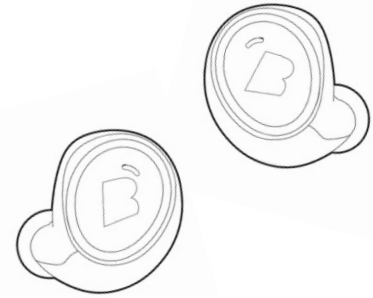


# Learn The Dash

## Quick Introduction Guide

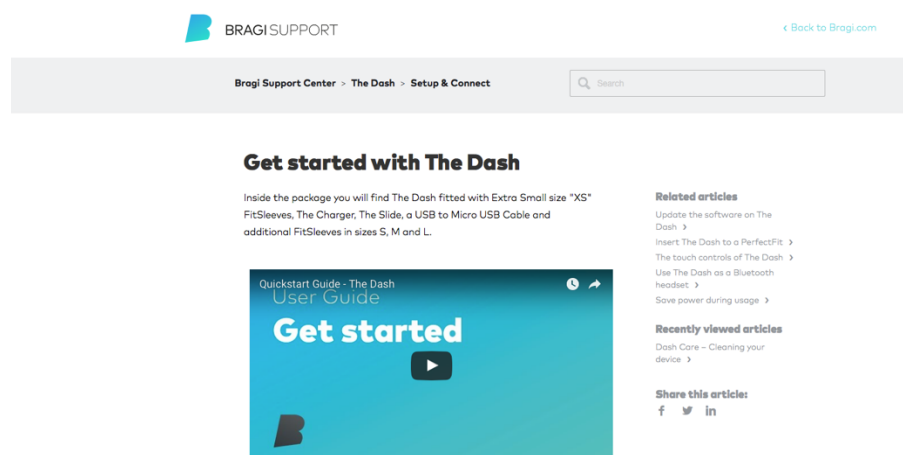


The Dash is more than just an earphone or a headset; it's a discrete personal assistant that fits in your ear. It's your personal, smart earphone.

Simply speaking, The Dash is a powerful microcomputer with more than 150 micro components, 27 sensors and a 32-bit processor. They pave the way for storing music, tracking fitness and making phone calls. Please acquaint yourself with these features while setting up The Dash to enjoy a fully wireless experience.

Most troubleshooting with The Dash can be solved by reading through the [User Manual](#) and [Technical FAQs](#). The below text should assist with four fairly common issues with The Dash.

## Set Up and Connect The Dash

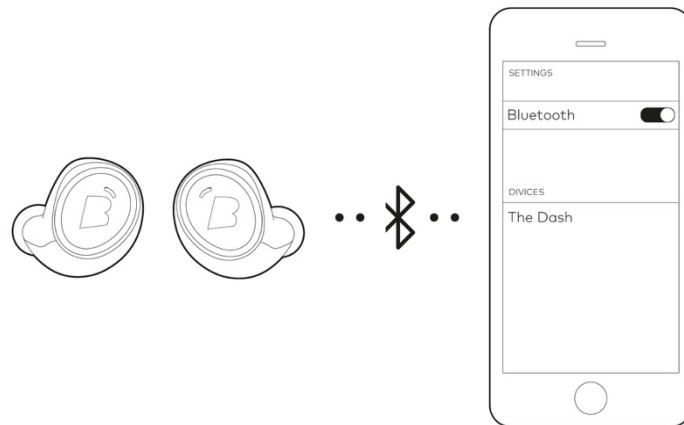


The screenshot shows the BRAGI SUPPORT website interface. At the top left is the BRAGI SUPPORT logo, and at the top right is a link to 'Back to Bragi.com'. Below the navigation bar is a breadcrumb trail: 'Bragi Support Center > The Dash > Setup & Connect'. A search bar is located to the right of the breadcrumb. The main content area features a section titled 'Get started with The Dash' with a sub-heading 'Quickstart Guide - The Dash User Guide'. The text below the sub-heading reads: 'Inside the package you will find The Dash fitted with Extra Small size "XS" FitSleeves, The Charger, The Slide, a USB to Micro USB Cable and additional FitSleeves in sizes S, M and L.' Below this text is a video player showing a 'Get started' video. To the right of the video player are sections for 'Related articles' (listing 'Update the software on The Dash', 'Insert The Dash to a PerfectFit', 'The touch controls of The Dash', 'Use The Dash as a Bluetooth headset', and 'Save power during usage') and 'Recently viewed articles' (listing 'Dash Care - Cleaning your device'). At the bottom right, there is a 'Share this article' section with icons for Facebook, Twitter, and LinkedIn.

Before you start using The Dash please follow the [Quick Start Steps](#) on Bragi.com. Here, you'll learn how to charge The Dash, properly insert The Dash, and connect The Dash to mobile devices through Bluetooth technology.

Next, you'll want to [Personalize and Calibrate](#) your Dash. These steps are important if you want to realize the full potential of The Dash, including fitness tracking capabilities.

