Troubleshooting Guide

1. What can I do if the earbuds cannot be turned on?

Check if the earbuds are out of juice. You can put the earbuds in the case and connect the case to a power adapter for about 2 hours and then try again.

2. What can I do if I am unable to pair it with any device successfully?

(1) Ensure that the earbuds are in pairing status by checking the led indicators, which will flash in blue and white alternately.

(2) Clear the paired record on your phone A if you intend to pair it with phone B.

(3) Reset the earbuds via these two steps.

①. Clean the "UGREEN HiTune X6" in the Bluetooth menu on your smartphone.

②. Place your earbuds into the charging case and don't close the the case, and then long press the reset button of the case for 10 seconds until the blue led indicator of the case flashes alternately 3 times.

3. What can I do if only one earbud work properly?

(1) Check if the other one is out of juice.

(2) Clean the charging pins of the earbuds with a dry cloth, and then put the earbuds into the charging case for a try, making sure that there is a good connection between the earbuds and case.

(3) Reset the earbuds via the following steps.

①. Clean the "UGREEN HiTune X6" in the Bluetooth menu on your smartphone.

②. Place your earbuds into the charging case and don't close the the case, and then long press the reset button of the case for 10 seconds until the blue led indicator of the case flashes alternately 3 times.

4. How can I troubleshoot if the sound keeps cutting in and out?

(1) 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.

(2) Use the earbuds near from the phone or computers, and try to avoid obstacles.

(3) Reset the earbuds via the following steps.

①. Clean the "UGREEN HiTune X6" in the Bluetooth menu on your smartphone.

②. Place your earbuds into the charging case and don't close the the case, and then long press the reset button of the case for 10 seconds until the blue led indicator of the case flashes alternately 3 times.

5. How can I do if the sound is very low even after I adjusted the volume on the phone?

(1) Place your earbuds into the charging case and don't close the the case, and then long press the reset button of the case for 10 seconds until the blue led indicator of the case flashes alternately 3 times.

(2) Change another phone for a try.

6. What can I do if the ANC function not work properly?

To better enjoy the ANC function, the following points should be taken into consideration.

1. Don't use the ANC function in the quiet environment, since ANC is mainly used to enable users to lower the environmental noise. You may feel that this function doesn't work, or noise is louder in a quiet environment.

2. This function mainly reduces the ambient noise in the low frequency bands and has no effect against the ambient noise in the high frequency bands. It has no effect on some sounds.

3. If the earbuds are not used properly, the effect of this function may be degraded. If the ear tips easily slip off your ears, please replace them with larger ones that fit more securely.