

Sound troubleshooting— headphones and earphones

Having trouble with your audio? Find answers here.

1.

Snapping, crackling, popping, or no audio on one side

1. Make sure the 3.5 mm audio jack is fully plugged in. The straight input connects to your headset, and the L-shaped input connects to your audio device.
2. Check that your audio source is on and working.
3. If your audio source is a computer or laptop, try adjusting the configuration settings.
4. If you still hear distorted sound, try a different audio source and an alternate cable.



2.

Volume too high

Turn the source volume down.

3.

Phone not responding to button presses

Make sure that the headset plug is securely connected. For multi-press functions, vary the speed of presses when **you use the remote/mic**.

4.

Compatibility issues

Remember to install the latest software updates on your device. The inline remote/mic may have limited functionality with devices that don't run iOS.

5.

Microphone does not pick up sound

- Make sure that the headset plug is securely connected and that the socket is clean and clear.
- Check that the microphone—located on the back of the remote—isn't blocked or covered.
- Make sure the straight-end of the plug is connected to the headphones and the angled L-shaped plug is connected to the audio source.
- If you're using your Beats with a computer, make sure that your computer microphone is set to the correct input source.

If you can't connect to your wireless Beats product

Here's how to troubleshoot the Bluetooth connection between your Beats product and your iPhone, iPad, iPod touch, Mac, or other device.

Check the location

Place your Beats product and your paired device within 30 feet of each other. Move both devices away from other Bluetooth devices, microwaves, wireless routers, and other electronics.

Check the sound settings

On your iOS device, go to Settings > Bluetooth and select your Beats.

On your Mac, choose Apple () menu > System Preferences, click Sound, then select your Beats product in the Output and Input panes.

On your PC, go to the sound settings and select your Beats as the playback/recording device.

Check the volume

1. Make sure that both your Beats product and your Bluetooth device are charged and turned on.
2. Play a track that you downloaded to your device, not streaming audio.
3. Increase the volume on your Beats product and on the paired Bluetooth device.

Use Forget Device, then pair your Beats again

4. Disconnect your Beats product.
 - On your iOS device, go to Settings > Bluetooth, tap the i next to the name of your Beats product, then tap Forget This Device.
 - On your Mac, choose Apple () menu > System Preferences, click Bluetooth, select your Beats product, click the X, then choose Forget Device.
5. Pair your Beats product again.

Reset your Beats product, then pair them again

Reset your headphones, reset your earphones, or reset your speakers. Then pair your Beats product with your device again.

Pair your Beats product

Follow the pairing instructions for your Beats product:

- **Studio³ Wireless**
- **Solo³ Wireless**
- **Beats^x**
- **Pill⁺**
- **Powerbeats³ Wireless**
- **Beatbox Portable**
- **Pill 1.0, Pill 2.0**
- **Powerbeats² Wireless**
- **Studio Wireless**
- **Wireless**

If you still need help

If you hear distorted sound, learn how to **troubleshoot audio issues with your Beats speakers** or with your **Beats headphones or earphones**.

Reset your Beats on-ear or over-ear headphones

- [Share via Email](#)(opens in new window)
- [Share via link](#)(opens in new window)
- [Print](#)

If you're having sound, Bluetooth, or charging issues with your headphones, try resetting them.

[Solo Pro](#)

[Studio³ Wireless](#)

[Studio or Studio Wireless](#)

[Solo³ Wireless](#)

[Solo² Wireless](#)

[Solo Wireless](#)

Reset Solo Pro

1. Hold down the mode button and volume down button for 10 seconds.
2. When the LED flashes red, release the buttons.

Your headphones are now reset and ready to be set up with your devices again.



Reset Studio³ Wireless

3. Hold down the power button and volume down button for 10 seconds.
4. When the Fuel Gauge flashes, release the buttons.

Your headphones are now reset and ready to be set up with your devices again.



Reset Studio or Studio Wireless

5. Press and hold the power button for 10 seconds.
6. Release the power button.
7. All of the Fuel Gauge LEDs blink white, then one LED blinks red. This sequence happens three times. When the lights stop flashing, your headphones are reset.

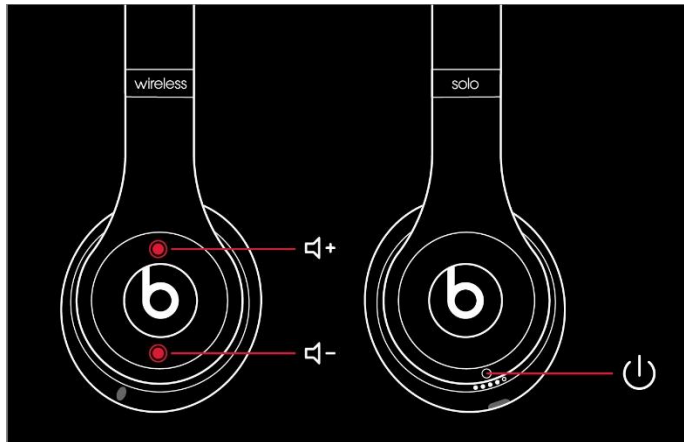
Your Studios will automatically power on after a successful reset.



Reset Solo³ Wireless

8. Hold down the volume down button and the power button for 10 seconds.
9. When the Fuel Gauge flashes, release the buttons.

Your headphones are now reset and ready to be set up with your devices again.



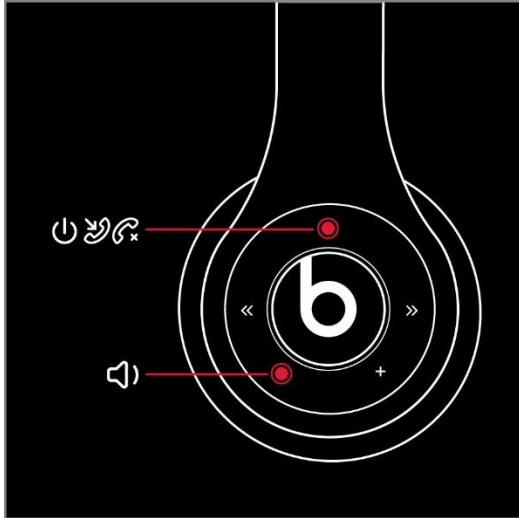
Reset Solo² Wireless

10. Make sure your headphones are not plugged in to your USB charging cable.
11. Press and hold the power button for 10 seconds.
12. Release the power button.
13. All of the Fuel Gauge LEDs blink white, then one LED blinks red. This sequence happens three times. When the lights stop flashing, your headphones are reset.



Reset Solo Wireless

14. Switch off the headset.
15. Hold the multifunction and volume down buttons for eight seconds.
16. The red and blue indicator lights alternate three times.



Other things you can try

Still having issues with your headphones? Try these things next:

- Try using another power source or a different cable.
- Learn about [sound troubleshooting for headphones](#) or [Bluetooth troubleshooting](#).
- Use the [Beats Updater to get the latest firmware](#). If you have Solo³ headphones that you set up with an iPhone using iOS 10, you automatically receive the latest firmware.