

EN - Frequently Asked Questions and Troubleshooting

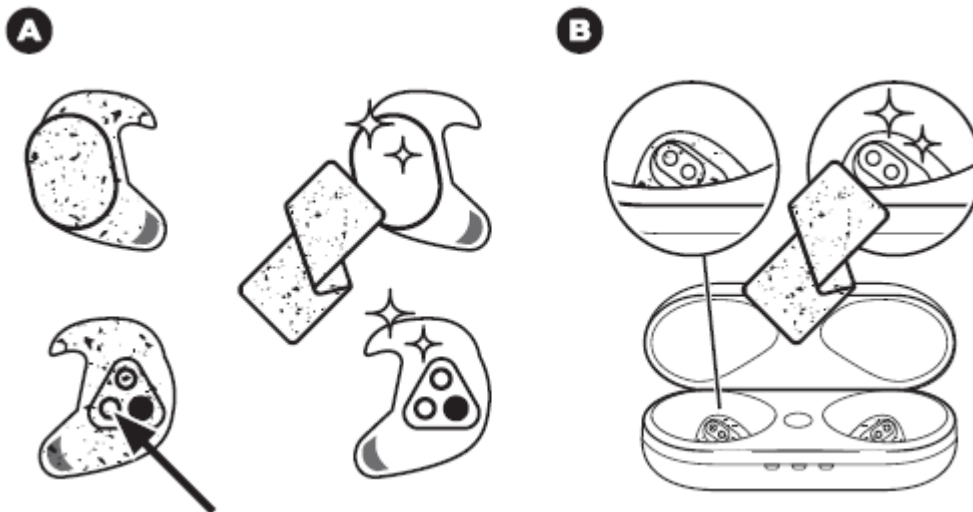
How do I pair my EarsOnly Protect to a device?

1. Ensure that the Charging Case is charged to at least 25% (see Charging and checking battery status).
2. Make sure the Earbuds are properly placed in the Charging Case.
3. Press and hold the button on the Charging Case for 3 seconds. Wait until all three lights blink; this may take up to 10 seconds.
4. Open the Bluetooth menu on your device and select "Connect new device" (this may vary by device, refer to the respective manual).
5. When all three lights on the Charging Case blink, "EarsOnly Protect" will appear in the list.
6. Select "EarsOnly Protect" from the list to connect.

How do I clean my EarsOnly Protect?

Warning: Do not use any aggressive cleaning agents or solvents, like benzene, thinner, dishwashing liquid or alcohol as they may damage the surface. Contact the manufacturer for additional information.

1. Wipe the outer surface of the Earbuds with a lightly dampened cloth. Ensure that the charging contacts are free from dirt.
2. Wipe the inside and outside of the Charging Case with a lightly dampened cloth. Ensure that the charging contacts are free from dirt.



3. Periodic replacement of the wax guards is required to ensure correct functioning. Contact your supervisor or reseller when the wax guards are highly polluted or damaged.



Note: Make sure that the Earbuds and Charging Case are fully dry before placing the Earbuds into the Charging Case.

How do I check the battery levels and charge the batteries?

1. Open the lid from the Charging case.
2. Check the battery status from the Charging case, which can be read from the centre LED *Figure 1*.
3. When the battery is empty, the Charging case can be connected using the included USB-C cable and a USB charger or USB port. The Charging case can also be charged wirelessly on a wireless charger.
4. Place the Earbud (left or right) on the corresponding charging contacts as shown in *Figure 2*.

Warning: Ensure that the charging contacts of both Earbuds and Charging case are free of dirt (see “How do I clean my EarsOnly Protect?”). If there is poor or no contact, the Earbuds will not start charging.

5. The corresponding LED for left or right (*Figure 2*) will light up briefly to indicate good contact.
6. Repeat for the other Earbud.
7. Close the lid of the Charging case.
8. **Optional:** Briefly press the Charging case button *Figure 3* to view the current battery status of the Earbuds and the Charging case. After a few seconds the LEDs will turn off again to save power.