A lot of new user issues can be solved by understanding the differences between the functions of the right Dash and the left Dash. Make yourself aware how to [Pair & Connect The Dash for Audio and Telephony](#) and how to [Bond & Connect The Dash for Activity Tracking and Data Transfer](#). Please look at the other articles in the [Setup & Connect](#) section to fully understand your microcomputer.



## Usage & Care

Even a smart earphone needs some help from time to time.

The functionality of The Dash can be affected by environmental influences. For example, The Dash can be [Influenced by External Materials](#) such as dirt or shampoo.

Are you experiencing decreased volume or sound quality of after a few days/weeks of usage? You can clean The Dash by [Using a Toothbrush](#). In doing so you'll probably remove ear wax, or other external items from the speaker grill.

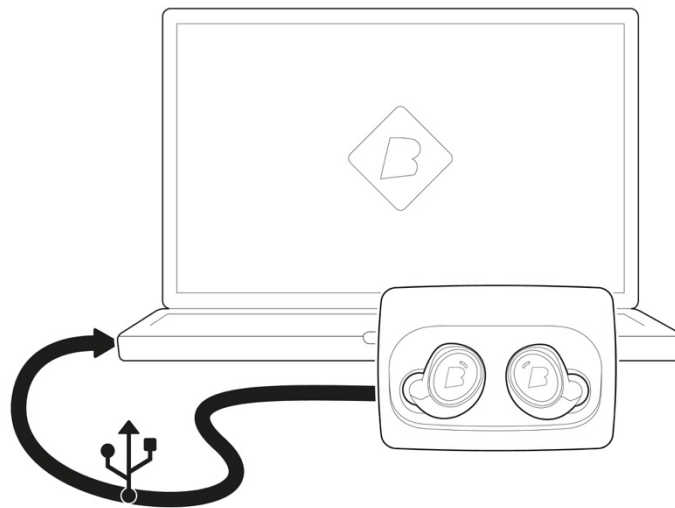
For more information, please click through the articles in [Usage & Care Section](#). They will help you understand your Dash and to maximize the daily experience with it.

For issues regarding playing or streaming music, please check out the information in the section [Listen to Music](#).

If you want to use your Dash as a headset, to learn how to use The Dash via voice control, or how to receive phone calls please click on [Communication](#).

The Dash is also able to track your activity while cycling, running or swimming. It gives you live feedback and saves your tracking data. To maximize your work-out experience with The Dash check the information on [Track Activities](#).

## Update your Dash



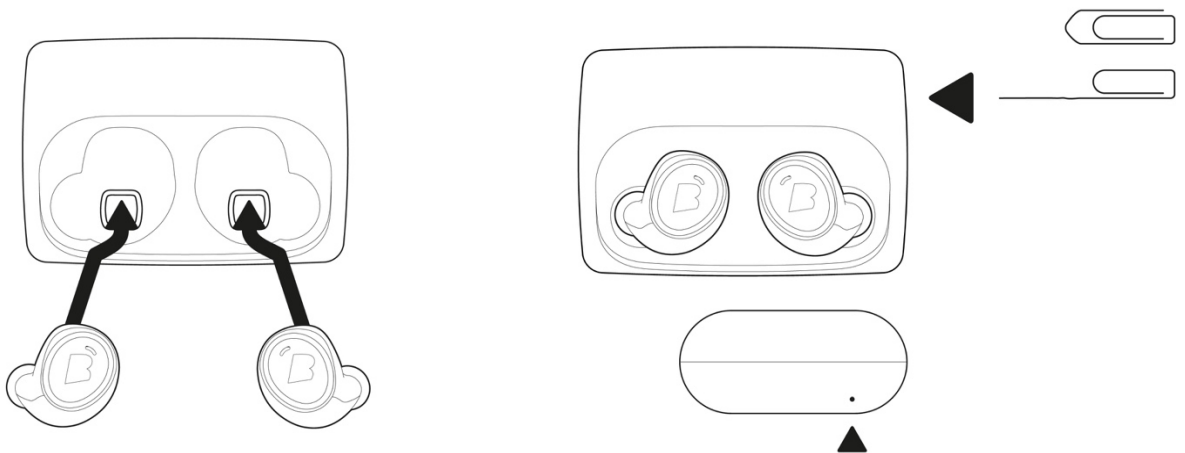
A lot has changed since we introduced The Dash in early 2016. New features were added, stability was improved and functions were optimized. Bragi was able to upgrade The Dash by providing constant software updates and we are committed to doing so in the future.

To update The Dash, please download and install [The Bragi Updater](#) on your PC, Mac or preferable device. The Updater will guide you through the process step-by-step until the latest software has been installed. For troubleshooting tips, please refer to the article [Update the Software on The Dash](#). If The Dash doesn't show up on your PC or Mac, please refer to the article titled [Connection to Computer](#).

If the Bragi Updater does not work for you (it has some limitations), Bragi recommends to do an alternative update process. The necessary steps can be found on.

## Dash has stopped working

Remember, The Dash is a microcomputer and as any computer you are able to refresh and reset The Dash or to install a new software.



If your Dash has stopped working and there are no visible defects, a [Refresh or Reset](#) might be helpful. If this does not help, a [Rapid Update](#) has shown to get your Dash back to work.