

i9BT Troubleshooting

Connecting Bluetooth: First please make sure that the phone has Bluetooth turned on and enabled from the Bluetooth settings menu. In order to connect this headset to your Bluetooth enabled device, please power on the headset. Press and hold the “MFB” Button until the Bluetooth LED lights blink green and red back and forth rapidly. At this point, go into your phone’s Bluetooth menu and search or scan for available devices. Once you find the i9BT in your Bluetooth device menu, select it. Your phone may ask for a Bluetooth pairing code or password. The default password is “0000”.

Issues with re-connecting an already paired device: If you experience issues re-pairing a device which was previously paired with the i9BT, please first delete by selecting “forget this device” in your Bluetooth menu. Once the headset is deleted, check to see if there are any pending iOS Updates (for iPhone Users) or Software Updates (for Android) on your phone. For instructions on how to do this, please refer to the manufacturer's instructions for your specific phone. If there are pending updates, please install them and restart your phone. Then follow the Bluetooth pairing instructions, and reconnect your device to the headset.

Bluetooth Loses Connection Often: Most Bluetooth connection issues are created by interference with other wireless devices. In order to minimize any interference avoid Wi-Fi routers and 3.0 USB Ports. Also, if multiple devices have been paired to the headset, you may need to disable or unpair devices that are not currently connected to the headset.

Sound Distortion when using the AUX cable: The cables and connectors included with the i9BT are gold plated in order to provide the highest standard in conductivity; providing the most crisp, clear, anti-corrosive connection to your device. It is recommended when these accessories are not in use, to store them in the included hard protective case. If the connectors are scratched or bent in any way, it can affect the sound quality and/or cause sound distortion.