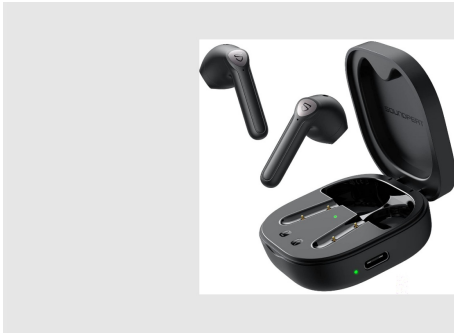


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How to Reset SoundPEATS TrueAir2: User Manual & Troubleshooting FAQs

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The SoundPEATS TrueAir2 is a popular set of wireless earbuds that offer excellent sound quality and a range of

features. However, like any electronic device, they can sometimes experience issues that require troubleshooting. This user manual provides detailed instructions on how to reset the earbuds, troubleshoot Bluetooth connectivity issues, and fix problems with sound quality and touch controls. Whether you're a new user or a long-time owner, this manual is an essential resource for getting the most out of your SoundPEATS TrueAir2 earbuds. From resetting the earbuds to cleaning the charging connectors and adjusting the volume, this guide covers everything you need to know to keep your earbuds working at their best. If you encounter any issues that are not addressed in this manual, the SoundPEATS customer service team is always available to help. With a 12-month warranty and a commitment to customer satisfaction, SoundPEATS is dedicated to providing the best possible experience for its users.

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FAQs

FAQs How to reset SoundPEATS TrueAir2?



FAQs How to reset SoundPEATS TrueAir2?

BLUETOOTH

How to reset SoundPEATS TrueAir2?

1. Clear the pairing record between the earbuds and all of your devices.
2. Place both earbuds back into the charging case and make sure that both earbuds are in charging status (Both earbuds have solid red lights).
3. Press and hold both multi-function buttons for 10s until both indicators flash in white twice.
4. If the resetting is completed successfully when you take the earbuds out of the charging case, one earbud will flash red and white lights, and the other has solid white light.

Note:

1. If any earbud flashes white light rapidly, please try to double-tap the MFB, then put it back into the charging case and take it out of the case again after a few seconds.
2. While taking out both earbuds after successfully reset, please wait for seconds before the earbuds pair to each other at first, then turn on the Bluetooth of your device to connect. If one earbud doesn't connect, please put it back and then take it out, it should connect automatically then.

Why is the Bluetooth connection unstable sometimes?

1. Though Bluetooth is also a kind of wireless signal transmission, it's not as strong as WiFi. It compromises by a lot of interference around, such as the compatibility between the connected devices, some other wireless signal around, WiFi frequency, and the barriers between (walls, doors, etc.). Bluetooth range is normally around 30 feet in open space. The actual performance relies on the environment.

2. Please charge the earbuds regularly. Low battery may cause a poor connection.
3. Please clear the pairing record and restart your device to re-pair with the earbuds.

What can I do if the earbuds stop connecting to my device?

1. Clear the pairing record between the earbuds and all of your devices the earbuds connected before, and restart the device.

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2. Put the earbuds into the charging case to reset.
3. Take the earbuds out of the charging case, one earbud will flash red and white lights, the other one will stay in white. At this time, please turn on the Bluetooth of your device to connect.

What can I do if the left earbud and the right earbud won't work together?

1. Please use a piece of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging connectors to ensure the earbuds charge well.
2. Put them back into the charging case to reset.

What can I do if the earbuds connect to my phone, but not my computer?

1. UNPAIR the earbud from the phone, then the earbuds will lose Bluetooth connection to the phone and enter into pairing mode.
2. Put the earbuds into the charging case to reset.
3. Take them out of the case. One earbud will flash red and white light, the other earbud will stay in white. At this time, please turn on the Bluetooth of your computer to connect.
4. If those do not help, you may need to update your computer's Bluetooth driver, which does not require a special driver itself and there is no driver for it. Bluetooth drivers must come from a specific manufacturer for your exact computer model. Download and install the appropriate Bluetooth driver from the computer vendor's website, then restart your system before attempting to pair and connect to your SoundPEATS earbuds.

