case. The indicators should light up to indicate the earbuds are connected.</li> <li>2. Use a dry cloth or a cotton swab with a small amount of alcohol to gently clean the charging pins inside the case and on the earbuds. This ensures a better connection.</li> <li>3. Use a different charging cable and wall adapter to fully charge the case. Make sure the case is charging properly.</li> </ol> <p>If your earbuds have not been used for a long time, charge them for at least 2 hours first and see if this fixes the issue.</p>  |
| <b>Sound Quality Related</b> | <p>What should I do if the sound quality is poor when using Sleep A30 in Bluetooth mode?</p>  | <ol style="list-style-type: none"> <li>1. Try different sizes of ear tips and adjust the earbuds to ensure a snug fit in your ear canal.</li> <li>2. If one side feels less secure, you can mix sizes (e.g. medium on the left and large on the right) to achieve a better fit for better audio quality.</li> <li>3. Try playing different types of music and ensure the audio file is free of distortion or noise.</li> <li>4. Clean the ear tips and metal mesh filter and try again.</li> </ol>  |
|                              | <p>What should I do if white noise playback on my Sleep A30 has poor sound quality?</p>   | <p>You can switch between different white noise tracks on the soundcore app.</p>  |
|                              | <p>What should I do if the noise reduction on my Sleep A30 is not effective?</p>  | <ol style="list-style-type: none"> <li>1. Please make sure that you have chosen the right ear tips. To improve noise isolation, try different combinations of ear tips and ear wings until you find a secure fit. If the effect is still unsatisfactory, consider switching to the included foam ear tips for better performance.</li> <li>2. Make sure you're wearing the earbuds correctly by following the wearing guidelines, and ensure ANC is turned on.</li> </ol>   |
|                              | <p>What can I do if the Sleep A30 prompt tone is too loud?</p>  | <p>You can turn it off in the app settings.</p>   |

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| <p>Why can't I adjust the volume or why is the volume low on my Sleep A30?</p>  | <p>1. The volume of white noise in Local mode cannot be adjusted using your phone's volume controls. Instead, you can adjust it through the app or by tapping the earbuds.<br/>Binaural Mode: Triple-tap the left earbud to decrease the volume, and triple-tap the right earbud to increase the volume. You can also control the volume directly from the app.<br/>2. If you experience this issue in Bluetooth mode on an Android device, please enable "Volume Synchronization" or "Absolute Volume" in your device settings.</p>   |
| <p>What can I do if I hear my heartbeat or pulse when wearing Sleep A30?</p>    | <p>1. Replace the ear tips or ear wings and adjust the earbuds.<br/>2. Replace the foam ear tips with silicone ear tips.<br/>3. Turn off ANC and check if the sound disappears.</p>  |
| <p>Does Sleep A30 support calls?</p>  | <p>Yes, it does. The call function is turned off by default and can be enabled in the soundcore app settings.</p>  |
| <p>What should I do if the white noise for Sleep A30 is downloading slowly?</p> | <p>1. Please pause audio playback or other operations on your phone while downloading.<br/>2. Please check that you have a stable network connection.</p>  |
| <p>White noise looping sounds unnatural.</p>                                    | <p>We recommend trying different white noise options.</p>  |
| <p>Why is the Sleep A30 Sleep Test not accurate?</p>                            | <p>The earbuds detect sleep or wakefulness based on your movement, then generate local data in the app. Because everyone moves differently while asleep, some degree of error in detection is normal.</p>  |
| <p>Why is there no Sleep Report data?</p>                                       | <p>Principle of sleep detection: The earbuds determine whether you're asleep based on your amplitude of movement within a specific time window. If there is minimal movement over 30 minutes, the earbuds will judge that you've fallen asleep and generate local sleep data. However, if you frequently toss and turn or move your head during sleep, the earbuds may misjudge that you're still awake, resulting in no sleep data being recorded.</p> <p>To rectify the issue, we recommend:</p> <ol style="list-style-type: none"> <li>1. Reconnecting the earbuds. The latest sleep data syncs to the app only when the earbuds are connected.</li> <li>2. Not opening the app every time you go to bed.</li> <li>3. Connecting to the app once a week to make sure your data stays up to date.</li> </ol> |
| <p>Why doesn't the Sleep Reminder do anything when I turn it on?</p>            | <p>The Sleep Reminder feature only works within the app and requires the app to be running in the foreground for the reminder to appear. Currently, reminders are not supported directly through the earbuds to avoid disrupting your listening experience.</p>  |

