

Chances are that this is caused by a weak Bluetooth signal. Use the steps below to troubleshoot.

#### Step 1

the best and most reliable method for reducing interference is to move the Bluetooth device (the smartphone, the tablet, etc.) closer to the wireless speaker. The further the distance between the device and the speaker, the more interference you are going to get.

#### Step 2

Try re-pairing the device with the speaker. Turn off the speaker, and shut off the Bluetooth on your phone or tablet for a few minutes. Turn the speaker back on and re-enable Bluetooth on your device. Finally, reconnect the two devices.

#### Step 3

if simple re-pairing doesn't work, try to use the speaker with a different Bluetooth device. The interference/sound quality issue could be a problem with your mobile device and/or your mobile network service.

#### Step 4

Most Bluetooth speakers will give you some option to reset the factory settings. You will have to do research on your specific speaker product to do this, either by looking it up online or reading the owner's manual.

### a. Bluetooth speaker sound low

1. Go to "Control Panel".
2. Click on "Sound".
3. Make sure you are on the "Playback" tab.
4. Click on the device you are trying to fix.
5. Now click the "Configure" button and follow the prompts. (Be sure you also click the "Test" button.)
6. Once that is complete, click the "Properties" button.
7. When you are done with your changes, in "Properties", click "Apply" and then "OK".
8. Then click "OK", again, on the main "Sound window"

### b. Bluetooth speaker paired but doesn't play sound

- Make sure your device is connected to the speaker
- Make sure the transport controls of the audio device are set to playback audio
- Make sure the speaker is not muted and the volume is up
- Make sure your Bluetooth® device is playing audio, and the volume is up
- Turn off or disable Bluetooth® on all other paired devices nearby (including Bose® preferred devices) and reconnect the device you want to hear
- Turn the speaker off and back on

### c. Bluetooth device not connecting to the speakers

- Make sure your device is paired with your speakers and that Bluetooth is active (check for pairing guide).

- Place your Bluetooth device closer to the speaker - it might be out of range.
- Move your Bluetooth device and speakers away from other wireless sources - you could be experiencing interference.
- The Speaker can be connected to up to two devices at a time - make sure you don't already have two devices connected.

**d. No audio from the speakers**

Bluetooth

- Check to see that you're playing audio from the correct source device.
- If you have multiple Bluetooth devices connected (you can have up to two), try disconnecting the others and only playing from one device.
- If you were previously using the 3.5mm auxiliary input, try disconnecting that device.
- Move the audio source closer — it might be out of the range of your speakers.
- Move the other sources of wireless signal away — you could be experiencing interference.
- Adjust the volume on both the audio source and your speakers.
- Restart both your speakers and the source device.
- Try un-pairing and re-pairing your source device and speakers.

3.5mm Auxiliary and RCA

- Check that the cables are securely connected to both the speakers and the source device.
- Try a different source device to ensure the issue isn't the device.
- Try a different 3.5mm or RCA cable.

**e. Audio distorted or dropping out from the speakers**

Bluetooth

- Move the audio source closer — it might be out of the range of your speakers.
- Move the other sources of wireless signal away — you could be experiencing interference.
- Adjust the volume on both the audio source and your speakers.
- Restart both your speakers and the audio source.
- Try un-pairing and re-pairing your source device and speakers.

3.5mm Auxiliary and RCA

- Check that the cables are securely connected to both the speakers and the source device.
- Try a different source device to ensure the issue isn't the device.
- Try a different 3.5mm or RCA cable.

**f. Can't Connect to Smartphone or Tablet Device**

If you are using a wireless or Bluetooth®-enabled headset and can't seem to pair the two technologies, your headset may be set to the wrong configuration setting. If your headset has a setting dial or switch labelled A/B/C or similar, try and switch through the different settings until you find one which will allow you to pair with the smartphone or tablet.

