

Category	Questions	Answers
Operation	Does soundcore V40i play a sound when powered on or when the battery is low?	The earbuds play a sound prompt when powered on and every 15 minutes if the battery is below 20%. Note: sound prompts cannot be disabled.
	Can I rinse soundcore V40i with water or wear it while swimming?	Do not rinse it or use it while swimming. For daily maintenance, clean it with a damp paper towel or cotton swab with alcohol.
	How do I activate Dual Connections?	Dual Connections is enabled by default. Activate it using the following methods: 1. After pairing it with a Bluetooth device, hold the touch-sensitive area on both earbuds for more than 3 seconds until you hear a beep. The earbuds will enter pairing mode, and you can connect the second device by selecting "soundcore V40i" from the Bluetooth device list. 2. In the app, go to Dual Connections > Device List > Dual Device Connection > Connect New Device.
	How do I turn off the touch controls?	In the soundcore app, tap the gear icon in the top-right corner to access Controls, then toggle on Control Lock to disable the touch controls. Note: When Control Lock is enabled, the touch controls and their audio feedback will be disabled.

	How do I reset soundcore V40i?	Wear the earbuds and press and hold the touch-control area on both earbuds for 10 seconds. You'll hear a sound prompt and a beep when the reset is successful. After the reset, the earbuds are disconnected from Bluetooth. To reconnect, toggle Bluetooth off and on on your device, then pair the earbuds again.	
	How do I pair soundcore V40i with other devices?	Remove the earbuds from the case. Press and hold the touch-control area on both earbuds for more than 3 seconds until you hear a beep. Then, select "soundcore V40i" from your device's Bluetooth list to pair. If you can't find V40i, toggle Bluetooth off and on to refresh the search.	
	How do I turn off soundcore V40i?	1. When the earbuds are back into the case and the case is closed, they will automatically turn off and disconnect from Bluetooth. 2. When the earbuds are not connected to Bluetooth, they will automatically power off after 30 minutes. This auto shutdown time can be customized in the soundcore app.	
	How do I power on soundcore V40i?	First-time use: Remove the earbuds from the charging case, peel off the insulating film, and put them back in the case. When the light bar illuminates, take them out again, and they'll enter pairing mode. You can now search for soundcore V40i in your device's Bluetooth settings. Daily use: The earbuds will automatically power on when you open the charging case.	
	Can I use a single earbud from soundcore V40i?	Yes, but operations such as reconnecting, resetting, and customizing the EQ are not supported when using a single earbud.	

	How do I adjust the volume on soundcore V40i via touch controls?	The default touch controls don't include volume adjustment, but you can customize it in the soundcore app.
	What should I do if the touch controls are not responsive?	The touch-sensitive area is located at the center of the earbuds, where the soundcore logos are. Be sure to tap this area when using the touch controls.
	What should I do if soundcore V40i is prone to accidental touches?	1. Clean the touch-control area regularly to avoid accidental touches caused by sweat accumulation. 2. In the soundcore app, go to Controls and toggle on Control Lock to disable the touch controls.
	What should I do if the touch controls are not working?	1. Make sure you are tapping the touch-sensitive area. 2. Check if the touch controls are turned on in the app. 3. If the issue persists, try resetting the earbuds: Wear the earbuds and press and hold the touch-control area on both earbuds for 10 seconds. You'll hear a sound prompt and a beep when the reset is successful. After the reset, the earbuds are disconnected from Bluetooth. To reconnect, toggle Bluetooth off and on on your device, then pair the earbuds again.

Wearing	What should I do if soundcore V40i feels uncomfortable or insecure?	1. Adjust between the four ear hook positions to find the most comfortable fit. 2. Since the left and right ears are different, the ideal ear hook position may vary for each ear. Choose the position that suits you best.
	What should I do if soundcore V40i feels uncomfortable on my skin after extended use?	1. We recommend cleaning the earbuds and charging case after exercise to avoid bacteria buildup from sweat. 2. Our earbuds are SGS-certified for guaranteed safety. However, some people may experience allergic reactions to certain materials. If you experience any discomfort, please stop using them immediately and contact us.
Charging	How many times can the case fully charge the earbuds?	A fully charged case provides 2.5 charges for the earbuds.
	Does the charging case support wireless charging?	No, the charging case does not support wireless charging.
	Do the earbuds support fast charging?	No, the earbuds do not support fast charging. A 10-minute recharge delivers about 1.5 hours of playback.
	How do I check the battery power of the charging case?	When you place the earbuds back into the case, the light bar will indicate the case's remaining battery level: Battery above 20%: The light bar will illuminate for 3 seconds. Battery below 20%: The light bar will flash 6 times.

	What should I do if soundcore V40i gets warm while charging?	1. Stop charging and check the charging port for dirt, blockage, or water damage. Clean it before trying again. 2. We recommend using the included cable and trying a different power adapter. 3. Avoid charging in high temperatures or direct sunlight.
	What can I do if my soundcore V40i won't charge?	The earbuds won't charge: 1. Make sure the charging case is fully charged. 2. Clean the charging contacts with a cotton swab dipped in alcohol. The charging case won't charge: 1. Ensure the charging port is free of dirt or water. Use the provided cable and keep the port dry and clear of any obstructions. 2. Try a different power adapter and cable to see if that resolves the issue.
Bluetooth	How many Bluetooth devices can soundcore V40i remember?	Up to 8 Bluetooth devices.
	What is the Bluetooth range?	10m (33ft)
	What is the latency in each Bluetooth mode?	SBC codec latency: 230ms AAC codec latency: 320ms Game mode latency: 135ms

