

Trouble shooting:

Only one earphone is syncing with the device

1. Make sure the earbud or charge case have enough battery.
2. If only one earphone has connected, the second earphone will not be able to connect. In this case, you will need to turn off Bluetooth on your mobile phone and try again.

Note : Please make sure to turn on the earphones first so they can pair together. Once the two earphones have paired, then turn on the Bluetooth and connect.

Earphones do not charge or retain battery

1. Please make sure the charge case is charged and has enough battery