

## Earbuds issue

Issues of earbuds — introduction	
Modes of earbuds — introduction	
Issues of noise cancellation mode	<p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Check the software of the earbuds, and update it to the latest version;</li> <li>2. Check the size of ear tips and how they fit the user's ears, replace them with a bigger size, and then check the effects of noise cancellation;</li> <li>3. Adjust the angle of wearing (slightly push the earbuds closer to each ear canal) to improve the noise cancellation experience;</li> <li>4. If the issues of noise cancellation mode cannot be fixed, follow relevant after-sales policy.</li> </ol>
Issues of earbuds control — introduction	
Bad/unresponsive touch control of earbuds	<p>Troubleshooting for earbuds:</p> <ol style="list-style-type: none"> <li>1. Check the software of the earbuds, and update it to the latest version;</li> <li>2. Go to Bluetooth &gt; Headphones &gt; Earbuds Controls, and reset the controls;</li> <li>3. For occasional problems of capacitive touch buttons (of OnePlus Buds, OnePlus Buds Z), use finger pulp (where there is fingerprint) to touch and check whether user taps or touches the proper area; for those of piezoelectric earbuds (OnePlus Buds Pro), use two fingers to press/pinch the piezoelectric area and check whether user presses/pinches the proper place;</li> <li>4. For issues with high probability, follow the after-sales policy for product hardware issues.</li> </ol>
Music cannot be automatically paused/played as the earbuds are put off/on.	<p>Troubleshooting for earbuds:</p> <ol style="list-style-type: none"> <li>1. Check the software of the earbuds, and update it to the latest version;</li> <li>2. For occasional occurrence, check whether the issue is related to a certain third-party app or specific scenarios;</li> <li>3. For issues with high probability, go to Bluetooth &gt; Headphones &gt; In-Ear Detection, and turn the feature on.</li> </ol>
Ineffective earbuds controls	<p>Symptom: no response or function activated after touch controls</p> <p>Applicable to TWS earbuds</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Check the software of the earbuds, and update it to the latest version;</li> <li>2. Go to Bluetooth &gt; Headphones &gt; Earbuds Controls, and reset gesture controls;</li> <li>3. For occasional problems of capacitive touch buttons (of OnePlus Buds, OnePlus Buds Z), use finger pulp (where there is fingerprint) to touch and check whether user taps or touches the proper area; for those of piezoelectric earbuds (OnePlus Buds Pro), use two fingers to pinch the piezoelectric area and check whether user pinch the proper place;</li> </ol> <p>If the issue cannot be solved with the above steps, recommend the user to visit the service center with warranty and relevant certificates.</p>
Issues of earbuds sound -> introduction	
Sound shutter of Bluetooth earbuds	<p>Symptom: Sound becomes lagging/intermittent when the Bluetooth earbuds are connected to a mobile phone</p> <p>Applicable to TWS earbuds/neckband earbuds</p> <p>Troubleshooting:</p> <p>Connect the earbuds to a mobile phone in advance</p> <ol style="list-style-type: none"> <li>1. Check the software of the earbuds, and update it to the latest version;</li> <li>2. Locate where the shutter happened. If there are traffic lights, an induction cooker, a camera, or strong WiFi signals in the vicinity, explain to users that the interference leads to sound shutter;</li> <li>3. Check whether the user was listening to music online as mobile phones may suffer from network congestion in metros and crowded places and thus have lag during music playing;</li> <li>4. Check the audio format the user was playing, such as LHDC/AAC/SBC, and recommend the AAC format;</li> <li>5. Wear earbuds in both ears, listen to music, and cover the ears with both hands. If there is lag or disconnection, the earbuds are defective;</li> </ol> <p>If the issue cannot be solved with the above steps, recommend the user to visit the service center with warranty and relevant certificates.</p>
Noise cancellation issues of Bluetooth earbuds	<p>Symptom: poor effects of noise cancellation or failures to activate noise cancellation</p> <p>Applicable to TWS earbuds/neckband earbuds</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Check the software of the earbuds, and update it to the latest version;</li> </ol>

