

**Q1: The headphones sound is too low. How can I solve this?**

**A1:**

1. **Check Volume Levels:** Ensure both the T15 headphones and your mobile phone volume are set to maximum.
2. **Synchronize Volumes:** Confirm that the volume levels on both your headphones and phone are synchronized. If both are at maximum and the sound is still low, the issue could be a dirty grille. Use a pointed cotton swab to clean the grille.
3. **Contact Support:** If the sound remains low after following these steps, please contact us for further assistance. (Email: [mxvipsservice@outlook.com](mailto:mxvipsservice@outlook.com))

**Q2: My headphones have no sound. What should I do?**

**A2:**

1. **Check Bluetooth Connection:** Ensure that your T15 headphones have been successfully paired with the audio device. A failed connection could result in no sound.
2. **Check Flashing Status:** The white and green lights on the headphones should flash alternately to indicate that the device is connected. If they are not flashing in this way, make sure to turn off Bluetooth on the previously connected device before pairing with a new one.
3. **Check Volume Settings:** Ensure that the volume is set correctly. If the volume is too low or muted, there will be no sound.
4. **Test with Other Devices:** Try connecting the headphones to a different audio device to see if the issue persists. This will help determine whether the problem is with the headphones or the original device.
5. **Test with Different Audio Sources:** Try using different audio sources (such as different songs or videos) to rule out any issues with specific media files.
6. **Clean the Earbud Jack:** If there is dirt or debris in the earbud jack, it could interfere with the audio connection. Use a clean cloth or compressed air to remove any obstructions.
7. **Contact Support:** If you still experience no sound after following these steps, please contact us for assistance. (Email: [mxvipsservice@outlook.com](mailto:mxvipsservice@outlook.com))

**Q3: Why is my touch function not working? I can't adjust the volume, switch music, or answer calls.**

**A3:**

1. **Restart the Earbuds:** Try restarting the earbuds. Prolonged use or operation time may cause the touch function to stop working.
2. **Use Your Phone:** In the meantime, use your phone to adjust the volume, switch music, or answer calls.
3. **Contact Support:** If the touch function still doesn't work after following these steps, please contact us, and we'll assist you in resolving the issue.

**Q4: Why can't my earbuds pair with my new device?**

**A4:**

Before pairing the T15 earbuds with a new device, ensure the following:

1. **Disconnect from Previous Device:** Make sure the T15 earbuds are disconnected from any previously paired device.
2. **Charge the Earbuds:** Ensure the T15 earbuds are fully charged.
3. **Check Bluetooth on New Device:** Verify that your new device has Bluetooth and that it is enabled.

If both of the above conditions are met and the earbuds still won't connect, follow these steps to reset your T15:

- a) Remove both earbuds from the charging case.
- b) Ensure the earbuds are not connected to any device, then tap both earbuds five times simultaneously.
- c) After completing these steps, place the earbuds back into the charging case and take them out again. The earbuds are now reset and ready for pairing.

If you're still unable to connect the earbuds after resetting, please contact us for a replacement. (Email: [mxvip-service@outlook.com](mailto:mxvip-service@outlook.com))

**Q5: What should I do if the earbuds don't charge after placing them in the charging case?**

**A5:**

1. **Check the Charging Case:** Ensure the charging case has enough power. If it's low, charge the case first.
2. **Clean the Charging Contacts:** If the case is fully charged, inspect the charging contacts and pins inside the case for dirt or dust. Clean them gently with a cotton swab dipped in alcohol if necessary.
3. **Test with a Different Charger:** If the earbuds still don't charge, try using a different charging cable or charger to rule out any issues with the accessory.
4. **Contact Support:** If the problem persists after following these steps, please contact us, and we'll assist you in resolving the issue. (Email: [mxvip-service@outlook.com](mailto:mxvip-service@outlook.com))

**Q6: Why do the earbuds disconnect from the device or have audio interruptions during use?**

**A6:**

Please note that connection issues may not necessarily indicate a problem with the earbuds themselves. The issue could be related to the connected device or environmental factors. Bluetooth signals can be affected by obstacles like walls, pillars, household appliances, or Wi-Fi signals. To ensure a stable connection, try to avoid such obstacles.

To resolve the issue, please follow these steps:

- a) **Reset the Earbuds:** Ensure the earbuds are fully charged, then tap both earbuds five times simultaneously to reset them. Afterward, re-pair the earbuds with your device.
- b) **Test the Audio:** Play a downloaded song or video to check if the audio is clear and consistent.
- c) **Contact Support:** If you still experience connection issues after following these steps, please contact us, and we will assist you in resolving the problem.

**Q7: Why won't the earbuds charge or why do they disconnect from the phone after I put them in the case and close the lid?**

**A7:**

Ensure that the charging case is not low on battery. If the case has insufficient power, the earbuds will neither charge nor stay connected. In this case, please use a Type-C charging cable to fully charge the case.

**Q8: Why is the music interrupted or cutting off?**

**A8:**

Ensure that the distance between the earbuds and your phone does not exceed 33 feet (without any obstacles). If the distance is within 33 feet, the connection should automatically restore. If the connection is not restored, please follow these steps:

a) Place the earbuds back in the case and turn them off. Then, go to your phone's Bluetooth settings, find "T15 Headphones" in the list, and select "Forget Device."

b) After waiting for 10 seconds, open the case and reconnect the earbuds to your phone.