Troubleshooting Guide

Mini Wireless Earphone – ASIN B00ZX29CUE

Q: There is no sound from the earpiece.

1. Make sure the induction loop is fully connected to the phone or audio adapter.
2. Check that the SR416SW / 337 battery is installed in the correct direction.
3. Make sure the battery cap is fully tightened. A loose battery connection may result in no sound.
4. Replace the battery with a fresh SR416SW / 337 battery if necessary.
5. Make sure the phone volume is turned up and audio playback has started.
6. Reposition the mini earpiece slightly inside the ear. Small changes in position can significantly affect the received sound.
7. If using a Lightning or USB-C phone, disconnect and reconnect the included adapter.

Q: The volume is too low.

1. Reposition the mini earpiece gently to find the best receiving position.
2. Keep the induction loop close to the earpiece. A shorter distance generally provides stronger audio.
3. Increase the phone volume gradually.
4. Check the battery condition. A weak battery may reduce the output volume.
5. Replace the battery with a fresh SR416SW / 337 battery if necessary.

Q: I hear static, noise, or distorted sound.

Because this product uses magnetic induction to transmit audio to the miniature earpiece, nearby electronic equipment or an unstable connection may cause interference.

1. Move away from large electronic devices or strong electromagnetic interference sources.
2. Make sure the battery is installed correctly and the battery cap is fully tightened.
3. Make sure all plugs and adapters are fully inserted.
4. Disconnect and reconnect the phone or audio adapter.
5. Check that the connectors are clean and free from visible damage.
6. Reposition the induction loop and earpiece.
7. If possible, test the product with another compatible device to determine whether the issue is related to the phone or connection.

Q: The microphone does not work, or I can hear audio but cannot use the microphone during a call.

For full audio and microphone functionality, the connected 3.5 mm interface must support a **CTIA/AHJ-compatible 4-pole TRRS headset connection**.

1. Make sure the 3.5 mm plug is fully inserted.

2. A 3-pole TRS audio connection can carry audio but does not support the microphone.
3. Some older devices use the OMTP headset standard. OMTP uses a different microphone and ground contact arrangement, which may result in audio working while the microphone or call function does not work correctly.
4. For Lightning or USB-C phones, use the adapter included with the product.
5. Disconnect and reconnect the adapter and 3.5 mm plug.
6. Make sure the phone recognizes the connected headset or audio accessory.
7. If possible, test the product with another CTIA/AHJ-compatible phone.

Q: Music or audio works, but the microphone or phone-call function does not.

This is usually related to the headset connection or device compatibility rather than the audio receiver itself.

The product requires a **CTIA/AHJ-compatible 4-pole TRRS connection** for both audio and microphone functions.

- A 3-pole TRS connection provides audio only.
- Some older OMTP-wired devices use different microphone and ground contacts.
- Some third-party Lightning or USB-C audio adapters support audio output but do not support microphone input.

For best compatibility, use the adapters included with the product.

Q: I cannot connect the product to an iPhone with a Lightning port.

Use the included Lightning-to-3.5 mm adapter.

1. Connect the Lightning adapter firmly to the iPhone.
2. Connect the induction loop's 3.5 mm plug fully to the adapter.
3. Make sure the iPhone recognizes the connected audio accessory.
4. If the included adapter version requires Bluetooth connection, turn on Bluetooth and select the adapter when it appears.
5. Disconnect and reconnect the adapter if the phone does not recognize it.

Third-party adapters may differ in compatibility. Some adapters support audio playback only and may not support microphone or call functions.

Q: I cannot connect the product to a USB-C phone.

Use the included USB-C-to-3.5 mm adapter.

1. Connect the USB-C adapter firmly to the phone.
2. Fully insert the induction loop's 3.5 mm plug into the adapter.
3. Make sure the phone recognizes the connected audio accessory.
4. Disconnect and reconnect the adapter if necessary.

Some phones and third-party USB-C adapters have different audio compatibility. For best results, use the adapter included with the product.

Q: The connection is intermittent or the sound cuts in and out.

1. Make sure every connector is fully inserted.
2. Check the 3.5 mm plug and adapter for visible damage.
3. Make sure the battery cap is fully tightened.
4. Avoid pulling, twisting, or sharply bending the cable near the connector.
5. Disconnect and reconnect the adapter or 3.5 mm plug.
6. Test with another compatible phone if available.

If the problem continues, stop using the product and contact customer support.

Q: I only receive sound through one earpiece.

This product includes **one ultra-small mini earpiece** and is designed for single-ear use.

It is not a conventional pair of left and right stereo earbuds. Audio is transmitted from the induction loop to the single miniature earpiece.

Q: Can the battery be recharged?

No.

The SR416SW / 337 button-cell battery used by this product is **not rechargeable**.

Replace the battery when depleted and remove it from the earpiece when the product is not in use.

Q: How long does the battery last?

Typical continuous operating time is approximately **4–8 hours**, depending on the battery brand, operating conditions, volume, and usage.

The battery continues to discharge while installed, so remove it after use.

Q: Is this a Bluetooth earphone?

No.

The miniature earpiece itself is **not a Bluetooth device**.

Audio is transmitted from the connected phone or audio device through the induction loop to the miniature earpiece using magnetic induction.

For phones without a 3.5 mm headset port, use the included Lightning or USB-C audio adapter as applicable.