

Trouble Shooting for T9 Wireless Earbuds

We place tremendous emphasis on enhancing the customer experience. We will listen to every customer's complaint and make detailed records, especially if it involves warranty or product quality issues, then share customer's feedback with our product development team for quality improvement. Product quality related return causes, and potential fixes as below:

1. Sound Issue

I'm sorry to hear that you're not satisfied with the sound quality of your wireless earbuds. I understand how important it is to have a great listening experience.

"Could you please describe the issues you're facing with the sound quality?"

"Are these issues happening with specific devices or in certain environments?"

"Have you tried any troubleshooting steps to resolve the problem?"

To address the sound quality issue, I recommend trying the following troubleshooting steps:

(1) Check Earbud Battery Levels

Make sure both earbuds have sufficient battery life. Low battery levels can lead to sound issues.

(2) Reconnect the Earbuds

Disconnect and then reconnect your earbuds to your device. Sometimes, a simple re-connection can fix sound problems.

(3) Ensure Proper Fit

Ensure that the earbuds are properly seated in your ears. A loose fit can result in poor sound quality.

(4) Clean the Earbuds

Earwax and debris can block the sound channels. Clean the earbuds and the charging contacts with a soft, dry cloth or a cotton swab. Be gentle to avoid damaging them.

(5) Check Bluetooth Connection

Ensure that your earbuds are properly connected to your device via Bluetooth. Sometimes, a weak or unstable connection can lead to sound issues. Try disconnecting and reconnecting the earbuds through your device's Bluetooth settings.

(6) Adjust Sound Settings

Review the sound settings on your device. Ensure that the volume is set to an appropriate level and that there are no equalizer settings causing distortion.

(7) Try a Different Device

Test your wireless earbuds with a different device (e.g., another smartphone, tablet, or computer) to see if the problem persists. This helps determine if the issue is with the earbuds themselves or the original device.

(9) Reset Earbuds

Before resetting, please ensure that the charging case and both earbuds are not in a low battery status.

- Place both earbuds in the case and leave the case open.

- Press and hold the Factory Recovery Key on the case for 5 seconds or until the LED indicator lights on both earbuds flash red and blue 3 times. Resetting done.

(10) Check for Interference

Wireless earbuds can be affected by interference from other electronic devices. Move away from Wi-Fi routers, microwave ovens, and other potential sources of interference.

(11) Update Device Drivers

If you're using the earbuds with a computer, make sure your computer's Bluetooth drivers are up to date.

After you try above steps, and if you continue to experience issues, don't hesitate to reach out to us, we'll assist you solve the problem and ensure that your complaint is fully resolved to your satisfaction.

2. Connectivity Issue

I'm sorry to hear that you're experiencing connectivity issues with your wireless earbuds. We take this issue seriously, and we're committed to resolving it.

Please provide more details about the problem, help describe the specific issues you are facing, for example, when and where the connectivity problems occur, if you've tried any troubleshooting steps as below, and if the issue is consistent.

To address the connectivity issue, I recommend trying the following troubleshooting steps:

(1) Check Battery Level

Ensure that both the wireless earbuds and the device they're paired with have sufficient battery charge. Low battery levels can lead to connectivity problems.

(2) Bluetooth Settings

Verify that Bluetooth is enabled on the device you're connecting the earbuds to. Sometimes, Bluetooth may accidentally be turned off.

(3) Forget and Re-Pair

- a. On your device, go to Bluetooth settings.
- b. Forget or unpair the earbuds.
- c. Turn off Bluetooth on your device.
- d. Turn off the earbuds.
- e. Turn on Bluetooth on your device.
- f. Turn on the earbuds and put them into pairing mode.
- g. Re-pair the earbuds with your device.

(4) Interference Check

Ensure that there are no strong sources of wireless interference nearby, such as other electronic devices, Wi-Fi routers, or microwave ovens. These can disrupt Bluetooth connections.

(5) Restart Devices

Turn off both the earbuds and the device they are paired with. Then, turn them back on and attempt to reconnect.

(6) Reset Earbuds

Resetting can often resolve connection and sound problems.

Before resetting, please ensure that the charging case and both earbuds are not in a low battery status.

- Place both earbuds in the case and leave the case open.

- Press and hold the Factory Recovery Key on the case for 5 seconds or until the LED indicator lights on both earbuds flash red and blue 3 times. Resetting done.

(7) Pair with a Different Device

Test your wireless earbuds with a different device (e.g., another smartphone, tablet, or computer) to see if the problem persists. This helps determine if the issue is with the earbuds themselves or the original device.

(8) Check for Physical Obstructions

Make sure there are no physical obstructions, like walls or obstacles, between your device and the earbuds, as these can weaken the Bluetooth signal.

(9) Check Earbud Placement

Ensure that both earbuds are properly placed in your ears. If one earbud is not seated well, it may affect the connectivity.

If you've tried all the above steps and the connectivity issues persist, it's advisable to send message to us for further assistance. We may provide advanced troubleshooting upon receipt of your detailed feedback.

3. Charging Issue

Very sorry to hear that you're experiencing issues with your wireless earbuds. I understand how frustrating this can be. Could you please provide more specific details about the charging issue for us to better understand the problem? For example, when and where the charging issue occur, if you've tried any troubleshooting steps as below, and if the issue is consistent.

(1) Faulty Charging Cable or Adapter

The most common reason for charging issues is a faulty charging cable or adapter. Check the cable and adapter for any visible damage or try using a different one to see if that resolves the problem.