SOUND

Why does the volume of the earbuds reduce after using a period of time?

The soundhole may have been blocked by foreign objects. Please clean the earbuds regularly to avoid dust or secretions blocking.

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What can I do if one earbud is quieter than the other?

1. Please try to clean the earbuds.
2. Please change other songs or videos. For some songs and videos, the sound effect is unstable.
3. Please change other devices. You can try this way:
 - UNPAIR and delete from your original device
 - Pair to a new device and play music
 - UNPAIR and delete from this new device
 - Pair back with the original device
4. Try to reset the earbuds.

Why the other side could not hear me when calling?

1. Please choose to pick up phone calls via earbuds.
2. Please do not mute the phone calls.
3. Please clean the Mic holes to avoid dust or secretions blocking.
4. Please kindly adjust the volume through the earbuds and devices.
5. If you are using the earbuds with an Android phone, please check the settings to see if you have allowed both phone audio and media audio to be transmitted through the earbuds.
6. Please change to some other devices to see if the condition is the same.

CHARGING

What should I do if the charging case won't charge?

Please try to use another known working cable to charge the case for more than 10 hours via a laptop or computer. Compared to other electronics, Bluetooth earbuds are low-power products. Hence, for charging safety, please do not use a fast charger.

What can I do if any earbud stop charging?

When you put the earbuds into the case and you will see the red light on the earbuds when charging. If no light comes on, please use a bit of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging

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connectors and try to adjust the earbuds to ensure the red light is on.

TOUCH CONTROL

What can I do if the touch controls do not work always? Please touch the middle of the control area, and keep your hands dry, the earbuds may not response on wet fingers. Please try to skip songs more times to find your ideal frequency to control the earbuds. Another way for you to have a try: discharge the earbuds, then charge and reset.

CUSTOMER SERVICE TEAM

What should I do if the problem with the earbuds is not mentioned in this FAQ?

If there is no solution for your problem in this FAQ, please feel free to contact our support team through your order or our contact in the manual, we will surely help you out soon. SoundPEATS provides a 12-month warranty for every product. Your satisfaction is always greatly important to us.

SPECIFICATIONS

Waterproof Rating IPX4 (light rain, splash and dust proof)

Battery Life 4.5 hours on a full charge

Warranty 1-year limited warranty against manufacturing defects

Bluetooth Range Up to 30 feet in open space

Resetting Earbuds Press and hold both multi-function buttons for 10 seconds until both indicators flash in white twice

Charging Time More than 10 hours

Compatibility Works with most Bluetooth-enabled devices

FAQ'S

Does SoundPEATS TrueAir 2 have noise Cancelling?

This makes phone calls smoother to have with these TrueAir Earbuds, especially if you're out somewhere busy. That said, these earbuds do not feature Active Noise Canceling (ANC), which can block out environmental noises even better. SoundPEATS Wireless Earbuds Bluetooth V5.

Are SoundPEATS TrueAir 2 waterproof?

SoundPEATS TrueAir 2 specs and features:

IPX4 waterproof (light rain, splash and dust proof) 4,5 hours listening on a full charge.

How do I check my SoundPEATS battery?

Go into Bluetooth settings on your phone and tap on SoundPEATS TrueFree+ R. The LED will turn off and you're now connected to the earbuds. On Apple devices at least, you can see the battery remaining by swiping left from the home screen

Why are my earbuds so low?

It's important that your headphone jack is clean. Any dirt, grime, or pocket lint can stick to the headphone jack which can cause interference with the audio signal, thus warping the sound or making it sound too quiet. Simply use a cloth or cotton bud dampened with rubbing alcohol and wipe away any debris you see

Why is my right earbud quieter than the left?

