



We have sorted out some problems that you may be concerned about:

#### **About Noise Cancelling Function**

Q: Why are my noise-cancelling headphones so bad that I can still hear people talking?

A: Noise canceling technology is mainly for low-frequency noise such as some car engines, airplane cabin noise or city traffic. Please note vocal and high-frequency noise cannot be eliminated.

Q: Why is the sound quality of my headphones not very good with ANC on ?

A: Noise cancelling technology eliminates most of the ambient noise by generating reversed sound waves, allowing us to hear more pure and undisturbed sounds, so at some level, people may feel that the sound quality is not as good as expected.

#### **About Material**

Q: What should I do if the headband broken after using it for a while?

A: We have updated the materials of headband in January 2019, which has successfully passed the 10000+ bending test. Please free feel to contact us to replace the improved product for you.

#### **About Wearing**

Q: How long is the headphones recommended to wear?

A: Depending on your head/ear size/shape, it may be a little tight (feels like “ on ear ” ) for someone to wear which is designed to avoid sound leakage. In case of that and to get both audio and wearing comfort, please take off the headphone every 1-2 hrs to get your ears relax and protect them from muggy environment in use.

#### **About Bluetooth Connection**

Q: How to connect with phone/computer?

1. Long press Bluetooth button for 4-6 seconds until Red & Blue light flash alternately
2. Turn on the Bluetooth of your device and find “ Mpow +Model (E.g. Mpow H5) ” to connect (Enter the code 0000 if needed)

Q: Can the Headphones be connected to TV?

A: If your TV has Bluetooth, you can connect directly. If not, then you need a Bluetooth transmitter to connect.

#### **About Microphone**

Q: Why can't other hear my voice when calling?

A: Please use the microphone function in Bluetooth mode, the microphone function cannot be used in the wired mode.

#### **About Missing Parts**

Q: What if the Headphones was arrived broken or missing parts?

A: We are very sorry for the problems caused during the transportation process, please kindly contact our customer service.

#### **About Charging**

1.Please turn off the ANC function when not in use.(ANC function will consume power when it is turned on)

2.The headphones will be off when charged.

Have a wonderful day! ^\_^

Best regards.

Patozon Customer Service

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