

TROUBLESHOOTING GUIDE

FRAMES DO NOT POWER ON

- Press and hold both the function buttons for the full activation time (**2 seconds**). Check for lights and audio cue.
- If the frames have not been used recently, charge for at least **15 minutes** before retrying.

FRAMES DO NOT CONNECT TO A MOBILE DEVICE

- Ensure the frames are powered on and within **10 m** of the device.
- Ensure the frames are not already connected to another nearby device.
- Turn Bluetooth **off**, then **on** again on the mobile device.
- Delete the frames from the Bluetooth list and reconnect.

FRAMES CONNECT BUT THERE IS NO SOUND

- Check the volume level on both the frames and the mobile device.
- Ensure audio is playing on the mobile device.
- Ensure no other Bluetooth audio devices are connected.
- Disconnect and reconnect the frames.

SOUND ONLY PLAYS FROM ONE TEMPLE

- Each temple has a dedicated battery and powers on separately.
- Ensure **both temples are charged and powered on**.

AUDIO CUTS OUT OR STOPS WHEN USING CERTAIN APPS

- Close and reopen the affected audio app.
- On the mobile device:
Settings ◦ **Apps > Select App > App Storage > Clear App Cache**
- Reconnect the frames and try again.
- Ensure the app is allowed to run in the background.

POOR MICROPHONE OR CALL QUALITY

- Reduce wind exposure.
- Ensure microphone openings on the temple are not blocked by hair, clothing, or debris.
- Clean microphone openings gently if required.

FRAMES DO NOT RESPOND TO BUTTON PRESSES

- For multi-press functions, vary the speed of presses.
- Press firmly and deliberately.
- Turn the frames off and back on again.

FRAMES DO NOT CHARGE

- Ensure charging pins are correctly aligned and magnetically snapped into place.
- Ensure the charging cable is securely connected to a power source.
- Try a different USB wall charger or computer.
- Ensure charging contacts are clean and dry.
- Do not charge the frames in extreme temperatures.