	What should I do if soundcore V40i won't turn on or pair?	1. Confirm the insulating film on the case is removed. Place the earbuds back into the case. When the light bar illuminates, take them out and try again. 2. Set the ear hook to the LV1 position, then return them to the case. Charge the case for at least 1 hour before retrying. 3. Wipe the charging contacts of the earbuds and the charging case with a damp towel and try again. 4. If the issue persists, try resetting the earbuds: Wear the earbuds and press and hold the touch-control area on both earbuds for 10 seconds. You'll hear a sound prompt and a beep when the reset is successful. After the reset, the earbuds are disconnected from Bluetooth. To reconnect, toggle Bluetooth off and on on your device, then pair the earbuds again.
App	Does soundcore V40i feature wearing detection?	No, soundcore V40i does not feature wearing detection.
	What should I do if I can't find soundcore V40i in the soundcore app?	1. Confirm the app is updated to the latest version. 2. Close the app completely. Reopen it and try the search again. 3. Disconnect other Bluetooth devices like smartwatches from your phone before connecting the earbuds to the app.
Call	What should I do if the call plays through my phone instead of the earbuds?	1. Set the earbuds as the audio output on your phone's call interface. 2. For iOS devices, if you answer the call on your phone, the sound will play through the phone speaker. To hear it through the earbuds, double-tap the earbuds to answer.

	What should I do if the call quality is poor?	1. Upgrade the earbuds' firmware to the latest version in the soundcore app. 2. Adjust the earbuds to the optimal position and see if it improves call quality.
Sound	What should I do if there's no sound when switching to the other device in Dual Connections?	1. Check the volume of the other device, and turn it up. 2. Some devices may have compatibility issues, and the switch takes about 20 seconds.
	What should I do if one earbud doesn't work or has no sound?	1. Make sure the charging case has sufficient power. Place the earbuds into the charging case and charge for 1 hour. Take them out and try again. 2. Set the ear hook to the LV1 position and place the earbuds back in the case. The light bar should illuminate for 3 seconds and then turn off. If it doesn't, clean the charging contacts with a cotton swab dipped in alcohol, then try again. 3. If the issue persists, try resetting the earbuds: Wear the earbuds and press and hold the touch-control area on both earbuds for 10 seconds. You'll hear a sound prompt and a beep when the reset is successful. After the reset, the earbuds are disconnected from Bluetooth. To reconnect, toggle Bluetooth off and on on your device, then pair the earbuds again.

	What should I do if the volume of my earbuds is low when using them outdoors?	Open-ear earbuds allow users to better perceive their surroundings and do not support noise cancellation, so ambient noise, especially loud sounds, may affect audio quality. When using them outdoors, try turning up the volume for a better experience.
	What should I do if the volume of my earbuds is low when connected to a Windows computer?	1. Select "soundcore V40i Stereo" as the output device in Windows' sound settings. 2. The system volume and the media player volume are adjusted separately. Try turning up the volume in the media player.
	What should I do if one earbud has no sound when connected to a MacBook?	On your MacBook, go to System Settings > Sound > Output and check if the balance slider is centered. If it's not, move it to the middle and see if that resolves the issue.
	What should I do if the sound is too low on soundcore V40i?	1. Check if the speaker mesh is clogged. If it is, clean it with a cotton cloth dampened with alcohol. 2. For Android phones, open the Bluetooth settings and enable volume synchronization. 3. For iOS phones, go to Settings > Sounds & Haptic > Headphone Safety, and turn off Reduce Loud Audio.
	Why is the volume set to 100% when connecting to a PC for the first time?	When connecting to a PC for the first time, the earbuds will default to 100% volume because the computer doesn't synchronize volume settings. Once you adjust the volume, the earbuds will remember it for the next connection.

	What should I do if the sound quality is bad?	1. Try different ear hook positions and see if it improves sound quality. 2. Select other EQ presets or personalize your EQ settings in Custom EQ in the app. 3. Open-ear earbuds don't feature noise cancellation, which may affect your listening experience in noisy environments. Try turning up the volume or moving to a quieter place and see if it helps.
	What should I do if the sound is louder in one earbud?	1. Check if the speaker mesh is clogged. If it is, clean it with a cotton cloth dampened with alcohol. 2. Adjust the wearing angle and try the four ear hook positions to get the speaker close to your ear canal. 3. In the app, go to the soundcore V40i page, tap the gear icon in the upper right corner to access Controls, then navigate to Volume Balance. Adjust the slider toward the side with lower volume until the sound from both earbuds is balanced. 4. If the issue persists, try resetting the earbuds: Wear the earbuds and press and hold the touch-control area on both earbuds for 10 seconds. You'll hear a sound prompt and a beep when the reset is successful. After the reset, the earbuds are disconnected from Bluetooth. To reconnect, toggle Bluetooth off and on on your device, then pair the earbuds again.

Care	How do I take care of my soundcore V40i?	1. Use the earbuds at least once a month to prevent over-discharge, which can shorten the battery lifespan. 2. Charge the earbuds before the battery drops below 20%. 3. Use paper towels or cotton swabs with a small amount of alcohol to clean the charging contacts, the inside of the charging case, and the earbuds' speaker mesh promptly after use. 4. If the earbuds come into contact with liquid, shake them gently to remove the liquid, then dry them with a cold air blower or let them air dry indoors. 5. Occasionally, turn up the volume and play music for a few minutes to help clear any dust from the speaker mesh and prevent clogging.	
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