



Step-by-step repair guide

1. Which device is being used?

Computers, tablets, or mobile devices all vary in connections strength. If possible, test the Epic Bluetooth with another device to make sure that this is not just a device issue. To optimize the Bluetooth strength, make sure that the device is not being blocked by obstructions like mobile cases, walls, or covered by the body.

2. Bluetooth still cuts out on the device.

The Bluetooth antenna on the Epic is located inside the button function (see illustration at right). To get the best connection, the mobile device and Epic button function should be at optimal locations and free from obstructions. Bluetooth cannot pass through the body, so if the antenna is resting directly on the neck or the device is covered on opposite side of the body, connection may be lost. (See article Improve Your Bluetooth Signal tips).



3. Are the cable clips for the Epic BT being used?

If YES- either loosen the cable clips or remove them, so the button function is not resting directly on the neck. The antenna on the inside should have less obstruction, so this will alleviate any blockage from the body. The 'JLab' logo should face away from the body (see image at right).



4. Still cuts out.

Go into the Bluetooth settings of your device and remove the Epic BT. Turn off the Epic BT. Hold the power button on Epic for 5+ seconds to turn on and put in pairing mode (blue and red alternating blinking lights appear). Look in your device settings and connect with Epic BT. This should repair the Bluetooth connection.

5. Still did not repair.

Put the Epic BT back into pairing mode by holding power button for 5+ seconds. Press and hold the Volume Up button and power button simultaneously for 3+ seconds (voice prompt- enable multipoint). Then, press and hold Volume down and power button for 3+ seconds (voice prompt – disable multipoint). This will disconnect other devices that may be interfering with the Epic BT. Pair the Epic BT with the desired device to test connection.

6. Still did not repair.

Return order may need to be placed. We'll inspect when it returns to understand and send you a replacement.