Issue Faced by the Customer	Probing Question	Solution to be Given	Steps to Reproduce Solution
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 other input device (Mobile phone, Laptop etc.) 6. Check if CX is getting Voice Prompts or not 7. Check if, Product BT name is visible in Mobile phone	a) Follow the Pairing process given in UM. If succeed then ok otherwise move to step (b)	1- Open the charging case. 2-Turn on the Bluetooth of your device. 3- Select Add Device and from the list of devices, select Noise Buds VS402.
		b) Set your Mobile Phone to Airplane Mode and then again set to normal mode, mobile's BT working will back to normal if any small bug is there with BT's working. If succeed then ok otherwise move to step- c	Follow the process recommended for Mobile Phone at user end
		c) Restart mobile phone to refresh Mobile Phone's working and Mobile RF will also back to normal. If Restart is not available then Power OFF and ON the Mobile Phone. Now again try and follow the pairing proces	Follow the process recommended for Mobile Phone at user end
		d) If device's LED shows pairing mode and its name is not visible in BT search result interface, Try to referesh BT search result in Mobile Phone. If still can't see the device name then try pairing process with different mobile phone Note: If device is working fine with other Mobile Phone then there are chances that issues might be with the previous Mobile Phone as well	Common process for most of the mobile phones
		e) RESET the device	1- Remove device name from Bluetooth Interface 2- Take out the earbuds from the charging case. 3- Long press both the

			earbuds for 5 seconds. 4- Place both the earbuds inside the charging case and repeat the pairing process
		f) If above mentioned 4 steps doesn't work then please check if LED is there or not. if no LED then The device might be out of battery. Follow the instructions given in UM to charge the device. Note: If device is not getting charged (no LED blinking while putting it on charge), proceed with replacement as per policy	Refer Policy
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 5. Check if device is connected to any other input device (Mobile phone, Laptop etc.) 6. Check if CX is getting Voice Prompts or not 7. Check if, Product BT name is visible in Mobile phone	a) Ensure your device and mobile phone are within the 8-10m BT range to each other Make sure device is charged properly. Low battery level may cause the disconnection from the mobile If the battery level is less than 10% charge the device Note: Sometime battery percentage visibility is subjective to Mobile Phone brand	Normal Process
		b) Power OFF and Power ON the device then again connect it with Mobile Phone	Put the ear buds back into the charging case and take them out to Power OFF and ON respectively
		c) Set your Mobile Phone to Airplane Mode and then again set to normal mode, mobile's BT working will back to normal if any small bug is there with BT's working. If succeed then ok otherwise move to step- c	Follow the process recommended for Mobile Phone at user end

		d) Restart mobile phone to refresh Mobile Phone's working and Mobile RF will also back to normal. If Restart is not available then Power OFF and ON the Mobile Phone. Now again try and follow the pairing proces	Follow the process recommended for Mobile Phone at user end
		e) RESET the device	1- Remove device name from Bluetooth Interface 2- Take out the earbuds from the charging case. 3- Long press both the earbuds for 5 seconds. 4- Place both the earbuds inside the charging case and repeat the pairing process.
		f) After following the above process, ask CX to use the device for 2-3 more days and observe the performace again	Convince the customer to use the device for more time
		g) If above mentioned steps doesn't work then proceed with RPU	Refer Policy
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 suitable size of eartips 3. Check at what volume percentage CX is listening music 4. Which APP CX is using to listen audio files 5. Check if there is cerumen in ear tips	a) Ensure volume is set to maximum through Mobile Phone and ear buds both	Control the volume from Mobile Phone
		b) Ask CX to use suitable size of eartips	CX can find different size of eartips and wingtips in accessories box
		c) Ask CX to use other music APP/music player as different songs/videos app have different audio quality with different Mobile Phones	Different music APP customer can download from APP Store
		d) Ensure cleaning of eartips. Ask customer to clean it carefully and validate this by image	Suggest CX to not use any sharp object to clean ear tips. It may damage the sound mesh
One Side Low Sound and other side is louder	1. Since when CX is facing this issue with the product	a) Ensure volume is set to maximum through Mobile Phone and ear buds both	1. Customer can use different ear tips in both ear buds as per its convenience. Like- "S"

