

N35 Troubleshooting Guide

Customer Service

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Sound

Q What should I do If there's no sound in one earbud?

You can follow these steps below:

- A**
1. Put the earbuds back into the charging case and let them charge for 30 seconds. Then take the earbuds out to trying pairing again.
 2. Make sure that your earbuds is power on and connected to yuor device.
 3. Make sure the volume on both the earbuds and the paired device is turned up.
 4. Use a Q-tip with a bit of rubbing alcohol to gently clean the metal mesh filter under the rubber ear tips.
 5. Play audio to test both earbuds.
 6. If a earbud still doesn't work, try to reset the earbuds refer to the following link: <https://youtu.be/bkV6PC5htiM>

Q What should I do If there's low volume in one earbud?

You can follow these steps below:

- A**
1. Check the speaker mesh on each earbud, remove any earwax or debris with a clean, dry, and soft brush, cotton swabs, or other tools.
 2. Make sure your earbuds have enough power and turn up the volume on both the earbud and the connected device at max.

Note: Do not use excessive force or sharp objects to remove earwax or debris.

Q What should I do if the earbuds make static sounds?

You can follow these steps below:

- A**
1. Make sure the earbuds have enough power.
 2. Check that your connected device is nearby, and ensure there are no physical or wireless objects interfering with the Bluetooth connection from you to the device, such as a wall or Wifi router.
 3. Try connecting the earbuds with another device or listen to audio from a different app if possible to see if the app causes the issue.

Q What should I do if the earbuds has poor sound quality?

You can follow these steps below:

- A**
1. Choose the best-sized ear tips from the small, medium, and large silicone ear tips come with. And make sure you're wearing the earbuds in the correct position to make a good seal with your ear canal. When the fit is right, you will get the best sound quality.
 2. Make sure the volume on both the earbuds and the paired device is turned up.
 3. Try different types of music and make sure there is no distortion or noise in the input audio source.
 4. Check the clean condition of your earbuds periodically.

Q What should I do if the earbuds doesn't have enough bass?

You can follow these steps below:

- A**
1. Choose the best-sized ear tips from the small, medium, and large silicone ear tips come with. And make sure you're wearing the earbuds in the correct position to make a good seal with your ear canal. When the fit is right, you will get the best sound quality.
 2. Make sure the ear tips are not broken and assembled correctly.
 3. Try testing different types of music which has more bass inputs.

Q What should I do if any of the following problems occur?

- The sound from earbuds lags when videos or games are played
- The sound and video out of sync

You can try the following troubleshooting steps:

- You can minimize the delay by limiting interference. Make sure there aren't any objects, metals, walls between the earbuds and other Bluetooth device.
- Check the earbuds by listening to music or other audio content that is stored on your device to see if the issue still occurs.
- Close some apps on your device that you don't need to use to see if it makes a difference.
- Forget the pairing record on your device and reset the earbuds via the steps below:

- A**
1. Place the earbuds in the charging case and turn off the bluetooth of all devices
 2. Take the earbuds out, click the Multi-functional button of two earbuds for 5 times then put the earbuds back into the charging case.
 3. Turn on the Bluetooth on your device, search for "N35" and tap to connect on your device again.
- Please try your earbuds with another device to see if the issue still occurs.

Q 'What should I do if the volume buttons don't work?

You can try the following methods:

- A**
- There are slightly slow response times when you press the buttons, so you need to wait for 2 seconds to click the next time.
 - Volume buttons must be pushed slowly you can't rapidly click them.

Q How to reset the "N35" Earbuds?

- A**
1. Turn off the bluetooth of all devices.
 2. Click the Multi-functional button of two earbuds for 5 times.
 3. Put the earbuds back into the charging case.
 4. Take out the earbuds from the charging case and they enter pairing mode.
(one earbud will flash red and blue alternately to enter pairing mode)
 5. Search for "N35" and tap to connect on your device.

You can also follow the steps in the video linked below:

<https://youtu.be/bkV6PC5htiM>

Q What should I do if the earbuds keep disconnecting or cut in and out from time to time?

Kindly note your earbuds communicate using bluetooth, and a bluetooth signal can be interfered with or weakened in some situations.

You can follow these steps below:

- A**
1. Check the earbuds by listening to music or other audio content that is stored on your device. If it is normal, please try the following steps.
 2. Keep the connected device close to you, make sure there are no obstructions between you and your device, such as walls or floors.
 3. Make sure the earbuds have enough power and not a high temperature condition.
 4. Forget the pairing record on your device and reset the earbuds via the steps below:
 - Place the earbuds in the charging case and turn off the bluetooth of all devices
 - Take the earbuds out, click the Multi-functional button of two earbuds for 5 times then put the earbuds back into the charging case.

Video Guide: <https://youtu.be/bkV6PC5htiM>

5. Turn on the Bluetooth on your device, search for "N35" and tap to connect on your device again.

When pairing, one earbud will flash red and blue alternately, both earbuds blue indicator flashes 1s and then off when the earbuds connected.

