

SoundWave Wireless Earbuds FAQ

1. Product Overview

SoundWave offers a range of wireless earbuds designed for different lifestyles. Our current lineup includes:

- SW-S50 (Sport)
- SW-NC100 (Noise-Cancelling)
- SW-TW150 (True Wireless)

Each model delivers superior sound quality and advanced features for an enhanced listening experience.

2. Technical Specifications

SW-S50 (Sport)

Battery Life: 6 hours (earbuds), 24 hours (with charging case)

Bluetooth Version: 5.0

Driver Size: 10mm

Frequency Response: 20Hz - 20kHz

Water Resistance: IPX5

SW-NC100 (Noise-Cancelling)

Battery Life: 6 hours (earbuds), 24 hours (with charging case)

Bluetooth Version: 5.0

Driver Size: 10mm

Frequency Response: 20Hz - 20kHz

Water Resistance: IPX5

SW-TW150 (True Wireless)

Battery Life: 6 hours (earbuds), 24 hours (with charging case)

Bluetooth Version: 5.0

Driver Size: 10mm

Frequency Response: 20Hz - 20kHz

Water Resistance: IPX5

3. Key Features

- **High-Quality Sound:** Enjoy crystal clear audio with deep bass and balanced mids and highs.
- **Active Noise Cancelling:** Reduce ambient noise for an immersive listening experience.
- **True Wireless Design:** Experience total freedom with no wires to get in the way.

4. Setup and Installation

Step-by-step instructions for setting up your SoundWave wireless earbuds:

1. Remove the earbuds from the charging case.
2. Enable Bluetooth on your device and select the earbuds from the list of available devices.
3. Follow the pairing instructions displayed on your device.

5. Usage Instructions

Detailed guidelines on using various features and optimizing performance:

- Use touch controls to play/pause music, answer/end calls, and activate voice assistants.
- Switch between different noise cancelling modes using the app.
- Monitor battery status and customize settings through the SoundWave app.

6. Maintenance and Care

Guidelines for keeping your wireless earbuds in top condition:

- Regularly clean the earbuds and charging contacts with a soft, dry cloth.
- Store the earbuds in the charging case when not in use to protect them and keep them charged.
- Keep the firmware updated through the app for improved performance and new features.

7. Troubleshooting

Common issues and their solutions:

Problem: Earbuds Not Pairing

Solution: Ensure Bluetooth is enabled on your device and the earbuds are in pairing mode. Reset the earbuds if necessary.

Problem: Poor Sound Quality

Solution: Check the fit of the earbuds and clean any debris from the ear tips and speaker mesh.

Problem: Battery Draining Quickly

Solution: Ensure the earbuds are properly seated in the charging case when not in use and disable any unnecessary features.

8. Warranty Information

Comprehensive warranty details for your SoundWave wireless earbuds:

- Coverage period: 1 year from the date of purchase.
- Includes free repair and replacement for manufacturing defects.
- Excludes damage caused by misuse or unauthorized modifications.

9. Customer Support

Information on how to get support for your SoundWave wireless earbuds:

- Visit our online support portal for FAQs and troubleshooting guides.
- Contact our support team via phone or email for personalized assistance.
- Locate the nearest service center for in-person support.