

**FAQ**

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## **BLUETOOTH**

### ● **Initial Setup**

1. Open the charging case lid and remove the two earbuds. Peel off the insulation film from both earbuds. Place the earbuds back into the charging case, then take them out again. At this point, the left and right earbuds will automatically enter the TWS interconnection state. Once the interconnection is successful, both earbuds will enter pairing mode.
2. Active the Bluetooth non your device, the select "SOUNDPEAST Clear-Pods" from the Bluetooth device list to complete the pairing process.

### ● **How to reset SoundPEATS Clear-Pods?**

With the earbuds inside the charging case and press and hold the charging case button for 10 seconds until the charging case indicator light flashes white and red twice. The reset process is complete.

### ● **Why is the Bluetooth connection unstable sometimes?**

	<b>Reasons</b>	<b>Workarounds</b>
<b>Case 1</b>	<b>When using the earbuds close to personal computers, Wi-Fi routers, microwave ovens, refrigerators, etc.</b> Refrigerators, microwave ovens, Wi-Fi routers, personal computers, etc. are devices that emit radio waves. The earbuds may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Please use the earbuds away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.
<b>Case 2</b>	<b>When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.</b> 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.
<b>Case 3</b>	<b>When using the earbuds closes to the other Bluetooth devices.</b> 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.

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<b>Case 4</b>	<b>When using the device away from the earbuds, such as in a different room.</b> 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.
<b>Case 5</b>	<b>When a lot of applications are running at the same time when use the Bluetooth function.</b>	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.
1. Activate Bluetooth on the device, and choose "SOUNDPEATS Clear-Pods" on Bluetooth list to pair.

### ● **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 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. Unpaired the earbuds from the phone, then the earbuds will lose Bluetooth connection to the phone.
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.

### ● **Why is the signal intermittent when I am outdoors?**

In the outdoors, the Bluetooth signal will be interfered, such as subways, high-speed rails, trains, dense

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traffic lights, car engines and so on. And if the phone is in your pocket, and the engine ear is diagonal to the phone, it will affect the Bluetooth signal. As human body is the biggest source of signal blocking. So when the left earbud is the engine earbud, please put your phone in the left pocket, which will be better.

### ● **Why the earbuds cannot connect to my TV or watch?**

Please clear the pairing record between the earbuds and all of your other devices first, then reset them as the user manual. If it does not help, please contact SoundPEATS for a refund before you are ready to return the item.

## **SOUND**

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

1. It may be caused by the sound hole being blocked by foreign objects. Please try to gently clean it with a little alcohol to avoid dust or secretions blocking.
2. Please change other devices to see if the problem still exists.
3. Please also try to remove the silicone ear piece and gently clean off the screen with a little alcohol to see if that will help.

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

1. Please change other songs or videos. For some songs and videos, the sound effect is unstable.
2. Please change other devices. You can try this way:
  - Unpaired and delete from your original device
  - Pair to a new device and play music
  - Unpaired and delete from this new device
  - Pair back with original device
3. Please also try to remove the silicone ear piece and gently clean off the screen with a little alcohol to see if that will help.
4. Try to reset the earbuds.
5. Please also adjust the "Audio Equalizer" in your phone to see if it helps:
  - 1) For iPhone: [General] - [Accessibility] - [Hearing]
  - 2) For Android: [Accessibility features] - [Accessibility] - [Audio balance]
6. Do a test of "Adaptive EQ" in the Application

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### ● **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 wear both the earbuds instead of any single one.
5. Please kindly adjust the volume through the earbuds and devices.
6. 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.
7. Please change other devices to have a try.

### ● **Why doesn't the mic work well when the earbuds are connected to the PC/laptop?**

When you connect our earbuds to the PC/laptop, for some devices in old windows version, it may show two lists:

"SOUNDPEATS Clear-Pods Hands- Free AG Audio"

"SOUNDPEATS Clear-Pods Stereo"

Please kindly choose "SOUNDPEATS Clear-Pods Stereo" to play media audio, and if you use call audio, you can manually change to "SOUNDPEATS Clear-Pods Hands- Free AG Audio" to give a try.

If you want use call audio via the earbuds on your Mac or Windows, please set the as follows:

A) Input device:

Disable: Realtek(R) Audio as speaker and "SOUNDPEATS Clear-Pods Stereo"

B) Output device:

Disable: Realtek(R) Audio as microphone or stereo mix

C) Please only set "SOUNDPEATS Clear-Pods Hands- Free AG Audio" as the Input device and Output device. Then you will use earbuds to make call audio.

