

A3876_V20i_FAQ

Category	Questions	Answers
Specification	What Bluetooth version does soundcore V20i support?	Bluetooth V5.4
	What audio codecs does soundcore V20i support?	SBC and AAC
	What is the battery capacity of the earbuds and how long does it take to charge them?	70mAh for each of the earbuds. A full charge takes about 1 hour and 30 minutes.
	What is the battery capacity of the charging case and how long does it take to charge?	700mAh for the charging case. A full charge takes about 2 hours and 30 minutes.
		Earbuds: IPX5 Charging case: Not waterproof
	What is the waterproof rating of soundcore V20i?	Notes: - Do not place the earbuds and the charging case into a washing machine. - Make sure that the earbuds and the charging case are dry before charging.
	How many times can I charge the earbuds to full using the charging case?	The earbuds can be fully recharged a total of 3.5 times with a full-power charging case.
	How long is the battery life of the earbuds, and how long does the charging case last?	At 50% volume, the earbuds can last for about 8 hours when playing music. With the charging case, the total battery life is around 36 hours.
	How many Bluetooth devices can soundcore V20i remember?	Up to 8 Bluetooth devices at one time.
	Does the charging case support wireless charging?	The charging case does not support wireless charging.
	Does soundcore V20i feature wearing detection?	soundcore V20i does not feature wearing detection.
	Do the earbuds support fast charging?	The earbuds do not support fast charging. A 10-minute recharge delivers about 1 hour of playback.

	What is the maximum sound pressure of the earbuds?	The maximum sound pressure is 90 dB.
	What is the Bluetooth range?	10m/33ft
Wearing Related	What should I do if the earbuds are uncomfortable to wear?	V20i supports multi-level earhook adjustments, so you can adjust the earhooks to different positions for comfort.
	What should I do if the earbuds do not fit securely?	V20i supports multi-level earhook adjustments, so you can adjust the earhooks to different positions for a secure fit.
	What should I do if the left and right earhooks are at different positions?	Since there is a difference between a person's left and right ears, the earhook position needed for each ear may vary. You can adjust the earhooks separately for each ear to find the most suitable fit.
Operation&Usage	Do the earbuds provide a voice prompt for power on and low battery?	The earbuds give a voice prompt when powering on. They also provide a low battery voice prompt when the battery level is at approximately 20%, repeating every 15 minutes.
	Are the earbuds suitable for use while diving or swimming?	No.
	Can I rinse the earbuds with water?	The earbuds cannot be rinsed with water. For daily cleaning, you can wipe them with a damp paper towel.
	How do I enable Dual Connection mode?	Dual Connection mode is turned on by default. 1. After successfully pairing with the first Bluetooth device, tap and hold the touch-control area on both earbuds for 3 seconds to enter pairing mode. 2. You can also enter pairing mode through the soundcore app.
	In Dual Connection mode, what should I do if there is no sound after switching to the other device?	1. Make sure the volume of the device is at a normal level and raise the volume if necessary. 2. Some devices have compatibility issues. Please wait patiently as it takes about 20 seconds to switch between devices.

How do I turn off the touch prompt tone?	The touch prompt tone can be turned off and on in "More Settings" in the soundcore app.
How do I turn off the Control Lock feature?	<p>You can turn Control Lock on and off in the Controls interface of the soundcore app by tapping the Control Settings (gear icon) located in the upper right corner.</p> <p>Note: When Control Lock is enabled, the earbuds' touch controls and their audible prompts will be disabled.</p>
How do I reset the earbuds?	<ol style="list-style-type: none"> 1. Take the earbuds out of the charging case. 2. Tap and hold the touch-control area on both earbuds for 10 seconds. After 3 seconds, their lights will flash rapidly and you'll hear a pairing notification sound. Continue holding for about 6 more seconds until another sound confirms the successful reset.
How do I pair the earbuds?	When the earbuds are out of the charging case, tap and hold the touch-control area on both earbuds for more than 3 seconds. The indicator lights will flash, indicating that they have entered pairing mode.
How do I turn off the earbuds?	<ol style="list-style-type: none"> 1. When you place the earbuds back into the charging case, they will automatically turn off and disconnect from any Bluetooth connection. 2. When the earbuds are not connected via Bluetooth, they will automatically power off after 30 minutes. The automatic power-off time can be customized in the soundcore app.
How do I turn on the earbuds?	Take the earbuds out of the charging case and they will automatically turn on.
Can I just use a single earbud?	Yes, you can use a single earbud. However, you cannot perform operations such as pairing, resetting, or customizing the EQ and LED lights, etc.