	<p>2. Check the size of ear tips and how they fit the user's ears, replace them with a bigger size, and then check the effects of noise cancellation;</p> <p>3. Adjust the angle of wearing (slightly push the earbuds closer to each ear canal) to improve the noise cancellation experience;</p> <p>If the issue cannot be solved with the above steps, recommend the user to visit the service center with warranty and relevant certificates.</p>
Music is played through the phone speaker when Bluetooth earbuds are in use	<p>Symptom: When Bluetooth earbuds are connected with a mobile phone, the mobile phone still plays music through its own speaker intermittently or continuously.</p> <p>Applicable to TWS earbuds/neckband earbuds</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Check the status of relevant setting when the problem happens. If the relevant setting is activated, the earbuds have been properly connected to the mobile phone;</li> <li>2. The activation of voice related functions of mobile phones (such as voice assistant, or calls) during voice chats through apps (such as WeChat, or QQ) leads to occasional playing of earbuds sound in mobile phones speakers due to the clash of two voice functions using HFP;</li> <li>3. If the incompatibility of a third party app causes such an issue (check whether the same issue happens with earbuds of other brands), recommend the user to report the issue to customer service of the app ;</li> <li>4. The OnePlus 9 series and some OPPO mobiles phones support wearing detection. Check whether the earbuds are correctly put on or turn off wearing detection, and try again;</li> </ol> <p>If the issue cannot be solved with the above steps, recommend the user to visit the service center with warranty and relevant certificates.</p>
The right and the left Bluetooth earbuds are out of sync or with unbalanced sound	<p>Symptom: When the earbuds are connected to a mobile phone, the right and the left are out of sync or with unbalanced sound.</p> <p>Applicable to TWS earbuds (OnePlus Buds/OnePlus Buds Z/OnePlus Buds Pro)</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Make sure the right and the left buds are both paired and connected to the mobile phone. If only one bud is connected, put the two buds in the charging case, and reconnect them to the mobile phone;</li> <li>2. Check the mesh of sound holes for grease/sweat or dirt, and clean them with rubbing alcohol and anti-static brushes;</li> <li>3. Environmental factors can lead to sound sync problems between the master bud and the slave bud. Take off the earbuds and put them on again; or put the buds in the case, close and open the lid, and reconnect the earbuds;</li> <li>4. Restore factory settings to the earbuds;</li> </ol> <p>If the issue cannot be solved with the above steps, recommend the user to visit the service center with warranty and relevant certificates.</p>
Stutter during playing	<p>Connect earbuds to a mobile phone in advance (refer to steps to troubleshooting Bluetooth issues)</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Check the software of the earbuds, and update it to the latest version;</li> <li>2. Locate where the stutter happened. If there are traffic lights, an induction cooker, a camera, or strong WiFi signals in the vicinity, explain to users that the interference leads to sound stutter;</li> <li>3. Check whether the user was listening to music online as mobile phones may suffer from network congestion in metros and crowded places and thus have lag during music playing;</li> <li>4. Check the audio format the user was playing, such as AAC/SBC, and recommend the AAC format;</li> <li>5. Wear earbuds in both ears, listen to music, and cover the ears with both hands. If there is lag or disconnection, follow the after-sales policy for under performing hardware.</li> </ol>
No sound in both earbuds	<p>Troubleshooting for earbuds:</p> <ol style="list-style-type: none"> <li>1. Check whether the earbuds are connected to a mobile phone;</li> <li>2. Play music, and check the sound;</li> <li>3. Check the mesh of sound holes for foreign substances/dirt (ear wax);</li> <li>4. Clean the mesh carefully with a small brush or toothbrush, swab it with dry cloth, and inform users the importance of earbuds cleaning.</li> </ol>
Low sound of both earbuds	<p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Turn up sound volumes of the earbuds and mobile phone;</li> <li>2. Put both earbuds in the charging case and leave the lid open, press and hold the setup button to restore factory settings, and cancel "pairing" in the mobile phone;</li> <li>3. Reboot the mobile phone, and re-pair and reconnect the two devices;</li> <li>4. For Xiaomi mobile phones, go to <i>Developer Options</i> and disable <i>Absolute Volume</i>;</li> <li>5. Update the software of earbuds to the latest version, and return it to the user.</li> </ol>
Sound of call/video/game/music is not	<p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Check the status of relevant setting when the problem happens. If relevant setting is activated, the earbuds have been properly connected to the mobile phone;</li> </ol>

