

Trouble Shooting

Q1: What devices does ANBES U13 work with?

A: Pretty much any device with Bluetooth technology. So if your laptop, desktop, phone, tablet, etc, or whatever else has Bluetooth then ANBES U13 should work fine with it.

Q2: Why no sound play when ANBES U13 are connected to my PC via Bluetooth?

A:

- 1). You may need to change the default audio output on your PC to "Bluetooth Headset".
- 2). Close all media applications in your PC (such as Windows Media Player).
- 3). Open 'Control Panel' > 'Sounds and Audio Devices' > 'Audio'.
- 4). Change the default output device to 'Bluetooth Headset' in Sound playback.

Q3: How can I reset ANBES U13?

A: In charging mode press and hold MFB till the LED indicator flashes 3 times, then the pairing record is deleted.

Q4: How can I skip tracks?

A: Long press (1s+) Volume + to skip forward. Long press (1s+) Volume - to skip backward.

Q5: My ANBES U13 are experiencing sync issues, how can I troubleshoot?

A:

- 1). Check to ensure your device's Bluetooth setting is enabled.
- 2). Make sure your device is within 10m (33ft) of the ANBES U13 (as near as you can).
- 3). Delete the pairing record on ANBES U13 and your device by holding MFB till the LED indicator flashes 3 times in charging mode, then try to re-pair.

Q6: What is the battery life of ANBES U13 ?

A: ANBES U13 can support up to 8 hrs music play with 6% volume, 4 to 5 hrs if 100% volume.

Q7: What should I do if ANBES U13 can't pair with my cellphone anymore?

A:

- 1). Delete the pairing history and try to repair:
Long press the MF button until the LED light flashes blue thrice when the Headphones is charging, the pairing history will be deleted.
- 2). Repair with your cellphone:
 - a. Long press the MFB Key for 3 seconds until LED indicator flashes red and blue alternately and it'll automatically enter the pairing mode.
 - b. Active the Bluetooth function of your mobile phone, search and select "Anbes U13" from the list to pair.

Q8: What should I do if ANBES U13 disconnect from my device?

A: Try turning ANBES U13 off and on. If this doesn't solve the issue, then re-pair with your device again.

Q9: Is it possible to pair ANBES U13 with a second device?

A: Yes it is possible but only after disabling the original device's Bluetooth or deleting its pairing record before pairing the new device.

Q10: Why the headphones will fall out of my ears while I'm doing exercise?

A:

- 1). Switch to suitable size eartips.
- 2). Adjust the clip to make it tighter and secure. Make sure your device is within 10m (33ft) of the ANBES U13 (as near as you can).
- 3). The procedures of wearing is as bellow:

FLEXIBLE & SECURE FIT



Put the earhook over the back of your ear



Insert the earbud into the ear canal and adjust it



Adjust the ear to fit



Wire clamp for close fitting