	How do I adjust the volume using touch controls?	Adjusting volume using touch controls is disabled by default, but you can enable it by customizing the touch controls in the soundcore app.
	How do I pair the left and right earbuds with different devices respectively?	The left and right earbuds do not support pairing with different devices.
	What should I do if the product becomes hot while charging?	<ul style="list-style-type: none"> - Stop charging and check if there is any moisture or sweat in the charging port of the charging case. - Try cleaning the charging port before attempting to charge again.
	What should I do if during a call, no sound comes from the earbuds but from the phone's mics instead?	<ol style="list-style-type: none"> 1. On your phone's call interface, please switch the audio output to the earbuds. 2. For iOS users, if you answer calls on your phone, the sound will come out of your phone. if you double-click on the earbuds to answer calls, the sound will come through the earbuds.
	How do I maintain and care for the earbuds?	<ol style="list-style-type: none"> 1. Do not leave the earbuds unused for a long time. It is recommended to use them at least once a month. The battery life can be significantly affected if the earbuds are left completely discharged. 2. Try not to use the earbuds until the remaining battery is only 20% or until it shuts down due to low battery before charging. This can also greatly impact the battery life. 3. The charging case should not be left in a low battery state for a long period of time. Please regularly charge the case. 4. Clean the charging contact pins promptly after use. 5. Store the earbuds on a dry desktop. If they accidentally come into contact with liquid, dry them with a hairdryer on the cool setting.

	What should I do if one of the earbuds is malfunctioning, either by not powering on or failing to pair?	<p>1. Please make sure the charging case has enough power. Charge the charging case, put the earbuds back inside for a while, and then take them out.</p> <p>2. Adjust the earhooks to the LV1 position before placing the earbuds into the charging case. Ensure they are in good contact with the case once inside.</p> <p>3. If none of the above operations work, please try resetting the earbuds. Reset the earbuds as instructed:</p> <p>When the earbuds are out of the case, press and hold the touch-control area on both earbuds for more than 10 seconds until you hear the reset tone, which means the V20i is reset successfully. After the reset is successful, the indicator lights will flash, indicating that they have entered pairing mode.</p>
	What should I do if one earbud has no sound?	<p>1. Place both earbuds into the charging case simultaneously and then remove them to reconnect.</p> <p>2. If the issue persists, try resetting the earbuds. Refer to "How do I reset the earbuds?" for guidance.</p>
Latency Related	What is the maximum latency of the earbuds?	Around 200ms.
	What is the maximum latency of the earbuds in Gaming mode?	Around 120ms.
	What are the required specifications for charging the charging case?	A certified charger and charging cable with 5V/1A or above are required.
Touch Related	What should I do if the touch is not sensitive?	The touch-sensitive area is located in the center of the earbuds' logo. When you're using touch controls, identify the correct touch-sensitive area and avoid touching other areas.
	What should I do if the touch controls are easily triggered accidentally?	<p>1. Try to clean the touch area to avoid accidental touches caused by sweat accumulation.</p> <p>2. Disable the Single Press option in the control settings of the soundcore app or turn off the Control feature.</p>

	What should I do if the touch controls on the earbuds are not working or not responsive?	<ol style="list-style-type: none"> 1. Confirm whether you have touched the effective area of touch controls correctly. 2. Make sure the touch control function is turned on in the app. If it's off, turn it on and try again. 3. If the issue persists, try resetting the earbuds. Refer to "How do I reset the earbuds?" for guidance.
App related	How do I connect the earbuds to the soundcore app?	<ol style="list-style-type: none"> 1. Download and update the soundcore app to the latest version. If you already have the app, it's recommended to uninstall it and then download it again. Overwriting installations are not recommended. 2. Pair your earbuds with your phone. Currently, the soundcore app does not support computers. 3. Open the app and tap on "Add Device". The app will automatically connect to the earbuds. The first time you enter the app, you must agree to enable location permissions. 4. If the automatic connection fails, go to Set Up Manually > Other > soundcore V20i to check if you can add the earbuds manually. If your product model isn't listed, take a screenshot and contact soundcore customer service for assistance. 5. On iOS phones, navigate to your system's region settings and switch to the United States. On Android phones, switch the system language to English (United States). 6. If connection issues persist, uninstall and reinstall the app, then log in again.
Troubleshooting related	What should I do if one earbud has no sound?	<ol style="list-style-type: none"> 1. Place both earbuds into the charging case simultaneously and then remove them to reconnect. 2. If the issue persists, try resetting the earbuds. Refer to "How do I reset the earbuds?" for guidance.

