

Feedback we'd supply to customers experiencing issues is as follows:

1. Ensure the microphone is on the front-side of the body (near the mouth) rather than hanging down the back during phone conversations.
2. For Bluetooth connection issues, see instructions for Bluetooth pairing at beginning of Quickstart Guide.
3. If confirmed connection via Bluetooth, ensure that the MMCX connectors are properly connected to the earphones (as this cable is for detachable earphones).
4. If connections are checked and secure, recommend checking the device that is putting out sound; likely worth resetting the device.

RMCE-BT1 Troubleshooting Guide

As the BT1 is a pretty simple device, fortunately the steps to troubleshoot the product are quite simple to follow. We typically recommend following the reset procedure listed in the Shure Earphone Resource Center (listed here at: <https://pubs.shure.com/guide/Earphone-Resource-Center/en-US>)

If the product is experiencing inconsistent connection, audio drop out or odd LED behavior.

The steps are as follows:

On your phone or computer, "forget" the device.

2. Power down the BT-1 and plug it into the charging cable and connect to your laptop or a USB charging adapter.
3. On the volume controller, press and hold the center power button for the duration of the process.
4. The BT-1 will power on, the pairing light will flash blue and red and finally it will power down.
5. Once powered down, release the power button and unplug from charger.
6. Power on the BT-1 and put into pairing mode, allowing time for your phone or computer to rediscover the BT-1.
7. On your phone or computer, select "Shure BT-1" to re-pair.