

| Frequently Asked Questions (FAQ) | Frequently Asked Questions (FAQ) | Storage and Maintenance | Warranty | What in Box | |
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| About the followings Problem: Unable to Pair the Earphones with the Phone? Phone Can't Search for earphones? Single-sided earphone not Working? Earphones Won't Power On? Try the factory reset process. Details refer to 'Factory Reset' section How to adjust the volume? At present, the buttons do not support adjusting the volume. You can adjust the volume by your phone. Why thevolume is low? Android Devices can try : Turn on the'Sync volume with phone'setting. If notwork, you can contact us for support. Why are the buttons not responding? I.Please touch the correct Control area, which is located on the side of the indicator light. 2.Please quickly and continuously touch the Control area. 3.Static interference, the earphone touch buttons may become ineffective due to long hair or skin static interference. If the buttons cannot be used, please contact us promptly. Why can't earphones connect to other devices? Why can't earphones connect to other devices? I.When reconnecting earphones to other devices, the Bluetooth function of the previous device should be turned off. 2.The new divicers need to rescan BI9 on Bluetooth list. 3.You can try to reset your earphones (Refer to 'factory reset' section). | Why do earphones emit a beep sound? Low battery warning beep every 3minutes.Please chargeyour earphones. Specifications Name: Air Conduction Bluetooth Earphones Model: B19 Bluetooth Version: V5.3 Connection Range: < 10m Earphone Battery Capacity: 60mAh Charging Case Battery Capacity: 400mAh Charging Voltage: 5V | Storage: Please store in a cool and dry place. Maintenance: It is recommended to use a 5V/2A charger to charge the earphones After use, wipe off any residual sweat on the earphone contacts to prevent oxidation. The recommended working temperature range is 5-45 °C; extremely cold, hot, or high-temperature environments can reduce battery lifespan and affect product performance. Do not use during thunderstorms. If not used for an extended period, charge the earphones before use. Clean the earphones with a dry, soft cloth. If there is water or sweat in the slots, wipe it dry with a cloth; it won't affect normal use. Avoid contact with sharp objects, as they may damage the product. | Within the warranty period, if malfunctions are caused by components of this machine during normal use and maintenance, and confirmed by our technical staff, free maintenance and replacement of parts are available. We are not responsible for special, accidental, or indirect losses incurred by users and dealers. The following situations are not covered by the warranty: Damage caused by human factors; Damage to the machine's production label; Damage caused by incorrect operation or installation not following the user manual; Damage caused by natural disasters such as floods, fires, and other force majeure factors; Failures and damages caused by unauthorized personnel's repair, modification, alteration, or disassembly; Serious damage, scratches, or circuit board burnout on the casing; Exceeding the specified warranty period; All accessories are not covered by the warranty. The warranty period for repair and replacement services will not be extended or restarted after services. For related matters, please email or call for consultation. | Bantian Street, Longgang Distri • FCC Compliance This device complies with Part 1 is subject to the following two c (1) This device may not cause ha | la-tech.com 4, Phase II, Tianan Yungu Industrial Par ct, Shenzhen, China, 518000 15 of the FCC Rules. Operation conditions: armful interference any interference received, including |