played through the Bluetooth earbuds in use	<p>2. The activation of voice related functions of mobile phones (such as voice assistant, or calls) during voice chats through apps (such as WeChat, or QQ) leads to occasional playing of earbuds sound in mobile phones speakers due to the clash of two voice functions using HFP;</p> <p>3. If the incompatibility of a third party app causes such an issue (check whether the same issue happens with earbuds of other brands), recommend the user to report the issue to customer service of the app ;</p> <p>4. The OnePlus 9 series and some OPPO mobiles phones support wearing detection. Check whether the earbuds is correctly put on or turn off wearing detection, and try again;</p> <p>5. Update the software of earbuds to the latest one, and return it to the user.</p>
Earbuds appearance -> introduction	
Stuck/squeaky/broken hinge	<p>Troubleshooting for earbuds:</p> <p>1. Open the charging case, and check the hinge of the case for foreign substances or blockage (such as particles or hair);</p> <p>2. Remove it with an air cleaning gun or brush, and make sure there is no more unusual sound before returning the case to users.</p>

## Charging Issue:

Charging issues — Introduction	
Charging case issues — Introduction	
Charging issues of neckband earbuds	<p>Symptom: The battery remains low after a long time of charging, or the charging keeps going on and off.</p> <p>Applicable to neckband earbuds (such as OnePlus Bullet Wireless/OnePlus Bullet Wireless 2/OnePlus Bullet Wireless Z)</p> <p>Causes of issues:</p> <ol style="list-style-type: none"> <li>1. Earbuds unused for a long time</li> <li>2. Bad contact between the charging port and connector</li> <li>3. Malfunctioning adapter</li> </ol> <p>Troubleshooting:</p> <ol style="list-style-type: none"> <li>1. Wait for the earbuds to be adequately charged if they have lain idle for a long time;.</li> <li>2. Check the charging port for dirt, foreign substances, or liquid; If there is, clean the charging port and replug in the cable for charging test</li> <li>3. Change power supply (use a different socket for charging)</li> </ol> <p>If the issue cannot be solved with the above steps, recommend the user to visit the service center with their warranty and relevant certificates.</p>
Charging issues of earbuds	<p>Symptom: The earbuds themselves cannot be charged, or the charging keeps going on and off. (Take out the buds, wait until the indicator light is off, and put the left and the right bud in the case in turn; check whether the indicator light is on; if the light remains off, the bud fails to be charged.)</p> <p>Applicable to TWS earbuds</p> <p>Causes of issues:</p> <ol style="list-style-type: none"> <li>1. Bad contact between the earbud(s) and charging case, or malfunction of the charging case;</li> <li>2. Problem in the charging module of the earbud(s).</li> </ol> <p>1. Occasional charging failures may be because the earbuds are improperly angled in the charging case. Take out the earbuds, properly place them into the charging case, and try again.</p> <p>2. Sweat and foreign substances can affect the performance of earbuds. Clean the charging contact points and try again.</p> <p>3. Check the contact clip or pins inside the charging case for deformation, breaks, or being stuck. Note that warranty does not cover damage arising from improper operation.</p> <p>4. Check the contact points of the earbuds and the contact clips/pins of the charging case for stain or dirt, and clean them with rubbing alcohol and lint-free swabs.</p>

