

### **Trouble shooting steps:**

- Make sure the customer has updated the Bluetooth on their device to the most recently available software update
- Make sure the customer has charged the headphones fully before using
- Bluetooth does have a limited range and the headphones will perform best within 30 feet of their device they are connected to. Things like walls, other electronic devices, etc can also affect performance so have customers try and avoid these when possible
- And while these headphones have an adjustable headband that should fit most any customer's head comfortably, we do have headphones that are specifically designed for children. Please suggest these as an alternative the next time you have customers looking for headphones for children's use.

[https://www.amazon.com/JBL-JR-300BT-Ear-Headphones/dp/B07QHWS3SK/ref=sr\\_1\\_3?dchild=1&keywords=jbl+jr300bt&qid=1623098292&sr=8-3](https://www.amazon.com/JBL-JR-300BT-Ear-Headphones/dp/B07QHWS3SK/ref=sr_1_3?dchild=1&keywords=jbl+jr300bt&qid=1623098292&sr=8-3)