

Boat Bluetooth Headsets/ TWS FAQs

Issue	Device not connecting via bluetooth
What to do	<ul style="list-style-type: none">• Check to see if the device is in pairing mode – Hold the Multifunction button until 6 seconds until the red and blue LED light on the device starts flashing alternately.• Check if the device is in the range of Bluetooth (usually 10m) and if there are any obstructions in between.• Check if it works after clearing the pairing list on the device, Press and hold the volume "+" button , the multifunction button and press volume "-" button for about 5 seconds in standby mode to clear paired list of devices.• Check to see if the device being connected to supports Bluetooth connections• Check if it is a passcode issue and if so enter 0000• Check to see if the device being connected to does not have any software issues – Check to forget the device on Bluetooth, update the mobile software
Final Resolution	<ul style="list-style-type: none">• If nothing else works, send the device for replacement

Issue	The microphone of the device is not working
What to do	<ul style="list-style-type: none">• Check to see the microphone is not being blocked.• Check to see if the microphone is being held at the adequate distance for it to be able to pick up the voice.• Check if the microphone was not exposed to any hazards like direct sunlight or fire.• Check if the microphone was not exposed to water above the resistance or dipped in any liquid.
Final Resolution	<ul style="list-style-type: none">• If nothing else works and there is no physical damage send the device for replacement

Issue	The device is not charging/battery life is low
What to do	<ul style="list-style-type: none"><li data-bbox="792 411 2193 511">• Check to see if the wire being used is working – Check to use another wire or try using the wire on another device<li data-bbox="792 582 1997 625">• Check if the voltage of the charger is correct for the device.<li data-bbox="792 696 2160 739">• Check if the charging is done till the red light turns completely blue.<li data-bbox="792 811 2237 911">• Check if the battery was not tampered with or exposed to any electrical damage
Final Resolution	<ul style="list-style-type: none"><li data-bbox="792 1001 2270 1100">• If nothing else works and there is no physical damage send the device for replacement

Issue	The device does not turn on/ one earbud is not working
What to do	<ul style="list-style-type: none">• Check to see if the device has been properly charged first till the red light turns blue.• Check if the voltage of the charger is correct for the device, use only 5V 1A Chargers.• Check if the device was not subject to any mishandling, broken wires or exposed to direct sunlight or hazards like fire
Final Resolution	<ul style="list-style-type: none">• If nothing else works and there is no physical damage send the device for replacement

Issue	The in-built controls of the device are not working
What to do	<ul style="list-style-type: none">• Check if the controls do not work while connected to another device• Check to forget the device and re-pair it.• Check if the media player being used supports such controls and if they controls do not function on call or other media players
Final Resolution	<ul style="list-style-type: none">• If nothing else works and there is no physical damage send the device for replacement

Issue	The sound is distorted/low volume/low bass/low quality
What to do	<ul style="list-style-type: none">• Check if connected device does not have any equalizer settings applied.• Check if the device has issues even after moving it closer to the connected device and removing any obstructions.• Check if the distortion or quality lowers at all volumes or only at high volumes.• Check to Check different media players and different devices and if the distortion happens on all devices or only on specific ones.
Final Resolution	<ul style="list-style-type: none">• If nothing else works and there is no physical damage send the device for replacement

Issue	The volume of the device automatically changes
What to do	<ul style="list-style-type: none"><li data-bbox="792 419 2237 462">• Check if connected device does not have any equalizer settings applied.<li data-bbox="792 648 2226 748">• Check to Check different media players and different devices and if the volume change happens on all devices or only on specific ones.
Final Resolution	<ul style="list-style-type: none"><li data-bbox="792 982 2275 1082">• If nothing else works and there is no physical damage send the device for replacement