

## Troubleshooting Guide

### 1. What can I do if the earbuds cannot be turned on?

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 about 2 hours and then try again.

### 2. What can I do if I am unable to pair it with any device successfully?

(1) Ensure that the earbuds are in pairing status by checking the led indicators, which will flash in blue and white alternately.

(2) Clear the paired record on your phone A if you intend to pair it with phone B.

(3) Reset the earbuds via these two steps.

①. Clean the "UGREEN HiTune X5" in the Bluetooth menu on your smartphone.

②. Place your earbuds into the charging case and don't close the case, and then long press the reset button of the case for 10 seconds until the 3 LED indicators flashes simultaneously.

### 3. What can I do if only one earbud work properly?

(1) Check if the other one is out of juice.

(2) Clean the charging pins 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) Reset the earbuds via the following steps. Place your earbuds into the charging case and don't close the case, and then long press the reset button of the case for 10 seconds until the 3 LED indicators flashes simultaneously.

### 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 the earbuds via the following steps. Place your earbuds into the charging case and don't close the case, and then long press the reset button of the case for 10 seconds until the 3 LED indicators flashes simultaneously.

### 5. How can I do if the sound is very low even after I adjusted the volume on the phone?

(1) Reset the earbuds via the following steps. Place your earbuds into the charging case and don't close the case, and then long press the reset button of the case for 10 seconds until the 3 LED indicators flashes simultaneously.

(2) Change another phone for a try.