BH100 FAQ

Q1. How long does it take for a full charge?

It approximately takes 2.5 hours to fully charge by using usb-c charging cable.

Q2. How to connect wireless headphones to phone?

a. If your phone has a 3.5mm audio port, you can plug the 3.5mm audio cable (included) into your phone, turn on your headphones, and enjoy your music.

b. If you need a wireless connection, turn on your headphones and your phone's Bluetooth, find the BIGGERFIVE BH100 on your phone's Bluetooth list and tap it to pair headphones with your phone and enjoy your music.

Q3. Why does my headphone volume seem low?

Our headphones have a volume limited feature. The default volume is 85dB to protect children's hearing from damage. It can be switched by long pressing the Light Mode Button 1s from 85dB to the maximum of 94dB for a noisy environment.

Q4. How do I switch between 94dB/85dB?

Press the light mode button 1s to switch 94dB to 85dB or 85dB to 94dB. The switch setting is not saved, and children can easily select 94dB or 85dB according to their different needs.

Q5. How to correctly plug 3.5mm audio cable into headphones?

Please plug the plug close to microphone into 3.5mm jack of headphones otherwise there is bad wrong wired sound quality. There is no influence on wireless sound quality. If it happens, please try the plug on the other end.

Q6. What does the BIGGERFIVE kids wireless headphones package contain(Model Name: BIGGERFIVE BH100)?

1 x kids wireless headphones; 1 x Type-C charging cable; 1 x 3.5 mm audio cable; 1 x quick start guide. No charging adapter is included. You can connect your phone's charging adapter with a USB-C charging port to charge the headphones.

Q7. How to close and open LED light?

LED lights is defaulted as open. You could please click light mode button on headphone to turn it off and click again to turn it on.

Q8. How to disconnect with connected device and connect to another device?

Find BIGGERFIVE BH100 in the paired device list (iOS - MY DEVICE), unpair or forget the BIGGERFIVE BH100, turn on the headphones and another device's Bluetooth, search and locate BIGGERFIVE BH100, and pair it to the phone.