(2) Dirty or Damaged Charging Port

The charging port on the earbuds or the case can accumulate dust, debris, or even moisture, which can disrupt the charging connection. Ensure the ports are clean and free from any obstructions.

(3) Battery or Charging Case Issues

The battery inside the earbuds or the charging case can degrade over time, leading to charging problems. If your earbuds are old, it's possible that the battery has reached the end of its life.

(4) Software Glitches

Sometimes, software issues can interfere with the charging process. This can be resolved by restarting or resetting the earbuds, or by updating their firmware if applicable.

(5) Overheating

Charging your earbuds in excessively hot conditions can lead to overheating and charging problems. Try charging them in a cooler environment. 0°C~45°C is better.

(6) Incompatible Charger

Using a charger or power source that doesn't provide the right voltage or current can cause charging issues. Always use the charger and cable provided with your earbuds or one that is known to be compatible.

(6) Manufacturing Defects

Sometimes, earbuds may have manufacturing defects that only become apparent after some use. If your earbuds are under warranty, you may be able to get a replacement.

(7) Battery Calibration

Occasionally, the battery management system in the earbuds or charging case can get out of sync with the actual battery level. In such cases, fully draining and then fully charging the earbuds a few times can help recalibrate the battery.

(8) Physical Damage

Any physical damage to the earbuds or charging case can disrupt the charging process. Inspect them for visible damage.

If you've tried troubleshooting these common issues and your wireless earbuds still won't charge, it may be time to send message to us for further assistance or consider getting a replacement if your earbuds are still under warranty.

4. Not Working Properly

We'll address a customer's complaint about wireless earbuds not working properly with a thoughtful and customer-centric approach to resolve the issue and maintain customer satisfaction.

If possible, please follow below basic troubleshooting steps to determine if the issue can be resolved quickly. Common troubleshooting steps may include:

- Ensuring the earbuds are charged.
- Checking Bluetooth connections and pairing.
- Resetting the earbuds to their default settings.
- Testing the earbuds with different devices.

If the problem persists, could you please provide more specific details about the issue? What exactly is wrong? When did it start? Has anything changed recently? This information will help us diagnose the problem more effectively.

Based on the information gathered, we'll offer potential solutions or next steps. This could include exchange or refund.

5. Ear Compatibility

We can understand how that can be frustrating for that you're having trouble with your wireless earbuds wearing. Could you please provide more details about the fit issue?

Are the earbuds too big for your ears, or do they just keep falling out?

Based on the information you provided, we'll offer a potential solution or set of solutions to address the problem. This might involve replacement, alternative products, or accessories that may improve the fit

6. Low Volume Level

If you're experiencing low volume issues with your wireless earbuds, it can be frustrating. However, there are several troubleshooting steps you can follow to try and resolve the problem. Here's a step-by-step guide to help you:

(1) Check Your Device's Volume

Sometimes, the issue may not be with the earbuds but with the device you're connected to (e.g., smartphone, tablet, or computer). Make sure the volume on your device is turned up to an adequate level.

(2) Clean Your Earbuds

Earwax, dust, or debris can accumulate on the speaker grills, affecting sound quality. Gently clean the earbuds using a soft, dry brush or a cotton swab. Be careful not to push any debris further into the earbuds.

(3) Check Bluetooth Connection

If your earbuds connect via Bluetooth, ensure they are properly paired with your device. Sometimes, a weak or unstable Bluetooth connection can result in lower volume. Try reconnecting or repairing the earbuds with your device.

(4) Try a Different Audio Source

Test your earbuds with a different device to see if the issue persists. This can help determine if the problem is with the earbuds or the device you're using.

(8) Check for Equalizer Settings

Some devices have equalizer settings that can reduce or boost specific frequencies. Ensure your device's equalizer settings are configured correctly for optimal sound output.

(9) Check for Hearing Safety Limits

Some devices have built-in volume limits to protect your hearing. Make sure your device doesn't have a safety feature enabled that's limiting the volume.

(10) Inspect Earbud Tips

If your earbuds have interchangeable ear tips, ensure they are securely attached. Ill-fitting tips can affect sound quality. Experiment with different tip sizes to find the best fit.

(11) Check for Damage

Inspect your earbuds for physical damage or loose components. If you notice any damage, send message to us for replacement.

(12) Reset or Restart

Before resetting, please ensure that the charging case and both earbuds are not in a low battery status.

- Place both earbuds in the case and leave the case open.
- Press and hold the Factory Recovery Key on the case for 5 seconds or until the LED indicator lights on both earbuds flash red and blue 3 times. Resetting done.

If none of the above steps solve the problem, send message to us customer for further assistance. They may provide specific guidance or offer a warranty replacement if your earbuds are still under warranty.

7. Volume Button Control Issues

Check Button Functionality

Ensure that the volume control buttons on your earbuds are not physically damaged and can be pressed easily. Sometimes, buttons may become stuck or unresponsive due to dirt or wear.

Note: In single ear mode, the button does not support volume control. Please adjust the volume directly on your device.

Reset or Restart

If the volume buttons are still unresponsive, try resetting your earbuds as per the instructions. This may help restore button functionality.

Before resetting, please ensure that the charging case and both earbuds are not in a low battery status.

- Place both earbuds in the case and leave the case open.
- Press and hold the Factory Recovery Key on the case for 5 seconds or until the LED indicator lights on both earbuds flash red and blue 3 times. Resetting done.

If the volume button issues persist and your earbuds are under warranty, send message to us for further assistance.