

# Troubleshooting Guide for POCBUDS T26AI Translation

## Introduction:

Thank you for choosing POCBUDS T26 AI translation earbuds. If you're experiencing issues, please refer to the guide below for quick solutions.

## Issue: Product doesn't work

### Cause 1: Unable to Download or Use the App

**Description:** Unable to find, install, or access the correct companion app.

#### Troubleshooting:

- ① Download the Ear Dance app by scanning the following QR code.
- ② Alternatively, search for the "Ear Dance" app name on the App Store or Google Play.
- ③ Make sure you allow necessary permissions (Bluetooth, microphone, location).

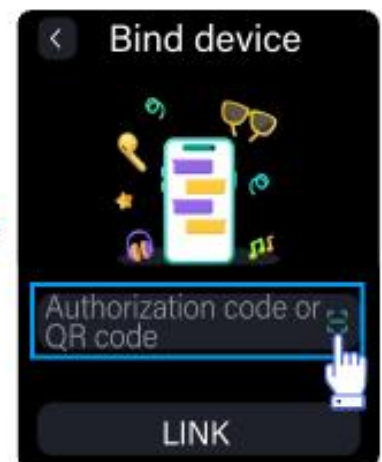
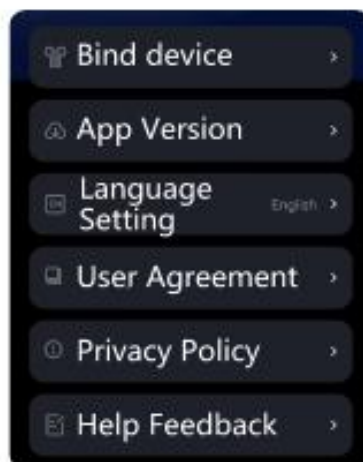


## Cause 2: App and Bluetooth Pairing Not Working

**Description:** The earbuds fail to connect with the app or pair Bluetooth.

### Troubleshooting:

- ① Open the charging case and take both earbuds out. The earbuds will automatically enter the pairing mode. During pairing mode, the LED indicator light on the earbuds will flash red and blue alternately.
- ② Go to Ear Dance APP, click "Connect", and then allow "Bluetooth" permission and go to setting.
- ③ Enable "Bluetooth" function and pair earbuds "T26".
- ④ Back to Ear Dance APP you will find the earbuds "T26" has connected with the APP.
- ⑤ Go to "Mine" page, click "Bind device" then click "(allow camera permission)", scan the QR Code of manual to bind device, activate and unlock all features.

