

## I7S FAQ

### **1. Can't power on the earbud.**

Please do a fully charge first please.

### **2. Can't connect to any earbud**

Check if Bluetooth turns on in your phone

Check Bluetooth version in phone if it's compatible with Bluetooth v4.2 (Some computer didn't support this way)

Try with another phone if possible.

### **3. Can't connect to both earbud(only one is working)**

- a) Turn off Bluetooth in your phone
- b) Turn off both earbuds, and turn on them again
- c) When blue/red light is flash in both earbuds, clock the button of any bud, you will hear voice "ready to pair"
- d) Turn on Bluetooth in your phone and connect the earbuds

### **4. Microphone not working**

Try adjust your sound volume of your cellphone first.

Try with another earbud and see if it works.

Try with another phone if possible.

### **5. Can't charge**

Please insert the earbud tight with case.

Please do a fully charge of the case.

### **6. Sound quality bad**

Please make sure your phone is not very far away with the earbud, please do not use in place that many people use Bluetooth earbud, since the signal maybe jammed.

### **7. Still got problem?**

Please write to us by mail: [support@maxwe.net](mailto:support@maxwe.net)

Support team