

装订方式:风琴十三折页

### Q&A

#### Bluetooth

**How to connect with my Phone?**

Take earbuds out of the charging case.

Activate the Bluetooth setting on your phone, click "K16" to connect.

**Occur connection-related issues?**

Cause: The Bluetooth connection is unstable, please reconnect it.

Press L&R 4 times together.

Put them back into charging case.

**Earbuds can pair with phone, but can't pair with Pad.**

Cause: These earbuds connected with previous device automatically, please forget the previous device's Bluetooth record then pair with new device.

**New device**

I bought two pairs of K16 earbuds, when I used them at the same time, they would get messy or not work.

Cause: There's interference between the two pairs of earbuds.

Step 1: Please connect one pair of them to your device first, and then wait a few minutes before you connect another pair to another device.

If interference has occurred, please reset both pairs of earbuds, and try step 1.

**Sound**

**There is no sound from one earbud? The volume from one earbud is lower than the other side?**

Cause 1: One earbud connection failure, please make sure both earbuds are powered on and connected to your device.

Cause 2: The grillers or the ear tips are dirty, please use alcohol to gently clean the metal mesh filter under the ear tips.

**The Earbuds' sound is very low.**

Cause: Android phones don't synchronize audio, Please turn on "sync volume with phone" in your phone.

Cause 2: Physical damage: If the earphones get wet, the internal components may be damaged, please air dry them in a cool place before using them.

**The audio quality of Bluetooth earphones may deteriorate over time with use.**

Cause 1: Low battery: Audio quality may be degraded when the earphones' battery are low, please charge them.

**Charge**

Cause 3: The Earbuds in low battery or high temperature, please charge it.

Cause 3: The making case can't be charged?

Cause 1: The type-C cable is broken, please use different Type-C charging cables to charge.

Cause 2: Check if the charging interface is loose.

Cause 3: Try using a different power source.

**The LED display doesn't show the remain power?**

Take out the earbuds from the charging case first, then put them back into charging case, the display will show the remaining power of the earbuds.

**Safety Instruction**

Pay close attention to the surrounding traffic when using it on foot. It may cause traffic accidents.

- Reduce the volume to a minimum before use. Sudden loud noises can damage your hearing.
- To protect your ears, do not turn the volume up too high.
- Stop using this product if it falls into flammable or liquid (such as water). Continued use may result in fire, malfunction or electric shock.
- Opening the inside may result in malfunction or electric shock.

**Warning**

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance 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, it 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 into 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.

NOTE: This device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

**Asking for more help**

If none of the above solutions work or if you receive your package with missing parts or other problems not mentioned, please follow the steps below to contact brand support for further assistance.

- Go to the Amazon website and log in to your account.
- Click on the "Orders" button located on the top right corner of the screen.
- Locate the order that you need help with and click on the "Contact Seller" button.
- Choose the reason for your inquiry from the drop-down menu and provide a brief description of your issue.
- Click on the "Send" button to submit your message to us.
- Alternatively, you can also go to the seller's storefront on Amazon and click on the "Ask a Question" button located on the top right corner of the screen. This will allow you to send a message directly to us.

\*It is recommended to be as clear and concise as possible when describing your problem to us, as this will help us understand your problem and provide you with the best solution.