

Category	Questions	Answers
Wearing	How do I wear soundcore P30i?	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.
	What should I do if soundcore P30i'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.

ANC

What should I do if soundcore P30i's noise cancellation has no effect/does not work?	Firstly, please open the app to confirm if the earbuds are in noise cancellation mode. When removing or placing the earbuds, if you accidentally touch the earbuds' logo area, there is a chance that the earbuds will switch to ambient sound mode, and you may not be in noise cancellation mode when wearing the earbuds. If your earbuds are already on the ANC mode, to fix the problem, please try the following as they have proven to be helpful. 1. Manually adjust the ANC to 5. 2. 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. 3. 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 get the best noise cancellation. 4. 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 P30i 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 on the left and large on 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 P30i?	1. Upgrade earbuds' firmware to the latest version or above. 2. Make sure the charging case has enough power and reset the earbuds by following the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 3. Test your earbuds with a different Bluetooth device in a different environment to see if the problem still persists or not.
	How do I reset soundcore P30i?	Make sure the charging case has enough power and reset the earbuds by following the steps below: 1) Open the charging case and take out the earbuds. 2) Press and hold the touch areas of both earbuds simultaneously for 10 seconds.
	If the earbuds are already connected to two devices, how do I connect them to another device?	Method 1: Disconnect One of the Bluetooth Connections 1) In the app, under More Settings, in the Dual Connections section, turn off one of the devices (this does not turn off the device), and then the new device can be found and connected to P30i. Note: The previously disconnected device will not automatically reconnect, it must be manually reconnected. Method 2: Disconnect Bluetooth Connections from Both Devices 1) Open the charging case and take out the earbuds, then press and hold the touch areas of both earbuds simultaneously for 10 seconds to reset your earbuds. 2) Connect with the new device.
	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. Make sure the charging case has enough power and reset the earbuds by following the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 4. Turn on the Bluetooth of your device and search for soundcore P30i 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 P30i," 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.

Bluetooth	What should I do if soundcore P30i 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. Make sure the charging case has enough power and reset the earbuds by following the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 2. Turn off Adaptive ANC from soundcore app via Noise Cancellation > Mode>Manual Mode 3. Turn off the Dual Connections from your soundcore app. 4. Check the earbuds by listening to downloaded music/video. 5. Check the earbuds with another Bluetooth device in a different environment to see if it works well.
	Setting the input and output on a computer as soundcore P30i	For Windows systems: 1. If you only want to listen to the audio on the computer, select "soundcore P30i 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 P30i Hands-Free - Speaker on the conference software: soundcore P30i 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 P30i 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 P30i Hands-Free Output: soundcore P30i Hands-Free For iOS systems: Set both input and output as soundcore P30i.

	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. Make sure the charging case has enough power and reset the earbuds by following the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 3. Test your earbuds with a different Bluetooth device, app and downloaded music/video to see if the problem still persists. 4. Turn off the 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 ?	You can enable Dual connection via APP only, Open APP > More Settings > Dual Connections > Click Dual connection to open the function.
	How long does it take to fully charge the earbuds?	It takes around 1 hour 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 2.5 hours to fully charge the charging case via a wall charger

Charging	What should I do if one side is discharging quickly?	Normally, the earbuds can be used for around 7 hours in ANC mode and 10 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. Since the earphones are divided into master and slave ears, the right ear is usually the master ear by default, and the power consumption of the master ear will be higher than that of the slave ear, so there is a difference in power consumption between the left and right ears, but usually within 1 hour. 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. Test the battery when only 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 P30i's playtime from a single charge/with the charging case?	ANC Off: 10 hours on a single charge; 45 hours with the charging case. ANC On: 7 hours on a single charge; 30 hours with the charging case. Call Mode with ANC On: 4 hours on a single charge; 17 hours with the charging case. 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 P30i 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 P30i?	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 P30i?	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 by following the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 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.

Sound

What to do if the volume of one earbud is quieter than the other one?	1. Remove the EarTips from the earbud and clean the metal filter mesh. You can do this with cleaning alcohol by applying a few drops to a soft cloth and carefully wiping the affected areas. Please search for the video "GZTln1dJb7w" in the search engine for more information. 2. Make sure the charging case has enough power and reset the earbuds as per the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 3. You can also check the volume balance on your Bluetooth mobile phone: - On Android: Go to "Settings" > "Accessibility" > "Audio and On-Screen Text" > "Audio" > "Balance". - On iPhone: Go to "Settings" > "Accessibility" > "Audio/Visual" > "Audio Balance". - On Samsung: Go to "Settings" > "Accessibility" > "Hearing enhancements" > "Connected audio" Please note: If you shift the balance to the left, the left headphone will get louder and the right one quieter. If you shift the balance to the right, the right headphones will get louder and the left one quieter. 4. 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 computer?	1. Make sure the charging case has enough power and reset the earbuds by following the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 2. Clear all the pairing records on your phone and re-pair your earbuds. Then turn up the volume of both your computer and earbuds with the music/video to the maximum. 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 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 by following the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 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 by following the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 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 "Active Noise Cancellation" 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 P30i	For Windows systems: 1. If you only want to listen to the audio on the computer, select "soundcore P30i 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 P30i Hands-Free - Speaker on the conference software: soundcore P30i 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 P30i 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 P30i Hands-Free Output: soundcore P30i Hands-Free For iOS systems: Set both input and output as soundcore P30i.

Mic	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 P30i" 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.
	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. Make sure the charging case has enough power and reset the earbuds by following the steps below: * Open the charging case and take out the earbuds. * Press and hold the touch areas of both earbuds simultaneously for 10 seconds. 3. Ensure that the audio output device selected is "soundcore P30i" 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. Turn off Dual Connections. 6. 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 P30i?	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 investigation.
	What should I do if I can't find soundcore P30i in the soundcore app or if soundcore P30i 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 P30i (the first time you enter the app, you must agree to enable location permissions) 4. If the connection fails, click Set up Manually-->Add Device-->soundcore P30i 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.
	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.

Operation

How do I turn the earbuds on and off?	Power On: For subsequent use, place the earbuds in the charging case. Just take earbuds out from 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 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. Please note you can set an automatic shutdown time via the soundcore app.
Can I use the left/right earbud separately?	Yes, placing one earbud in the box to power off, 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 P30i's volume via the earbuds?	In the soundcore app P30i interface, click on "Controls" to customize volume adjustment.
What do the LED indicators on the case mean?	The Battery Level Indication of Charging Case: Place the earbuds into charge case, the White LEDs flash, this means the charging case is at low battery and needs to be charged. Place the earbuds into charging case, the White LEDs turn on for 4s and then turn off. This means the charging case has sufficient power. The Battery Level Indication of Earbuds: You can check the earbuds battery when connecting them to your phone. Charging Situation of Charging Case: When the charging case is charged, the Green LEDs will keep flashing. The Green LEDs will remain on once fully charged.
How do I switch between ANC and Transparency modes via the earbuds?	1. Press and hold the Left or Right earbud for 2 seconds to switch modes between ANC and Transparency. You can also customize the controls via the soundcore app. 2. You can switch ANC, Normal, and Transparency via soundcore app.

	How should I look after soundcore P30i?	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 low battery or no power for a long time. When storing, it should be in a state not low battery.(when place the earbuds into charge case, the white LED light will keep on 4s and then off.) 4. 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). 5. 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	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.