

Category	Questions	Answers
Wearing	How do I wear Liberty 5 correctly?	1. Check the L/R logos on the back of the earbuds to ensure you're wearing them on the correct sides. Rotate the earbuds to find the most comfortable position. 2. Try different ear tip sizes to find the best fit and create a tight seal. If one earbud doesn't fit well, consider using different sizes for each ear, such as medium in one ear and large in the other. 3. Use the Fit Test in the soundcore app to check how well your earbuds fit. 4. Insert the earbuds into your ears and rotate them gently until they feel secure.
	What should I do if I experience discomfort after prolonged use?	1. Try different sizes of ear tips. If one earbud feels uncomfortable, consider using different sizes for each ear, such as medium in one ear and large in the other. 2. Rotate the earbuds to find the most comfortable position. Use the Fit Test in the soundcore app to check how well your earbuds fit. 3. Take breaks during extended wear to give your ears a rest.
	What should I do if my earbuds fall off easily?	1. Try different sizes of ear tips. If one earbud feels uncomfortable, consider using different sizes for each ear, such as medium in one ear and large in the other. 2. Rotate the earbuds till they feel comfortable and secure. Use the Fit Test in the soundcore app to check how well your earbuds fit.
	What should I do if the ear tips easily flip inside out?	1. Wear the ear tips for a longer period to see if the situation improves. 2. Try other sizes of ear tips.
ANC	What should I do if the noise cancellation does not meet my expectations?	1. Try different ear tip sizes to find the best fit and create a tight seal. If one earbud doesn't fit well, consider using different sizes for each ear, such as medium in one ear and large in the other. 2. Use the Fit Test in the soundcore app to check how well your earbuds fit. A poor fit can reduce the noise cancelling performance. 3. Test the earbuds in different environments to see if performance varies. If the Fit Test fails, try using different ear tip sizes for each ear. Note: Noise cancellation may seem less effective in loud environments.

What should I do if I experience dizziness or pressure while using ANC mode?		You can adjust the noise cancellation level through the soundcore app to improve comfort. The noise cancellation has 5 levels, ranging from 1 for minimum to 5 for maximum effect. Lowering the level to 1-3 may help reduce discomfort. Follow these steps to adjust: 1. Open the soundcore app. 2. Go to Noise Cancellation > Mode and select Manual Mode. 3. Drag the slider to set your preferred noise cancellation level.
What should I do if I hear wind noise while using Liberty 5 outdoors?		1. Open the soundcore app and turn on the "Wind Noise Cancellation" function on the Noise Cancellation home page to see if it helps. 2. For optimal audio quality, use Wind Noise Reduction only in windy conditions.
What should I do if I hear background noise while using ANC mode?		1. It might be due to a poor fit. Follow these steps to ensure they fit properly: - Check the L/R logos on the back of the earbuds to ensure you're wearing them on the correct sides. Rotate the earbuds to find the most comfortable position. - Try different ear tip sizes to find the best fit and create a tight seal. If one earbud doesn't fit well, consider using different sizes for each ear, such as medium in one ear and large in the other. 2. Set the noise cancellation to level 4. 3. Try a different audio source or Bluetooth device, such as a phone or tablet, and see if the issue persists. Note: Noise cancellation may seem less effective in loud environments.
What should I do if I hear noise while using Liberty 5?		1. Reset the earbuds as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 2. Test your earbuds with a different Bluetooth device in a different environment to see if the issue persists.
What should I do if I hear noise while using Transparency mode?		1. Check if the noise is coming from the earbuds, and switch to Normal or ANC modes to see if the issue persists. 2. If the noise disappears in Normal or ANC modes, this is normal. Background noise tends to be more noticeable in Transparency mode.

