

OnePlus Buds FAQ

How many colors does OnePlus Buds has?

Gray/White/Nord Blue

What's in the box?

OnePlus Buds

Type-C Cable

User Guide

Safety Information & Warranty Card

How to turn on and off?

Both earbuds are in the charging box, close the charging box cover to turn off earphones. Open the charging box cover to turn on and automatically reconnect to the previous device.

How can I upgrade the earbuds?

To upgrade the firmware version of the earphones, users need to prepare OnePlus 6 phone or subsequent OnePlus phone.

After the phone is connected to the headset, enter the phone settings page – Bluetooth & device connection - Bluetooth- tap the gear icon beside “OnePlus Buds” - Turn on "Auto-update firmware” switch.

What kind of phone will have quick connect function & pop-up window after match with OnePlus Buds?

Chinese version earbuds: OnePlus 6 and above OnePlus models will have quick pair.

Non-Chinese version earbuds: Google’s Fast Pair connection & pop-up window can be used as long as the device is Android 6.0 Marshmallow or above, and Google Play services 11.7+;

Android Q version users also query battery information, earphones location information (find my device) and status Notification function.

What if I experience abnormalities in one ear?

Suggest to put the two earbuds into charging box again and then open and close the cover to confirm whether there is still have problem.

What should I do if I encounter an abnormal problem?

You can enter the reset mode by pressing and holding the setup button for 10s. After flashing the red light 5 times, you can return to the new device pairing mode (will flash white light).

How does OnePlus Buds pair and connect with phone?

OnePlus 6 and above OnePlus phone: When the Bluetooth of the mobile phone is turned on, turn on the charging box (two earbuds have to be inside), and the phone will automatically pop up a dialog box prompt. Follow the prompts to quickly pair and connect the headset.

Other mobile phones: Turn on the charging box, press and hold the setup button for 2 seconds, and the white light of the charging box indicator flashes continuously, the earphones enters the pairing state. At this time, open the phone's Bluetooth Settings Interface" and search for the device name "OnePlus Buds", select and pair the connection.

With the paired connection, how does OnePlus Buds connect to another new phone?

Put the earphone in the charging box, open the charging box cover, press and hold the setup button for 2 seconds, when the white light of the charging box indicator continues to flash, open the new phone "Bluetooth settings interface" search for the device name "OnePlus Buds", select and pair.

Can OnePlus Buds connect two phones at the same time?

It is not supported to connect two phones at the same time. You can switch between the two devices by long pressing touch area for 3 seconds.

How long is the official test life?

Earbuds: the longest use time can reach 7 hours (music, video)

Earbuds + charging box: the longest use time can reach 30 hours (music, video)

*Test condition: volume 50%, song encoding is 165-Kbps AAC

What is the capacity of the battery?

Earphones battery: 35mAh

Charging box battery: 420mAh

Does the 5V/1.5A or 2A charger can charge for OnePlus Buds?

Yes, it does.

How long will it take to fully charge?

It takes about 80 minutes to fully charge the entire device (earbuds & charging box).

How to adjust the volume of OnePlus Buds?

The earbuds do not support volume adjustment, which can be adjusted through the phone volume keys.

What is the use of OnePlus Buds' touch function? How to use touch function?

OnePlus Buds touch functions are as follows:

Double tap

Non-call scene: The factory defaults to the next track, and user can customize the left/right ear touch twice on the OnePlus phone to trigger any of the "next track/previous track/play, pause/wake up voice assistant" item

Incoming call & call scene: double-click to answer the incoming call, and double-click to hang up call after connecting.

Long press for 3 seconds (either side)

Switch the last connected device (only respond when wearing and not calling)

In the incoming call state, long press for 5 seconds (either side)

Reject the call

Can OnePlus Buds' touch function be customized?

OnePlus mobile phones (OnePlus 6 and subsequent OnePlus phones) can be customized and modified through the "Bluetooth Settings-Device Details" interface. The functions that can be set include: play/pause, previous song, next song, wake-up voice assistant, etc. Other models do not support custom setting touch function.

How to restore the factory settings of OnePlus Buds?

Open the charging box cover and long press the setup button for 10 seconds.

What encoding protocol does OnePlus Buds support?

Supports SBC, AAC. Does not support aptX or LDAC.

How to check the remaining power of OnePlus Buds?

Method 1: The earbuds' battery level is <20% or the charging box is insufficient. When the earbuds are fully charged, the indicator light is red. The headset's battery level is ≥20% or the remaining battery box is sufficient for the headset to be fully charged once. The indicator light is green. When the earbuds are opened, the status indicator on the charging box after opening the lid shows the power of the earbuds; remove the left and right earbuds, and the status indicator shows the power of the charging box.

Method 2: Connect to the mobile phone to view. OnePlus mobile phones (OnePlus 6 and subsequent OnePlus phones), when connected, the pop-up window will display the power of the headset and charging box.

Other mobile phones: The Bluetooth connection interface can check the power of the main ear of the earbuds.

Which car Bluetooth protocols does OnePlus Buds support?

Supports A2DP/AVRCP/HFP/HSP car Bluetooth protocol.

What's the type of USB port of OnePlus Buds?

Type-C

Does OnePlus Buds support ANC (active noise cancellation)?

Not supported

What is the rated volume of OnePlus Buds when set to maximum volume?

97db