

Category	Questions	Answers
Wearing	How do I wear soundcore Sport X20?	1. Pull or rotate the ear hook to the wearing state. 2. Place the earbuds' body into the concha cavity (the largest depression on the surface of the auricle) and choose an appropriate size of ear tips to create a tight seal. 3. Lift and bend the ear hooks around your ears for a secure and comfortable fit. For a more comfortable wearing experience, hold the stems of the adjustable and rotatable ear hooks and stretch them to an appropriate length. 4. Try other sizes of ear tips to ensure the size 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. 5. Take the Fit Test on the soundcore app to check if you're wearing the earbuds in the perfect position.
	What should I do if soundcore Sport X20 is uncomfortable and/or has an unstable fit?	1. Insert the earbuds into the inner canal of your ears and turn gently until you find the most comfortable and secure position. 2. Place the earbuds' body into the concha cavity (the largest depression on the surface of the auricle) and choose an appropriate size of ear tips to create a comfort and tight seal. 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 long period of time, take a rest so your ears can relax. Please note the ear hooks cannot be detached but can be pulled out. They have 4 scales of extension and can be rotated by plus or minus 30 degrees.
	Can the ear hooks be detached or rotated 360 degrees?	The ear hooks cannot be detached but can be pulled out. They have 4 scales of extension and can be rotated by plus or minus 30 degrees.
ANC	What should I do if soundcore Sport X20's noise cancellation does not meet my expectations?	1. Try other sizes of ear tips to ensure the size you're using fits well and creates 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, 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 ANC mode?	Manually select "Low Level Noise Cancellation" to see if it makes any difference.
	What should I do if I encounter wind noise while using soundcore Sport X20 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 you 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. How well the earbuds fit may affect levels of background noise, 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. Rotate the ear hook and turn the earbuds while wearing them and find the most comfortable position. — Try other sizes of ear tips to ensure the size 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 I hear noise while using soundcore Sport X20?	1. Upgrade your firmware to V1.55 or above. 2. Make sure the charging case has enough power and reset your earbuds per the following steps: — Place the earbuds in the charging case and leave the case open. — Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. 3. Test your earbuds with a different Bluetooth device in a different environment to see if the problem still persists.
Stethoscope effect	What should I do if I experience a "stethoscope effect" (hearing noises like rustling or thumps) when exercising while wearing Sport X20?	We recommend turning off noise cancelling. Try using normal mode to see if it reduces the effect.
Wind Noise Cancellation in the APP	What should I do if I experience wind noise while listening to music in ANC/Transparency mode?	Open the soundcore app and turn on "Wind Noise Cancellation". The earbuds will automatically reduce the FF MIC gain when wind noise is detected to reduce its effect when listening to music or making calls.

	How do I reset soundcore Sport X20?	1. Place the earbuds in the charging case and leave the case open. 2. Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. It's important to note that when resetting the earbuds, they should be properly connected to the charging case. To ensure a successful reset, when returning the earbuds to the charging case, make sure that you carefully align the charging contactors between the earbuds and the charging case. If either earbud is successfully placed back into the case, the LED strip will light up white and then go off. 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 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 the charging case button for 3 seconds until the LED strip flashes white rapidly. 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 charging case button for 3 seconds until the LED strip flashes white rapidly. This will put the earbuds into the pairing state.
Bluetooth	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. Make sure the protective film below the earbud 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 in the charging case and leave the case open. — Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. 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, when returning the earbuds to the charging case, make sure that you carefully align the charging contactors between the earbuds and the charging case. If either earbud is successfully placed back into the case, the LED strip will light up white and then go off. 4. Turn on Bluetooth and search for soundcore Sport X20 and pair. 5. Please try with another device (phone/tablet/etc.) and see if the issue persists. If there is a pop-up window to confirm pairing for "soundcore Sport X20," 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 Sport X20 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 in the charging case and leave the case open. — Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. It's important to note that when resetting the earbuds, they should be properly connected to the charging case. To ensure a successful reset, when returning the earbuds to the charging case, make sure that you carefully align the charging contactors between the earbuds and the charging case. If either earbud is successfully placed back into the case, the LED strip will light up white and then go off. 2. Turn off "Dual Connections" in the 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 Sport X20	For Windows systems: 1. If you only want to listen to the audio on the computer, select "soundcore Sport X20 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 Sport X20 Hands-Free — Speaker on the Conference Software: soundcore Sport X20 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 Sport X20 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 Sport X20 Hands-Free Output: soundcore Sport X20 Hands-Free For iOS systems: Set both input and output as soundcore Sport X20.
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 in the charging case and leave the case open. — Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. 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". Make sure the Bluetooth device and earbuds are within Bluetooth range, and there is no signal interference between them.
How do I enable multipoint connection?	When already connected to one device, 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 40 minutes to fully charge the earbuds (Room temperature 25 +/- 3 degrees Celsius laboratory data).
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.
What should I do if one side is discharging faster than the other?	Normally, the earbuds can be used for around 7 hours in ANC mode and 11.5 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. 2. Fully charge the earbuds. 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 Sport X20's playtime from a single charge/with the charging case?	Normal: 12 hours of playtime for earbuds and 48 hours for the charging case. ANC: 7 hours of playtime for earbuds and 28 hours for the charging case. Transparency: 7 hours of playtime for earbuds. Calls: 6 hours of playtime for earbuds. 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.