	What should I do if I can't hear audio clearly outdoors?	<p>Open-ear earbuds allow us to better perceive our surroundings but do not offer noise cancellation, making them susceptible to ambient noise. When there's excessive ambient noise, the listening experience with these earbuds will be affected.</p> <p>With that said, you could use them in a different environment, away from loud noises, for a better experience.</p>
	What should I do if my earbuds cannot be powered on or paired during the first use?	<ol style="list-style-type: none"> 1. Make sure the isolation film on the earbuds is removed. 2. Try charging the charging case for more than half an hour. 3. Try wiping the charging pins on both the earbuds and the charging case with a damp towel.
	What should I do if my earbuds cannot be powered on?	<p>Restore the earhooks to the LV1 position and place the earbuds into the charging case. Charge the charging case for at least 1 hour and try again.</p>
	What should I do if my earbuds cannot be paired with my phone?	<ol style="list-style-type: none"> 1. Make sure the isolation film on the earbuds is removed. Place the earbuds into the charging case, close the lid, and then open the lid to connect again. 2. If the issue persists, try resetting the earbuds. Refer to "How do I reset the earbuds?" for guidance.
	What should I do if my earbuds cannot be recharged by the charging case?	<ol style="list-style-type: none"> 1. Make sure the charging case is fully charged. 2. Make sure the charging pins on the earbuds and the pogo pins on the charging case are in good contact. Try wiping the pins with alcohol. 3. If the issue persists, try resetting the earbuds. Refer to "How do I reset the earbuds?" for guidance.
	What should I do if the earbuds are connected to the device but not to the soundcore app?	<p>Make sure the soundcore app is updated to the latest version.</p> <p>Close the app and then reopen it to try again.</p>
	What should I do if one earbud has no sound when connected to a MacBook?	<p>Check Volume Balance in More Settings to ensure it is not set to left or right. If it is, adjust the balance by dragging the Balance slider to the midpoint.</p>

		<ol style="list-style-type: none"> 1. Make sure the earbuds' speakers are not blocked and try cleaning them if they are. 2. Try raising the volume to maximum. 3. To achieve the maximum volume output: <ul style="list-style-type: none"> - On an Android phone, make sure the volume sync feature is turned on in the Bluetooth settings. - On an iOS phone, go to Sounds & Haptics > Headphone Safety, and turn off Reduce Loud Sounds. - Lower the volume by one notch on your phone. Then, set the volume of both your phone and earbuds to maximum.
	What should I do if the volume of the earbuds is low?	
	Why does the volume default to 100% when the earbuds first connect to a computer?	<p>When earbuds connect to a computer for the first time, the volume is set to 100% by default because the computer has not yet synchronized its volume settings with the earbuds. After you adjust the earbuds' volume, they will remember it and apply it at the next connection.</p>
	What should I do if the sound quality doesn't meet my expectations?	Make sure the Absolute Volume feature is disabled on your phone.
	What should I do if the volume of the left and right earbuds is inconsistent?	<ol style="list-style-type: none"> 1. Adjust the volume balance between the left and right earbuds in the soundcore app. 2. Reset the earbuds. Refer to "How do I reset the earbuds?" for guidance. 3. Use a Q-tip with a bit of rubbing alcohol or a small, clean brush to gently clean the metal mesh filter. If possible, use a bulb blower to blow air into the port and filter. This will loosen any dust or dirt inside the earbuds. Finally, use a cotton swab or toothpick to remove them. 4. Make sure the earbuds are worn at the correct angle.

	What should I do if the call quality doesn't meet my expectations?	<ol style="list-style-type: none"> 1. Make sure the earbuds' firmware is upgraded to the latest version. 2. Adjust the earbuds for the best fit and check if the call quality improves. 3. Reset the earbuds. Refer to "How do I reset the earbuds?" for guidance.
Material Safety	What should I do if the earbuds are uncomfortable for extended wear?	<ol style="list-style-type: none"> 1. Ensure the earbuds are clean. It's recommended to clean your earbuds and charging case after exercising or sweating to prevent bacterial growth. 2. While the V20i has been certified by SGS, a small number of people may experience adverse reactions to certain materials. If you notice any unusual discomfort or skin irritation while using soundcore V20i earbuds, stop using them immediately and contact soundcore customer support for assistance.
Daily Maintenance	What should I do for daily maintenance of the earbuds?	<ol style="list-style-type: none"> 1. Wipe the earbuds and charging case with a soft, dry cloth. 2. Use a cotton swab lightly dipped in alcohol to clean the charging connector and sound outlet of the earbuds. Avoid using excessive alcohol. 3. Connect the earbuds and play music at maximum volume for a few minutes.