

FAQ

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BLUETOOTH

- **Power On/Off:**

1. Power On via Bluetooth: Long press the power button for 3 seconds, and you will hear a "Power on" voice prompt. The indicator light will stay blue for 1 second.
2. Power Off via Bluetooth: Long press the power button for 5 seconds, and you will hear a "Power off" voice prompt. The indicator light will flash red for 1 second.
3. To prevent potential power button issues, it is recommended to wait for 2-3 seconds after powering off before turning the product on again.

- **How to pair Space?**

1. When the headsets are turned off, long press the power button for about 5 seconds to enter pairing mode. You will hear a "Pairing" voice prompt, and the indicator light will flash red and blue alternately. The Bluetooth headsets can now be discovered by other devices.
2. After the initial connection, the headsets will automatically reconnect to the last connected device.
3. To switch devices or force pairing, simultaneously long press the "Volume down" button and "Volume up" button for 5 seconds. The indicator light will flash red and blue alternately 3 times, indicating that the headsets have forcibly disconnected from the current device and entered pairing mode. To reconnect to the original device, you will need to manually select it (pairing list is not cleared).

- **How to reset Space?**

While the headsets are powered on and not in a call, simultaneously long press the power button and ANC button for 10 seconds, until the indicator light flashed red and blue alternately for 2 seconds. Reset is successful.

- **Dual Device Connection:**

1. Follow the instructions on the card inside the package to download the SOUNDPEATS official APP.
2. Open the SOUNDPEATS APP and find "Dual Device Connection" feature to

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enable it.

3. Follow these steps:

- 1) Pair the headsets with Device A first. After successful pairing, turn off the Bluetooth function on Device A.
- 2) Repeat the pairing process to connect the headsets with Device B. Keep the headsets connected to Device B.
- 3) Finally, turn on the Bluetooth function on Device A to use the "Dual Device Connection" feature.

● **Wired Mode:**

1. Insert the AUX audio cable, turn off the headphones, and enter a wired mode for audio transmission.
2. In wired mode, long press the ANC button for 3 seconds to activate noise cancellation/pass-through mode. To deactivate pass-through model and noise cancellation mode, long press the ANC button for 3 seconds again.

● **Why is the Bluetooth connection unstable sometimes?**

	Reasons	Workarounds
Case 1	When using the headsets close to Wi-Fi routers, microwave ovens, refrigerators, etc. Refrigerators, microwave ovens, Wi-Fi routers, personal computers, etc. are devices that emit radio waves. The headset may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Please use the headsets away from Wi-Fi routers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.
Case 2	When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio. 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.	When put the Bluetooth device in a pocket or bag, move the Bluetooth device to a place where there are no obstacles between Bluetooth device and headset (such as the human body) for Bluetooth communication.
Case 3	When using the headsets close to the other Bluetooth devices. The headsets may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Turn off the Bluetooth function of the other Bluetooth devices.
	When using the device away from the headsets, such as	Keep the Bluetooth headsets

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Case 4	in a different room. Bluetooth communication gradually becomes weaker the further away Bluetooth headsets are placed from a Bluetooth player. When using Bluetooth headsets and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.	as close to the Bluetooth player as possible.
Case 5	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 headsets stopped connecting to my device?**

1. Clear the pairing record between the headsets and all of the previous devices.
2. Try to clear some Bluetooth listings on your device and restart the device.
3. Ensure that the headsets is fully charged and reset the headsets. Then please open the Bluetooth of your device to connect.

● **What can I do if the headsets connect to my phone, but not my Mac-book/computer?**

1. Unpaired the headsets from the phone, then the headsets will lose Bluetooth connection to the phone.
2. Reset the headsets.
3. Then open the Bluetooth of your Mac-book/computer to connect.
4. If those do not help, you may need to update your computer's Bluetooth driver. There is no driver for it. 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 headsets.

● **Why is the signal intermittent when I am outdoors?**

In the outdoors, the Bluetooth signal will be interfered, such as subways, high-speed rails, trains, dense traffic lights, car engines and so on. And if the phone is in your pocket, and the engine ear is diagonal to the phone, it will affect the Bluetooth signal. As human body is the biggest source of signal blocking.

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SOUND

- **Noise cancellation on/Pass-through mode/ Noise cancellation off Function Switch:**

Short press ANC button once to cycle among Pass-through On mode, ANC ON and ANC OFF mode.

Note: When the headsets are powered on, not connected via Bluetooth, and ANC or Pass-through mode is enabled, the headsets will not automatically power off. You will need to manually power them off in this case.

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

1. Please change other songs or videos. For some songs and videos, the sound effect is unstable.
2. Please change other devices. You can try this way:
 - Unpaired and delete from your original device
 - Pair to a new device and play music
 - Unpaired and delete from this new device
 - Pair back with original device
3. Try to reset the headsets.
4. Please also adjust the "Audio Equalizer" in your phone to see if it helps:
 - 1) For iPhone: [General] - [Accessibility] - [Hearing]
 - 2) For Android: [Accessibility features] - [Accessibility] - [Audio balance]

- **Why the other side could not hear me when calling?**

1. Please choose to pick up phone calls via the headsets.
2. Please do not mute the phone calls.
3. Please kindly adjust the volume through the headsets and devices.
4. If you are using the headsets 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 headsets.
5. Please change other devices to have a try.