**App Related**

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| How do I download white noise to my Sleep A30?   | <p>White noise must be downloaded through the soundcore app while your earbuds are connected in Bluetooth mode. Downloads are supported in both Local and Bluetooth mode, but third-party audio cannot be imported. Only 1 white noise track can be saved in your earbuds at a time.</p> <p>How to download:</p> <ol style="list-style-type: none"><li>1. Open the soundcore app and go to “Audio Library”</li><li>2. Tap the “White Noise” tab and select the audio you want to download</li><li>3. Tap the Up-Arrow icon at the bottom of the play bar</li><li>4. Tap “Transfer” in the pop-up menu to start the download</li><li>5. Once download is complete, the white noise will automatically be saved to your earbuds and be available for playback in Local mode</li></ol> |
| Why can Sleep A30 only store one white noise sound locally?                                      | <p>Compared with Sleep A20, Sleep A30 features improved sound quality for white noise playback. This means each file requires more storage space, which limits the number of white noise tracks that can be stored locally. If you'd like to store a different white noise sound, please delete the current one and then add your preferred option.</p>   |
| How do I set the playback duration for Local mode?   | <p>Switch to Local mode. Then, select “Playback Duration”. The default duration is set to two hours, but you can choose your preferred playback time.</p>   |
| How do I turn the tapping feature off?   | <p>Select “Tap Control” to enter settings, then toggle the feature on/off in the desired mode.</p>  |
| Can I add music from my phone to the Audio Library in Local mode?                                | <p>Adding your own music to the Audio Library is not supported. You can only select from the existing tracks available in the Audio Library. To play your own music, please use Bluetooth mode.</p>   |
| Can AI brainwave audio be added to the built-in audio of the earbuds/transmitted to the earbuds? | <p>AI Brainwave audio requires dual-channel Bluetooth support and can only be played in Bluetooth mode. This feature is not supported in Local mode.</p> <p>Note: If you play AI brainwave audio in Local mode, the sound will come from the connected device.</p>  |
| Why is the battery level shown in the app different from the actual level?                       | <ol style="list-style-type: none"><li>1. The battery level of the charging case is only updated in real time when the earbuds are placed back inside the case. If the earbuds have been outside the case for a while, the displayed battery level on the case will not change.</li><li>2. To check the current battery level of the charging case, place the earbuds back into the case and open the app. The value displayed will reflect the most up-to-date status.</li></ol>  |
| Why does audio from the Audio Library play through the phone's speakers?                         | <ol style="list-style-type: none"><li>1. To listen to audio from the Audio Library through the earbuds, you must switch to Bluetooth mode.</li><li>2. In Local mode, Audio Library audio will play through your phone's speakers. To play it through the earbuds in Local mode, you'll need to first transfer the audio to the earbuds.</li></ol>   |

