

**B08QZPM2V8**

<b>ASIN</b>	<b>#</b>	<b>Sub Issue / Customer's response</b>
<b>B08QZLHBPW</b>	1	<b>Unable to pair with mobile</b>

2

**Earphones disconnecting frequently**

## Noise Buds Solo Truly Wireless Earbuds with Hy

### Recommendation

Try pairing with the mobile using the steps mentioned, if this doesn't work proceed with the next step

Restarting your mobile device gives it a fresh start and is sometimes all you need to fix your issue.  
\*Press and hold the Power button on your smartphone to Restart the device (If restart isn't available, turn Off and then turn On your smartphone).

Try pairing the Earphones after restarting your mobile device.

If this doesn't work proceed with the next step

If the heaphone's name is not visible on BT search result, Try pairing with a different mobile

Chances are, you might have an issue with the mobile. You can check if the headset is working well using a different mobile. If the Earphones's name is still not visible in a different mobile then  
Reset Buds Solo

The headset may be out of battery.  
Charge the device as per the instructions mentioned.

If the headset didn't show up after charging proceed with replacement as per policy

Make sure your headset and the mobile device are within the 10m range to each other

Low battery level may cause the disconnection from the mobile

Chances are, you might have an issue with the mobile. You can check if the headset is working well using a different mobile. If the issue still persist with an alternate device proceed with replacement as per policy

**Custo**

**Hybrid Active Noise Cancellation (up to -35**

**Title**

**1.1 Pairing with mobile**

**1.2 Hyper Sync Issues**

**1.2 (b) Restart the mobile**

**1.3 Reset Buds Solo**

**1.4 Charge your earphone**

**1.5 Charge the charging case**

<b>2.21 How to unpair from the mobile</b>
<b>2.22 Pairing with a new device</b>

**Customer care-88-82132132. Email**

**Warranty Registration**

**dB) | Triple Mic and in-Ear Detection, 36 Hours Playtime with Hyper Sync (Stone Blue)**

**Steps**

**Charge your earbuds fully before using them for the first time**

1. Open the charging case of buds solo
2. earbuds will turn on & go into the pairing mode
2. Turn on the bluetooth of your device
3. Search and Select the name "Buds Solo" from the list of available Bluetooth devices.
4. Please select PAIR. The pairing procedure will be completed.

**NOTE : With Hyper Sync tech. the earbuds will automatically go into pairing mode as soon as the charging case is opened**

**NOTE : if only one earbud connects then reset Buds Solo and repeat the pairing process**

1. Make sure that the earbuds and the charging case are full charged
2. The earbuds should be properly inserted in the charging case
3. if paired with another device, forget/delete from that device
4. if the issue still persist, please reset Buds solo

1. Switch **off** the bluetooth and **on** it again after 10s from the device's settings
2. Restart the device, if the issue still persist

**Charge your Buds Solo fully before starting with the reset procedure**

1. Forget/Delete your Buds Solo from the list of Saved Devices on your phone's Bluetooth.
2. Place both ear buds into the charging case.
3. open the charging case
4. Long press the button on the charging case for 10s or until white LED flashes 5 times
5. Repeat the pairing process

**NOTE : The charging case lid should be open throughout the process**

The eabuds will start charging as soon as they are put back inside the charging case

**Using the USB Type C cable reveived with the product,** connect the Charging case with the charging cable to the USB port on the laptop/computer

The case LED light will **turn White** when fully charged

Inform customer to charge the headset for 30 minutes and try again

Tap and hold the **Bluetooth icon** on your mobile

Look for Buds Solo and check the battery level

Tap and hold the **Bluetooth icon** on your mobile

Tap on "Buds Solo"

Forget / Delete Buds Solo from paired Bluetooth devices

**Charge your earbuds fully before using them for the first time**

1. Open the charging case of buds solo

2. earbuds will turn on & go into the pairing mode

2. Turn on the bluetooth of your device

3. Search and Select the name "Buds Solo" from the list of available Bluetooth devices.

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**NOTE : if only one earbud connects then reset Buds Solo and repeat the pairing process**

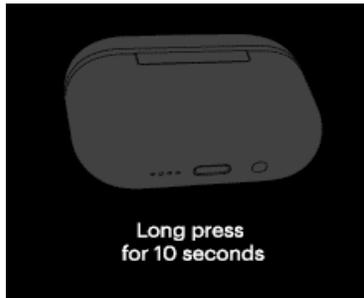
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Youtube link

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 **1-year warranty**

Register for warranty

[www.gonoise.com/pages/warranty-registration](http://www.gonoise.com/pages/warranty-registration)



Register your product to  
avail 1 year warranty.

