

Troubleshooting Guide

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

- (1) 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 5 minutes and then have a try again.
- (2) Long press the earbuds for 2 seconds to manually turn them on.

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

- (1) Clear the paired record on your phone A if you intend to pair it with phone B.
- (2) Reset the earbuds via these two steps.
 - ①. Clean the "UGREEN HiTune" in the Bluetooth menu on your smartphone.
 - ②. Place your earbuds into the charging case and make sure they are being charged, and then long press both earbuds for 8 seconds until LED indicators flash in blue and white alternately for 3 times.

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

- (1) Check if the earbuds are 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) Please check if you have chosen "UGREEN HiTune" instead of "UGREEN HiTune - R" when doing the pair.
- (4) If you have reset the earbuds before, place the earbuds near to each other until they flash in blue and enter the TWS mode properly.

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 to the phone or computers, and try to avoid obstacles.
- (3) Reset it with the following steps for a try.
 - ①. Clean the "UGREEN HiTune" in the Bluetooth menu on your smartphone.
 - ②. Place your earbuds into the charging case and make sure they are being charged, and then long press both earbuds for 8 seconds until LED indicators flash in blue and white alternately for 3 times.

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

- (1) Reset it via the following steps.
 - ①. Clean the "UGREEN HiTune" in the Bluetooth menu on your smartphone.
 - ②. Place your earbuds into the charging case and make sure they are being charged, and then long press both earbuds for 8 seconds until LED indicators flash in blue and white alternately for 3 times.
2. Change another phone for a try.

6. What should I do if the battery life is shorter than I expected?

- (1) Check the codec type of your device. Generally, the battery life and the playing time is determined by the audio codec and volume, for example, aptX 50% volume playing for 7.5h, AAC 50% volume playing for 10h, SBC 50% volume for 11h.
- (2) Fully charge the earbuds to ensure a longer battery life.