Noise Buds VS104

S.No.	Issue Faced by the Customer	Probing Question	Solution to be Given	Steps to Reproduce Solution
1	Unable to Pair with input device (Mobile Phone/Laptop)	1. When did you start facing this issue 2. Which Phone CX is using (check Android version/BT version) 3. What LED is blinking, ensure device is in pairing mode 4. Check if device is charged or not 5. Check if device is connected to any	a) Follow the Pairing process given in UM. If succeed then ok otherwise move to step (b) b) Set your Mobile Phone to Airplane Mode and then c) Restart mobile phone to refresh Mobile Phone's d) If device's LED shows pairing mode and its name is e) RESET the device f) If above mentioned 4 steps doesn't work then please check if LED is there or not. if no LED then The	2-Turn on the Bluetooth of your device. 3- Select Add Device and from the list of devices, Follow the process recommended for Mobile Follow the process recommended for Mobile Common process for most of the mobile phones 1- Remove device name from Bluetooth Interface Refer Policy
2	Device is disconnecting- connecting frequently	1. When did you start facing this issue 2. Which Phone CX is using (check Android version/BT version) 3. What LED is blinking, ensure device is in pairing mode 4. Check if device is charged or not	a) Ensure your device and mobile phone are within b) Power OFF and Power ON the device then again c) Set your Mobile Phone to Airplane Mode and then d) Restart mobile phone to refresh Mobile Phone's e) RESET the device f) After following the above process, ask CX to use the g) If above mentioned steps doesn't work then	Normal Process Put the ear buds back into the charging case and Follow the process recommended for Mobile Follow the process recommended for Mobile 1- Remove device name from Bluetooth Interface Convince the customer to use the device for more Refer Policy
3	Low Sound	1. Since when CX is facing this issue with the product 2. Check which size of eartips and wingtips CX is using with the device. Ask CX to use	a) Ensure volume is set to maximum through Mobile b) Ask CX to use suitable size of eartips c) Ask CX to use other music APP/music player as d) Ensure cleaning of eartips. Ask customer to clean it	Control the volume from Mobile Phone CX can find different size of eartips and wingtips in Different music APP customer can download from Suggest CX to not use any sharp object to clean ear
4	One Side Low Sound and other	1. Since when CX is facing this issue with	a) Ensure volume is set to maximum through Mobile	1. Customer can use different ear tips in both ear
5	No Sound	1. When did CX start observing this issue 2. Check if device is connected to any other input device (Phone, Laptop) 3.Check volume level in Mobile Phone 4. Listening music (Online /Offline) 5. Check if Music APP is working fine or	a) Please ensure if device did not get connect to the b) Volume level need to check, and ask CX to set the c) If using online APP then suggest cx to check internet d) If using online APP, please check it's compatibility e) Mobile phone can also have issues in this case. CX f) RESET the device g) If issues doesn't get resolve even after following all	CX can power off and on the device and voice Adjust the volume from Mobile Phone and ear Sometime, APP malfunction. Ensure good internet App setting can show supported Android or iOS Apply the same connectiity process with different 1- Remove device name from Bluetooth Interface Refer Policy
6	Low Bass	the product 2. Check which size of eartips and wingtips CX is using with the device. Ask CX to use suitable size of eartips and wingtips	a) Ensure volume is set to maximum through Mobile b) Ask CX to use suitable size of eartips c) Ask CX to use other music APP/music player as d) Ask cx to play same song/video with other APP and e) Ensure cleaning of eartips. Ask customer to clean it	Adjust the volume from Mobile Phone and ear CX can find different size of eartips Different music APP, customer can download from Other APP have different quality of music Suggest CX to not use any sharp object to clean ear
7	One Side no sound, touch is also not working	1. When did CX start facing this issue 2. Completely no sound or there is some sound at faulty side ear buds	b) If completely no sound at one side then ensure if c) If issues doesn't get resolve even after following all	Ask customer to charge the device properly Refer Policy
8	One side no sound but touch is	1. When did CX start facing this issue	Ensure if all functions of faulty ear buds are working	1. Ask customer to put the ear buds back into the
9	Distorted Sound	2. Check streaming quality 3. Need to know Music source (Youtube, online APP, Downloaded music etc.) 4. What is Music file quality	a) Ensure Mobile phone and BT device should be b) If music stream is online, make sure internet c) Suggest cx to listen the same song either with other d) Select best streaming quality for better sound e) Ensure if distortion is subjective or actually some	Keep both the device in BT range Ensure good internet connectivity If possible, request to customer to use other BT Open Music APP setting and set the streaming Understand and double check if problem is genuine
10	Fitting Issue	1. Does ear buds come out when cx is trying to put them inside the ears ?	b) Ensure Ear bud position is ok. Sometime cx	CX can find different size of eartips and wingtips in "L" and "R" marking is there on inner side of the
11	Low Latency Problem	1. Which Mobile Phone cx is using ? 1. When did the product charge last time ? 2. Is cx charging the device after 2-3 weeks ? 3. How long cx charged the product before	a) Latency varies with different mobile phone models a) Check what power charger cx is using b) If device is not charged from very long time, then c) Ensure cx is charging the device as it supposed to be d) Charging LED (White LED) should blink while device	RESET Process is explained above Need to know charger output rating Charge the device Follow the charging process mentioned in UM While charging White LED should blink

		raising this issue ?	e) Only Type-C cable need to be used to charge the	Charging input is Type-C
		4. What was the duration of the charge?	f) Ensure continuous power supply in socket	Charging socket should be workable
		5. Which LED is blinking when cx put the	**g) Charging via Laptop or computer is recommended**	Laptop and computer give optimum power supply
12	**Device not charging**	device on charge ?	h) High Power charger will cause damage to the	Need to know charger output rating
			i) If there is no LED even after charging the device for	Refer Policy
		1. At what percentage cx listen songs ?	a) Before measuring the battery draining time make	Charge the device to full
		2. Cx is listening songs only or watching	b) Listening the music on higher volume will certainly	Listening music at 50-70% is recommended to have
		movies too frequently ?	c) Long time call and Playing game while using the	
		3. Which mobile Phone cx is using	d) Varying BT range will affect the device playtime	
			e) Bluetooth battery consumption varies with	
13	**Low Battery Backup**	4. What is the scenario of using the device	f) Online streaming consumes more battery than	Need to educate the cx
		Complete touch is not working or any	If any specific operation is not working, then ask cx to	Refer UM and explain how single/double/triple tap
	Touch is malfunctioning	specific operation is not workable ?	If none of the operation is not working, then arrange	Refer Policy