



## FAQs What can I do if I am unable to get this Bluetooth Transmitter paired with my Bluetooth device User Manual

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# Bluetooth®

FAQs What can I do if I am unable to get this Bluetooth Transmitter paired with my Bluetooth device



## What can I do if I am unable to get this Bluetooth Transmitter paired with my Bluetooth device?

1. Ensure that the Bluetooth Transmitter has enough power first.
2. Place and keep the Bluetooth device around this unit within the range of 33ft (10M).
3. Press and hold the MFB button for 3 seconds, and make sure that the transmitter enters the pairing mode (the red and blue lights flash alternately).
4. This unit will be auto-paired with the Bluetooth device successfully, and the white light flashes once every 10 seconds.

## How can I troubleshoot it if I can pair it successfully but there is no sound?

1. If you mean the mic cannot work, I have to say sorry that actually, this transmitter doesn't support mic.
2. If the audio function doesn't work, please increase the volume and check if your earbuds work properly.
3. Do a factory resetting for a try. In the "off" status, press and hold the power button for 10 seconds, then the white light will be on for 2.5 seconds. It means that the unit will be restored to the factory setting and enter the pairing status.

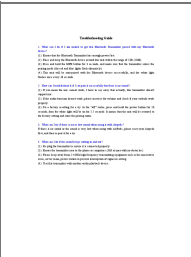
## What can I try if there is no or low sound when using it with Airpods?

If there is no sound or the sound is very low when using with AirPods, please reset your AirPods first, and then re-pair it for a try.

## What can I do if the sound keeps cutting in and out?

1. Re-plug the transmitter to ensure it is connected properly.
2. Ensure the transmitter near to the phone or computers (33ft at max with no obstacles).
3. Please keep away from 2.4GHz high-frequency transmitting equipment such as the microwave oven, server room, power station to prevent interruption of signal receiving.
4. Test this transmitter with another audio playback device.

## Documents / Resources

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