

## TROUBLESHOOTING GUIDE



**If your True Connects are out of sync** – this can happen when you pair to one earbud before allowing both earbuds to pair to each other

1. With earbuds out of the case, press the power button on both earbuds at the same time.
2. Keep pressing the power button until both earbuds give a solid red light. Once you stop pressing the power button, earbuds will completely shut off.
3. Put earbuds back into the charging case (red LED light will come on, which indicates they are charging – please make sure both earbuds have the red LED light and are fully charged)
4. Make sure to “forget device” from the Bluetooth list on your phone
5. Remove both earbuds from the case, allow 3-5 seconds for them to pair together. You will know when they are paired when the right earbud stops flashing red/blue and slow flashes blue. The left earbud will continue to flash red/blue until you pair to your device.

**If your True Connects 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](mailto:support@alteclansing.com) or at 1-855-292-4087