

Find Your Answer Before Returning - TOZO In-Ear Earbuds

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

Sound & Fit & Wearing

1. How should I wear the earbuds correctly for better sound?
2. Does the package include different ear tip sizes?
3. Why does the sound feel sharp or lack bass?
4. Is poor sound quality a product defect?
5. Why The earbuds don't fit well / keep falling out
6. Should I adjust EQ if the sound is too sharp?
7. Why is there no sound, low volume, or uneven volume?
8. Why do I hear a high-pitched or abnormal sound?

Connectivity & Pairing

9. Why is the Bluetooth connection unstable?
10. Why is only one earbud working or not pairing?
11. What Bluetooth protocols are supported?

Battery & Charging

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

App & Account

13. Why can't my earbuds connect to the TOZO app?
14. Why am I not receiving the verification code?

Maintenance & Others

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

1. How should I wear it correctly for better sound?

For in-ear earbuds, correct wearing is essential for comfort and sound quality.

- Make sure the **sound outlet (speaker) is facing downward into the ear canal**
- Do not wear them like traditional wired earbuds (facing upward)
- Choose the right ear tip size to create a secure seal

A proper seal with correct ear tips directly affects:

- **Stability (prevents falling out)**
 - **Bass performance**
 - **Overall sound balance**
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2. Does the package include different ear tip sizes?

Yes. The earbuds come with multiple ear tip sizes (Small / Medium / Large).

Using the correct size helps:

- **Improve comfort**
 - **Enhance sound quality**
 - **Provide a more secure fit**
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3. Why does the sound feel sharp or lack bass?

Sound quality depends heavily on how well the earbuds fit.

If the earbuds are not fully inserted or the ear tips are too small:

- **Bass may be reduced**
- **Sound may feel sharper or thinner**

Using the correct ear tip size and ensuring a proper seal can significantly improve sound quality.

4. Is poor sound quality a product defect?

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

We recommend:

- **Trying different ear tip sizes**
- **Ensuring the earbuds are fully inserted**

Many users notice much better sound after adjusting the fit.

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

A proper fit is essential for stability and sound quality.

- **Try different ear tip sizes (S / M / L) included in the package**
- **Adjust the angle and gently rotate the earbuds for a secure fit**

Why it happens:

Ear canals vary significantly between users.

If the tip is too small → loose fit

If too large → discomfort or pressure

If needed, additional ear tip sizes may be available.

6. Should I adjust EQ if the sound is too sharp?

Before adjusting EQ, please check the fit.

If the seal is not proper, the sound may appear sharp.

Switching to a better-fitting ear tip often resolves the issue without EQ adjustments. Then adjust EQ on the App if needed.

7. Why is there no sound, low volume, or uneven volume?

Please try the following:

1. Fully charge both earbuds
2. Clean the mesh filter to remove earwax or debris
3. Replace ear tips to ensure proper airflow
4. Reset the earbuds and reconnect

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

8. Why do I hear a high-pitched 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 (if supported)
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9. Why is the Bluetooth connection unstable?

Connection may be affected by:

- Device compatibility
- Wireless interference
- Distance or obstacles

We recommend:

- Testing with another device
- Using the earbuds in a different environment
- Keeping your device nearby

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

This usually happens when one earbud is disconnected from the pair.

Please follow these steps:

1. **Delete all previous Bluetooth records of the earbuds from your device**
2. Fully charge both earbuds
3. Reset the earbuds according to the manual
4. Reconnect using the new Bluetooth name

After resetting, the earbuds generate a new pairing signal.

Old connection records may cause pairing issues if not removed.

11. What Bluetooth protocols are supported?

TOZO earbuds support standard Bluetooth protocols:

HSP / HFP / A2DP / AVRCP

Please ensure your device is compatible.

12. 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 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.

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

Not all models support app connectivity.

Please check your product packaging or manual.

14. Why am I not receiving the verification code?

Please check:

- Spam/junk folder
- Email accuracy
- Network stability

Try again after a few minutes.

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

It will not affect basic functionality, but we recommend keeping the earbuds clean.

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

1. Remove ear tips

2. Dry gently (not too close heat)
 3. Let them dry for a few days
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17. Can I purchase a replacement charging case?

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