

FAQ

BLUETOOTH-----	1
SOUND-----	4
CHARGING-----	5
TOUCH CONTROL-----	5
CUSTOMER SERVICE TEAM-----	6

BLUETOOTH

● How to reset SoundPEATS Air3?

1. Clear the pairing record of the earbuds from your devices.
2. Place back the earbuds into the charging case.
3. Make sure both earbuds sit well in the charging case. The light on the charging case will flash white twice.
4. Keep the charging case open, press and hold the button on it for 10 seconds until the white light flashes twice, reset completely.

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

	Reasons	Workarounds
Case 1	When using the earbuds close to personal computers, Wi-Fi routers, microwave ovens, refrigerators, etc. 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.	Please use the earbuds away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.
Case 2	When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio. 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.	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.
Case 3	When using the earbuds closes to the other Bluetooth devices. The earbuds may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Turn off the Bluetooth function of the other Bluetooth devices.
Case 4	When using the device away from the earbuds, such as in a different room. 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.	Keep the Bluetooth earbuds as close to the Bluetooth player as possible.

SOUNDPEATS

Case 5	When playing music with High-Resolution audio format or a large file size. The file size becomes large when music files are compatible with the High-Resolution audio format. Music files with a large size may affect Bluetooth communication.	Change the settings of the Bluetooth audio streaming playback quality on your Bluetooth headphones or speaker to Priority on stable connection .
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 all the pairing records between the earbuds and the previous devices.
2. Try to clear some pairing names on the Bluetooth list of the device and restart it then.
3. Put the earbuds into the charging case to charge and reset.
4. Take the earbuds out of the charging case and leave some time for them to pair with each other. Then open the Bluetooth of your device to connect.

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

1. Please use a bit of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging connectors to ensure the earbuds charge well. A low battery can negatively influence pairing.
2. Put them into the charging case to reset.

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

1. UNPAIR the earbud from the phone, then the earbuds will lose Bluetooth connection to the phone and entry into pairing mode.
2. Put the earbuds into the charging case to reset.
3. Take them out of the case, then open the Bluetooth of your computer to connect.
4. If those do not help, you may need to update your computer's Bluetooth driver. There is no driver for the earbuds. Bluetooth drivers must come from the specific manufacturer for your exact computer model. Download and install the appropriate Bluetooth driver from the computer vendor's website, then restart your system before attempting to pair and connect to SoundPEATS earbuds.

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 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 to some other devices to see if the condition is the same.

- **Why the earbuds suddenly stopped playing the music?**

SoundPEATS Air3 has IN-EAR DETECTION: Wear a single earbud or both together to play music. Take off either one to pause the music.

If the music stopped playing suddenly, please check whether the earbuds still sit well on your ear, please adjust the earbuds and clean the earbuds to ensure that the In-ear monitoring area has no any secretions.

CHARGING

- **What can I do if any earbud stops charging?**

It is very possible that the battery is completely empty, and it needs a bit of time to activate itself.

As there is no light on the earbuds when charging for Air3, you need to put the left earbud and right earbud one by one separately into the charging case to check. If the light on the charging case is on, the earbud can be charged normally. If no light comes on, please use a bit of light sandpaper to clean the charging connectors on the earbuds and try to adjust the earbud to ensure the light is on.

If the LED indicator on the charging case stays off, make sure to try and fully charge the earbuds. This may take several hours.

Please take note of the following tips:

Please try to use another known working charging cable to charge the charging case for several hours to ensure the case charges well.

When you place the earbuds into the charging case, please close the cover of the case, then the charging should start automatically.

TOUCH CONTROL

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

1. Please touch the middle of the control area, and keep your hands dry. The earbuds may not response on wet fingers.
2. Please try to skip songs for more times to find your ideal frequency to control the earbuds.
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 support team through your order or our contact in the manual, we will surely help you out soon. SoundPEATS provides 12-month warranty for every product. Your satisfaction is always greatly important to us.