

FAQ

BLUETOOTH----- 2

SOUND----- 3

CHARGING----- 4

TOUCH CONTROL----- 4

CUSTOMER SERVICE TEAM----- 5



BLUETOOTH

● How to reset SoundPEATS CyberGear?

1. Clear the pairing record on the devices.
2. Place back both earbuds into the charging case. Press and hold the button on the charging case for 10s with the case lid open, until the triangle purple light outside the charging case flashes 3 times and goes off, reset complete.
3. Close the case lid and reopen it to activate the earbuds.

Note: Multi-Point Connection

CyberGear supports connecting with two devices simultaneously.

1. Turn off the Bluetooth on Device A after successfully connecting.
2. Repeat the pairing steps to pair the earbuds to Device B.
3. Open the Bluetooth on Device A and reconnect.

● Why does the sound of the earbuds cut or noise occur?

	Reasons	Workarounds
Case 1	<p>When using the earbuds close to personal computers, Wi-Fi routers, microwave ovens, refrigerators, etc.</p> <p>Refrigerators, microwave ovens, Wi-Fi routers, personal computers, etc. are devices that emit radio waves. The earbuds may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</p>	<p>Please use the earbuds away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.</p>
Case 2	<p>When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.</p> <p>If the engine ear is diagonal to the Bluetooth device, it will affect the Bluetooth signal. As human body is the biggest source of signal blocking.</p>	<p>When put the Bluetooth device in a pocket or bag, move the Bluetooth device to a place where there are no obstacles between Bluetooth device and earbuds (such as the human body) for Bluetooth communication.</p>
Case 3	<p>When using the earbuds closes to the other Bluetooth devices.</p> <p>The earbuds may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</p>	<p>Turn off the Bluetooth function of the other Bluetooth devices.</p>
	<p>When using the device away from the earbuds, such as in a different room.</p>	<p>Keep the Bluetooth earbuds as close to the Bluetooth</p>

SOUNDPEATS

Case 4	Bluetooth communication gradually becomes weaker the further away Bluetooth earbuds are placed from a Bluetooth player. When using Bluetooth earbuds and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.	player as possible.
Case 5	When playing music in Game mode.	Please exit the game mode when you listen to music.
Case 6	When a lot of applications are running at the same time when use the Bluetooth function.	Quit apps which you are not using on the device to reduce the load.

● **What can I do if the earbuds stopped connecting to my device?**

1. Clear the pairing record between the earbuds and all of the previous devices.
2. Try to clear some Bluetooth listings on your device and restart the device.
3. Put the earbuds into the charging case to reset.
4. Close the case lid and reopen it to activate the earbuds. Activate the Bluetooth on your device and choose "SOUNDPEATS CyberGear" to pair.

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

1. Please use a bit of soft cloth with a bit of rubbing alcohol to clean the charging connectors to ensure the earbuds charge well.
2. Put them into the charging case to reset.

● **What can I do if the earbuds connect to my phone, but not my Mac-book?**

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. Close the case lid and reopen it to activate the earbuds. Activate the Bluetooth on your Mac-book and choose "SOUNDPEATS CyberGear" to connect.

SOUNDPEATS

SOUND

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

It may be caused by the sound hole being blocked by foreign objects. Please clean the earbuds regularly to avoid dust or secretions blocking.

- **What can I do if one earbud is quieter than the 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 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 the 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 other devices.

CHARGING

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

SOUNDPEATS

Please try to use another known working charging cable to charge the charging case for more than 10 hours through your computer. Compared to other electronics, the headphones are low power products. Hence for charging safety, please do not use fast charger.

● **What can I do if any earbud stopped charging?**

1. Please use a bit of soft cloth with a bit of rubbing alcohol to clean the charging connectors.
2. When you charge the earbuds, please close the cover of the case to charge. As for SoundPEATS CyberGear, if you open the cover, the earbuds will search the Bluetooth automatically, so the earbuds are actually consuming the battery while charging, and power consumption is faster than charging.

● **How to adjust the light on the charging case?**

1. In the initial state, a single press on the button of the charging case to switch the mode of the light, the fourth tap will turn off the light, and the next tap will turn it on again.
2. While charging the charging case, the triangle light outside the charging case flashes in purple slowly and goes off after fully charged.

TOUCH CONTROL

● **What can I do if the touch controls do not work always?**

1. Please touch the middle of the control zone. And when your hand is wet, the touch control may not work, please keep your hand dry.
2. Please try to skip the songs more times, you will find the best frequency to control the earbuds. When you don't find the frequency you may think the earbuds don't work, please give it some patient.
3. Another way for you to have a try: discharge the earbuds, then charge and reset.

SOUNDPEATS

CUSTOMER SERVICE TEAM

- **What should I do if the problem about 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 Customer Service Team and we will provide you a solution as soon as possible. If we confirmed that the problem couldn't be solved, we will apply the replacement or refund for you. SoundPEATS provides an 12-month warranty for every product. Your satisfaction is always greatly important to us.