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| <p>How do I use the Sleep Onset Detected feature?</p>                                 | <p>There are three playback modes.</p> <ol style="list-style-type: none"> <li>1. Stop Audio (after sleep detected): The earbuds automatically turn off audio playback in both Bluetooth and Local mode once they've detected you've fallen asleep.</li> <li>2. Play Local Audio (after sleep detected): The earbuds switch to local audio playback once they've detected you've fallen asleep to reduce Bluetooth interference.</li> <li>3. Auto-Off Timer: Set a fixed time (from 1 minute to 4 hours) in the app. Playback will automatically stop once the timer is up, whether you fall asleep or not.</li> </ol> <p>Tips:</p> <ul style="list-style-type: none"> <li>- If you would like the earbuds to make adjustments after detecting if you've fallen asleep, please select Stop Audio After Sleep or Play Local Audio After Sleep.</li> <li>- If you prefer having a fixed timer (e.g. turn off after 30 min), please select Auto-Off Timer.</li> </ul> |   |
| <p>Why is the battery life shorter when the Sound Companion feature is turned on?</p> | <p>When Sound Companion is turned on, the earbuds operate in Bluetooth mode, which uses more power.</p>   |   |
| <p>Why does Sleep A30 switch modes automatically?</p>                                 | <ol style="list-style-type: none"> <li>1. The earbuds use smart switching by default. If no movement is detected for an extended period, the earbuds might mistakenly assume you are resting and enter Local mode.</li> <li>2. Excessive movement while asleep may trigger mistouches, leading to Sleep A30 switching modes. Please consider disabling the tapping feature, or reassigning double-tap to a different action.</li> </ol>   |   |
| <p><b>Alarm</b></p>   | <p>How do I set an alarm with Sleep A30?</p>  | <ol style="list-style-type: none"> <li>1. Connect the earbuds to your phone and open the app to access the control page.</li> <li>2. Select "Bedtime Reminder &amp; Alarm Clock" on the home page to set alarms (up to five alarms can be set)</li> <li>3. Tap on individual alarms to customize the time, date and alarm sound.</li> </ol>   |
|   | <p>Why is the Sleep A30 alarm clock not accurate?</p>   | <p>This may be due to clock drift. To correct this, simply connect the earbuds to the app, which will automatically calibrate the earbuds' clock.</p>   |
|   | <p>How do I use the snooze function?</p>  | <ol style="list-style-type: none"> <li>1. Connect the earbuds to your phone and open the app to access the control page.</li> <li>2. Select "Bedtime Reminder &amp; Alarm Clock" on the home page to set the alarm clock</li> <li>3. In the "Remind Me Later" feature, you can choose "5 minutes" or "10 minutes" for the snooze interval. Snooze is repeated up to 3 times.</li> </ol>   |
|   | <p>How do I turn off the Sleep A30 alarm when it goes off?</p>  | <ol style="list-style-type: none"> <li>1. Double-tap either earbud to pause the alarm.</li> <li>2. Place the earbuds back into the charging case to automatically stop the alarm.</li> </ol>  |
|   | <p>How do I check the remaining charge of my charging case?</p>   | <p>The earbuds' battery level can be viewed in the app.</p> <ul style="list-style-type: none"> <li>- On some Android phones, the earbuds' battery may be visible in the system interface, but the app provides the most accurate data.</li> </ul> <p>Open the charging case and check the indicator lights on the exterior to view battery level.</p> <p>0–20% charge: One light stays on for 5s.<br/> 20–60% charge: Two lights stay on for 5s.<br/> 60–100% charge: All three lights stay on for 5s.</p> <p>Note: When the charging case's power drops to 0-5%, it will not be able to charge the earbuds. When all lights do not turn on, that indicates the case is fully out of power and needs to be recharged.</p> |

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| <b>UI Related</b>  | How do indicator lights behave while charging?                          | <p>0–20% charge: The first light flashes slowly in 4-second cycles.</p> <p>20–60% charge: The first light stays on, while the second flashes slowly in 4-second cycles.</p> <p>60–100% charge: The first and second lights stay on, while the third flashes slowly in 4-second cycles.</p> <p>100% charge: All three lights stay on for 5 minutes and then turn off.</p> <p>Note: The order is from left to right.</p>  |
|                    | How do I check if the the earbuds are charging in the case?             | <p>When the left earbud is placed in the charging case, the indicator light on the left will turn on brightly for 3 s, then start flashing slowly.</p> <p>When the right earbud is placed in the charging case, the indicator light on the right will turn on brightly for 3 s, then start flashing slowly.</p> <p>*If the light is dim, the earbud may not be making proper contact with the charging pins.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>- Both earbuds are synchronized such that regardless which is placed in the charging case first, both LED lights will remain on for the same 3-second duration before starting to flash slowly.</li> <li>- If one earbud is already in the case and the second is added later, the indicator lights will reflect the number of earbuds</li> </ul> |
|                    | How do I pair the earbuds?  | <p>Press and hold for 3 s to enter pairing mode. The second LED light will start flashing until pairing is successful, and then turn off after 1 s. If no device is connected within 5 min and pairing times out, the LED light will turn off.</p> <p>Flashing behavior: 200 ms on, 200 ms off in a repeating cycle.</p>  |
| <b>Maintenance</b> | How do I clean the ear tips, ear wings, mesh filter, and charging pins? | Clean them regularly using alcohol pads.  |
|                    | How do I clean the foam ear tips?                                       | <ol style="list-style-type: none"> <li>① Do not use alcohol, water or other liquids to clean the foam ear tips to prevent damage or accelerate aging of the material.</li> <li>② If the foam tips become damp from sweat or accidental water exposure, gently blot the moisture with a paper towel and allow to air dry in a cool, shaded place.</li> <li>③ Avoid using hair dryers or other heat sources to dry the ear tips, as high temperatures can lead to deformation.</li> </ol>   |