FAQ

Why is my BTS Pro not pairing?

There are a few reasons why your BTS Pro might not be pairing:

1. You might already be paired and are forcing a re-pair.

2. Your smartphone, tablet or PC's Bluetooth radio might be off (please turn it on).

3. Your BTS Pro might be out of range with the device you are trying to pair.

4. You might have an active Bluetooth connection to another headphone (disconnect it).

Once you pair with a device, you don't need to pair with it again.

I am having connection issues, what do I do?   ⌃

There are a few reasons why you might be experiencing connection issues or interference:

1. You are out of range[1]

2. You are using a thick, protective case with your smartphone that blocks and significantly degrades the Bluetooth radio signal[2]

3. You have an older smartphone that uses an older Bluetooth standard

4. You are running an operating system version with known Bluetooth issues - please make sure you are running the latest operating system provided by your device manufacturer.

5. You need to reset your Bluetooth Cache (for Android users) or simply restart your device (for iPhone and iPad users).

1. The BTS Pro has undergone extensive testing to reach 100+ feet of range with the latest smartphones, tablets and PC's - however, some older devices simply cannot support such a high-bandwidth Bluetooth connection due to their software, radio location and/or radio technology. Please contact us at support@66audio.com if you run into connection issues.

2. Thick, protective carrying cases have been shown to reduce Bluetooth radio signals by up to 70% in some cases. While we understand the need to protect your devices, please note that using such hard cases will significantly degrade the performance of your headphones and other Bluetooth devices.

My BTS Pro is not turning on - help! ⌃

There are few reasons why your BTS Pro might not be turning on:

1. Your battery is drained, please charge your headphones.

2. You are not using a compatible USB cable for charging and your headphones are not charging properly - please use only the provided 66 Audio USB Type-C cable for charging.

3. Your headphones have entered a battery drain state - please plug your headphones into a USB wall outlet for at least 4-hours until the LED light illuminates green.

If your BTS Pro is still not turning on after attempting to charge and power-cycle the headphones, please contact us at support@66audio.com to open a case.

When using Spotify, my audio sounds distorted. How do I fix this? ⌃

Spotify uses a software based EQ system that adversely alters the frequency of your headphones. Please do not use the Spotify EQ system and keep it at its default setting. To change your BTS Pro's EQ, use the hardware-based EQ available via the MotionControl app or simply enjoy the great sound of the BTS Pro as shipped.

How do I pair my BTS with my iPhone or Android device (incl. tablets)? ⌃

Pairing the BTS Pro with your iOS or Android device for the very first time is simple. We've included a handy Quick Start Guide in the box and a more detailed step-by-step process is explained below. Please take the following steps to quickly pair up with your favorite device for the first time:

1. Press and hold the Multifunction Button on the BTS Pro for around 4-seconds

2. The BTS Pro will flash orange and green - you are now in Pair Mode

3. On your device, browse to Settings > Bluetooth (Make sure Bluetooth is ON)

4. The BTS Pro will appear in your "My Devices" list as "BTS Pro"

5. Tap **BTS Pro** and you're paired!

Note: If you do not see the BTS Pro in your "My Devices" list, toggle Bluetooth on/off to refresh the list.

How do I pair my BTS Pro with my Mac running OS X?

To pair the BTS with your Mac, please take the following steps:

1. Press and hold the Multifunction Button on the BTS Pro for around 4-seconds

2. The BTS Pro will flash orange and green - you are now in Pair Mode

3. On your Mac, go to System Preferences > Bluetooth (Make sure Bluetooth is ON)

4. The BTS Pro will appear in your "Devices" list as "BTS Pro"

5. Select the BTS Pro with your mouse and click "Pair"

6. You're done!

How do I pair my BTS Pro with my Windows PC?

Note: Most Bluetooth-enabled Windows PC's are ready to use out of the box with Bluetooth audio devices. Your PC's Bluetooth hardware **must** support the A2DP Audio Standard in order to use the sound and microphone features of the BTS Pro. If your Windows PC is using the Generic Microsoft Bluetooth Enumerator driver (seen in Device Manager), you **must** install the latest Bluetooth Driver from your PC manufacturer. In some cases, a USB Bluetooth Audio Adapter supporting A2DP will be required for older, legacy system for music playback. Please see the next question for help.

If you're using Windows XP, 7 or 8 please follow these instructions:

1. Ensure your BTS Pro is powered off and your PC's Bluetooth is turned on

2. Press and hold the Multifunction Button on the BTS Pro for around 4-seconds

3. The BTS Pro will flash orange and green - you are now in Pair Mode

4. Right-click the Bluetooth Icon in the Windows system tray and click "Add a Device"
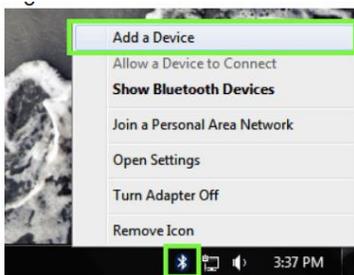
5. The BTS Pro will appear in the list of Bluetooth devices

6. Click the "BTS Pro" item in the window and then click **Next**[1]

7. Once the BTS has been installed, **Right-click** the Volume control icon in the system tray and select **"Playback Devices"**

5 The BTS Pro will appear in the list of Bluetooth devices

6 Click the "BTS Pro" item in the window and then click **Next**[1]

7 Once the BTS has been installed, **Right-click** the Volume control icon in the system tray and select **"Playback Devices"**

8 Click the "Headphones" item in the list and then click "Set as Default"

9 Click "OK" to close the window - you're now paired and ready to go!

If you're using Windows 10 please follow these instructions:

1 Ensure your BTS Pro is powered off and your PC's Bluetooth is turned on

2 Press and hold the Multifunction Button on the BTS Pro for around 4-seconds

3 The BTS Pro will flash orange and green - you are now in Pair Mode

4 In **Action Center**, select **Connect > BTS Pro**

5 You're paired!

1. If you receive an error during the installation process, you will need to download the official Bluetooth driver from your PC manufacturer's website, please see the next FAQ for more information.

Do I need a driver to use the BTS Pro with a Windows PC? ⌃

No, you don't need a driver to use your BTS Pro with your PC. However, you might need to download and install the latest Bluetooth device drivers for your particular PC hardware to enable audio and voice (A2DP). Some manufacturers ship their PC with base Bluetooth enumerator drivers good for mice & keyboards and do not support audio playback. Additionally, some PCs do not ship with A2DP-enabled Bluetooth radios.

If you get stuck or need help, please send an email to our always-on support team at support@66audio.com and we'll gladly help with finding and installing drivers for your equipment.