Q What should I do if any of the following problems occur?

- The earbuds can't pair with my device?
- N35 cannot be searched in the Bluetooth list

You can follow these steps below:

A 1. Prior to first use, please remove the blue insulation sticker.

2. Forget the pairing record on all your device and reset the earbuds via the steps below:

- Place the earbuds in the charging case for 10 seconds and turn off the bluetooth of all devices you connected.
- Take the earbuds out, click the Multi-functional button of two earbuds for 5 times then put the earbuds back into the charging case.

3. Turn on the Bluetooth on your device, search for "N35" and tap to connect on your device again.

4. Try connecting the earbuds with another device to see if the problem still occurs.

5. If you are trying to connect the earbuds to another device, please turn off the Bluetooth on the connected devices first as the earbuds can't be connected to different devices at the same time.

Q Can the earbuds be paired with multiple devices at the same time?

"N35" can't be paired with multiple devices at the same time.

If the earbuds is connected to your phone, no any other device will find it in the Bluetooth list at that moment.

If you want to connect the earbuds to another device, please use the following method:

- A** 1. Turn off the Bluetooth on the connected devices.
2. Open the charging case and take the earbuds out, they will auto turn on and pair with each other in 5 seconds at the voice prompt "power on".
3. Search for "N35" and tap to connect on your device.

Q What should I do if the earbuds can't disconnect to my device in the charging case?

If the earbuds keep connected with your device when they placed in the charging case, it means that the earbuds are not being charged.

You can follow these steps below:

- A** - Make sure the charging case has enough power.
- Clean the sweat or moisture on the charging pins with a soft cloth or an alcohol rag to ensure a better connection, then make sure that they're completely dry before placing in the charging case or using.
 - Put the earbuds into the charging case. When being charged, earbuds' LED light will illuminate red and the indicator light of the right display panel will always flash during charging.
 - Use another certified Type-C USB cable to power the charging case.

Charging

Q What should I do If the earbuds won't charge or turn on?

You can follow these steps below:

- A** 1. Make sure that the charging case has power left.
2. Use another certified power source or a different cable and make sure that the cable is firmly plugged.
3. Clean the sweat or moisture on the charging pins with a soft cloth or an alcohol rag , then make sure that they're completely dry before placing in the charging case or using. **(Video Guide: https://youtu.be/1FuOEqZ_Pek)**
4. Make sure that the earbuds are seated properly in the case.

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

You can follow these steps below:

- A**
1. Run out of the battery of the charging case.
 2. Try different certified power source and cable to charge the case until the left digital display is flash. After being fully charged the number is displayed as 100.

Q What should I do if I can't get the earbuds to consistently charge?

You can follow these steps below:

- A**
1. Make sure the charging case has enough power.
 2. Clean the sweat or moisture on the charging pins with a soft cloth or an alcohol rag to ensure a better connection, then make sure that they're completely dry before placing in the charging case or using.

(Video Guide: https://youtu.be/1FuOEqZ_Pek)

3. Make sure that the earbuds are seated properly in the charging case.

Wearing

Q What should I do if any of the following problems occur?

- A**
- Uncomfortable to wear
 - Doesn't fit well
 - Not stay in your ears

You can try the following suggestions:

- Choose the best-sized ear tips fit your ear canal from the different size ear tips come with.
- Plugging earbuds along with the ear canal into the ears.
- Rotating backward until the earhooks fit securely and find the most comfortable position.

Call

Q What should I do if any of the following problems occur?

- No one can hear me when I take a phone call
- Sound extremely low or unclear when on a phone call

You can follow these steps below:

- A**
- If the microphone hole is blocked, sound may not be input properly. Clean the microphone hole, speaker, and air duct with a clean, dry, soft brush, or cotton swab to prevent debris from accumulating.
 - Make sure your earbuds have enough power and turn up the volume on both the earbud and the connected device at max.
 - If you only use one earbud, try using another earbud to see if the problem still occurs. Make sure the other earbud is in the charging case and at your side.
 - Try restarting the earbuds. Put the earbuds back into the charging case and close it, then take them out after seven seconds or more and try making a call again.
 - If you make a call via the app, try make a call on your phone to see if the problem still occurs.
 - Try connecting the earbuds with another device and make a call in different environment to see if it makes any difference.

Clean

Q How to clean the earbuds?

- A**
1. Keep the earbuds dry. Be careful not to get the earbuds wet or let liquid enter them.
 2. Use a clean swab or a soft cloth to remove dust or earwax from the charging contacts and the protective grille.
 3. Allow them to completely dry before placing in the charging case.
 4. Don't attempt to use them until they're completely dry.
 5. Don't use sharp objects or abrasive materials to clean your earbuds.

Video Guide: https://youtu.be/1FuOEqZ_Pek