

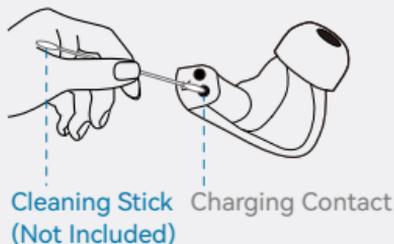
X08 Troubleshooting Guide

Issue 1

Earbuds or charging case couldn't be charged.

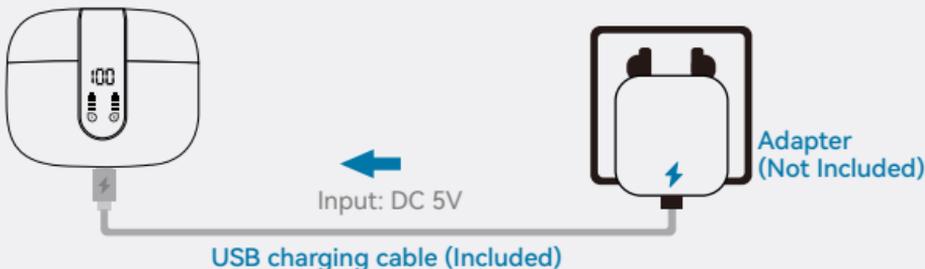
Cause ①: The charging contacts of earbuds or case are dirty.

Troubleshooting: Please clean them as below:



Cause ②: Incorrect charging cable.

Troubleshooting: Use usb-c cable to charge these earbuds.

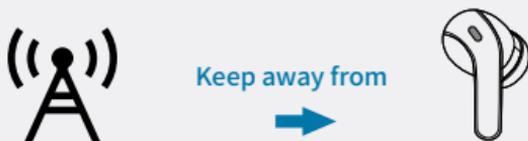


Issue 2

Sound Cut in/out or connected/disconnected.

Cause ①: There is electromagnetic interference around earbuds.

Troubleshooting: Please keep away from these interference.



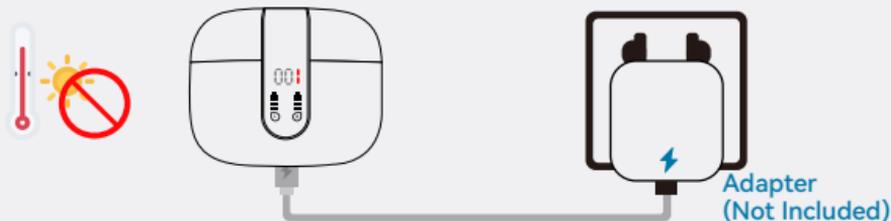
Cause ②: The distance between earbuds and phone is over 33 feet.

Troubleshooting: Please keep the distance less than 33 feet (without obstacle).



Cause ③: The Earbuds in low battery or high temperature.

Troubleshooting: Please use USB-C cable to charge for earbuds.



After eliminating the above causes, please re-pair these earbuds with phone.

Issue 3

The sound for calls are poor or small.

Cause ①: Only wear the sub earbud.

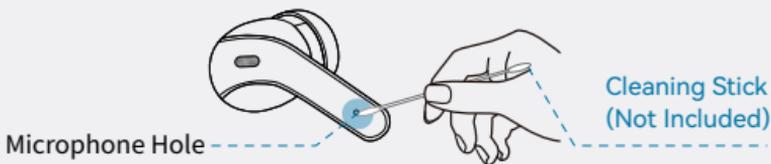
Troubleshooting: Please wear two earbuds for calls and keep L earbud's mic close to your mouth.

If only wear one earbud, please keep the other one into charging case and close the lid of case.



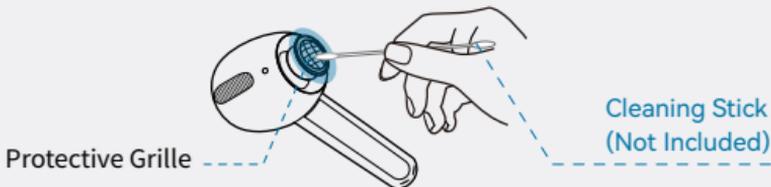
Cause ②: The microphone hole was blocked.

Troubleshooting: Please clean the microphone hole.



Cause ③: The grilles or the ear tips are dirty.

Troubleshooting: Please clean as below:



Issue 4

Earbuds can pair with phone , but couldn't pair with PC/Pad.