Dirty headphones could be the reason why the volume is quieter on one side of the headphones. If your headphones have mesh protection, dust can easily get inside and is difficult to see or shift. Dust can disrupt the flow of sound waves. Before you throw them away, look to see if you can clean inside the mesh.

Why are my Soundpeats not working?

You'll need to manually switch on the left earbud by pressing and holding its touch control for just over a second. If you have any issues with the earbuds pairing with each other, you can factory reset them. Return both earbuds to the case and wait a second for the red charging lights to come on.

Does Soundpeats have warranty?

All of SOUNDPEATS products are backed by a (1) one-year limited warranty against manufacturing defects for all of its authentic products from the date of purchase.

Why is the Bluetooth connection unstable sometimes?

Though Bluetooth is also a kind of wireless signal transmission, it's not as strong as WiFi. It compromises by a lot of interference around, such as the compatibility between the connected devices.

Where is the multifunction button on Soundpeats?

If you want to change the pairing device. In the connected state, please turn off both earbuds, then press and hold the multifunction button of the right earbud for 5s to have re-enter pairing mode directly and pair to a new device.

How do you connect two Soundpeats at the same time?

I tried a few things and ONLY one worked, while having both earbuds on case / charging (with solid red light) press and hold the button for a few seconds until you see the light flashing it also makes a sound, then light goes out, do the same for both earbuds but separately NOT at the same time, then as normal take .

How do you fix unbalanced earbuds?

Some other popular ways to fix unbalanced headphones
Regularly clean the headphone jack slot. Over time, dirt can build up in the headphone jack slot. ...
Restart your device (PC, Android device or IOS device) ...
Check your device with another headphone. ...
Make sure the mesh is well ventilated. ...
Check the wires.

Why is one side of my earbuds louder?

If one earphone is louder than the other in your Android device, your Accessibility settings might be to blame. These are similar to the sound features on Windows devices, assigning audio via mono or stereo channels for enhanced listening.

How do I reset SoundPEATS TrueAir2 earbuds?

Clear the pairing record between the earbuds and all of your devices. Place both earbuds back into the charging case and make sure that both earbuds are in charging status (Both earbuds have solid red lights). Press and hold both multi-function buttons for 10s until both indicators flash in white twice. If the resetting is completed successfully when you take the earbuds out of the charging case, one earbud will flash red and white lights, and the other has solid white light.

Why is the Bluetooth connection unstable sometimes?

Bluetooth range is normally around 30 feet in open space. The actual performance relies on the environment. Please charge the earbuds regularly. Low battery may cause a poor connection. Please clear the pairing record and restart your device to re-pair with the earbuds.

What can I do if the earbuds stop connecting to my device?

Clear the pairing record between the earbuds and all of your devices the earbuds connected before, and restart the device. Put the earbuds into the charging case to reset. Take the earbuds out of the charging case, one earbud will flash red and white lights, the other one will stay in white. At this time, please turn on the Bluetooth of your device to connect.

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UNPAIR the earbud from the phone, then the earbuds will lose Bluetooth connection to the phone and enter into pairing mode. Put the earbuds into the charging case to reset. Take them out of the case. One earbud will flash red and white light, the other earbud will stay in white. At this time, please turn on the Bluetooth of your computer to connect. If those do not help, you may need to update your computer's Bluetooth driver.

Why does the volume of the earbuds reduce after using a period of time?

The soundhole may have been blocked by foreign objects. Please clean the earbuds regularly to avoid dust or secretions blocking.

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What should I do if the problem with the earbuds is not mentioned in this FAQ?

If there is no solution for your problem in this FAQ, please feel free to contact our support team through your order or our contact in the manual, we will surely help you out soon.

VIDEO



FAQs

[s.plus/wp-content/uploads/2021/12/TrueAir-2-_-User-Guide-_-_.mp4](https://www.soundPEATS.com/wp-content/uploads/2021/12/TrueAir-2-_-User-Guide-_-_.mp4)

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[www://us.soundPEATS.com/](http://www.us.soundPEATS.com/)

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