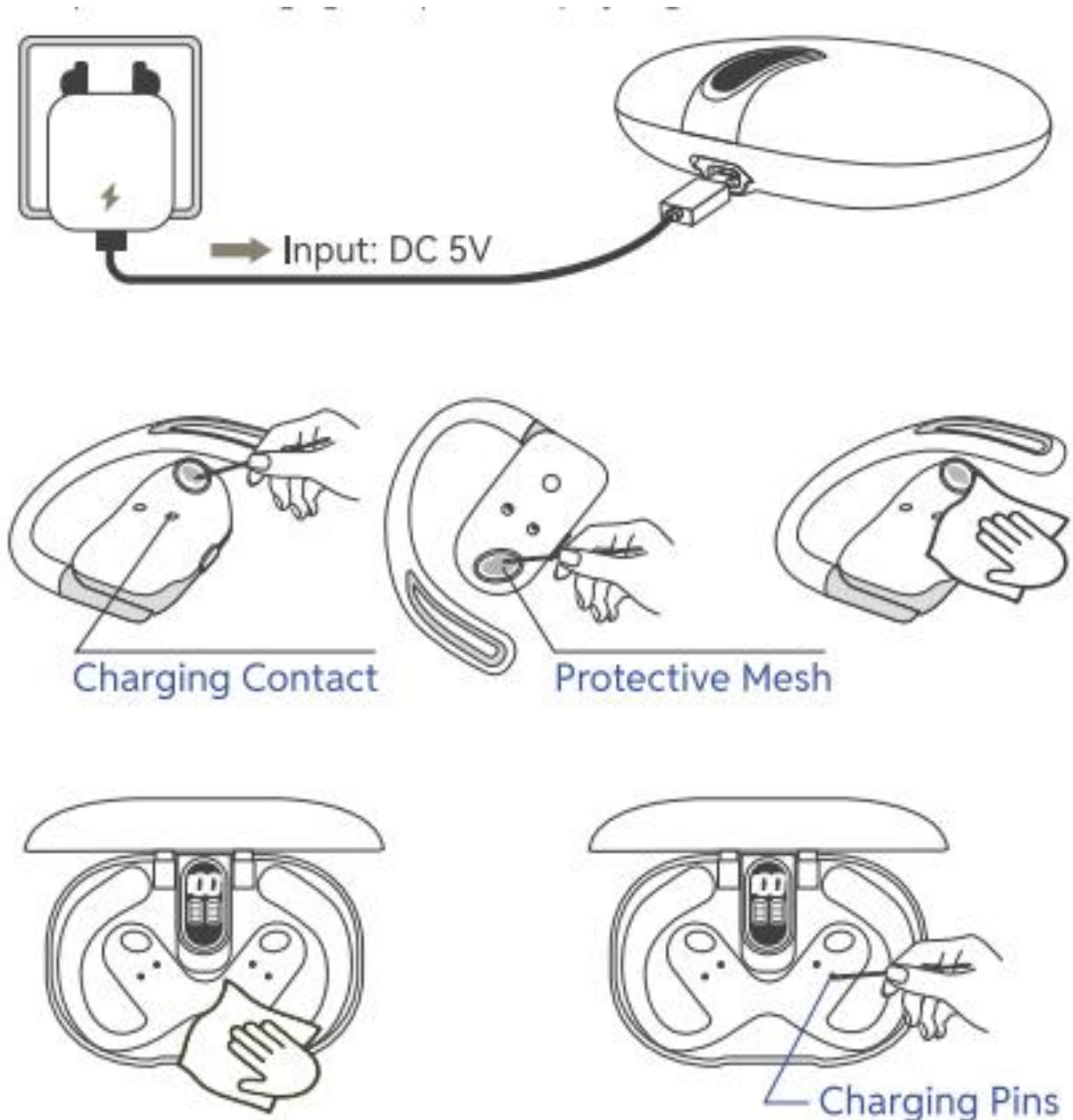


### Cause 3: Earbuds won't power on even after charging

**Description:** The earbuds do not respond or light up after being charged.

#### Troubleshooting:

- ① Ensure to remove the protective film from the earbuds.
- ② Clean the charging pins of the case and charging contacts using a pointed cotton swab.
- ③ Insert the earbuds into the charging case and connect both the earbuds and the charging case to a power source using the provided Type-C charging cable. Allow them to charge for at least 10 minutes. It is crucial not to remove the earbuds from the case while they are being charged.
- ④ Pick up the earbuds from the charging case, then long tap earbuds for 2 seconds to power on.



## Cause 4: Language is not available

**Description:** Some languages unavailable for translation.

### Troubleshooting:

- ① Update the app to the latest version via the App Store or Google Play. Older versions have fewer languages.
- ② Connect to the internet to unlock full language support.
- ③ Choose the translation mode and tap the language switch button in the top-right corner. You can switch among 164 languages and exchange languages between both sides.
- ④ Some rare dialects may not be supported—check the language list in the translation modes.

## Cause 5: No translation or inaccurate translation

**Description:** The earbuds fail to translate, or the translation is incorrect or inconsistent.

### Troubleshooting:

- ① Make sure your phone is connected to a stable internet network (Wi-Fi or mobile data).
- ② Confirm that Bluetooth is properly paired between the earbuds "T26" and Ear Dance APP.
- ③ Check that you've selected the correct mode in the app (e.g., AI Chat Mode, Free Talk Mode).
- ④ Speak clearly, avoid background noise, and don't speak too fast.
- ⑤ Update the app to the latest version via the App Store or Google Play.

## Cause 6: Translation is delayed or not real-time

**Description:** The translation takes too long to appear, or lags behind spoken words.

**Troubleshooting:**

- ① Use a stable and fast internet connection.
- ② Close other apps that may be using the microphone or network.
- ③ Ensure both users are within microphone range and are not speaking simultaneously.
- ④ Speak in moderate-length phrases—very long sentences may cause delays.

**Cause 7: Poor volume or unclear audio output**

**Description:** Sound from the earbuds is too low or unclear during translation.

**Troubleshooting:**

- ① Increase the volume on your phone and long tap on "R" earbud to increase the earbuds volume
- ② Make sure that your headphone volume and your phone volume are synchronized.
- ③ Clean the earbud speaker mesh if clogged with dust or debris.



**Need More Help?**

We're here to assist you! If you have any other questions, please feel free to contact us according to the following steps:

Thank you for trusting our AI Translation Earbuds. We're committed to helping you break language barriers effortlessly.

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Processing Assistant

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help with?

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Product details

0:00:00

Processing Assistant

Let me help you send a message to the seller on Amazon seller.

• IMPORTANT NOTICE:

Please include the product name or ASIN that you have a question about within  
your message below.

0:00:00

Please limit your text to less than 4000 characters and your total attachments size to less than 10 MB. For your security, do not  
include any personal information including email addresses, physical addresses, phone numbers or credit card numbers in your  
message.

Nevermind, I'm all set

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