iClever BTH20 Bluetooth Headphones Troubleshooting

1. Pair with two Bluetooth devices

1) Pair the Bluetooth headphones have been paired with phone 1#, and turn off phone 1# Bluetooth function.
2) Pair the headphones with phone 2#.
3) Active Bluetooth function on phone 1# and manually connect with headphones, you have now successfully paired the headphones with both phones.

Note:

If you receive an incoming call on phone 2# when you are already in a hands-free call on phone 1#:

- Short press MFB button to end the call 1# and answer call 2#.
- Double press MFB button to switch phone calls.
- Short press MFB button to end each call individually.

2. I can't turn on my headphones.

Ensure the headphones are fully charged before use, the device will not turn on if battery is very low.

3. I can't find the headphones on my device.

- Check that the headphones are in pairing mode and the LED indicator is flashing white and orange.
- Make sure your Bluetooth device is close to the headphones within 3 feet.

- Turn off the headphones and the Bluetooth device, then turn on the headphones and then restart Bluetooth device. Then retry the pairing method.
- Reset your headphones to the factory settings and try again.

4. I can find the headphones on the Bluetooth device list but can't successfully connect them.

- Disconnect your Bluetooth device from any previously connected devices. Restart the Bluetooth device and retry connecting the headphones.
- Remove the headphones from Bluetooth device list and pairing again.

5. After pairing, there is no sound in headphones when playing music or answering call.

- Make sure the headphones have been successfully paired with your device.
- Make sure the volume is not too low or mute on both your headphones and the Bluetooth device.
- Make sure the Bluetooth tooth device is playing music/audio.
- Some phones do not have the full stereo music function, check by connecting to another cellphone to test the headphones.

6. After pairing, the sound is not very clear/the caller cannot hear my voice clearly and cuts out intermittently.

- Please adjust the volume on your Bluetooth device and headphones.
- Units are out of range (within10meters), Bring units closer together.
- Make sure there is no interference source (electrical or magnetic) nearby.
- Recharge your headphone, the power may be too low.

7. The Bluetooth Device ask for a password/pin while pairing

Most Bluetooth devices don't require a password / pin during pairing, but enter "0000" (four zeros) if asked