	<p>5. Check the two slots of the charging case for foreign substances which may cause bad contact between the charging points and the charging clip, remove foreign substances, and try again.</p> <p>6. Do not charge under low/high temperatures for battery safety. Charge the earbuds and case under temperature from 17°C to 43°C with the lid closed. Temperature of 2°C–17°C and 43°C–50°C hinders the speed of charging, and that below 2°C or above 50°C leads to charging failures.</p> <p>If the above steps are ineffective and charging still cannot function normally after repeated attempts of placing earbuds in the fully charged case, recommend users to contact the after-sales centers.</p>
Charging issues of charging case	<p>Symptom: The charging case cannot be charged, or the charging keeps going on and off.</p> <p>Applicable to TWS earbuds (such as OnePlus Buds/OnePlus Buds Z/OnePlus Buds Pro)</p> <p>Causes of issues:</p> <p>1. Malfunction of the charging case.</p> <p>Troubleshooting:</p> <p>1. Check the USB charging port of the case for dirt which may leads to bad contact, clean it, and try again.</p> <p>2. Check the charging case. The indicator light should be on first and off later after taking out the two buds. If the light is red or never on, charge it for 15 minutes and try again. After charging, the yellow or green light indicates the charging works; otherwise it means the case cannot be charged, and after-sales policy for non-charging should be followed.</p> <p>3. Check whether the damage is caused by improper operation, such as liquid ingress, deformation, and meltdown. Warranty does not cover burnt USB ports due to external fire or heat, or a short circuit (for special cases, apply for special case treatment);</p> <p>Suggestion: Charge the earbuds when the battery is low. Charge the earbuds fully and close the lid before long idleness</p>

## TWS Troubleshooting

Four Steps to Troubleshooting True Wireless (TWS) Earbuds Issues	No.	Operation	Diagnosis	Remark
	1	Check the charging case for wear and tear, and the USB port for burn or peculiar smell.	USB port burns indicates deformation of USB port caused by a short circuit or fire.	Applicable to TWS earbuds
			Peculiar smell often comes from a burnt circuit inside.	
	2	Check the charging contact points and sound holes of buds for dirt or block, and slots of charging case for dirt or foreign substances.	Blockage in sound holes leads to low or unbalanced sound.	Applicable to TWS earbuds
			Dirt on contact points/clips leads to charging or Bluetooth malfunctions.	
	3	Take out two buds, wait until the indicator light is off, and put in one bud (check the indicator light).	The red light indicates a low battery.	Applicable to TWS earbuds
		When the indicator light is off, put in the other bud (check the indicator light).	No light on indicates no power for the bud or bad contact between the bud and the case.	
			The yellow/green light indicates that the bud is being charged/fully charged.	
	Run charging test when the light is red or off			
	4	Put both buds in the charging case, plug in the USB cable, and close the case for 15-minute charging.	No light on means charging malfunctions (hardware damage, or bad contact points/clips).	Applicable to TWS earbuds
		Take out the two buds, wait until the indicator light is off, and put in one bud (check the indicator light)	A red/yellow/green light means normal function of buds charging.	
When indicator light is off, put in the other bud (check the indicator light).				

