



EarPod Pro – Troubleshooting

- **Unable to connect**

- If this is your first time connecting
 - Please open the case next to your phone and leave the EarPods in place.
 - If an iPhone, do you get a pop up asking “Not your AirPods”? If not, please Factory Reset the EarPods (see below)
 - If any other phone, are you able to connect in the Bluetooth menu?
- If connected previously
 - Please Check Bluetooth is Enabled on your device
 - Are you able to connect to other Bluetooth devices
 - Are you able to try to connect another handset to the EarPods
- If still having issues after the above, please try restarting your phone Factory Reset the EarPods (see below)

- **Connection dropping**

- If the connection is dropping entirely, or some audio is being lost, this is usually related to distance. Please ensure your phone is close to the EarPods and they aren't divided by any solid objects, especially those made of concrete, metal etc.
- If the issue persists, please try to restart your phone and factory reset the EarPods (see below) before reconnecting them.
- If you are still having problem, please verify that your phone is able to connect to another Bluetooth device (such as a speaker or car audio system) and play audio without any loss.

- **No pop-ups on first connection/when checking battery life**

- Please restart your phone and reconnect the EarPods

- **Not Charging**

- Case
 - Please check the Lightning port for any built up dirt or blockage. Verify that your charger works with another device, such as a mobile phone, and try a different charger if possible
- EarPods
 - Check for any dirt or obstructions within the charging case. Clean this with the tip of a dry cotton bud if possible and ensure the contact on the EarPod is free of dirt

- **Music is Pausing on it's own**

- This was a function added to the newer models of EarPods, including EarPods Pro. To disable this, go into the Bluetooth settings on your iPhone, click the i next to the EarPods and Disable the 'Automatic Ear Detection' setting.
If you are using the EarPods on an Android or other device, you can connect them to any iPhone to disable this setting, which it will then remember once re-connected to your device.

- **Battery life inconsistent (charge percentage keeps changing)**

- This will normally only occur when the EarPods are new and have never had a full charge. Please disconnect from the EarPods and close the case, then leave them to fully charge. Once you believe they are at 100% please reconnect and see if the issue is resolved

- **Unable to pair EarPods to phone**

- Please Factory Reset the EarPods (see below)

- **Audio in only one ear**

- Please Factory Reset the EarPods (see below)

- **How to Factory Reset**

- Open the EarPod case and hold down the button on the back for around 15 seconds. The light will begin to flash Orange and once complete, will go back to White. You will then need to pair your EarPods with your phone again.

Please note that this will not change the name of the device if you have renamed it

- **Unable to Factory Reset**

- Sometimes it is possible for the EarPods to fail to factory reset. If this is the case, please ensure you 'Forget Device' in your phone Bluetooth settings and then disable the Bluetooth connection. After this you can begin the Factory Reset process once again