### ● **Why does a phone call disconnect?**

We recommend that you try the following steps to troubleshoot and resolve this issue:

- Check the earphone battery level: Please ensure that both the earphones and the charging case have sufficient battery power. Low battery can lead to unstable connections. Please charge the earphones first.
- Update the earphone firmware: Please update the firmware of your earphones to the latest version through the the app to ensure that the software on your earphones is up to date.
- Factory reset the earphones: Try resetting your earphones to factory settings and then re-pair them with your device.
- Check connections from other devices: Please check if there are any other devices connected to your earphones. Earphones support connection preemption, and if a previously paired device initiates a connection, it may cause the earphones to disconnect from the current device.
- Restart your phone and its Bluetooth: Please try turning off your phone's Bluetooth and then turning it

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back on, or restart your phone to ensure that the Bluetooth function is working properly.

- Reduce interference: In certain situations, such as in subway stations, high-speed train stations, airports, and other places with strong electromagnetic interference, Bluetooth signals may be affected. Please try using them in a different location.

- Check network signal: If you are making calls over the internet, the strength of the network signal can also affect call quality. Please ensure that your network connection is stable.

### **● Why is there a disconnection or intermittent sound when listening to music?**

If your earphones frequently disconnect from your playback device, you can try the following methods to resolve the issue:

- Stay Within Effective Range and Pay Attention to the Interference: Ensure that the distance between your earphones and playback device is within the effective transmission range of Bluetooth, which is typically around 10 meters. And be aware of any devices around that might interfere with the Bluetooth signal, such as walls, Wi-Fi routers, microwave ovens, etc.

- Change Wi-Fi Channels: If your earphones and Wi-Fi are using the same frequency band, it may cause interference. Try changing the Wi-Fi channel on your router to reduce interference.

- Remove Unnecessary Bluetooth Connections: If your device is trying to connect to multiple Bluetooth devices, it may cause unstable connections. Remove all unnecessary Bluetooth pairings, leaving only the device you are currently using.

- Check Battery Levels: Make sure your earphones have sufficient battery power, as low battery levels can lead to unstable connections or disconnections.

- Re-pair the Earphones: Try disconnecting your earphones from your playback device and then re-pairing them.

- Update Firmware and Drivers: Check if there are updates available for the firmware or drivers of your earphones and playback device.

- Check Pairing Devices: Ensure that your earphones are not paired with too many devices, as excessive pairings can cause overload and lead to disconnections.

- Device compatibility issues: Different Bluetooth devices may use different Bluetooth versions or protocols. If there are compatibility issues between the earbuds and the connected devices, it may lead to unstable connections. Please connect the earbuds to a different device.

- Reset the Earphones: If the above methods do not solve the problem, you can try resetting your earphones to factory settings and then re-pairing them with your playback device.

## **CHARGING**

### **● What does the indicator light of the charging case display?**

1. Charging Case Battery Indicator:

100%-50% Green

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49%-10%      Yellow

<10%              Red

### 2. Charging Case Indicator while Charging:

<10%              The Red light flashes slowly

11%-49%      The Yellow light flashes slowly

50%-99%      The Green light flashes slowly

100%              The Green light stays on

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

1. Connect the charging case to a Type-C charger.(The current doesn't exceed 1A)
2. If the earbuds stay idle for an extended period, charge them at least every three months to prevent the battery from being damaged.

## ● **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.

## ● **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.

## ● **Does the earbuds not use for a long time without charging cause the earbuds not to turn on or the battery to drain quickly?**

Earphones left uncharged for a long time may indeed experience some degree of battery degradation. Even lithium-ion batteries, if left unused for a long period, may encounter the following situations:

\* Battery self-discharge: Batteries naturally discharge even when not in use, which is determined by the chemical properties of the battery. If left uncharged for a long time, the battery may gradually lose charge due to self-discharge.

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\* Battery aging: Over time, the chemical components of the battery will gradually age, leading to a decrease in battery capacity, even if it has not been used.

\* Deep discharge: If the battery remains in a low-charge state for a long time, it may enter a state of deep discharge, which can accelerate battery aging.

To maximize battery life, it is recommended to periodically charge headphones that are not used for a long time, avoiding leaving the battery in a completely discharged state for extended periods. Additionally, it is best to store the battery with about 50% charge and keep it in a cool, dry place, avoiding high temperatures and humid environments.

Your Earphones have likely experienced battery damage due to being left unused for an extended period. You might try the following steps to see if there's any possibility of repair:

1. Connect the earphones to a computer and charge them for 10 hours;
2. Reset the earphones.

### **● Why the battery life of the left and right earbud is inconsistent?**

Generally speaking, the main earbud consumes more power. The difference may be within 10%.

### **● Why the battery life of the earbuds does not match the product page promotion?**

The product promotion page includes the duration of a single charge of the earbuds and the total duration of use with the charging case. The battery life of earbuds is related to volume and Bluetooth encoding

### **● Why the earbuds do not charge or the volume decreases after being exposed to rain?**

The earbuds support waterproof. After encountering water, please dry the earbuds with a hair dryer and clean the charging port in a timely manner to ensure a dry environment before putting them into the charging case.