## Wireless connection

Wireless connection issues -> introduction	
Bluetooth issues -> introduction	
Bluetooth earbuds fail to connect/pair	Symptom: Bluetooth connection/pairing fails.
	Applicable to TWS earbuds/neckband earbuds
	Troubleshooting:
	Charge the Bluetooth earbuds in advance
	1. Check whether the number of paired Bluetooth devices in the mobile phone is up to the limit (one mobile phone can connect to no more than five Bluetooth devices at the same time);
	2. Keep the earbuds away from strong interference, such as microwave oven or other objects with strong electromagnetic field.
	3. Delete information of all connected Bluetooth devices from the mobile phone, restore factory settings to the Bluetooth earbuds, and try to pair again.
	If the issue cannot be solved with the above steps, recommend the user visit the service center with warranty and relevant certificates.
Troubleshooting for failure of mobile phones to detect Bluetooth earbuds	Symptom: Mobile phones fails to detect Bluetooth earbuds.
	Applicable to TWS earbuds/neckband earbuds
	Troubleshooting:
	1. Make sure the Bluetooth device is turned on and visible to other devices.
	2. Make sure the Bluetooth device is discoverable within the proper duration (60-120 sec).
	3. Make sure that the number of paired Bluetooth devices in the mobile phone is not up to the limit (one mobile phone can connect to no more than five Bluetooth devices at the same time); otherwise, the mobile phone is not able to detect or pair with the earbuds.
	4. Make sure that the Bluetooth device is not connected to other mobile phones. Disconnect it from other mobile phones, and try again; otherwise the device cannot be detected.
	If the above steps fail to help with successful detection, restore factory settings to the Bluetooth earbuds and try again. If the issue still cannot be solved, recommend the user to visit the service center with warranty and relevant certificates.
Connection of Bluetooth earbuds automatically breaks or the sound comes out from the mobile phone	Symptom: Connection of Bluetooth earbuds automatically breaks or the sound comes out from the mobile phone.
	Applicable to TWS earbuds/neckband earbuds
	Troubleshooting:
	1. Check the battery level of Bluetooth earbuds since low battery level often causes failure of Bluetooth connection.
	2. Check whether the earbuds is interfered by environmental factors and whether it is located within the range of Bluetooth connection (10 m).
	3. Switch off the Bluetooth of the mobile phone, switch on it again, and try to reconnect it to the Bluetooth earbuds.
	4. Delete information of all connected Bluetooth devices from the mobile phone, restore factory settings to the Bluetooth earbuds, and try to pair again.
	If the issue cannot be solved with the above steps, recommend the user visit the service center with warranty and relevant certificates.
Bluetooth connection does not break automatically when the earbuds is put inside the charging case.	Symptom: Bluetooth connection does not break automatically from mobile phone when the earbuds is put inside the charging case
	Applicable to TWS earbuds
	Troubleshooting:
	1. Check the charging clip or probe inside the case for deformation or breaks;
	2. Check the contact points of the earbuds and the contact clips/probes of the charging case for stain or dirt, and clean them with lint-free swabs or cloth;
	3. If the issue cannot be solved after cleaning, recommend the user to visit the service center with warranty and relevant certificates.
	(Note: It is normal if the earbuds are put in the charging case with the lid open and the bluetooth connection does not break)

No pop-up for pairing when the Bluetooth earbuds are being connected to a OnePlus mobile phone.	1. The <i>OnePlus Buds</i> app should be installed in the mobile phone
	Path: Settings > Apps & Notifications > App Info, and search for <i>OnePlus Buds</i> ;
	2. The OS version is too outdated or the feature is not adapted for the mobile phone model;
	3. No pop-up window when the screen of mobile phone has been on for more than five minutes;
	To save mobile phone power, detection is only activated for five minutes after screen on. After the five minutes, detection is off, and there is no pop-up window.
	4. The first pop-up is canceled by the user
	If the user disagrees with the term of use when the window pops up for the first time, the window will not pop up later.
	Solution: Go to <i>Apps &amp; Notifications</i> to clear App Data in <i>OnePlus Buds</i> for reactivating the pop-up window.
	5. The earbuds is distant from the mobile phone
Issues with sound of Bluetooth earbuds (listening to music/calling/voice chatting over social media/video)	The range of Bluetooth connection is 10 m, and interferences such as building or other signals also affect the range. If the earbuds is distant from the mobile phone, detection fails. Suggest putting the earbuds closer to the mobile phone.
	Troubleshooting for earbuds:
	1. If a single earbud can be paired with a mobile phone, check each of the earbuds for software version and update them to the latest one; if a single earbud cannot be connected to a mobile phone, it is the problem of the single earbud
	2. If the software version is already the latest, put the two earbuds in turn in the charging case, press the setup button for 15 sec to restore factory settings, and try again
	3. Locate where the lag happened. If there are traffic lights, an induction cooker, a camera, or strong WiFi signals in the vicinity, explain to users the impact of the interference
Bluetooth connection issues (failures of connection/pairing or abnormal disconnection)	4. Check with the user whether the same issue happens with other earbuds
	The earbuds must be charged in advance
	Troubleshooting:
	1. Put the earbuds in the charging case, keep the lid open, and press and hold the setup button to restore factory settings;
	2. Make sure the two earbuds are in the case, press and hold the setup button for pairing for three seconds, check whether the pairing mode (with white flashing light) can be activated, and if not, the Bluetooth connection/pairing fails;
	3. Check whether the earbuds can be connected to a mobile phone, and if not, the Bluetooth connection/pairing fails;
	4. Follow the after-sales policy for issues that cannot be fixed.