	How do I reset Liberty 5?	1. Place the earbuds in the charging case and leave the case open. 2. Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. If the charging case's LED indicator doesn't turn on, follow these steps: 1. Ensure that the case and earbuds are properly connected. 2. Confirm that both the case and earbuds have sufficient power. 3. Clean the charging pins with a dry cloth to remove any dirt or debris that may hinder the charging process.
Bluetooth	If the earbuds are already connected to two devices, how do I connect them to another device?	There are two ways to do it. Option 1: Disconnect One Device 1. Turn off Bluetooth on one of your devices, or go to its Bluetooth settings and disconnect the earbuds. 2. In the soundcore app, go to More Settings > Dual Connections > Device List and toggle off your device. Option 2: Disconnect Both Devices Place the earbuds in the charging case and leave the case open. Then, press the case button for 3 seconds to enter pairing mode.
	How can I fix the following issues? 1. Earbuds won't pair. 2. No sound from one earbud. 3. One earbud won't connect to the other or my device. 4. No audio after connecting to my device. 5. Earbuds don't auto-connect with my device when removed from the case.	1. Restart your device. Then, turn off Bluetooth on your device and remove all paired devices. 2. Fully charge your earbuds and reset them as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 3. Turn Bluetooth back on on your device and select "soundcore Liberty 5" to pair. 4. Try pairing with another device, like a phone or tablet, to see if the issue persists. If you see a prompt to confirm pairing, select "Pair." If you accidentally select "Cancel," turn your device's Bluetooth off and on again, then try again.

What should I do if Liberty 5 disconnects or the sound is choppy?	This may have something to do with the connected device and your environment. Bluetooth signals may be influenced by walls, pillars, home appliances, Wi-Fi, and more. Avoid these to ensure a stable connection. To fix this issue, do the following: 1. Fully charge your earbuds and reset them as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 2. Turn off Dual Connections in the soundcore app. 3. Test the earbuds by playing downloaded music/videos. 4. Test your earbuds with a different Bluetooth device in a different environment to see if the issue persists.
How do I set Liberty 5 as the input and output device on my computer?	For Windows computers: 1. Listening to audio only: Select "soundcore Liberty 5 Stereo" for computer audio. Adjust both the software and computer volume as needed. 2. Using a conference app (e.g., Zoom, Microsoft Teams): Set the input and output in the app as: Microphone: soundcore Liberty 5 Hands-Free Speaker: soundcore Liberty 5 Hands-Free Adjust the volume in the app. If that's unavailable, select "soundcore Liberty 5 Hands-Free" as the output in your computer's settings. 3. Using an audio/video app without input/output settings: In your computer's audio settings: Input: soundcore Liberty 5 Hands-Free Output: soundcore Liberty 5 Hands-Free For macOS computers: Set both the input and output as soundcore Liberty 5.

	What should I do if there is a delay in playback between the earbuds and the device?	It's normal to experience a short delay with Bluetooth earbuds due to Bluetooth technology limitations. This delay is usually minimal and should not impact your experience. However, factors such as the earbuds, connected device, audio source, app, and network can influence the delay. To fix this issue, do the following: 1. Forget the earbuds in your device's Bluetooth settings and restart your Bluetooth device. 2. Fully charge your earbuds and reset them as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 3. Test your earbuds with a different Bluetooth device or app, and play downloaded music/videos to see if the issue persists. 4. Turn off Dual Connections in the soundcore app. Ensure the Bluetooth device and earbuds are within range and free from signal interference.
	How do I enable Dual Connections?	To pair with a second device while already connected to one: Option 1: Press both earbud stems for 3 seconds. You will hear a sound prompt indicating the earbuds have entered pairing mode. Option 2: Open the app, go to Settings > More Settings > Dual Connections, and turn it on.
	Why can't my Liberty 5 reconnect to my device after disconnecting or going out of range?	1. It might be due to incompatibility with certain phones or tablets (e.g., iOS 18.1.0). Update your device's system to the latest version and try again. 2. Try connecting to other devices to see if the issue persists.
Charging	How long does it take to fully charge the earbuds?	About 50 minutes.
	How long does it take to fully charge the charging case?	- Using a wall charger: Without earbuds: 2 hours With earbuds: 2.5 hours - Using a wireless charger: Without earbuds: 3.5 hours With earbuds: 4 hours

	What should I do if one earbud is draining quickly?	The earbuds last approximately 8 hours in ANC mode and 12 hours in Normal mode at 50% volume. The playtime may vary slightly depending on the playback and volume. Using the earbuds for calls will reduce battery life, as calls consume more power. Note that a playtime difference of less than 1 hour between the two earbuds is normal. If the difference exceeds 1 hour, try the following: 1. Ensure the protective film has been removed from the earbuds. 2. Use a dry cloth or cotton swab with rubbing alcohol to clean the charging pins of both the earbuds and the case. Make sure the ear tips are not blocking the charging pins, then fully charge your earbuds. 3. Charge the case with a different charging cable and wall charger, and make sure the case has sufficient power. 4. Test the battery life by playing music. ANC is enabled by default. To check playtime without ANC, switch to Normal mode first.
	What is the playtime on a single charge and with the charging case?	- ANC Single charge: 8 hours Total playtime with case: 32 hours - Normal Single charge: 12 hours Total playtime with case: 48 hours - Transparency Single charge: 8 hours Total playtime with case: 32 hours - ANC with Dolby Sound: 5 hours - Calls with ANC: 4.5 hours for a single earbud, 5.5 hours for both earbuds - Dual Connections with LDAC/Dolby Sound: 4 hours Note: Battery playtime is based on tests conducted in the soundcore laboratory using the default settings, in Normal mode, and at 50% volume. Actual playtime may vary depending on volume, audio source, environmental factors, usage, and other conditions.