 **Customer Support**

 8882132132

 [productfeedback@nexxbase.com](mailto:productfeedback@nexxbase.com)

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\*Refer to the User Manual for troubleshooting your device

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ASIN	#	Sub Issue / Customer's response
<b>B08QZMDQKG</b>	3	<b>Low Sound</b>
	4	<b>No Sound</b>
	5	<b>Low Bass</b>

	6	<b>One Side not working</b>
	7	<b>Distorted Sound</b>
	8	<b>Hybrid Active Noise Cancellation (ANC Mode)</b>
	9	<b>Transparency Mode</b>
	10	<b>In Ear Detection</b>

## Recommendation

Make sure your headset and the mobile device are within the 10m range to each other

Low battery level may cause the disconnection from the mobile

If the battery level is less than 5% charge the Earphones

If the battery level is more than 5% proceed with the next step

Note: Visibility of the battery level is subjective and may vary brand to brand

Try with a different music player, If it still doesn't work proceed replacement as per policy

Chances are, you might have an issue with the mobile. You can check if the headset is working well using a different mobile. If the issue still persists with an alternate device proceed with replacement as per policy

*Tip: An equalizer (also called an "EQ") is an audio filter that isolates certain frequencies and either boosts them, lowers them, or leaves them unchanged. Equalizers are found on a wide array of mobile devices.*

An equalizer will adjust audio output so that certain frequencies are emphasized over others.

Recommend customer to try a different equalizer setting. If this doesn't work, proceed with the next step

Try with a different music player, If it still doesn't work proceed replacement as per policy

Chances are, you might have an issue with the mobile. You can check if the headset is working well using a different mobile. If the issue still persists with an alternate device proceed with replacement as per policy

Make sure your headset and the mobile are within 10 meters range.

If customer streams the music Online make sure the internet connection is stable

Select the streaming quality to the maximum for better sound quality, If this doesn't help proceed with replacement as per policy

Hybrid ANC Technology composed of Feedforward and Feedback Noise Cancellation, reducing both the noise from outside and inside the headphones.

Transparency mode once activated will amplify the sounds of your ambient environment and enables you to hear what is going on around your surrounding.

Both the earbuds have **P sensors** which automatically detects when the earbuds are inside the ear and when they are removed.

<b>Title</b>
<b>3.1 Increase the volume from your bluetooth device and Buds Solo</b>
<b>3.2 Check for the battery level of the headset</b>
<b>3.3 Try with a different music player</b>
<b>4.1 How to unpair from the mobile</b>
<b>4.2 Pairing with a new device</b>
<b>5.1 Recommend Equalizer Settings</b>
<b>5.2 Try with a different music player</b>

**1.3 Reset Buds Solo**

**7.1 Check for the streaming quality**

**8.1 How to activate ANC mode**

**8.2 ANC level not Adequate**

**9.1 How to activate Transparency mode**

**9.2 Transparency level not Adequate**

**10.1 How it works**

**10.2 Conditions**

## Steps

Tap the right earbud once to increase the volume

1. Go to settings of your Bluetooth device
2. click on the Buds Solo
3. Check the battery percentage

Sound problems may occur due to an issue with the Music player, try playing the same track with a **different music player** to notice a difference.

1. Tap and hold the Bluetooth icon on your mobile
2. Tap on "Buds Solo"
3. Click on Remove / Forget Buds Solo

### **Charge your earbuds fully before using them for the first time**

1. Open the charging case of buds solo
2. earbuds will turn on & go into the pairing mode
2. Turn on the bluetooth of your device
3. Search and Select the name "Buds Solo" from the list of available Bluetooth devices.
4. Please select PAIR. The pairing procedure will be completed.

