


# X1 Troubleshooting Guide

Pls refer to the following link :

[https://studio.youtube.com/playlist/PLZkUraxAmlt5bvTGwH8b3f3JR9BZZD\\_cJ/videos](https://studio.youtube.com/playlist/PLZkUraxAmlt5bvTGwH8b3f3JR9BZZD_cJ/videos)

## Customer Service

 **Web:** [www.pocbuds.shop](http://www.pocbuds.shop) 

 **Phone Number: (781) 785-8139**  
**Mon. - Fri., 11:00AM - 8:00PM EDT**

## Bluetooth

**Q** How to reset the “X1” earbuds?

- A**
- Make sure the protective films on the earbuds have been peeled off.
  - Forget all the pairing records of your earbuds on your device and turn off Bluetooth.
  - Click the Multi-functional button of both earbuds 5 times continuously and simultaneously until the LED indicators of the earbuds flash red and blue lights alternately 3 times. You can also hear a voice prompt "power off." This way, the previous pairing memory is cleared, and both earbuds are power off.
  - Put the earbuds into the charging case.
  - Open the charging case. The earbuds will enter pairing mode. One earbud will flash red and blue alternately.
  - Now turn on the Bluetooth on your device, and search "X1" to connect.

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

- A** - The earbuds can't pair with my device?
- X1 cannot be searched in the Bluetooth list
  - Only one earbud can connect to the device
  - No music plays after connecting with my device

You can follow these steps below:

Make sure there are no interference with the Bluetooth signal. Bluetooth signal may be affected by obstructions, such as walls, electric poles, Wi-Fi, etc. To ensure a stable connection, we recommend avoiding such obstructions.

To fix this issue, please try to reset your earbuds and re-pair them.

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

- A** 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:

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 are not in a high temperature condition.
4. Forget all the pairing records of your earbuds on your device and reset the earbuds.

**Q What should I do if X1 connects to my device when they are in the charging case?**

- A** If the earbuds are connected to your device when they are placed in the charging

case, it means that the earbuds are not being charged.

You can follow these steps below:

- Make sure the charging case has enough power. Make sure the protective films covering the dots on the earbuds are removed.
- Clean and dry the pins in the case and the charging contacts in the earbuds with a cotton swab, better dipped with alcohol 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 lights will always illuminate red and the indicator light of the display panel will always flash during charging. (When the earbuds are fully charged, the red light on earbud goes out).
- Use another certified Type-C USB cable to power the charging case.

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

 "X1" 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 your cell phone has already connected with the earbuds, for the second-time using, when you open the the charging case, the earbuds will connect with your cell phone automatically.

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

1. Please delete "X1" on the Bluetooth list of your connected devices or turn off the Bluetooth on the connected devices
2. Open the charging case, they will auto turn on and enter pairing mode in 3 seconds.

(The LED indicators on the earbud will flash red and blue alternately, the other earbud will flash blue slowly. Voice prompt “pairing” means in pairing mode.)

Search for "X1" and tap to connect on your device.

(When successfully connected, you will hear the prompt “connected” and the LED indicator of one earbud flashes 5 seconds, then turn off.)

**Q Can I use one earbud at a time?**

**A Method 1:**

- If you want to use one earbud, please take one earbud out of the charging case, leave another earbud in the charging case and then close the charging case.
- Turn on the Bluetooth on your device, search "X1" on the Bluetooth list, click to connect.

**Method 2:**

Both earbuds will get unpaired with each other when they are out of the charging case and the distance between the right earbud and left earbud is over 10 meters, at this time, you could use one earbud for one device, and the other earbud for a different device.

## Charging

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

**A You can follow these steps below:**

1. Prior to the first use, please peel off the films on the earbuds.
2. Make sure the case is not out of battery and use the Type-C cable to charge it.
3. Check the pin connection. They may be dirty or broken. Clean the pins in the case and the dots in the earbuds with a cotton swab, better dipped with alcohol.
4. Dry the earbuds and put the earbuds back into the charging case, plug the cable in, and leave it to charge for more than 3 hours.
5. Make sure that the earbuds are seated properly in the case.

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

**A** You can follow these steps below:

1. Run out of the battery of the charging case.
2. Use another certified adapter or a different Type-C cable to charge the case, make sure that the cable is firmly plugged, until the digital display is flashing. After being fully charged the number is displayed as 100.
3. Check if the charging interface is loose.

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

**A** You can follow these steps below:

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

## Sound

**Q What should I do if there is no sound from one earbud?**

- A**
1. Delete X1 from the Bluetooth list and turn off Bluetooth on the device. Then re-pair the earbuds with your device again.
  2. Make sure that your earbuds is power on and connected to your 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. Clean the ear tips.
  5. Play audio to test both earbuds.

**Q What should I do when the volume from one earbud is lower than the other side?**

- A** - Check the speaker mesh on each earbud, remove any earwax or debris with a clean, dry, and soft brush, cotton swabs, or other tools.
- Make sure your earbuds have enough power and raise the volume by long pressing the button on the right earbud. If you are using Android phones, please adjust the volume on your phone too.

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

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

- A** 1. 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 don't have enough bass?**

- A** - Make sure you're wearing the earbuds in the correct position so they create a tight seal.
- Try testing different types of music which has more bass inputs.

What should I do if the sound keeps cutting in and out?

Make sure there are no factors that interfere with the Bluetooth signal. Bluetooth signal may be interfered by obstructions, such as walls, electric poles, Wi-Fi, and more. To ensure a stable connection, we recommend avoiding such obstructions.

- Check the earbuds by listening to a downloaded song/video.
- Check the earbuds with another Bluetooth device in a different environment to see if it works well.
- Reset your earbuds and re-pair them.

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

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

You can try the following 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.

**Q What should I do if the other side can't hear me or the sound is low or unclear when on a phone call?**

- A**
- Check if you have chosen the earbuds as the call audio. You can find the settings in the Bluetooth list.
  - Check if you have pressed the button Mute on the phone.
  - If you make a call via the app, try to make a call on your phone to see if the problem persists.
  - The earbuds are not featured with noise cancellation, please make a call in a quieter environment.

**Q Should I do if any of the following problems occur?**

- A**
- 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:

- If the microphone hole is blocked, sound may not be collected properly. Clean the microphone hole, speaker 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.



**Q** When I am answering a phone call, people can hear me talking but I can't hear anything talking to me.

**A** When you answer the call, please check if the audio output is X1 or not. There are two methods to answer the call.

**Method 1:**

Touch the screen of the mobile phone to answer a call. For some mobile phones, you touch screen, the audio output is mobile phone as default, you need to change the audio output into X1, otherwise the caller can't hear you because your mobile is far away from your mouth. And you can't hear people talking unless you put the speaker of the mobile near your ear.

**Method 2:**

Tap on earbuds once to answer a call, you can use the earbuds to have a clear call directly, you can hear clearly what others say and others can hear what you say.

## 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.
  3. Ensure they are completely dry before placed 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 the earbuds.