

TROUBLESHOOTING GUIDE

If your True Evo Airs continually drops connect– If your earbuds will not stay synced together and keep dropping connection try the following steps:

1. Go to the settings on your smartphone/device
2. Select the Bluetooth Manager and click the “i” icon located next the True Connect in your devices menu
3. Select “Forget this Device”
4. Put both earbuds back into the charging case and ensure they are both charging (indicated by a red LED light illuminated – please make sure both earbuds have the red LED indicator light illuminated and are fully charged)
5. Remove the earbuds from the charging case – and reconnect via Bluetooth on your smartphone/device

If this does not work and you are still experiencing dropouts–try the following steps to reset your network:

1. Go to the settings menu in your smartphone
2. Select General -> Reset -> Reset Network Settings
3. Go to the Bluetooth Manager and reconnect earbuds

For more information or assistance – please contact us at support@alteclansing.com or at 1-855-292-4087

