

## FAQ for A7

Category	Questions	Answers	Note
Charge	How to charge the headset?	<p>When SOUNDPEATSA7 headset battery is low, the red light flashes, please charge it immediately. There are two charge methods:</p> <ol style="list-style-type: none"> <li>1) Use 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.</li> <li>2) To charge through the Bluetooth transmitter base: connect the Bluetooth transmitter base with Type-C charging cable, then place the headset on the base for charging about 2 hours. When the headset changes from a steady red light to a slow flashing blue light, it means that the battery is fully charged.</li> </ol>	<ol style="list-style-type: none"> <li>1. Compared to other electronics, the headset are low power products. Hence for charging safely, 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.</li> <li>2. Please charge the headset at least once per 3 months when not in use for a long time.</li> </ol>
	What can we do if the Bluetooth transmitter base stopped charging?	<ol style="list-style-type: none"> <li>1. Please try to use another known working Type C charging cable to charge the base through your computer.</li> <li>2. Please use a bit of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging connector on the base.</li> <li>3. Please try to charge the headset directly without via the base.</li> </ol>	If you purchased several pairs of A7, please use other working charge base to charge this pair of headset.
	What can we do if the headset stopped charging on the base?	When you charge headset, you will see the solid red light on the headset. If no light comes on, please use a bit of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging port to ensure the red light is on.	
	How can we know the headset in low battery?	When the battery voltage is less than 3.3V, it will give out "battery_low" tone, the red light of headset flashes once in every 5 minutes.	
	Which devices can be used for charging the headset ?	As long as it meets the DC voltage of 5V and the current of more than 1A. Car chargers, travel chargers, computer USB, etc. can charge SOUNDPEATSA7 headset	
Play	What is the Bluetooth of A7?	The Bluetooth version of A7 is V5.0 which supports devices whose bluetooth version is above V4.0	
	How many mics on each earbud for A7?	There are one mic on each earbud of A7.	
	How the lights flash when you use A7?	<ol style="list-style-type: none"> <li>1. Pairing mode: Flashes red and blue alternately.</li> <li>2. Connected to device/Standby: Blue light stay on.</li> <li>3. Play the music: No lights; Pause music: Blue light stay on.</li> <li>4. Multi-point connection: Blue light stay on.</li> </ol>	
	How to reset A7?	Long press MFB button and " volume-" button for over 8s when the headset is in power on or in standby status, the LED indicator will flash in red and blue twice every time. Then reconnect it to your device.	The reset needs to complete when headset in the power-on or standby state.
	Could the A7 connect to several devices at the same time?	A7 support to connect to two devices at the same time.	
	How to Connect A7 with Two Devices ?	<p>How to operate:</p> <p>A. Connected with SOUNDPEATSA7 are Device A and Device B;</p> <p>B. Connect to Device A first. Long press the multifunction button of SOUNDPEATSA7 for about 1s to turn on. Activate the Bluetooth on Device A and search for the device, find "SOUNDPEATSA7" and click it to connect. Turn off the Bluetooth of phone A after connection successfully, then SOUNDPEATSA7 can be paired with another Device again.</p> <p>C. Follow the pairing steps of phone A to connect Device B with SOUNDPEATSA7. After successfully connected, activate the Bluetooth on Device A and click SOUNDPEATSA7 to connect.</p>	Note: Only one mobile phone can play music when the headset is paired with two devices. When you want to play music of another mobile phone, you need to pause or turn off the music of the previous one. The same is true for calls.
	What should we do if the headset fail to turn on or connect, etc?	You can try the charging reset by pressing the multifunction button and inserting the charging cable to charge, then the reset will be completed and the headset will turn off, and it can be used normally after restarting. If it still cannot be used normally, you can seek technical support from customer service or the manufacturer.	
	What can we do if the headset sound gets lower?	<ol style="list-style-type: none"> <li>1. Please change other songs or videos to have a try.</li> <li>2. Change other devices to see if the problem still happens.</li> <li>3. Please try to reset the headset.</li> <li>4. Please try to gently clean off the earmuffs with a little alcohol pad to see if that will help.</li> </ol>	
	What can we do if the other side could not hear you when calling?	<ol style="list-style-type: none"> <li>1. Please choose to pick up phone calls via the headset.</li> <li>2. Please do not mute the phone calls. And also please adjust the headset when you wear to make the mic closer to your mouth.</li> <li>3. Please kindly adjust the volume through the headset and devices to see if it works better.</li> <li>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.</li> <li>5. Please change other devices to see if it gets better.</li> </ol>	
	Why my headset stop suddenly when listening to Apple Music?	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.	
Operation	Why my headset is not loud enough?	<ol style="list-style-type: none"> <li>1. Increase the volume of both your device and headset.</li> <li>2. Use a piece of clothing with a little alcohol to clean the earmuffs.</li> </ol>	
	Why my headset lose connection sometimes?	<ol style="list-style-type: none"> <li>1) Please check if you need to charge the earphone.</li> <li>2) Please check if it happens when you use wifi or 4G/5G.</li> <li>4) Please check if there is any obstacle or interference around you while using the headphones. 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.</li> <li>5) Please clear the pairing record and restart your phone to have a try.</li> </ol>	
	Under what circumstances will it automatically turn off ?	If there is no connection for more than 3 minutes or the battery voltage is less than 3.1V, it will automatically turn off.	
	How to adjust the volume on the A7?	Volume-: Click the volume- button once Volume+: Click the volume+ button once	
	How to operate a three-way calling?	<p>When a call comes in during a call, flip click the multifunction button to answer the new call and hang up the current call;</p> <p>When a call comes in during a call, double-click the multifunction button to answer the new call and keep the current call;</p> <p>When a call comes in during a call, long press the multifunction button for 2s to keep the current call and reject the new call;</p> <p>During a three-way calling, double-click the multifunction button to switch between the current call and the other call.</p>	
How to mute The Microphone ?	Click the mute button once	The one-key mute function can be used in Skype or Teams call. But the one-key mute function mutes the microphone instead of the speaker.	
How to activate Voice Assistant?	Long press the multifunction button for 2s		
How to Enter Pairing Mode manually?	Long press the volume+ and volume- buttons for 3s		