

SOUNDPEATS

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BLUETOOTH

● How to reset the SoundPEATS T2 ?

1. Clear pairing record between the T2 earbuds and all of your devices.
2. Take out both earbuds and press the buttons for 10s to turn them off.
3. Long press both buttons together for 10s until the LEDs flash white for 5 times, reset complete.

● Why does the sound cuts or noise occurs?

	Reasons	Workarounds
Case 1	<p>When using the earbuds close to personal computers, Wi-Fi routers, microwave ovens, refrigerators, etc.</p> <p>Refrigerators, microwave ovens, personal computers, Wi-Fi routers, 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.</p>	<p>Please use the earbuds away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.</p> <p>If you use them with a noise canceling function, turn the noise canceling function off.</p>
	When using the Bluetooth devices in the pocket	When put the Bluetooth

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Case 2	<p>of the chest or pants, or a bag while listening to the audio.</p> <p>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.</p>	<p>device in a pocket or bag, move it to a place where there are no obstacles between Bluetooth device and earbuds (such as the human body) for Bluetooth communication.</p>
Case 3	<p>When using the earbuds closes to the other Bluetooth devices.</p> <p>The earbuds may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</p>	<p>Turn off the Bluetooth function of the other Bluetooth devices.</p>
Case 4	<p>When using the device away from the earbuds, such as in a different room.</p> <p>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.</p>	<p>Keep the Bluetooth earbuds as close to the Bluetooth player as possible.</p>
	<p>When playing music with High-Resolution audio format or a large file size.</p> <p>The file size becomes large when music files are</p>	<p>Change the settings of the Bluetooth audio streaming playback quality on your</p>

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Case 5	compatible with the High-Resolution audio format. Music files with a large size may affect Bluetooth communication.	Bluetooth headphones or speaker to Priority on stable connection.
Case 6	When a lot of applications are running at the same time when use the Bluetooth function.	Quit apps which you are not using on the device to reduce the load.

● **What can I do if the earbuds stop connecting to my device?**

1. Clear all the pairing records between the earbuds and your devices.
2. Try to clear some pairing names on the Bluetooth list of the device and restart it then.
3. Take out the earbuds from the charging case to reset.
4. Place back the earbuds into the charging case to reactivate them, and then take them out and leave some time for them to pair with each other. Then turn on the Bluetooth of your device to connect.

● **What can I do if the left and the right earbuds don' t work together?**

1. Please use a piece of light sandpaper or microfiber cloth with a bit of rubbing

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alcohol to clean the charging connectors to ensure the earbuds charge well. A low battery can negatively influence pairing.

2. Place them back into the charging case and then take them out to reset.

● **What can I do if the earbuds connect to my phone, but not my computer?**

1. Unpair the earbuds from the phone, the earbuds will enter pairing mode.

2. Reset the earbuds and then place them back into the charging case.

3. Take them out of the case, then turn on the Bluetooth of your computer to connect.

4. If those do not help, you may need to update your computer's Bluetooth driver.

There is no driver for the earbuds. 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 does the volume of the earbuds decrease after using for a period of time?

It may be caused by the sound hole being blocked by foreign objects. Please try to remove the silicone ear piece and gently clean off the screen with a little alcohol to avoid dust or secretions blocking.

- What can I do if one earbud is quieter than the the other?

1. Please try to remove the silicone ear piece and gently clean off the screen with a little alcohol to avoid dust or secretions blocking.
2. Please change to some other songs or videos. The sound effect could be unstable for some songs and videos.
3. Please change to some other devices. You can try this way:
 - Unpair and remove from your original device
 - Pair to a new device and play music
 - Unpair and remove from this new device
 - Pair back with the original device
4. Try to reset the earbuds.

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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 kindly adjust the volume through the earbuds and devices.
5. 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.
6. Please change to some other devices to see if the condition is the same.

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CHARGING

- What can I do if any earbud stops charging?

It is very possible that your battery is completely empty, and it needs a little time to activate itself. There might not be any sign of activity during the first minutes of charging.

First, confirm if your symptom is resolved after charging your device for more than 5 minutes.

If the LED indicator on the earbud stays off, please use a piece of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging connectors, then make sure to try and fully charge the earbud. This may take several hours.

Please take note of the following tips:

Please try to use another known working charging cable to charge the charging case for several hours to ensure the case charges well.

When you place the earbuds into the charging case, please close the cover of the case, then the charging should start automatically.

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TOUCH CONTROL

- What can I do if the touch controls do not work always?

1. Please touch the middle of the control area, and keep your hands dry, the earbuds may not response on wet fingers.
2. Please try to skip songs for more times to find your ideal frequency to control the earbuds.
3. Please touch the control area with different forces/angles/time to see if it works.
4. Another way for you to have a try: discharge the earbuds, then charge and reset.

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- 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 support team through your order or our contact in the manual, we will surely help you out soon. SoundPEATS provides 12-month warranty for every product. Your satisfaction is always greatly important to us.