iMessage
9/6/23, 6:02 PM

> Hello, my headphones are connecting to my iPhone even while still in the case. I don't believe the case is working properly as it doesn't close all the way

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Let me connect you to someone who can help. If you need to step away, don't worry. We'll send you a message when we're ready for you.

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Apple may record, use, and keep a transcript of this conversation to provide the support you have requested, for quality control and training purposes, and to improve contact center technologies.

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Hello! I hope you are doing well. I understand that your Beats stay on, even after placing them in their case, is that right?

> Correct

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Thank you for confirming. I know how important it is to get this situation addressed, so I would be happy to look into this for you and see what I can do to help. Let's get started by going over just a few pieces of information so we can find the best possible solution.

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May I have the serial number to the device? Please use this article to help you locate it:

https://support.apple.com/kb/HT204196

> H2DK1670LN3L

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Thank you. The correct on is the last one.

> Liked "Thank you. The correct on is the last one."

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What iPhone model are your Beats paired with?

> iPhone 13

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Can you tell me what iOS version you're using on your iPhone? You can find this by going to Settings > General > About > Software Version.

> 16.6

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Thank you.

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Let's try resetting your Beats and then testing them out after you reset them, to see if the issue is resolved. You can use the steps in this article to help you reset your Beats:

https://support.apple.com/kb/HT208304

I have reset

How can I confirm anything changed

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Great! Test them out for a bit to see if the issue persists.

I will need some time to test. Can I resume this chat with you later?

Delivered

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Absolutely. This session will remain active for 48 hours, so you can just reply back to this message.

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We've closed this conversation for now. If you still need help, just send us a message, and we can pick up where we left off.

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If there's nothing else we can help you with right now, we'd love to hear how we did.

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https://feedback.applesurveys.com/jfe/form/SV_3yN4lnuWLdDt9Pw?
Q_ULED=670aa0c3-16f7-4862-9bee-b0e0b54f5f34&pl=EN,FR-CA,ES