

## FAQ-GGMM E-Series Speker

### Q1: **Cannot connect to Wifi.**

A1: you can fix it to follow the instruction as below:

1. far from jamming equipment something like microwave oven, wireless phone .
2. update your router to latest version, make sure speed over 300M bandwidth or use a new router which has stronger signal covered range .
3. stop the other devices connected to the same router.
4. make speakers close to router.
5. updated hardware of speaker to latest version.
6. Press "reset" for 5 seconds till factory restoring voice prompt to reset your speaker.

### Q2: **Volume is very low.**

A2: if it happened in the bluetooth mode, you can fix it to follow the instruction as below:

1. go to your setting of iPhone, choose bluetooth and forget all the devices listed in your mobile (clear the bluetooth devices from your mobile list).
2. power your mobile and speaker off and restart.
3. re-pair your mobile to the speaker via bluetooth.

### **Customer Support**

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