The product promotion page includes the duration of a single charge of the earbuds and the total duration of use with the charging case. The battery life of earbuds is related to volume and Bluetooth encoding.

### **● Are the earphones waterproof? Can they be used while taking a shower?**

We have a responsibility to remind you of some important safety and product maintenance precautions regarding the idea of using earphones in the shower that you mentioned.

Firstly, most Bluetooth earphones have a certain degree of waterproof function, but they are not specifically designed for underwater or humid environments. Water and moisture may cause damage to



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the electronic components of headphones, leading to headphone malfunction or permanent damage. In addition, water vapor and rapid temperature changes may also affect the performance and lifespan of headphones.

For your safety and long-term use of the headphones, we recommend that you:

- 1) Avoid humid environments: Please do not use headphones in showers, swimming, or other activities that may come into contact with water.
- 2) Product maintenance: After using the headphones, if there is sweat or moisture on the surface of the headphones, please gently wipe them with a clean soft cloth to prevent moisture from seeping into the inside of the headphones.
- 3) Safety first: Safety always comes first in any activity that may come into contact with water. We don't want to distract you from the safety of the surrounding environment by using headphones.

## **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.

## **APP**

### **● How to register an account?**

1. Fill in email address; set and confirm password(\*\*\*use some combinations of letters and numbers, avoid special characters like %\$#@ )
2. Click "get verification code"
3. Type in the code you get from your email
4. Finish register

### **● Fail to receive the verification code?**

1. Make sure your phone is connected with good network and try to send the code again about 5 minutes later;
2. Check your spam folders/junk inbox first

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3. Try to register with a different email address, uninstall the App and then reinstall it and restart your device to register again
4. Please manually type your e-mail into the area instead of auto fill for your email address, and also please pay attention to the format of English letters and the space before and after the email address
5. Please try to turn off anti-virus software. If you have data encryption software on your phone, you may have to turn it off momentarily

### **● Why does registering an app require an email?**

Creating an account is essential for utilizing the app, which is designed to deliver tailored services exclusively for our valued brand customers. This step is crucial for personalizing your experience and ensuring you receive the best service we can offer.

The app requires only your email address to send a verification code, which is a standard procedure to confirm your identity and secure your account. Upon registration, a unique account is created for you, allowing us to retain your preferences and previous activities within the APP for a seamless and personalized user experience.

Furthermore, we've established a dedicated feedback channel within the app for customers to share their inquiries. An email address is necessary for us to respond to your questions promptly and effectively. Rest assured, as a reputable brand owner, we are committed to safeguarding your privacy and will not disclose any of your personal information.

### **● What can I do if the earbuds won't connect to the APP?**

1. Please first to check if your PeatsAudio earbuds app has updated to the newest version.  
You can log in the app and find the icon with three bars in the upper left corner, find "about" to check the SOUNDPEATS version is. Please upgrade to make sure you get the newest version.
2. Please make sure that the earbuds Bluetooth name is the default "SOUNDPEATS Clear-Pods". If you changed the default name, please change to its original format. Then restart your phone. Please note that if you change the default Bluetooth name of the model, it may cause connection issue to this app.
3. Please make sure the location function of your mobile phone turn on, and authorize our app to obtain all permissions needed from your phone to make the connection easier. Please allow the app to always access the phone information, and do not choose the blank pass of the system.
4. Please make sure both earbuds pair with each other, then connect to your phone first. After the earbuds connected to your phone, then please open the app to connect earbuds.
5. If the earbuds could not still connect to app, please follow the steps one by one:
  - try to turn off earbuds app completely (Turn off the background running of the app totally);
  - unpaired the earbuds via your phone, then turn off phone Bluetooth;
  - put two earbuds into the charging case and do a reset as the manual;
  - reconnect the earbuds to your phone first after reset (In this step, please make sure PeatsAudio APP is off);
  - re-open the app to search earbuds to connect to app;

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### **● What can I do if the APP could not update?**

Please try the following:

1. Please try to reset the earbuds as the manual;
2. Take the earbuds out of the charging case and leave some time for the two earbuds to pair with each other. Then please turn on the blue tooth of your phone to connect with the earbuds;
3. Make sure your phone is connected with good network. Turn off the app and reopen it;
4. Try to connect the app with your phone and do the upgrade again;

Precautions during the app upgrade process:

1. During the upgrade, the distance between the earbuds and the mobile phone must be within 0.5 meters;
2. Do not put the earbuds into the charging case;
3. Do not disconnect, play music, or answer the phone calls;
4. Don't close or shrink the upgrade page;

## **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.