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Billboard Soul Track

Billboard Soul Track Wireless Earbuds User Manual

Model: Soul Track (BB-E19795)

Introduction

Thank you for choosing the Billboard Soul Track Wireless Earbuds. Designed for superior audio quality and convenience, these True Wireless earbuds feature Active Noise Cancellation (ANC) and Environmental Noise Cancellation (ENC) to provide an immersive listening experience. With a built-in microphone and touch controls, they are perfect for music, calls, and on-the-go use. This manual will guide you through the setup, operation, and maintenance of your new earbuds.



Image: Billboard Soul Track Wireless Earbuds and their compact charging case in a deep red color. The earbuds are shown above the case, indicating their separate components.

Package Contents

- Billboard Soul Track Wireless Earbuds (Left and Right)
- Charging Case
- USB Charging Cable (Type-C)
- Multiple Sizes of Ear Tips
- User Manual

Setup

1. Initial Charging

Before first use, fully charge your earbuds and charging case. Place the earbuds into the charging case, ensuring they are correctly seated. Connect the USB charging cable to the case's charging port and plug the other end into a compatible USB power source (e.g., computer, wall adapter).

- The indicator light on the earbuds will show charging status.

- A full charge typically takes approximately 1.5 to 2 hours for the earbuds and case.



Image: The Billboard Soul Track earbuds are shown nestled inside their open charging case, illustrating how they are stored and charged. The case and earbuds are a matching deep red color.

2. Pairing with Your Device

1. **Power On:** Open the charging case. The earbuds will automatically power on and enter pairing mode (indicator lights will flash).
2. **Activate Bluetooth:** On your smartphone, tablet, or other Bluetooth-enabled device, go to the Bluetooth settings and turn Bluetooth on.
3. **Select Device:** Look for "Soul Track" in the list of available devices and select it to connect.
4. **Confirmation:** Once connected, the earbud indicator lights will stop flashing, and you may hear an audible confirmation.

If pairing fails, turn off Bluetooth on your device, place the earbuds back in the case, close it, and then repeat the steps.



Image: A pair of hands holding the Billboard Soul Track earbuds and their open charging case, demonstrating the compact size and ease of handling during setup or daily use.

Operating Instructions

Wearing the Earbuds

Gently insert the earbuds into your ears, ensuring a snug and comfortable fit. Rotate them slightly to find the optimal position for sound quality and stability. Experiment with different ear tip sizes to achieve the best seal for noise cancellation and audio performance.



Image: A person wearing the Billboard Soul Track earbuds, demonstrating how they fit discreetly in the ear for comfortable listening.

Touch Controls

The Soul Track earbuds feature intuitive touch controls on each earbud for easy management of music, calls, and noise cancellation modes.

Action	Function
Single Tap (Left/Right Earbud)	Play/Pause Music, Answer/End Call
Double Tap (Right Earbud)	Next Track
Double Tap (Left Earbud)	Previous Track
Triple Tap (Left/Right Earbud)	Activate Voice Assistant
Long Press (Left/Right Earbud)	Toggle ANC/Transparency Mode (if applicable)

Action	Function
Long Press (2 seconds)	Reject Call



Image: A diagram illustrating the touch control area on the earbud, showing icons for answering calls, playing music, and power on/off functions.

Noise Cancellation (ANC & ENC)

The Soul Track earbuds feature Active Noise Cancellation (ANC) to reduce ambient noise, allowing you to focus on your audio. Environmental Noise Cancellation (ENC) enhances call clarity by minimizing background noise during phone conversations.

- **Active Noise Cancellation (ANC):** Reduces a wide range of low-frequency noise. Activate or deactivate via touch control (refer to table above).
- **Environmental Noise Cancellation (ENC):** Specifically designed to improve microphone clarity during calls by filtering out environmental sounds. This feature is automatically active during calls.



Image: A diagram illustrating the concept of Environmental Noise Cancellation (ENC), showing sound waves being reduced to provide clearer audio, particularly for calls.

Battery and Charging

The earbuds provide up to 9 hours of continuous playback on a single charge. The portable charging case extends the total listening time significantly, offering multiple full charges for extended use.

- **Earbud Charging:** Place earbuds into the charging case. They will automatically begin charging.
- **Case Charging:** Connect the USB-C cable to the charging case and a power source. The case's indicator lights will show charging status.
- **Battery Life:** A fully charged case can provide approximately 4 additional full charges for the earbuds.

Maintenance

Cleaning

- Regularly clean the earbuds and charging case with a soft, dry, lint-free cloth.
- Remove ear tips and clean them with mild soap and water, then dry thoroughly before reattaching.
- Do not use abrasive cleaners, alcohol, or chemical solvents.

Water Resistance (IPX4)

The Billboard Soul Track Earbuds are rated IPX4 water-resistant, meaning they are protected against splashing water from any direction. This makes them suitable for workouts and light rain, but they are not designed for submersion in water or exposure to pressurized water jets.

- Do not intentionally submerge the earbuds in water.
- Ensure earbuds are dry before placing them back into the charging case to prevent damage.



Image: A diagram illustrating the IPX4 splash resistance rating, showing water droplets splashing onto the earbuds and charging case, indicating protection against splashes.

Storage

When not in use, store the earbuds in their charging case to protect them from dust, scratches, and accidental damage. Store in a cool, dry place away from extreme temperatures.

Troubleshooting

Problem	Possible Solution
Earbuds not pairing/connecting	◦ Ensure earbuds are charged. ◦ Turn off and on Bluetooth on your device. ◦ Place earbuds back in case, close, then reopen to re-enter pairing mode. ◦ Forget "Soul Track" from your device's Bluetooth list and re-pair.
No sound or low volume	◦ Check device volume and earbud volume. ◦ Ensure earbuds are properly seated in your ears. ◦ Clean earbud mesh to remove debris.
One earbud not working	◦ Ensure both earbuds are charged. ◦ Place both earbuds back in the case, close, and reopen. ◦ Try resetting the earbuds (refer to manufacturer's website for specific reset instructions if needed).
Charging issues	◦ Check charging cable and power adapter. ◦ Ensure charging contacts on earbuds and case are clean and free of debris.

Specifications

Feature	Detail
Model Name	SOUL TRACK TWS
Model Number	BB-E19795
Connectivity Technology	Wireless (Bluetooth)
Form Factor	In-Ear (Intraurales)
Noise Control	Active Noise Cancellation (ANC), Environmental Noise Cancellation (ENC)
Microphone	Built-in
Battery Life (Earbuds)	Up to 9 hours (continuous use)
Total Battery Life (with Case)	Up to 36-45 hours (depending on usage and ANC)
Charging Time	Approx. 1.5 - 2 hours (earbuds & case)
Water Resistance Rating	IPX4 (Splash Resistant)
Weight	300 Grams (product weight, likely including case)
Compatible Devices	Mobile Phones, Tablets, Laptops, Smartwatches

Warranty and Support

Billboard products are designed for reliability and performance. For warranty information and technical support, please refer to the official Billboard website or contact your local retailer.

- **Warranty:** Please retain your proof of purchase for warranty claims. Warranty terms and conditions may vary by region.
- **Customer Support:** For further assistance, troubleshooting, or product inquiries, visit theBillboard Store on Amazon or the official Billboard support channels.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question