

## FAQ for A6

Category	Questions	Answers	Note
Charge	How long it will take to charge the headset fully?	The bluetooth headset emits a "Battery Low" prompt sound, and the red light flashes slowly, flashing once every 3 seconds. Then please use the Type-C charging cable to charge the headset directly for about 2 hours. When the red light is off, it means that the battery is fully charged.	1. Compared to other electronics, the headset are low power products. Hence for charging safety, please make sure the charging current is no greater than 5V 1A. Please do not use fast charger. You can charge the headset anytime you'd like, which does not affect the battery of the headset.
	What can we do if the headset stopped charging?	Please try to use another known working Type C charging cable to charge the headset for more than 2 hours through your computer.	
Play	What is the Bluetooth of A6?	The Bluetooth version of A6 is V5.0 which supports devices whose bluetooth version is above V4.0	
	How many mics on A6?	The headset has ANC active noise reduction and a total of 5 MICs. Two MICs on the left and right are used for ANC active noise reduction, and the remaining 1 MIC is used for calls (right).	
	How the lights flash when you use A6?	Pairing status with mobile phone: red and blue flashing alternately The headset is connected to the mobile phone. Standby state: the blue light flashes once every 5 seconds (same as the play and pause states)	
	How to reset A6?	The way to reset this model is to long press "power on" and "volume +" button for 5s when the headset is in power on(not during in a call) until the LED indicator will flash in purple light for 2s, you will hear "beep" twice, and then it automatically enter the pairing status;  When the headset enters the pairing status, accompanied by a "PAIRING" voice prompt, the LED indicator will flash a red and blue interactively, then reconnect it to your phone.	
	Could the A6 connect to several devices at the same time?	A6 does not support to connect to several devices at the same time.	
	What can we do if the headset won't turn on?	1.Please check if they need to be charged. 2.Long press the power button 3s, the blue LED light will be steady on 2s and then go off after flash slowly once. 3.Try to reset the earbuds.	
	What can we do if the headset sound gets lower?	1. Please change other songs or videos to have a try. 2. Change other devices to see if the problem still happens. 3. Please volume up by the headset and the device. 4. Please try to reset the headset.	
	What can we do if the other side could not hear you when calling?	1. Please choose to pick up phone calls via the headset. 2. Please do not mute the phone calls. 3. Please kindly adjust the volume through the headset and devices to see if it works better. 4. If you are using the headset 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 headset. 5.Please change other devices to see if it gets better.	
	What can we do if the headset stopped connecting to your device?	1. Please check if the headset can connect to other devices. 2. Try to reset the earbuds. 3. Check whether the DUT mode is entered. Enter DUT mode: in the unconnected state and search pairing state, press and hold the power button + volume "-" button for 5 seconds at the same time, and the purple light will be on for 1 second and off for 1 second after entering; exit of DUT mode: plug in 5V power supply, the headset can exit DUT mode.	The headset will remember the last device connected, so please clear the pairing record before reset.
	Why my headset lose connection sometimes?	1) Please check if you need to charge the headset. 2) Please check if it happens when you use wifi or 4G/5G. 4) Please check if there is any obstacle or interference around you while using the headset; Like Wireless remote control equipment, radar and so on, the Microwave oven will also affect the Bluetooth signal. Please also make sure the distance between earbuds and device is in 10m when there is no obstacles or interference. 5) Please clear the pairing record and restart your phone to have a try. 6) Please try to reset the headset.	
Why my earbuds stop suddenly when listening to Apple Musics?	It's about Iphone's system bug about Apple music please. You could try to update your IOS System to IOS14.7 which will solve the issue.		
How to enter AUX mode?	1. When the Bluetooth is turned on and not connected, once the AUX signal is inserted, the AUX signal is played, and the noise reduction key can be pressed to switch on/off the noise reduction.  2. When the Bluetooth is turned on and connected, once the AUX signal is inserted, the Bluetooth is automatically disconnected and the AUX signal is played; And you can press the noise reduction key to switch on/off noise reduction.  3. After the AUX is unplugged, when the headset has a pairing record, it will enter the back-connecting state, and the 7-second timeout will enter the pairing state; when there is no pairing record, it will directly enter the pairing state.  4. When the headset is charging, AUX does not work.	In AUX mode, the functions of increasing/decreasing volume, pausing play, previous /next track on headphones will be invalid, which needs to be operated through the mobile terminal and corresponding APP.	
Operation	How to adjust the volume on the A6?	Volume-: Click the volume- button once Volume+: Click the volume+ button once	
	How to activate Voice Assistant?	When powered on and connected, press and hold the power button for 2 seconds and then release it. There will be a beep to wake up the Siri function. The blue indicator light flashes once every 5 seconds	
	How to turn on/off the ANC?	Short press the ANC button once, and the ANC blue indicator turns on/off.	
	How to Redial Last Number?	Double-click the power button to redial the last call.	
	How to Transfer Voice?	In the call state, long press the power key 2s and then the call sound is switched between the headset and the mobile phone.	