

FREQUENTLY ASKED QUESTIONS

Can I use the SOUNDOT Deluxe Sound Quality Wireless Earphones with the new iOS devices?

Any iOS devices with Bluetooth built-in will not need an adapter to get audio to the SOUNDOT earphones. You will simply pair your earphones to iOS devices using the pairing instructions that come with both the iOS devices and the earphones.

How do I get the best fit?

Put the Earbud Stabilizers on first, and then slide the size of Earbud Cushions you're going to use on second. Make sure the Stabilizers rest in the bowl (conchal bowl) of your ears, and the Cushions fit snug into your ear canal.

If your Stabilizers are not resting comfortably in the bowl of your ears, adjust the angle and position of them on your ears or on the SOUNDOT earphones until the Stabilizers aligns with the curve of the conchal bowl of your ear.

Can I use the SOUNDOT Deluxe Sound Quality Wireless Earphones with more than one device at the same time?

Yes, you can use the SOUNDOT earphones pairing with 2 devices at the same time. You can connect in the following ways: PC and mobile phone, iPod and mobile phone, MP3 player and mobile phone, home theatre and mobile phone, 2 mobile phones etc. You could easily switch actions between 2 devices. Please see user manual for pairing instructions.

I lost my installation guide, or I need a user manual, where can I find a new one?

We have all of our user manuals available on the website: <http://www.blackloud.com/html/soundot.html>.

If you cannot find the one you need, feel free to contact our support team by calling 1.888.783.0378, or emailing customerservice@blackloud.com

Does SOUNDOT have AVRCP protocols (play, pause, prev, next)?

Yes, the earphones have AVRCP controls (Audio Video Remote Control Profile). The controls are accessed using the controller on the cord near the right earphone. Please refer to your user manual on how to take advantage of these functions.

Will the SOUNDOT earphones work as earphones for Skype on PC/Mac?

Yes. The SOUNDOT Bluetooth earphones works as earphones for Skype on a Bluetooth enabled PC and Mac.

Will the SOUNDOT earphones work with iPhone?

Yes. It works as earphones for phone calls and as earphones for stereo music. The iOS 4.1 update is compatible with the iPhone 4, iPhone 3GS, iPhone 3G and 2nd generation (or later) iPod Touches.

Our earphones also work wonderfully with the iPhone 5s and every latest generation Apple product that is currently released.

Where is the microphone located on the earphones?

The microphone is located on the controller on the cord near the right earphone.

Are the SOUNDOT products available in my country and how much is shipping?

The SOUNDOT currently ships only in the US, when purchased directly from the SOUNDOT website.

Earphones keep turning off or music device keeps stopping right after I connect.

You may need to charge the earphones and or music device, as this usually happens when the battery is low. If you are still experiencing problems with your SOUNDOT products after you've made sure they're charged, feel free to contact our support team by calling 1.888.783.0378, or emailing customerservice@blackloud.com

My phone shows connection to earphones, but no longer plays music to earphones.

Close the streaming music program on your device and launch it again to reestablish the streaming music connection to the earphones.

The sound cuts in and out, drops out, cuts out intermittently, cuts in and out constantly.

While the range of Bluetooth is 20 meters (65 feet), the optimal range FOR ANY BRAND OF BLUETOOTH STEREO DEVICE is 2 feet from the music device, particularly outdoors when the signal cannot bounce off walls and ceilings. THIS RULE APPLIES TO ANY BRAND OF BLUETOOTH STEREO DEVICE. For the SOUNDOT brand earphones, the earphones antenna is located in the right-side earpiece so make sure your device is above your elbow and on your right side for optimal connectivity to your earphones while streaming music outdoors. This will help in avoiding signal drop outs.

Additionally, water and sweat can interfere with Bluetooth radio signal FOR ANY BRAND OF BLUETOOTH STEREO DEVICE. Make sure that there is no sweat in direct contact with the cellular/audio device. Make sure it is not in direct contact with skin when exercising and that it is on the outside of any clothing (e.g. if using the iPod, use it over the top of your clothing)

SOUNDOT recommends the use of armbands for your music device to keep the device within optimal range and separated from your skin during workouts. Positioning your hand on the wrong spot of the cellular phones may cause signal drop outs/reception issues. Sweat and moisture in this area, may also cause the signal to be blocked. The issue may be the phone, rather than the stereo Bluetooth earphones.

The sound quality is poor and sounds distorted

Adjust the volume control on your device to a lower setting. Find the right balance between both volume controls on the device and earphones for optimal sound performance.

Pairing device while wearing earphones

Always pair your devices with the right earpiece in your hand so you can see the LED status lights, and the left earpiece on your ear so you can hear the voice tones.

What is SOUNDOT's return policy?

<http://www.blackloud.com/html/soundot.html> Check here for the SOUNDOT terms and conditions of sale which include the return policy and limited warranty information. Or, feel free to contact our support team by calling 1.888.783.0378, or emailing customerservice@blackloud.com

Is the charging adapter included with the earphones?

No, the earphones do not include one charging adapter, only Micro USB charging cable. You could charge power on PC or power bank by charging cable. You may purchase an adapter for the charging cable if needed.

What is the pass code for pairing with my phone?

If necessary, enter four zeros (0000) for the pass code.

Can I wear sunglasses at the same time?

