

Westone Audio Bluetooth Cable Troubleshooting Suggestions

Bluetooth is a wireless technology that must navigate between the headset and the music device through the air. The Westone Audio Bluetooth Cable uses Bluetooth technology and meets the Bluetooth standard range of 10 meters (30 feet), however, obstacles can interfere with the Bluetooth signals between a media player/handset and the cable.

The technology that Bluetooth utilizes relies on a clear path from the device to the media player/handset and it doesn't easily find its way around obstacles. If there's something solid between the two, the Bluetooth connection may drop. Unfortunately, "something solid" can often be your own body.

As a wireless technology, outside factors other than solid obstacles can stifle a steady connection. Wi-Fi signals and Bluetooth signals from other devices such as a wireless router or a computer can cause interference. An area getting many signals from different directions such as a busy downtown intersection can also disrupt your Bluetooth's cable signal.

To help with commonly reported issues, please try the following suggestions.

Unstable Connection:

- If the media player/phone is in your pocket either take it out of your pocket or move it to another pocket. If running or doing physical activity, it is recommended to use an armband to hold your media device.
- Move away from other devices such as a Wi-Fi router or computer that could be interfering with the signal or turn Bluetooth off on those devices.
- Move the media device closer to the Bluetooth cable or make sure that there is a clear line of sight between the player and the cable.
- Change the type of media device you are using.
- Charge the battery fully.
- Change the orientation of the cable with the cord either behind the neck or in front of the neck to determine which is better.

Short Battery Life:

- Make sure that the battery is fully charged.
- Charge the battery by connecting the USB port to a 120v adapter (sold separately) rather than through a USB device such as a computer.
- Listen to the music at a lower volume.
- Move away from an area with high external wireless signals.
- Change the type of earphones connected to the cable if using a different brand than Westone Audio.

Unable to Hear Any Sound:

- Make sure the cable is charged and turned on.
- Make sure that the device is properly paired with the media player.
- Confirm the cable isn't paired with a different device.
- Remove wax from the earphone nozzle.
- If one ear is not working then try to switch the right and left side.
- Turn the volume up on both the media device and on the BT cable.
- Move your mobile device closer to the headphones and away from any interference or obstruction.
- Connect to a different music source.

Cable Does Not Pair With Music Device:

- Turn the Bluetooth® feature on your device off and then on.
- Delete your "Westone Audio BT" cable from the Bluetooth list on your mobile device. Pair again.
- Move your mobile device closer to the headphones and away from any interference or obstructions.
- Pair a different music device.
- Clear the paired device list and enter pairing mode: Press and hold the -/+ button for 10 seconds until you hear a sound and the cable shows an alternating blue/red flash. Pair again.

Cable Not Charging:

- Make sure that the USB charging cord is securely inserted into both the Westone Audio Cable and charging device.
- Plug the USB charging side into a 120v wall adapter (sold separately).
- If your cable has been exposed to high or low temperatures, let the cable return to room temperature and then try charging again.

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