	How do I fix these issues? 1. The earbuds aren't charging. 2. The earbuds are still connected to my device even after returning to the case and closing the lid. 3. The earbuds aren't powering on when taken out of the case.	1. Ensure that the ear tips are not blocking the charging pins of the earbuds and the case, and the earbuds are properly connected to the case. If the indicator lights flash white when placing them in, they are properly connected. 2. Use a dry cloth or cotton swab with rubbing alcohol to clean the charging pins of both the earbuds and the case. 3. Charge the case with a different charging cable and wall charger, and make sure the case has sufficient power. If your earbuds haven't been used for a long time, charge them for at least 2 hours before use.
Sound	How do I adjust the volume via touch controls?	You can enable this feature in Controls in the soundcore app.
	What should I do if the sound quality is poor?	1. Try different ear tip sizes to find the best fit and create a tight seal. If one earbud doesn't fit well, consider using different sizes for each ear, such as medium in one ear and large in the other. 2. Listen to different types of music and ensure the audio source is free from distortion or noise. 3. Experiment with different EQ modes in the soundcore app, and customize the EQ to your preference. 4. Enable Adaptive Sound Leakage Compensation in the app settings.
	What should I do if one earbud is quieter than the other?	1. Remove the ear tips and clean the metal mesh of the earbuds with a soft cloth and a few drops of cleaning alcohol. 2. Fully charge and reset the earbuds as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. 3. Check the volume balance on your Bluetooth phone. On Android: Go to Settings > Accessibility > Audio and On-Screen Text > Audio > Balance. On iPhone: Go to Settings > Accessibility > Audio/Visual > Audio Balance. On Samsung: Go to Settings > Accessibility > Hearing Enhancements > Connected Audio. Note: Shifting the balance to the left will make the left earbud louder and the right one quieter. Shifting the balance to the right will make the right earbud louder and the left one quieter.

	What should I do if the bass is weak?	If the audio lacks bass, the earbuds will reproduce the sound with limited bass output. To address this issue, try the following: 1. Fully charge your earbuds and reset them as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 2. Listen to different types of music and increase the volume on your connected device to check if the bass improves. 3. Try different ear tip sizes to find the best fit and create a tight seal. If one earbud doesn't fit well, consider using different sizes for each ear, such as medium in one ear and large in the other. 4. In the soundcore app, go to Sound Effect and select either "Bass Booster" or "Bass Reducer" from the EQ options. 5. In the soundcore app, go to Custom EQ and personalize the equalizer settings 6. Test the earbuds with a different Bluetooth device to see if there is any difference in the bass performance.
	What should I do if the volume is low when connected to a Mac computer?	1. Make sure the charging case has enough power and reset the earbuds as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 2. Reconnect your earbuds and set the volume to maximum on both your computer and earbuds. 3. Gently clean the speaker mesh with a cotton swab and rubbing alcohol.

What should I do if the volume is low when connected to a Windows computer?	1. Make sure the charging case has enough power and reset the earbuds as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 2. Reconnect your earbuds and set the volume to maximum on both your computer and earbuds. 3. Gently clean the speaker mesh with a cotton swab and rubbing alcohol.
What should I do if the volume is low when connected to an Android phone?	1. Enable Absolute Volume in Developer Options on your phone, or turn on Device Volume Sync to match the earbud volume with your phone. 2. Fully charge your earbuds and reset them as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 3. Reconnect your earbuds and set the volume to maximum on both your phone and earbuds. 4. Gently clean the speaker mesh with a cotton swab and rubbing alcohol. 5. In the soundcore app, disable the maximum volume limit in Safe Volume > Limit High Volume.

