

Troubleshooting: One of my Here Buds isn't lighting up

If one of your Here Buds isn't lighting up when you open your charging case it might not be fully charged. To ensure your Here Buds are properly charging there's a few things we recommend to ensure proper contact with the charging pins in your case is being made.

- When placing your Here Buds in the case, make sure they are sitting flat
- When closing the case, we recommend letting the springs in the hinges do the work and allowing the lid to “snap” shut. This will ensure your Here Buds are positioned correctly
- Make sure nothing is blocking or covering the charging contacts
- After closing your case, make sure the case LED is slowly “breathing” orange - this is our way of telling you that the Here Buds are properly charging. If there's a fast “pulse” the Here Buds are not being detected by the case and you will need to open it and follow the above steps to reposition them slightly

Troubleshooting: Bluetooth Connectivity - Real-World Sound Control

If you're having trouble reconnecting your Here Buds to the Here One app to control real-world sound, we suggest giving the below tips a try:

- Ensure Bluetooth is turned on in your smartphone's Settings and there are two active connections:
 - H1LXXXXLE
 - H1RXXXXLE
 - If one of these is not connected, try heading to the Here One app and tapping Menu -> Settings -> My Buds and tapping on your pair of Here Buds
- Force close the Here One app and reopen it
- Turn Bluetooth on your smartphone off and back on
- If none of the above help, try putting your Here Buds back into your case for 30 seconds and connecting your Here Buds again

Troubleshooting: Battery and Charging

If you're running into issues with charging the battery there's a few things we recommend to ensure your Here Buds are making proper contact with the charging pins in your case.

- When placing your Here Buds in the case, make sure they are sitting flat
- When closing the case, we recommend letting the springs in the hinges do the work and allowing the lid to “snap” shut. This will ensure your Here Buds are positioned correctly

- Make sure nothing is blocking or covering the charging contacts
- After closing your case, make sure the case LED is slowly “breathing” orange - this is our way of telling you that the Here Buds are properly charging. If there’s a fast “pulse” the Here Buds are not being detected by the case and you will need to open it and follow the above steps to reposition them slightly

Troubleshooting: Bluetooth Connectivity - Audio Streaming

There’s a few quick things you can try if you’re having trouble streaming music or other audio to your Here Buds:

- Ensure Bluetooth is turned on
- Ensure your device’s volume is turned up
- Ensure “Here One” is listed as connected in your device’s Bluetooth settings.
- Some audio streaming apps ask you to select the device the audio plays to, we recommend double-checking that Here One is selected as the device to stream to
- If none of the above are solving your problem, try putting your Here Buds back in the case, turning Bluetooth on and off, and attempting to pair again