

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 T1" 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 10 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 pin 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) Place the earbuds back to the case, and then reconnect the earbuds for a try.

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 T1" 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 10 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 T1" 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 10 seconds until LED indicators flash in blue and white alternately for 3 times.
2. Change another phone for a try.

6. What can I do if there is no bass sound?

You can switch these earbuds from normal mode to deep bass mode by long pressing right earbud for 2s to set the right tune for your best.

7. How can I switch between Chinese and English for the prompt tone?

(1) If you use the earbuds for the first time, please try the following steps.

- ①. Open the charging case, and wait for the earbuds to enter pair mode.
- ②. Triple type the left and right earbuds.

(2) If this is not the first time you use the earbuds, please do these steps.

- ①. Open the charging case, and wait for the earbuds to pair successfully with your phone.
- ②. Clean the "UGREEN HiTune T1" in the Bluetooth menu on your phone so that the earbuds enter pair mode again.
- ③. Triple type the left and right earbuds.