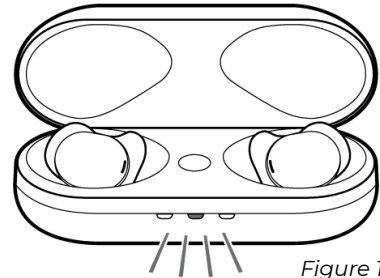


Figure 1

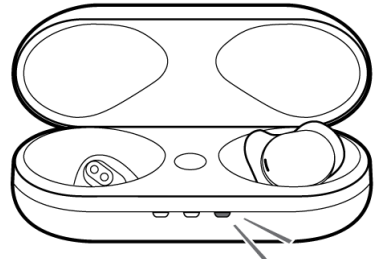


Figure 2

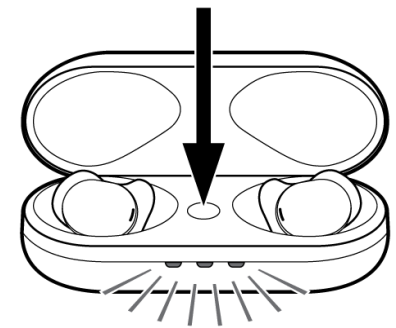


Figure 3

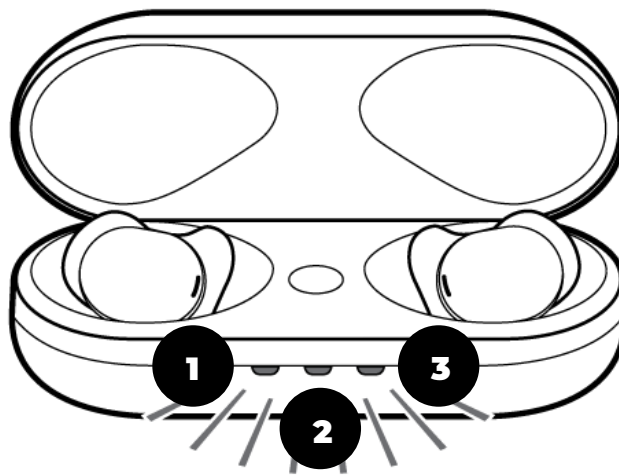


Figure 4

LED 1, 2, 3 <i>Figure 4</i>	Description
On	Earbud/Charging case has more than 25% charge
On (Orange)	Earbud/Charging case has less than 25% charge
On (Red)	Earbud/Charging case has less than 10% charge
Off	Charging case battery is empty, or there is no contact between Earbud and Charging case charging contacts. (LEDs will turn off after a few seconds to save battery)
Fade animation	Charging case is charging (When the lid is closed, LEDs will turn off after a few seconds)

Table 1: Battery level

Reset Earbuds

1. Take the Earbuds out of the Charging case.
2. Press and hold the Earbud buttons for 15 seconds.
3. Place them back in the Charging case and wait 10 seconds.

Note: (preferred) settings will not be lost.

Reset Charging case

1. Press and hold the Charging case button for 15 seconds.

After a long charge my Earbuds aren't charged/fully charged

1. Make sure the Earbuds are properly placed inside the Charging case.
2. Make sure the Charging case still has charge (see: "How do I check the battery levels and charge the batteries?")
3. Clean both the charging contacts of the Earbud and the Charging case with a damp cloth. Place them back in the Charging case and check if the LEDs light up.
4. If this doesn't work perform a reset of the Earbuds and Charging case (see: "Reset Earbuds" and "Reset Charging case") and try again.

Earbud does not stream audio

1. Make sure the Earbuds are connected to the audio source.
2. Make sure the audio stream is playing.
3. Place Earbud back in Charging case, wait 10 seconds and take them out again.
4. If the audio stream stopped playing, start the audio stream again.
5. Still no audio? Perform a reset of the Earbuds and try again (see: "Reset Earbuds").

The Earbuds won't pair to my device

1. Make sure the Charging case has been charged and is at least above 25%.
2. Make sure the Earbuds are properly placed inside the Charging case.
3. Check if both Earbuds are connected to the Charging case, press the Charging case button. Check if all LEDs light up.
 1. If all LEDs light up, follow the pairing instructions (see: "How do I pair my EarsOnly Protect to a device?").
 2. If a LED does not light up, the corresponding Earbud is not connected to the Charging case. Pairing won't work:
Clean both the charging contacts of the Earbud and the Charging case with a damp cloth. Place the Earbud(s) back in the Charging case and check if the LEDs light up. If so, follow the pairing instructions (see: "How do I pair my EarsOnly Protect to a device?").
4. If this doesn't work perform a reset of the Earbuds and Charging case and try again (see: "Reset Earbuds" and "Reset Charging case").

The Earbuds won't connect to my device

1. Place the Earbuds back in the Charging case, wait 10 seconds and take them out again.
2. Make sure the Earbuds are paired with your device, if this is not the case follow the pairing instructions (see: "How do I pair my EarsOnly Protect to a device?").
3. If this doesn't work, perform a reset of the Earbuds (see: Soft reset Earbuds) and try again.
4. Reboot your device you are trying to connect to and try again.
5. If this doesn't work, remove the Earbuds from the Bluetooth pairing list on your device and re-pair the Earbuds to your device (see: "How do I pair my EarsOnly Protect to a device?").

Audio is out of sync

1. Place the Earbuds in the Charging case, wait 10 seconds and take them out again.
2. If this doesn't work perform a reset of the Earbuds and try again (see: "Reset Earbuds").

Factory reset

Warning: *By returning to factory settings you will lose the (preferred) settings and the pairing information with your devices.*

1. Make sure the Charging case has more than 25% charge.
2. Make sure the Earbuds are properly placed inside the Charging case.
3. Press and hold the button on the Charging Case for 3 seconds. Wait until all three lights blink; this may take up to 10 seconds.
4. Quickly double press the Charging case button. The LEDs should now blink in a different colour.
5. When the LEDs blink orange again the factory reset is successful. You can now pair your EarsOnly Protect to a device again.