Yes. The SOUNDOT is slim enough at the top to allow room for sunglasses to be worn at the same time. You can wear the SOUNDOT earphones with prescription glasses as well.

Can I run in the rain with the SOUNDOT earphones?

Yes. You can run in light rain with the SOUNDOT earphones. Avoid downpours, but with the sweat-resistance in our earphones, getting caught in a light rain or drizzle will not affect the earphones.

Will the SOUNDOT earphones fit my ear?

SOUNDOT strives for the most comfortable and strong fit with our wireless Bluetooth earphones and earbuds. They come with different sized earbud cushions, and most importantly, different sized earbud stabilizers for the most solid fit. If by chance the earphones do not fit comfortably and securely, every earphones purchased through us is backed by our 30 day return guarantee.

Any earphones purchased through an authorized reseller will also have a return period. Check with the reseller you purchased from, or are looking to purchase from, for further details.

Are the SOUNDOT earphones designed for cell phone calls?

Yes. The primary design for the earphones is stereo music but also includes the ability to use the earphones for calls as well.

Are SOUNDOT Products sold in stores?

SOUNDOT has launched the product at blackloud.com and amazon.com. By purchasing direct from Blackloud, you have the direct support for your product and 30 days return policy.

Can I cut the cord or wire between the two earpieces on the earphones?

No. The behind the head cord connects the battery (left side) to the Bluetooth electronics (right side). It also provides additional security to the fit and avoids loss of one side of the earphones.

Eliminating the cord means having a battery in both earpieces (left AND right) and to maintain the 6 hour battery life on Bluetooth technology expected by the market today the earpieces would be double the current size making them heavy, non-secure, and too large to be cool.

Can I use the SOUNDOT earphones to listen to stereo music on the airplane?

Airline regulations require that all radio devices be turned off during flight. That includes mobile phones and Bluetooth devices.

I have paired the SOUNDOT with my phone, but cannot get music through the earphones, but there is music from the phone speaker.

Delete/remove existing paired SOUNDOT, turn the SOUNDOT off and then on, and create a new pair. This will also release the SOUNDOT earphones of any other stereo A2DP connection it may have with other device or adapter. This rule applies to any phone.

What is the life expectancy for the batteries? How many charge cycles? Can the batteries be replaced if they go bad?

Life expectancy of the battery is 2-3 years. The efficiency of the battery will decrease with time and usage. No data available on how many charge cycles that includes but it assumes regular use. Battery cannot be replaced upon expiration.

Will it work with the FM radio on my phone?

Some phones use the wire from the wired headphone for the antenna so that wouldn't work if that's the case. However, as long as the phone has an internal antenna you'll be able to listen the FM radio on the SOUNDOT from what we've checked.

Can I use the SOUNDOT for voice recording with PC or other device?

Yes, if your device is Bluetooth enabled you will be able to use the SOUNDOT as the mic, if you need a Bluetooth adapter to enable Bluetooth with your device you will not be able to use the SOUNDOT's mic for dictation or voice recording.

Signal drop outs / antenna reception issues with the iPhone

Positioning your hand on the wrong spot of the iPhone or other cellular phones may cause signal drop outs/reception issues. Sweat and moisture in this area, may also cause the signal to be blocked. The issue may be the phone, rather than the stereo Bluetooth earphones.

When will my order ship?

Orders generally ship within 48 hours, excluding weekends and holidays.

How do I pair my SOUNDOT to my device?

Please check on the QG in the box and on-line user manual for pairing with mobile phones.

What is the status on my warranty return?

Once SOUNDOT has received your return, it can take up to 14 days to process and ship your replacement.

What does "Water and sweat resistant" mean?

The SOUNDOT is designed to withstand moisture under normal non-water sports and everyday use such as perspiration and accidental splashes of water. Although the openings for the microphone and speakers have been carefully engineered to be moisture-resistant, the earphones is not designed to be submerged in water or liquid of any kind, nor is it designed for water sports or other water-based activities. Any modification to the earphones to adapt it for water-sports or other water environment will void the Limited Warranty.

How do I get music to playback on my phone after ending a call?

When using the earphones for calls with phone, use the power/function button to answer and hang up calls, then the music should automatically resume after the phone is hung up. If music does not resume, click the power/function button on the earphones to resume music. Otherwise, if you push play on your phone after a call, music can revert to the internal speaker on the phone after you hang up from a call. If music does play through the phone after a call, simply select the earphones in your Bluetooth menu again and resume play.

Why won't my SOUNDOT pair with my laptop or personal computer?

Most but not all laptops and personal computers need special drivers downloaded from their respective manufacturer support pages. If you see that your computer/laptop can detect your SOUNDOT headphone but you get an error when trying to pair, you should download the latest Bluetooth drivers for your make/model of laptop or computer.

Is Bluetooth radiation harmful?

The power emitted by Bluetooth earphones when streaming music is many orders of magnitude (thousands of times) lower than a phone handling a phone call. The power emitted by the phone when sending locally stored music to your earphones over Bluetooth is higher than the earphones, however, similarly, is many orders of magnitude lower than a phone handling a phone call.

Using Bluetooth earphones to take a call with the phone distanced from your body would also expose you to less power emission by many orders of magnitude.

If you still can't find the answers you are looking for, please contact us at :

customerservice@blackloud.com