

FAQ & Solutions

Earphone couldn't be turn on & Indicator is off when charging

- 1. Low power or power off
- 2. Too short press to power on

Solutions:

1. Try it again after charging the earphone at least one hour. 2. Long press the MFB for 3 seconds.

Tips

- 1. The red light only flashes after the earphone has been charged for about 30 minutes when earphone's power runs out.
- 2. Long press means keep pressing the MFB until until it reaches the time that we told you. Please don't stop pressing it in this process.
- 3. Overcharging and putting the earphone in a closed car or in other similar environment will reduce battery capacity and life.

Failure in searching the pairing name on mobile devicePossible reasons:

1. The earphone hasn't entered into pairing mode.

2. Earphone program error.

3. Mobile phone bluetooth program error.

Solutions:

1. Turn off the earphone, then long press the MFB for 3 seconds (the red and blue indicator light will flash alternatively) to enter into earphone's pairing mode 2. Reset the earphone to factory settings, just long press the

- MFB for 3 seconds when charging, the blue light flashes 3 times.
 - 3. Mobile phone bluetooth program error.

Solutions:

- 1. Turn off the earphone, then long press the MFB for 3 seconds (the red and blue indicator light will flash alternatively) to enter into earphone's pairing mode.
- 2. Reset the earphone to factory settings, just long press theMFB for 3 seconds when charging, the blue light flashes 3 times.
- 3. Reboot the phone, then remove all the pairing names in your phone bluetooth list, and search for new device again.

•Tips:

- •1.After entering into pairing mode, please connect the earphone with you device within 2 minutes, or it will automatically turn off after 2 minutes.
- During charging, the earphone will automatically reset once, you need to restart the connection after finishing charging.

No sound from the earphone speakers. **Possible reasons:**

- 1. The volume of the phone has been adjusted to minimum. 2. Earphone hasn't been connected with the mobile device completely.
- 3. The distance between earphone and mobile device is beyond the operating range.

Solutions:

- 1. Adjust the volume in mobile device.
- 2. Repairing and connecting the earphone with the mobile device. 3. Keep the earphone in range of 10 meters of the mobile device, without any obstacles in between.

Tips:

1. Don't make any other operations when searching the earphone on your mobile device, just to prevent program errors. 2. Keep earphone working near your mobile device to get best sound.

Failure in listening to music after connected.

function to see if the earphone is available.

Possible reasons:

1. Incorrect mobile phone bluetooth settings. 2. The volume of your mobile device is set to minimum.

Solutions:

1. Check the mobile device settings to see if the sound path has been changed into bluetooth hands-free device. 2. Some mobile devices might need to change 2 settings in music player, open bluetooth function in in music player, then click the earphone pairing name with a headset icon. 3. Some mobile devices have no full stereo bluetooth modules and no bluetooth function to listening music. Please connect the earphone to other mobile devices with bluetooth

You couldn't hear others in a call, or just hear little voice. **Possible reasons:**

- 1. The earphone is too far from the mouth.
- 2. The microphone hole of the earphone is blocked. Solutions:

1. Earphone should be worn on the ears correctly to use. 2. Clear the block in the earphone microphone hole Tips: Keep earphone clean.

Disconnected and lag state appear in a call or in music mode. Possible reasons:

- 1. Please charge the earphone asap, when it is with low power. 2. The earphone is too far away from the mobile device or there is obstacle in between
- 3. There is a problem with the bluetooth signal of the mobile device. 4. There is strong signal interference nearby.

Solutions:

- 1. Make the earphone to be as close as possible to your mobile device. 2. You'd better keep your mobile device far away from metal obiects
- 3. Change another mobile phone or another place to try again 4. Please cover your bluetooth earphone with your hand. To keep the signal stable, please keep your earphone and mobile device in the same direction.

- when the battery voltage is under 3.3V; The earphone will
- Please plug the USB cable into the earphone charging interface after plugging the USB cable into the charger

life ends. In order to prevent environmental or physical health

- Tips: 1.When using the earphone, please try to make it to be as close as possible to your mobile device.
 - 2. Don't put any metal or other objects which will affect the wireless signal between the mobile device and the earphone.
 - 3. Under high power wireless WiFi or other strong signals, the using effect of earphone will be influenced.

Warning:

- 1. The earphone comes with built-in non-removable. rechargeable Li-ion battery, please don't try to remove the battery from the earphone to protect it from danger and damage.
- 2. Please use original USB cable provided by manufacturer to charge earphone, or use gualified USB cable to charge. Besides, please use computer USB interface or USB chargers with DC + 5V, < 1A output from standard brand to charge. If you use any charging devices which don't meet this standard to charge, it might damage the earphone, even cause danger.
- 3. Please follow our user guide exactly. User will take responsibility if they use the earphone incorrectly then s causes earphone'damage or danger. We will not take any responsibility on this circumstance.

FCC STATEMENT:

Suppliers Declaration of Conformity | Model #: 43682 | Jasco Products Co., 10 E. Memorial Rd., Oklahoma City, OK 73114, www.byjasco.com

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC ID: 2ATNH-AB2