	What should I do if the volume is low when connected to an iPhone?	1. Disable the maximum volume limit on your phone. Go to Settings > Sounds & Haptics > Headphone Safety, and turn off Reduce Loud Sounds. 2. Fully charge your earbuds and reset them as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 3. Reconnect your earbuds and set the volume to maximum on both your phone and earbuds. 4. Gently clean the speaker mesh with a cotton swab and rubbing alcohol. 5. In the soundcore app, disable the maximum volume limit in Safe Volume > Limit High Volume.
	What should I do if the sound suddenly changes?	1. Try different sizes of ear tips and make sure you're wearing the earbuds correctly to achieve a tight seal. If one earbud feels stable and the other does not, try using different sizes for each ear, such as medium in one ear and large in the other. 2. Turn off Wind Noise Reduction if there is no wind, as it may cause unintended changes to sound under normal conditions. 3. For optimal audio quality, use Wind Noise Reduction only in windy conditions.
	How do I enable Dolby Sound?	1. Make sure you're wearing both earbuds. 2. Open the soundcore app, connect to Liberty 5, and return to the home page. 3. Go to Sound Effects, turn on Dolby Sound, and choose a mode based on your listening scenario. Note: Enabling Dolby Sound may reduce battery life.
MIC	What should I do if the call quality is poor?	1. Make sure the volume is set to maximum on both the earbuds and the connected device. 2. Try using ear tips that fit more snugly and ensure the earbuds are positioned correctly to create a proper seal. An improper fit can affect call quality. 3. Switch to the phone's microphone and make a call to see if the issue persists. 4. Test the earbuds in a quieter environment to see if the issue persists.

	What should I do if the other person can't hear me clearly during calls?	1. If using only one earbud, make sure the other earbud is in the charging case. 2. Try using ear tips that fit more snugly and ensure the earbuds are positioned correctly to create a proper seal. An improper fit can affect call quality. 3. Ensure "soundcore Liberty 5" is selected as the audio output on your connected device and increase the volume on your device. 4. If the call was made through an app, try using your phone's native calling feature instead to see if the issue persists. 5. Test the earbuds with a different Bluetooth device and in a different environment to see if there is any difference.
	What should I do if the other person's voice cuts in and out during calls?	1. Try using ear tips that fit more snugly and ensure the earbuds are positioned correctly to create a proper seal. An improper fit can affect call quality. 2. Fully charge your earbuds and reset them as follows: - Place the earbuds in the charging case and leave the case open. - Press the button on the case for 10 seconds until the light flashes white three times, indicating a successful reset. To ensure a successful reset, make sure both earbuds are placed correctly inside the charging case, with a white light confirming a proper connection. 3. Ensure "soundcore Liberty 5" is selected as the audio output on your connected device and increase the volume on your device. 4. If the call was made through an app, try using your phone's native calling feature instead to see if the issue persists. 5. Test the earbuds with a different Bluetooth device and in a different environment to see if there is any difference.
	How do I access my phone's voice assistant via touch controls?	Open the app, go to Controls, select your preferred touch command, and enable Voice Assistant.
App	What should I do if the app firmware update fails?	1. Ensure your earbuds have sufficient power and try again with a stable network connection. 2. If the installation fails, uninstall and reinstall the soundcore app, restart your phone, and try again. 3. Try using a different phone. 4. Modify location permissions and settings: Go to Settings > Privacy > soundcore > Location > Allow Only While Using the App. If the issue persists, please provide your phone model and the SN from the app for further investigation.
	How do I update Liberty 5's firmware?	- Keep the earbuds in the charging case with the case open. - Ensure the earbuds have over 20% of battery power. - Do not use the earbuds during the whole process. - If the update fails, try again. - If possible, try the upgrade with another device. - Avoid updating the firmware in areas with potential interference, such as dense Wi-Fi networks or cell phone towers. Try updating again in a different location.

