

[manuals.plus](#) /

- › [SOUL](#) /
- › [SOUL X-Shock Wireless Earbuds User Manual](#)

SOUL SX15BK

SOUL X-Shock Wireless Earbuds Instruction Manual

Model: SX15BK

Brand: SOUL

1. PRODUCT OVERVIEW

The SOUL X-Shock are true wireless in-ear earbuds designed for active lifestyles. They feature Bluetooth 5.0 connectivity, sweat and water resistance, and an integrated microphone for calls. The included charging case extends the playtime significantly.



Image: SOUL X-Shock wireless earbuds, showing the sleek black design and in-ear form factor.

2. PACKAGE CONTENTS

Verify that all items are present in the package:

- SOUL X-Shock Wireless Earbuds (Left and Right)
- Portable Charging Case
- USB Charging Cable
- Multiple Sizes of Ear Tips
- User Manual (this document)



Image: The SOUL X-Shock charging case in an open position, revealing the compartments for the earbuds and the 'X-SHOCK #UnleashyourSOUL' branding on the inside lid.

3. SETUP

3.1 Initial Charging

Before first use, fully charge both the earbuds and the charging case.

1. Place the earbuds into the charging case. Ensure they are correctly seated and the charging contacts align.
2. Connect the USB charging cable to the charging port on the case and to a power source (e.g., USB wall adapter, computer USB port).
3. The indicator lights on the case and earbuds will show charging status. Charging typically takes about 1.5 hours for a full charge.



Image: SOUL X-Shock earbuds placed inside their charging case, viewed from an angle, showing the charging contacts.

3.2 Pairing with a Device

The earbuds use Bluetooth 5.0 for wireless connection.

1. Ensure the earbuds are charged and removed from the charging case. They will automatically enter pairing mode.
2. On your smartphone or Bluetooth-enabled device, go to the Bluetooth settings.
3. Search for available devices and select "SOUL X-Shock" from the list.
4. Once connected, you will hear an audio prompt, and the indicator lights on the earbuds will change.

The earbuds will automatically reconnect to the last paired device when removed from the case, if Bluetooth is enabled on the device.

3.3 Fitting the Earbuds

Proper fit is essential for sound quality and comfort.

- Select the ear tips that provide a secure and comfortable seal in your ear canal. Different sizes are provided.
- Gently insert each earbud into your ear, twisting slightly until it feels snug and stable.



Image: A close-up of a person wearing a SOUL X-Shock earbud, demonstrating a secure fit during physical activity.

4. OPERATING INSTRUCTIONS

4.1 Power On/Off

- **Power On:** Remove the earbuds from the charging case. They will power on automatically.
- **Power Off:** Place the earbuds back into the charging case. They will power off automatically and begin charging.

4.2 Music Playback

Use the multi-function button on either earbud to control music:

- **Play/Pause:** Single press the button.
- **Next Track:** Double press the right earbud button.
- **Previous Track:** Double press the left earbud button.

4.3 Call Management

The integrated microphone allows for hands-free calls.

- **Answer/End Call:** Single press the button during an incoming call or active call.
- **Reject Call:** Press and hold the button for 2 seconds during an incoming call.

4.4 Voice Assistant

Activate your device's voice assistant (Siri, Google Assistant, etc.) by triple pressing the button on either earbud.

4.5 Water and Sweat Resistance

The SOUL X-Shock earbuds are designed to be resistant to sweat and water splashes, making them suitable for workouts and outdoor activities. They are not intended for submersion in water.



Image: A person pouring water over their head, illustrating the water-resistant feature of the SOUL X-Shock earbuds which remain in place.

5. MAINTENANCE

5.1 Cleaning

- Regularly clean the earbuds, especially the ear tips and charging contacts, with a soft, dry, lint-free cloth.
- If necessary, use a cotton swab lightly dampened with isopropyl alcohol for stubborn dirt on non-electrical surfaces.
- Ensure the charging contacts on both the earbuds and the case are clean and dry to prevent charging issues.

5.2 Storage

When not in use, store the earbuds in their charging case to protect them and keep them charged.

5.3 Battery Care

- Avoid exposing the device to extreme temperatures.
- Do not leave the battery fully discharged for extended periods. Charge regularly.

6. TROUBLESHOOTING

6.1 Earbuds Not Pairing

- Ensure both earbuds are charged.
- Turn off Bluetooth on your device and turn it back on.
- Forget "SOUL X-Shock" from your device's Bluetooth list and attempt to pair again.
- Place earbuds back in the case, close it, wait a few seconds, then remove them to reset.

6.2 No Sound or Low Volume

- Check the volume level on both your device and the earbuds.
- Ensure the earbuds are properly seated in your ears and the ear tips provide a good seal.
- Clean any debris from the earbud speaker grilles.

6.3 Charging Issues

- Verify the USB cable is securely connected to both the case and the power source.
- Clean the charging contacts on both the earbuds and the case.
- Try a different USB cable or power adapter.

6.4 Connectivity Drops

- Ensure you are within the 10-meter Bluetooth range of your device.
- Avoid significant obstacles between the earbuds and your device.
- Minimize interference from other wireless devices.

7. SPECIFICATIONS

Model Number	SX15BK
Bluetooth Version	5.0
Wireless Range	Up to 10 meters (33 feet)
Earbud Battery Life	Up to 3 hours
Total Playtime (with charging case)	Up to 54 hours
Charging Time	Approximately 1.5 hours
Earbud Dimensions	26 x 19 x 24 mm
Charging Case Dimensions	90 x 65 x 28 mm
Earbud Weight	6g (each)
Water Resistance	Sweat and water resistant
Microphone	Integrated

8. WARRANTY AND SUPPORT

8.1 Warranty Information

SOUL products are covered by a limited warranty against defects in materials and workmanship. Please refer to the warranty card included with your purchase or visit the official SOUL website for detailed warranty terms and conditions.

8.2 Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact SOUL customer support through their official website or the contact information provided in your product packaging.