Troubleshooting

Directly below is quick-fix checklist, followed by most common problems and their solutions on the left, with less common scenarios and their solutions on the right.

QUICK-FIX CHECKLIST

1. Check volume is not muted on music device.
2. Check volume is not muted in music application.
3. Check that earbuds are charged.
4. Restart the music sending device.
5. Restart earbuds. (Insert earbuds into capsule and remove them again.)
6. Check rotation of earbuds. L and R marking should face behind you.
7. Restart bluetooth on the music device.
8. Try pairing again with the music device.

AUTOMATIC SHUTDOWNS

This problem may appear when operating in MONO mode with certain phone models and can be avoided by ensuring the EARIN app is running in the background, which overrides these settings.

Instructions.

1. Place the EARIN buds in the charging case
2. Download the EARIN app from iTunes Store or Google Play
3. Enter serial code from Capsule bottom into app
4. Launch the EARIN app and let it run in the background, while listening to music

*Note: the EARIN app only supports Android and iOS at the moment*

INTERFERING OBJECTS

For an optimal listening experience, please reduce the objects in between your left earbud and music player. As Bluetooth signals do not cross through the body, it is also important to minimize interfering objects between the buds themselves (i.e. pillows).
POSITIONING

Ensure that the L & R letters are faced pointing behind you as illustrated here. Also make sure to squeeze the foam tips (if you use the tips from Comply) before inserting the earbuds into your ears. Inserting the earbuds too deep in your ears can make it harder for the Bluetooth signals
In practice, all Bluetooth equipment (even mono headsets) will in some conditions give slight connection problems. Normally in our day-to-day devices we do not notice as it is not streaming music in our ears. However, the sound may cutout temporarily if the connection is lost for longer than the earbuds’ buffer can compensate for. We have seen that the earbuds will work better with some phone models than others, depending on how well that music player’s antenna was designed.

Should the above two steps not reduce or eliminate any connection losses you may experiencing please verify it is not due to incompatible charging or pairing.

INCOMPATIBLE CHARGING

Often what appears to be a connectivity issue or dropouts, is in fact caused by incompatible charging of the earbuds or capsule. The improper charge can result in poor or non-connectivity. Charging standards vary globally and using the provided cable and a computer USB port serves
1. To ensure this is not the issue, please charge the capsule with the USB cable that came in the EARIN box via a computer USB port and ensure that the computer does not go into sleep or standby mode while charging.
2. While charging the capsule, please watch the red charge light beside the USB connector. If the Capsule Charging Status light (see photo above) blinks out once every 20 seconds, it indicates an incompatibility problem between capsule charger and its power source and not the EARIN capsule. Please experiment with power sources with the original cable until the 20s blink does not occur.
3. Although unlikely, there is a small possibility that the cable itself is faulty. To eliminate this possibility, please repeat this test with another cable. Continue charging until that same red light turns green.

APP NOT CONNECTING TO BUDS

1. Enter serial number from the bottom of the capsule (i.e. 10302878).
2. Shut down app from sending devices’ menu.
3. Turn off Bluetooth on sending device.
4. Place earbuds in capsule, close.
5. Remove earbuds from capsule.
6. Turn on Bluetooth on sending device.
7. If two pairing options are available for EARIN L, choose media audio.
8. Connect and start EARIN app.
The left and right bud on the app now should have a white light circling them, while they connect. **EARIN R may also be used as a master device if you are having difficulty connecting to EARIN L**

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**APP CONNECTED BUT MUSIC PLAYING FROM SENDING DEVICE’S SPEAKERS**

Music and data over Bluetooth are two separate connections in many sending devices. If not correctly selected, a connection may show in the EARIN app yet music plays through sending device’s speakers and not the buds.

*To resolve this:* Please go to Bluetooth settings, then click ‘EARIN L’. Then click connect. Should this not get the music playing, please try a full restart of the buds and sending device, as well as a pairing reset.

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**PAIRING RESET**

On occasion some users have experienced successful pairing between EARINs and the music device, however, another app installation or update causes them to stop working. In that case, the settings need to be cleared by pairing them again. To eliminate this possibility:

1. Shut down the EARIN app
2. Go to Settings, Bluetooth settings
3. Switch on Bluetooth
4. If “Earin L” or “Earin R” are paired please remove them
5. Restart the sending device

6. Go to Settings, Bluetooth settings
7. Remove the left earbud (only) from capsule
8. Search for Bluetooth devices
9. Attempt to pair with “Earin L”. Connect after the pairing process has been completed.

If successful. Insert the left earbud back into the capsule, and close the capsule. Then remove both earbuds from the capsule and pair to “Earin L”.

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**PHONE PROCESSING RESOURCES**
To play music and then transmit it via Bluetooth requires processing power of your phone or sending device. If other tasks are running simultaneously, the competition for the processors resources may cause interruptions in the music playback. To test if this indeed to case, please try the following:

1. Restart your music sending device and shut down any unnecessary apps or services.
2. Place in flight mode. Turn off GPS, WIFI, etc
3. Ensure Bluetooth is turned on
4. Play music located on your sending device’s hard drive

Should you still be experiencing cuts in music playback it is likely that competition for processing resources is not the problem. Though on older or lower end phones this could still be the case.

LOW VOLUME

If you cannot gain enough volume to your satisfaction by turning on gain (available for Androids) with the EARIN app and also maximize your volume setting on your sending device, there might be other ways available: maximize the volume through the settings in the streaming service used (if using streaming), or download and use an equalizer app.

A proper placement of the tips can also have a significant impact on perceived volume of the earbuds. Be sure to squeeze and compress the comply tips before inserting the ears for maximum sound.

ANTENNA COMPETITION – POOR WIFI

Bluetooth and Wifi are using the same antenna. Maintaining a poor connection to WIFI could be prioritized by your sending and be a cause for connection losses.

To eliminate this possibility: Please turn off the WIFI on your sending device and test listening to your EARINs in the same manner as before.

OUTDOORS

Bluetooth signal strength varies based on the surrounding environment. It is generally stronger indoors where it benefits from signals reflecting off walls and other objects.
TRY ANOTHER SENDING DEVICE

Each model of phone, tablet, computer, etc has a different antenna design. For many models the Bluetooth antenna was not a priority in the design, causing connection problems.

To eliminate this possibility: Please try your EARINS with another type of sending device.

UNPAIR TO PREVIOUS SENDING DEVICE

EARINS can only be paired to one device at a time. Should there happen to be two devices which have been paired to EARIN in the same area, there is a possibility that they may connect to the other device first (or one of the buds may do so). This would make the set (or bud) invisible to you.

To eliminate this possibility: Please turn off the Bluetooth of any nearby, previously paired devices, and try connecting again.