	What should I do if I can't find Liberty 5 in the soundcore app or it won't connect?	1. Download the latest version of the soundcore app from your app store. If you already have the app, uninstall and reinstall it. 2. Pair your earbuds with your phone. Currently, the soundcore app does not support computers. 3. Open the app, tap the grid icon at the bottom left corner to enter My Devices, then tap Add Device. The app will automatically connect to soundcore Liberty 5. Note: You must enable location permissions the first time you use the app. 4. If the connection fails, go to Set Up Manually > Liberty Series > soundcore Liberty 5 to check if it can be added manually. If you can't find the model, please take a screenshot of the page and send it to us. 5. Go to your system settings, locate the language and region options, and set the system language to English (United States). 6. Ensure your phone isn't connected to other Bluetooth devices. If so, disconnect them, then try connecting through the app again. 7. If the issue persists, uninstall and reinstall the app, then log in again. 8. Devices running below iOS 13 (excluding iOS 13) do not support connection with soundcore Liberty 5. If the issue persists, please contact our customer service and provide your mobile phone model, app version, and screenshots from Step 4. If the first connection was successful but subsequent connections fail: 1. Check if Dual Connections is enabled. If the app is active on one device, it cannot connect to another. Close the app on the connected device and try again. 2. Restart the device or try connecting with a different one.
	Can I use Dual Connections and LDAC or Dolby Sound simultaneously?	Yes, but in this case, the battery will only last for 4 hours.
	How do I set up HearID in the app?	1. Log in to your soundcore account in the app. 2. Tap HearID Sound Test to begin the setup. Once completed, the results will be automatically saved and applied.
Operation	Why are the touch controls unresponsive?	1. Keep your hands clean and dry. 2. Ensure you're using the touch-sensitive area, which is the groove on the earbud stem. 3. For a double press, press quickly twice; for a single press, wait at least 1 second between presses. 4. Check for a chime when putting on the earbuds. If you don't hear it, the wearing detection might have failed, which can prevent touch controls from working. To fix it: - Try different ear tips for a better fit.

		- Turn off the Wearing Detection feature in the app.
How do I power the earbuds on or off?	Powering on: To turn on the earbuds, simply open the charging case while the earbuds are inside. Note: Liberty 5 cannot be powered on without the case. Powering off: 1. Place the earbuds back in the case and close the lid to turn them off. 2. If the earbuds are outside the case, not worn, and not connected to any device, they will automatically power off after 30 minutes.	
Can I use only one earbud?	Yes. Return one earbud to the case and close the lid. Then, you can use the other by itself.	
How do I pick up or end a call?	Double-press either earbud stem to answer a call, and hold the stem for 2 seconds to end a call.	
How do I skip to the previous or next track?	Double-press the left earbud stem to play the previous track, and double-press the right earbud stem to skip to the next. You can customize these controls in the soundcore app.	
What do the LED indicators on the case mean?	- Case's battery status: When you open the case 0-20% battery charge: Middle light remains solid red for 5 seconds. 21-59% battery charge: Middle light remains solid white for 5 seconds. 60-100% battery charge: All lights remain solid white for 5 seconds. When the case is fully charged, all lights remain solid white for 5 minutes. - Pairing status Pairing mode: Flashing white light. Successfully paired: Light turns off. - Earbud status Left earbud in the case: Left light turns on. Right earbud in the case: Right light turns on.	
How do I switch between ANC, Normal, and Transparency modes via touch controls?	By default, press and hold either the left or right earbud stem for 2 seconds to switch between ANC and Transparency modes. You can also add Normal mode via the soundcore app.	

	How should I take care of my Liberty 5?	1. Do not leave your earbuds unused for extended periods. Use them at least once a month. Completely depleting the battery can lead to over-discharge, reducing its lifespan. 2. Charge your earbuds before the battery drops to 20% or lower. 3. Do not leave the charging case in a low-battery or fully drained state for prolonged periods. When storing the case, make sure it still has enough charge. 4. Clean the earbuds, case charging pins, speakers, and ear tips promptly after use. Clean the charging pins at least once a month using a cotton swab or cloth with alcohol. 5. Store the earbuds in a dry place. If they come into contact with liquids, dry them with a hairdryer on the cold setting.
	Why do the touch controls on Liberty 5 feel unresponsive?	1. Ensure you're using the touch-sensitive area. 2. For best results, touch the center of that area, as it is the most responsive.
	Why does the music pause or noise cancellation change automatically?	1. Check if you're wearing both earbuds. Music pauses when you take off one earbud. 2. Turn off Wind Noise Reduction if there is no wind, as it may cause unintended changes to sound under normal conditions.
	Why can't I take photos remotely with the earbuds?	1. OPPO and Sony smartphones may not support the Take Photo feature due to protocol compatibility issues. 2. Check if your earbuds are connected to two devices. Disable Dual Connections for the Take Photo feature to work. 3. For Android devices: - Go to Settings > Camera Settings > Volume Button Action. - Select Take Photo/Shutter. If Volume is selected, the Take Photo feature won't work.
	How do I turn the microphone on/off via touch controls?	This feature is disabled by default. To enable it, open the soundcore app, go to Controls > Call, and toggle on Microphone On/Off.