**g. What you can do about pairing failures**

1. Make sure Bluetooth is turned on. You should see the little Bluetooth symbol at the top of your phone's screen. If you don't, go into the settings to enable it.
2. Determine which pairing process your device employs. The process for pairing devices can vary. Sometimes, for example, it involves tapping a code into your phone. Other times, you can just physically touch your phone to the device you want to pair it with. Or in the case of the Bose SoundLink, you only have to hold down a button on the speaker to pair it with a phone. If you're not sure how to pair a device, refer to its user guide; you can usually find one by searching online.
3. Turn on discoverable mode. Let's say you want to pair your phone with your car's infotainment system so you can enjoy hands-free calling, texting and navigation. First, go into your phone's settings and tap on Bluetooth; doing so makes the phone visible to the car. Then depress the buttons on your car's infotainment system, usually on the steering wheel or center stack, to get it looking for the device. Once it finds your phone, the car may ask for a numeric code you need to confirm or input on your phone. After you do so, the devices should be paired. Keep in mind your phone or your car may only stay in discoverable mode for a few minutes; if you take too long, you'll need to start over.
4. Make sure the two devices are in close enough proximity to one another. While you wouldn't think someone might try to pair an iPad with a keyboard if the two weren't sitting right next to each other, it's probably worth noting that you should make sure any devices you're trying to pair are within five feet of one other.
5. Power the devices off and back on. A soft reset sometimes can resolve an issue. With phones, an easy way to do this is by going into and out of airplane mode.
6. Power down likely interferers. Say that faithful Bluetooth speaker usually connects to your partner's smartphone instead of yours. If you're having trouble pairing your phone with the speaker, it could be because the speaker is trying to activate its usual connection. Some older devices are very simple. They just try to connect with the last thing they paired with. If a Bluetooth device was previously paired with something else, turn off that other gadget.
7. Charge up both devices you're trying to pair. Some devices have smart power management that may turn off Bluetooth if the battery level is too low. If your phone isn't pairing, make sure it and the device you're trying to pair with have enough juice.
8. Delete a device from a phone and rediscover it. If your phone sees a device but isn't receiving data from it, sometimes it helps to start from scratch. In iOS settings, you can remove a device by tapping on its name and then forget this Device. In Android settings, tap on a device's name, then unpair. After removing a device, start at step 1 on this list.
9. Get away from the Wi-Fi router. Another potential obstacle to successful pairing is interference from devices that use the same spectrum, such as your Wi-Fi router. "Wi-Fi has been designed to cope with this, but it might not be a good idea to have your devices directly on top of the router," Powell says.
10. Move away from a USB 3.0 port. "Interference from USB 3.0 is also possible," Powell says. Newer laptops, for example, often have the higher-speed USB 3.0 port, so if the connection isn't happening, try pairing your Bluetooth gadgets away from the computer.
11. Make sure the devices you want to pair are designed to connect with each other. Whether it's a headset, speaker, mouse, keyboard, camera or something else, your device has a specific profile that spells out what it can connect with. If you're not sure, check the user manual.
12. Download a driver. If you're having problems pairing something with your PC, you might be lacking the correct driver. The simplest way to figure this out is to do an online search for the name of the device you're trying to pair along with the word "driver."
13. Update the hardware's firmware. Some automotive audio systems have been known to not pair with phones because the Bluetooth drivers in these systems didn't work with Bluetooth 4.0. If

you're not sure how to get the latest firmware for your hardware, check with the device manufacturer.

14. Limit data shared between devices. Android and Windows devices let you choose the information you share between devices. So, for instance, you can choose to share phone audio, media audio, contacts and text messages with your car. If you don't need to share all of the data, deselecting one or more of the types of information may enable the devices to pair. For Android devices, go to Settings > Bluetooth and select the device. If there are options to select, they will appear. For Windows, go to Control Panel > Hardware and Sound > Devices and Printers and right click on the Bluetooth device in question. Then select the Services tab to choose which types of information to share.
15. Clear the Bluetooth cache (Android only). Sometimes apps will interfere with Bluetooth operation and clearing the cache can solve the problem. Go Settings > Backup and restart > Reset network settings. Not all wireless devices use Bluetooth