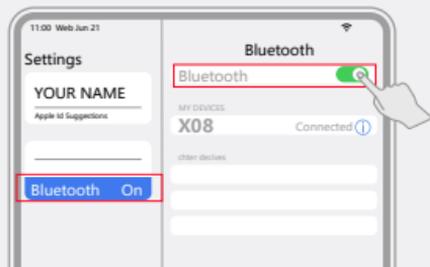
Cause ①: These earbuds connected with previous device automatically.

Troubleshooting: Turn off previous device bluetooth before you pair with new device.

1 Previous device



2 New device



Cause ②: The bluetooth version is too old.

Troubleshooting: Please connect with device which bluetooth version is 4.0 or over 4.0.

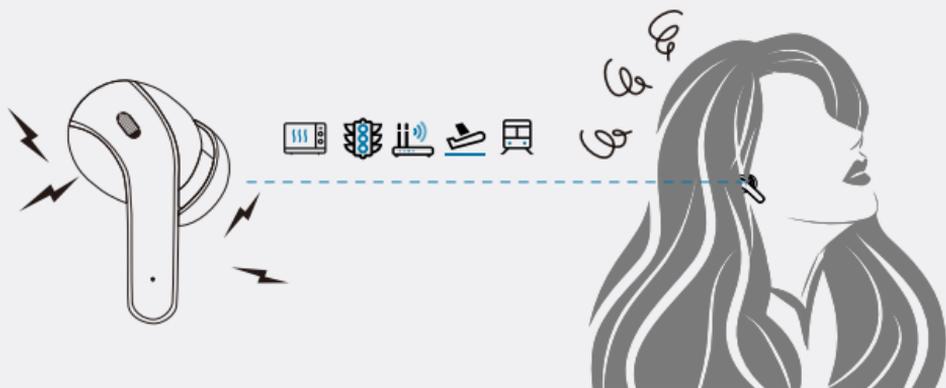
Issue 5

These earbuds have static noise or a constant buzzing sound.

Cause ①: The signal and connection between the earbuds and your device are affected by electronic interference emitted by devices like microwave ovens, WiFi routers, signal lights, or devices in airports/metro stations, etc.

Troubleshooting:

- 1) Please clean the grilles.
- 2) Try to use the earbuds in different locations and see whether the static noise is less or gone.
- 3) Keep a distance from electromagnetic interference sources.
- 4) Turn off the devices nearby that may cause interference.
- 5) If the problem persists, please contact us for further assistance or replacement.



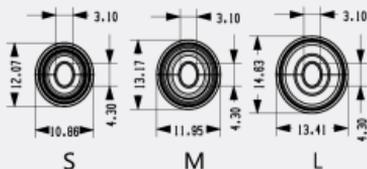
Issue 6

Wear Issue

Cause ① : Don't wear correctly or use the suitable eartips

Troubleshooting:

Step1: Choose the comfortable eartips



Step2: Wear it in ear and adjust to a comfortable position

(Please put the right and left headphones on the correct ear)



- 1. Force Control:** Don't insert eartips forcefully to protect ear canal. Adjust eartips gently and choose suitable eartips size to avoid over-pressing ear skin.
- 2. Stop if Uncomfy:** If there's any discomfort like ear canal pain, skin itch or foreign body feeling, stop using eartips, check and seek medical help if need.
- 3. Adaptation for Sports:** Ensure eartips positions are right and stable before exercise to prevent shaking/friction harm like abrasions.

Issue 7

The music sound is poor or bad

Cause 1: Don't use the suitable eartips

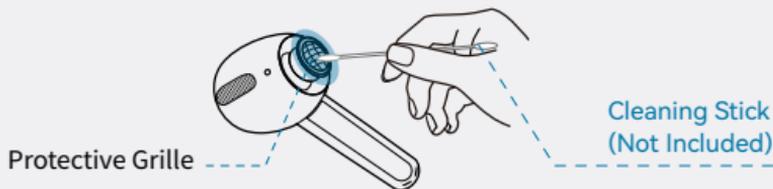
Troubleshooting: Choose the suitable eartips after received the product.



Cause 2: The grilles or the ear tips are dirty

Troubleshooting:

Please clean as below:



Cause 3: The earbuds inside are wet

Troubleshooting: Please shake the earphones to let the water come out

Issue 8

Earbuds couldn't turn on.

Cause 1: The charging case and earbuds are in low battery.

Troubleshooting : Please fully charge for charging case, then when you open the case, the earbuds will auto power on and enter pairing mode.

Cause 2: Earbuds are power off out of charging case.

Troubleshooting :

1. When earbuds power off out of charging case, please long press the touch area for 2s to turn on by manual and the light will be cause blue.
2. Put earbuds into charging case some minutes, then open the charging case.