- **Why doesn't the mic work well when the headsets are connected to the PC/laptop?**

When you connect our headsets to the PC/laptop, for some devices in old windows version, it may show two lists:

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"SOUNDPEATS Space Hands- Free AG Audio"

"SOUNDPEATS Space Stereo"

Please kindly choose "SOUNDPEATS Space Stereo" to play media audio, and if you use call audio, you can manually change to "SOUNDPEATS Space Hands- Free AG Audio" to give a try.

If you want use call audio via the headsets on your Mac or Windows, please set the as follows:

A) Input device:

Disable: Realtek(R) Audio as speaker and "SOUNDPEATS Space Stereo"

B) Output device:

Disable: Realtek(R) Audio as microphone or stereo mix

C) Please only set "SOUNDPEATS Space Hands- Free AG Audio" as the Input device and Output device. Then you will use headsets to make call audio.

CHARGING

- **When charging the headsets, the indicator light displays as follows:**

Charging: the indicator light stays solid red.

Fully charged: the indicator light turns off.

Note: When the headsets are plugged in for USD charging, they will automatically power off. You can't manually power them on during the charging process.

- **What condition do the headsets charging device need to meet?**

Meet the DC voltage 5V, current 1A or more for example car charger, travel charger, computer USB, and other devices can be charged to the headsets.

- **Do the headsets not use for a long time without charging cause the headsets not to turn on or the battery to drain quickly?**

In fact, the battery of the headsets needs maintenance.

Actually you need to charge your electronics at least every three months, if not, the headsets can cause deep self-discharge by not charging for a long time, damaging the battery. In addition, not using the headsets for a long time, and headsets storage location is not dry, moisture will also cause damage to the headsets. If you haven't used your headsets for several months, the battery is

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probably dead.

BUTTON CONTROL

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

1. Please press the button with different forces/angles/time to see if it works.
2. Another way for you to have a try: discharge the headsets, then charge and reset.

APP

- **How to register an account?**

1. Fill in email address; set and confirm password (**use some combinations of letters and numbers, avoid special characters like %, \$, # and so on.)
2. Click "get verification code"
3. Type in the code you get from your email
4. Finish register

- **Failed to receive the verification code?**

1. Make sure your phone is connected with good network and try to send the code again about 5 minutes later;
2. Check your spam folders/junk inbox first
3. Try to register with a different email address, uninstall the APP and then reinstall it and restart your device to register again
4. Please manually type your e-mail into the area instead of auto fill for your e mail address, and also please pay attention to the format of English letters and the space before and after the email address
5. Please try to turn off anti-virus software. If you have data encryption software on your phone, you may have to turn it off momentarily

- **What can I do if the headsets won't connect to the APP?**

1. Please first to check if your SoundPEATS headsets APP has updated to the newest version.
You can log in the APP and find the icon with three bars in the upper left corner, find "about" to check the SOUNDPEATS version is. Please upgrade to make

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sure you get the newest version.

2. Please make sure that the headsets Bluetooth name is the default "SOUNDPEATS Space". If you changed the default name, please change to its original format. Then restart your phone. Please note that if you change the default Bluetooth name of the model, it may cause connection issue to this APP.

3. Please make sure the location function of your mobile phone turn on, and authorize our APP to obtain all permissions needed from your phone to make the connection easier. Please allow the APP to always access the phone information, and do not choose the blank pass of the system.

4. Please make sure the headsets connect to you phone first. After the headsets connected to your phone, then please open the APP to connect headsets.

5. If the headsets could not still connect to APP, please follow the steps one by one:

-try to turn off headsets APP completely (Turn off the background running of the APP totally);

-unpaired the headsets via your phone, then turn off phone Bluetooth;

-Do a reset as the manual;

-reconnect the headsets to your phone first after reset (In this step, please make sure SoundPEATS APP is off);

-re-open the APP to search headsets to connect to APP;

● **What can I do if the APP could not update?**

Please try the following:

1. try to reset the headsets as the manual;

2. turn on the Bluetooth of your phone to connect with the headsets;

3. Make sure your phone is connected with good network. Turn off the APP and reopen it;

4. Try to connect the APP with your phone and do the upgrade again;

Precautions during the APP upgrade process:

1. During the upgrade, the distance between the headsets and the mobile phone must be within 0.5 meters;

2. Do not disconnect, play music, or answer the phone calls;

3. Don't close or shrink the upgrade page;

Care and Maintenance

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- * Keep the headsets away from humidity.
- * Do not put the product under direct sunlight or hot areas. High temperatures will shorten lifespan of the headsets, battery or the internal circuit board.
- * Power off the headsets when not in use or before storing.
- * Do not try to take the headsets apart.
- * Avoid dropping or knocking your headsets on hard surfaces.
- * Do not use chemicals or detergents to clean the headsets.
- * Do not scrape the surface with sharp objects.
- * When the headsets have low battery, please charge it in time. Please do not use fast charger.
- * Charge the headsets at least once per 3 months when not in use for a long time.

CUSTOMER SERVICE TEAM

- **What should I do if the problem about the headset is not mentioned in this FAQ?**

If there is no solution for your problem in this FAQ, please feel free to contact our Customer Service Team and we will provide you a solution as soon as possible. If we confirmed that the problem couldn't be solved, we will apply the replacement or refund for you. SoundPEATS provides an 12-month warranty for every product. Your satisfaction is always greatly important to us.