**NOTE : if only one earbud connects then reset Buds Solo and repeat the pairing process**

On mobile tap on the **Music player**

Tap **settings**

Tap **Equalizer**

Recommend customer to try with different **Equalizer settings** of their choice

If customers mobile has **Bass boost** option, ask customer to increase it to maximum

Sound problems may occur due to an issue with the Music player, try playing the same track with a **different music player** to notice a difference.

**Charge your Noise Airbuds fully before starting with the reset procedure**

1. Forget/Delete your Buds Solo from the list of Saved Devices on your phone's Bluetooth.
2. Place both ear buds into the charging case.
3. open the charging case
4. Long press the button on the charging case for 10s or until white LED flashes 5 times
5. Repeat the pairing process

**NOTE : The charging case lid should be open throughout the process**

On mobile tap on the **Music player**

Tap **Settings**

Tap **Streaming Quality**

Select HD or the **High**

1. The earbuds will be on basic mode (Default setting)
2. Long press the right earbud for 2 seconds to enter ANC Mode from Basic mode
3. a voice prompt "ANC Mode" will be heard

**NOTE : Turn off ANC Mode to save battery. ANC mode will work until switched off**

**The ANC mode will cancel the surround noise by up to 30 Decibels**

**NOTE : The ANC working has been tested and is in accordance with the industry standards**

1. The earbuds will be on ANC mode
2. Long press the right earbud for 2 seconds to enter Transparency mode from ANC Mode
3. a voice prompt "ANC Mode" will be heard

**NOTE : The Transparency mode has been tested and is in accordance with the industry standards**

1. The Audio/Visual **pause** when the earbud is removed from the ear
2. The Audio/Visual **resumes** when the earbud is placed back inside the ear

1. The auto in ear detection would temporarily turned off once removed from the ear for **more**
2. The in ear detection function doesn't work on live videos (Youtube live, instagram live, Facebook live)
3. The in ear detection function doesn't work on educational apps (UI) like Byjus etc





Long press  
for 2 seconds

**Basic mode > ANC mode > Transparency mode**

[than 15 seconds](#), then need to manually play/pause to resume functioning  
ook live etc), educational app (UI) like Byjus etc

ASIN	#	Sub Issue / Customer's response
<b>B08QZMDQKG</b>	9	<b>Device not charging</b>
	10	<b>Low Battery Backup</b>
	11	<b>Earbuds not charging</b>

## Recommendation

Check with customer how does he/she charge the earphones.

If the issue still persist, proceed as per policy

Before measuring the battery drain make sure your earphones is charged to 100%

Battery backup is based on the usage scenarios, using the earphones for a long time for call and gaming may drain more battery.

If the customer is not okay with this, proceed as per policy

Earbuds has no LED indicators, **Follow the steps to check if earbuds are charging or not**

**Title**

9.1 Charging using laptop / computer

9.2 Charging using an adapter

11.1 Check if Earbuds are charging or not

**Steps**

Put the Earbuds inside the charging case

**Using the USB Type C cable received with the product**, connect the Charging case with the charging cable to the USB port on the laptop/computer

Make sure that your PC/laptop is turned ON and not in sleep / hibernate mode

If it still doesn't work try with a different USB port on your laptop/computer just to be sure whether an issue exists with your USB port

Connect the Charging case with the USB Type C cable received with the product and connect it with a 5V-1A Adapter

Make sure that the wall socket is functioning properly and not loose or damaged

If it still doesn't work try to charge from a different wall socket

If the earphones still doesn't charge try with a different USB cable that is suitable to connect to your earphones charging port just to clarify whether the issue is from your current charging cable

1. Make sure the earbuds are properly connected with the charging pins inside the charging case and the charging case is charged.
2. Once inside the charging case, the charging case LED will light up indicating the charge percentage left in it.
3. 3 seconds after placing the earbuds, extreme left and right LED indicators will blink indicating that the earbuds are charging

