

TROUBLESHOOTING

ISSUE	ACTION
Unable to pair the headset with wireless device	<ul style="list-style-type: none"> ▪ Make sure the Bluetooth device is turn on and within 1 m of your headphones to enable pairing. ▪ Inspect whether the headset are searching for a Bluetooth enabled device to connect to. If not, restart the headset. ▪ Difficulty in searching and connecting to a desired device can be affected if multiple devices are equipped, turned on, and in range for Bluetooth connectivity. Please turn off or disable the Bluetooth function on the other devices. ▪ Delete the pairing information on the Bluetooth device list and perform pairing again. ▪ The power of the battery is insufficient, please recharge the headset. <p style="text-align: center;">*The headset can be paired with multiple devices, but can only play music from one paired device at a time.*</p>
Unable to connect Bluetooth headset to a device	<p>Make sure:</p> <ul style="list-style-type: none"> ▪ The headset is turned on ▪ Bluetooth is enabled on the device ▪ The device is within range ▪ The device is not connected to any other Bluetooth headset ▪ The headset is not connected to other device <p style="text-align: center;">*If you are still unable to connect, turn your headset off and back on. If the issues persist, delete/unpair/forget the headset from the Bluetooth menu of your device and repeat the pairing process.*</p>
Music stops from time to time	<ul style="list-style-type: none"> ▪ Inspect the distance between the headset and the Bluetooth enabled device, it may exceed the Bluetooth transmission range. ▪ Inspect if there is an obstacle between the headset and the Bluetooth enabled device. ▪ The power of the battery is insufficient, please recharge the headset.
Sound is low or distorted	<ul style="list-style-type: none"> ▪ Inspect the volume of the connected headset or Bluetooth enabled device and adjust the desired volume level as needed. ▪ Reduce the number of programs or apps on the BT device connected. ▪ The power of the battery is insufficient, please recharge the headset.
The Bluetooth indicator light remains OFF	<ul style="list-style-type: none"> ▪ The power of the battery is insufficient, please recharge the headset. ▪ Restart the headset.

LED indicator lights on headset flashing in an alternating manner	<ul style="list-style-type: none"> ▪ Headset needs to be paired or re-paired with your device. If the headset has been previously paired with the device, it must first be deleted before re-pairing.
There is an alert tone every couple of seconds	<ul style="list-style-type: none"> ▪ This is a low battery alert tone. Charging your headset.
Headphone is not charging	<ul style="list-style-type: none"> ▪ If using a wall-mounted charger, make sure it is plugged in to a powered outlet. If using a computer, make sure the computer is on and the USB port has power.
Very poor sound quality / mono sound	<ul style="list-style-type: none"> ▪ Bluetooth technology utilises different profiles to for headset functionality and for streaming stereo audio, and only one profile can be used at any given time. The stereo audio profile (A2DP) provides good audio quality but does not support a microphone and does not work with phone calls or other applications that require a microphone. The headset (HSP or HFP) profiles support only highly compressed low-bitrate, mono audio and sound poor with music, but allow microphone use for phone calls, etc. ▪ If you are experiencing poor quality, mono audio while listening to music or watching video, it is most likely that your headset is being forced into headset mode. Check that the A2DP (stereo/media) profile is enabled on your device and make sure that default audio output is set to Bluetooth (stereo), not Bluetooth(headset). Also make sure that you are not running any programs or apps that are accessing the microphone of the headset, such as Skype or other VoIP apps.
There's delay (lg) in sound / voice and video are out of sync	<ul style="list-style-type: none"> ▪ The delay you are experiencing is caused by the audio compression/decompression that the Bluetooth headset and transmitter are both doing in order to stream audio wirelessly. There is always some audio delay with Bluetooth headsets, but the amount varies depending on the device. <p>*If you are still experiencing delay in sound or voice and video are out of sync, turn your headset off and back on. If the issues persist, delete/unpair/forget the headset from the Bluetooth menu of your device and repeat the pairing process.*</p>
Pairing issue with Android devices	<ul style="list-style-type: none"> ▪ All of our wireless headsets use latest Bluetooth technology, which is a feature of most, if not all, smartphones. If you are unable to pair the headset after making sure it is in pairing mode, please try again.
Reset your device	<ul style="list-style-type: none"> ▪ Hold both buttons for 3 seconds for "OTL BT1" ▪ Press the button downward and hold for 4 seconds for "OTL BTKIDS1"