

SOUNDPEATS

FAQ

BLUETOOTH-----	2
SOUND-----	4
CHARGING-----	5
TOUCH CONTROL-----	7
CUSTOMER SERVICE TEAM-----	7

SOUNDPEATS

BLUETOOTH

● How to pair SoundPEATS Life?

1. Please make sure the charging case have remaining power. Open the charging case lid, both earbuds will automatically enter TWS pairing mode. After successfully pairing with each other, the indicator on main earphone will flash in red and white, the indicator of second earphone will stay white, then the earphones will enter pairing mode.
2. Find and click "SOUNDPEATS Life" in the Bluetooth list of your device to connect. The indicator of both earphones will stay on after successfully connected.
3. SOUNDPEATS Life Bluetooth earphones can remember previously paired devices. When you make the second connection, simply activate the Bluetooth in your device and take out both earbuds from charging case at the same time, these earphones will automatically connect to each other and pair with your device. If the earphones can't pair with your device automatically, please activate the Bluetooth in your device and choose "SOUNDPEATS Life" to connect.

● How to reset SoundPEATS Life?

(Try the following steps if you fail building connection between two earbuds, or between earbuds and device.)

1. Clean pairing record of the earphones in all your devices.
2. Place back both earphones into the charging case and make sure they are in charging status. The indicator of the charging case will flash once when the earphones are successfully put in.
3. Keep the charging case lid open, press and hold the button of the charging case for 10s until the white light flashes twice, reset complete.
4. Close the lid and open it again to activate the earphones.

● Why is the Bluetooth connection unstable sometimes?

	Reasons	Workarounds
Case 1	When using the earbuds close to personal computers, Wi-Fi routers, microwave ovens, refrigerators, etc. Refrigerators, microwave ovens, Wi-Fi routers, personal computers, etc. are devices that emit radio waves.	Please use the earbuds away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in

SOUNDPEATS

	The earbuds may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	order to avoid radio wave interference.
Case 2	When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio. If the engine ear is diagonal to the Bluetooth device, it will affect the Bluetooth signal. As human body is the biggest source of signal blocking.	When put the Bluetooth device in a pocket or bag, move the Bluetooth device to a place where there are no obstacles between Bluetooth device and earbuds (such as the human body) for Bluetooth communication.
Case 3	When using the earbuds closes to the other Bluetooth devices. The earbuds may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Turn off the Bluetooth function of the other Bluetooth devices.
Case 4	When using the device away from the earbuds, such as in a different room. Bluetooth communication gradually becomes weaker the further away Bluetooth earbuds are placed from a Bluetooth player. When using Bluetooth earbuds and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.	Keep the Bluetooth earbuds as close to the Bluetooth player as possible.
Case 5	When a lot of applications are running at the same time when use the Bluetooth function.	Quit apps which you are not using on the device to reduce the load.

● **What can I do if the earbuds stopped connecting to my device?**

1. Clear the pairing record between the earbuds and all of the previous devices.
2. Try to clear some Bluetooth listings on your device and restart the device.
3. Put the earbuds into the charging case to reset.
4. Open the charging case lid, both earbuds will automatically enter TWS pairing mode. Then please open the Bluetooth of your device to connect.

● **What can I do if the left earbud and the right earbud won't work together?**

1. Please use a bit of light sandpaper or microfiber cloth with a bit of rubbing

SOUNDPEATS

alcohol to clean the charging connectors to ensure the earbuds charge well.

2. Put them into the charging case to reset.

● **What can I do if the earbuds connect to my phone, but not my Mac-book/computer?**

1. UNPAIR the earbuds from the phone, then the earbuds will lose Bluetooth connection to the phone and enter into pairing mode.

2. Put the earbuds into the charging case to reset.

3. Then open the Bluetooth of your Mac-book/computer to connect.

4. If those do not help, you may need to update your computer's Bluetooth driver. There is no driver for it. Bluetooth drivers must come from the specific manufacturer for your exact computer model. Download and install the appropriate Bluetooth driver from the computer vendor's website, then restart your system before attempting to pair and connect to your SoundPEATS earbuds.