	2. Check which size of eartips and wingtips CX is using with the device. Ask CX to use suitable size of eartips 3. Which APP CX is using to listen audio files 4. Check if there is cerumen in ear tips, it impacts the audio quality level	b) Ask CX to use suitable size of eartips c) Ask CX to use other music APP/music player as different songs/videos app have different audio quality with different Mobile Phones d) Ensure cleaning of eartips. Ask customer to clean it carefully and validate this by image e) Please make sure if customer is facing this problem with any specific song/video or APP	in right or "M" in left vice versa and so on 2. Customer need to check of either side of ear buds fitment is not proper, means "L" side is properly fit and "R" side is not fitted correctly and vice versa 3. Suggest CX to not use any sharp object to clean ear tips. It may damage the sound mesh
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 not	a) Please ensure if device did not get connect to the previous input device.Ask customer to forgot or remove it from there	CX can power off and on the device and voice prompt alert and LED response can let him/her know if the device is connected to any other device or not
		b) Volume level need to check, and ask CX to set the desired volume level from Mobile Phone and ear buds both	Adjust the volume from Mobile Phone and ear buds both
		c) If using online APP then suggest cx to check internet connection	Sometime, APP malfunction. Ensure good internet connectivity
		d) If using online APP, please check it's compatibility with Mobile Phone and allow permissions from APP Manager in Mobile Phone	App setting can show supported Android or iOS versions
		e) Mobile phone can also have issues in this case. CX can check if the device is working well with other mobile phone	Apply the same connectiity process with different mobile phone as well
		f) RESET the device	1- Remove device name from Bluetooth Interface 2- Take out the earbuds from the charging case. 3- Long press both the earbuds for 5 seconds.

			4- Place both the earbuds inside the charging case and repeat the pairing process.
		g) If issues doesn't get resolve even after following all above steps, please proceed with replacement policy	Refer Policy
Low Bass	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 suitable size of eartips and wingtips 3. Check at what volume percentage CX is listening music 4. Which APP CX is using to listen audio files 5. Check if there is cerumen in ear tips	a) Ensure volume is set to maximum through Mobile Phone and ear buds both	Adjust the volume from Mobile Phone and ear buds both
		b) Ask CX to use suitable size of eartips	CX can find different size of eartips
		c) Ask CX to use other music APP/music player as different songs/videos app have different audio quality with different Mobile Phones	Different music APP, customer can download from APP Store
		d) Ask cx to play same song/video with other APP and Mobile Phone	Other APP have different quality of music
		e) Ensure cleaning of eartips. Ask customer to clean it carefully and validate this by image	Suggest CX to not use any sharp object to clean ear tips
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 3. Check if cx has encountered physical damage while using the product 4. Also check if one side ear buds battery is not charged	a) Try to get insights and check if cx is has encountered any physical damage with the product	Important to get to know if there is any physical damage with the product
		b) If completely no sound at one side then ensure if device battery is charged or not	Ask customer to charge the device properly
		c) If issues doesn't get resolve even after following all above steps, please proceed with replacement policy	Refer Policy
One side no sound but touch is working	1. When did CX start facing this issue 2. Completely no	Ensure if all functions of faulty ear buds are working or not	1. Ask customer to put the ear buds back into the charging case and then use it again

