AuraAccessories Troubleshooting Guide

AuraSound Pro Earbuds Pairing Guide

When a customer is struggling to pair their AuraSound Pro Earbuds, first instruct them to ensure the earbuds are fully charged by placing them in the charging case for at least 15 minutes. Next, tell them to open the charging case lid while the earbuds are inside and locate the small pairing button, usually on the back or inside of the case. Guide them to press and hold this pairing button for about 3-5 seconds until the indicator light on the case begins to flash, signifying pairing mode. Then, have them open the Bluetooth settings on their AuraPhone or AuraBook, select "Pair New Device," and choose "AuraSound Pro" from the list to complete the connection. If the issue persists, advise them to temporarily turn off Bluetooth on other nearby devices.

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AuraFlow Charger Not Charging Device

If a customer reports their AuraFlow charger isn't charging their device, begin by asking them to try a different power outlet to rule out an issue with the wall socket. Next, instruct them to check both ends of the charging cable – the one connected to the charger and the one connected to their device – ensuring they are securely plugged in and not loose. Ask them to try a different AuraTech-certified charging cable if they have one, as faulty cables are a common cause of charging problems. Also, have them inspect the charging port on their device and the charger itself for any dust, debris, or damage that might be obstructing the connection. If the issue continues, explain that it might be a charger malfunction, and we'll need to proceed with a replacement inquiry.

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AuraGuard Phone Case Does Not Fit

When a customer says their AuraGuard phone case doesn't fit, first confirm the exact model of their AuraPhone and the specific AuraGuard case they purchased. Politely ask them to carefully align the phone with the case's camera cutout and ports before attempting to snap it into place, ensuring the top or bottom edge slides in first. Advise them to apply even, gentle pressure around the edges of the phone, making sure each corner clicks securely into the case. Reassure them that AuraGuard cases are precision-engineered for a perfect fit, so if it feels too tight, they might be misaligning it. If, after careful re-attempt, it still clearly doesn't fit, verify the product codes again and confirm it's indeed the correct case for their specific AuraPhone model; if there's a mismatch, we can then discuss exchange options.