SOUND

● **Why does the volume of the earbuds reduce after using a period of time?**

It may be caused by the sound hole being blocked by foreign objects. Please try to gently clean off the screen with a little alcohol to avoid dust or secretions blocking.

● **What can I do if one earbud is quieter than the the other?**

1. Please try to gently clean off the screen with a little alcohol to avoid dust or secretions blocking.

2. Please change other songs or videos. For some songs and videos, the sound effect is unstable.

3. Please change other devices. You can try this way:

- UNPAIR and delete from your original device
- Pair to a new device and play music
- UNPAIR and delete from this new device

SOUNDPEATS

- Pair back with original device

4. Try to reset the earbuds.

● **Why the other side could not hear me when calling?**

1. Please choose to pick up phone calls via the earbuds.
2. Please do not mute the phone calls.
3. Please clean the Mic holes to avoid dust or secretions blocking.
4. Please kindly adjust the volume through the earbuds and devices.
5. If you are using the earbuds with an Android phone, please check the settings to see if you have allowed both phone audio and media audio to be transmitted through the earbuds.
6. Please change other devices to have a try.

CHARGING

● **What does the charging LED tell while charging the case?**

When charging the case, the indicator light shows:

0%-20%	red light breathing slowly
21%-69%	yellow light breathing slowly
70%-99%	green light breathing slowly
100%	green light on

It shows the power of charging case while:

100%-50%	Green
49%-10%	Yellow
10%-0%	Red

Open the charging case lid, every time you place back or take out the earphones, the indicator of the charging case will flash once and stay on for 10s(the indicator light will change according to the remaining power of the charging case.)

SOUNDPEATS

● **How to charge the charging case?**

1. Use a Type-C adapter to charge the case(current no more than 1A)
2. Please charge the earbuds and charging cases at least once per 3 months when not in use for a long time.

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

Please try to use another known working charging cable to charge the charging case for more than 10 hours through your computer. Compared to other electronics, the headphones are low power products. Hence for charging safety, please do not use fast charger.

● **What can I do if any earbud stopped charging?**

It is possible that your battery is completely empty, and it needs a bit of time to activate itself. There might not be any sign of activity during the first minutes of charging.

First, confirm if your symptom is resolved after charging your device for more than 5 minutes.

If the LED indicator on the earbud stays off, please use some microfiber cloth with a bit of rubbing alcohol to clean the charging connectors and try to adjust the earbuds to ensure the led light is on, then make sure to try and fully charge the earbud. This may take several hours.

Warm tip: Please be careful not to press the earphone too hard in the charging case, so as not to damage the copper pillars in the charging case.

● **Why are the earbuds still connecting to my phone after placing them back and close the case lid?**

1. The charging case has no remaining power. Placing the earbuds back into the charging case can't turn them off if the case battery is dead.
2. Please make sure the earbuds are correctly placed in the charging case, and make sure the charging contacts are clean. Please try to clean the places between the charging case and the earbuds with something like a microfiber cloth.

SOUNDPEATS

TOUCH CONTROL

- **What can I do if the touch controls do not work always?**

1. Please touch the middle of the control zone. And when your hand is wet, the touch control may not work, please keep your hand dry.
2. Please try to skip the songs more times, you will find the best frequency to control the earbuds. When you don't find the frequency you may think the earbuds don't work, please give it some patient.
3. Another way for you to have a try: discharge the earbuds, then charge and reset.

CUSTOMER SERVICE TEAM

- **What should I do if the problem about the earbuds is not mentioned in this FAQ?**

If there is no solution for your problem in this FAQ, please feel free to contact our Customer Service Team and we will provide you a solution as soon as possible. If we confirmed that the problem couldn't be solved, we will apply the replacement or refund for you. SoundPEATS provides an 12-month warranty for every product. Your satisfaction is always greatly important to us.