	sound or there is some sound at faulty side ear buds 3. Check if cx has encountered physical damage while using the product 4. Also check if one side ear buds battery is not charged		2. Ask customer to use ear buds in mono mode and check if still each ear buds have no sound
Distorted Sound	1. When did CX start facing this issue 2. Check streaming quality 3. Need to know Music source (Youtube, online APP, Downloaded music etc.) 4. What is Music file quality 5. Ensure Listening music Online or Offline 6. At what volume level cx is listening the music	a) Ensure Mobile phone and BT device should be within Bluetooth Range	Keep both the device in BT range
		b) If music stream is online, make sure internet connection is stable	Ensure good internet connectivity
		c) Suggest cx to listen the same song either with other device or through different Mobile Phone	If possible, request to customer to use other BT device if he/she have. If don't have then they can use other Mobile phone with same BT device
		d) Select best streaming quality for better sound experience	Open Music APP setting and set the streaming quality to maximum
		e) Ensure if distortion is subjective or actually some hiss or distorted sound is there. If this is the case then arrange RPU	Understand and double check if problem is genuine or just subjective case
Fitting Issue	1. Does ear buds come out when cx is trying to put them inside the ears ? 2. Is customer feeling less noise isolation ? 3. Ensure if customer is wearing the device as it need to be. "L" ear buds in left ear and "R" ear buds in right ear	a) Ask CX to use suitable size of eartips	CX can find different size of eartips and wingtips in accessories box
		b) Ensure Ear bud position is ok. Sometime cx unknowingly wear L side ear buds in right ear and R side ear buds in left ear	"L" and "R" marking is there on inner side of the ear buds stem

Low Latency Problem	1. Which Mobile Phone cx is using ? 2. How is the internet connectivity while cx is playing game in Mobile Phone ?	a) Latency varies with different mobile phone models b) Cx can play game specifically in gaming mode in mobile phone c) Internet connectivity should be fine d) RESET the BT device e) Restart the Mobile Phone	RESET Process is explained above
Device not charging	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 raising this issue ? 4. What was the duration of the charge? 5. Which LED is blinking when cx put the device on charge ? 6. Which cable CX is using to charge and what's the output of charger	a) Check what power charger cx is using	Need to know charger output rating
		b) If device is not charged from very long time, then ask cx to keep the device on charging for 1 hr	Charge the device
		c) Ensure cx is charging the device as it supposed to be charge	Follow the charging process mentioned in UM
		d) Charging LED (Ice green LED) should blink while device is charging	While charging Ice green LED should blink
		e) Only Type-C cable need to be used to charge the device	Charging input is Type-C
		f) Ensure continuous power supply in socket	Charging socket should be workable
		g) Charging via Laptop or computer is recommended	Laptop and computer give optimum power supply to such devices
		h) High Power charger will cause damage to the battery	Need to know charger output rating
		i) If there is no LED even after charging the device for 1 hr arrange replacement	Refer Policy
Low Battery Backup	1. At what percentage cx listen songs ? 2. Cx is listening songs only or watching movies too frequently ? 3. Which mobile	a) Before measuring the battery draining time make sure your device is 100% charged	Charge the device to full
		b) Listening the music on higher volume will certainly affect the playtime	Listening music at 50-70% is recommended to have better playtime

	Phone cx is using 4. What is the scenario of using the device ? (Close to Mobile Phone or with some distance ?) 5. How frequent cx plays game with the device 6. Did cx charge the product completely before observing device's playtime ? 7. Cx is using the device more for calling or music ?	Ideal volume level should be 50-70%	
		c) Long time call and Playing game while using the device will cause more battery consumption	Need to educate the cx
		d) Varying BT range will affect the device playtime significantly	
		e) Bluetooth battery consumption varies with different mobile phone models	
		f) Online streaming consumes more battery than downloaded files	
Touch is malfunctioning	Complete touch is not working or any specific operation is not workable ?	a)If any specific operation is not working, then ask cx to follow the steps as mentioned in UM. And need to check if cx is doing single/double/triple tap efficiently	Refer UM and explain how single/double/triple tap will work
		b) RESET the device	1- Remove device name from Bluetooth Interface 2- Take out the earbuds from the charging case. 3- Long press both the earbuds for 5 seconds. 4- Place both the earbuds inside the charging case and repeat the pairing process.
		c)If none of the operation is not working, then arrange replacement to cx	Refer Policy