Charging

	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.
	What audio codecs does Sport X20 support?	SBC and AAC.
	What should I do if I experience poor sound quality when using soundcore Sport X20?	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 Sport X20?	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 in the charging case and leave the case open. — Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. 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 in the charging case and leave the case open. — Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. 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.
	What should I do if there's low volume when connected to a Windows computer?	1. Make sure the charging case has enough power and reset the earbuds as per the steps below: — Place the earbuds in the charging case and leave the case open. — Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. 2. Clear all the pairing records on your Windows computer and re-pair your earbuds. Make sure you choose the right mode. For audio/video, choose Stereo, and for mic choose Hands-Free. 3. Re-pair your earbuds and turn up the volume of both your computer 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.
Sound	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 "Sync Bluetooth device volume with 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 in the charging case and leave the case open. — Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. 3. Re-pair your earbuds and 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 in the charging case and leave the case open. – Press and hold the charging case button for 10 seconds until the LED strip flashes white rapidly three times. This confirms that the reset is successful. 3. Re-pair your earbuds and 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.
How do I set the input and output on a computer with soundcore Sport X20?	For Windows systems: 1. If you only want to listen to the audio on the computer, select "soundcore Sport X20 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 Sport X20 Hands-Free – Speaker on the Conference Software: soundcore Sport X20 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 Sport X20 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 Sport X20 Hands-Free Output: soundcore Sport X20 Hands-Free For iOS systems: Set both input and output as soundcore Sport X20.
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.
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 Sport X20" 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 in the charging case and leave the case open. – Press and hold the charging case button for 10 seconds until the charging case button LED strip flashes white rapidly three times. This confirms that the reset is successful. 3. Ensure that the audio output device selected is "soundcore Sport X20" 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 Sport X20?	Customize the button function in the app: Open the app > select "Controls" > choose the corresponding button operation mode > Voice Assistant. Please note that single-press 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 investigation.
	What should I do if I can't find my soundcore Sport X20 in the soundcore app or if it won't 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 Sport X20 (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 Sport X20 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 you're still unable to connect after following the provided steps, please send the model of your mobile phone, the app version, and screenshots of the issue to our customer service team. 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.
	How do I use Sport X20's Breathing Exercises feature?	1. This feature can only be used when Sport X20 is connected to your phone. 2. Connect Sport X20 to the soundcore app. Select "Breathe", then choose the mode you want to use and "Press to Start". 3. If you want to end the training, press the center of the breath circle. 4. If you want to set a timer and choose background music, go to "Settings" in the upper right corner to create a new custom mode. You can customize the inhale and exhale duration and choose background music.
	What should I do if I find button control to be unresponsive?	For a double press, ensure the interval between two presses is within 400ms. For a single press, ensure the interval between two presses is more than 1 second.

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