

Category	Questions	Answers
Wearing	How do I wear soundcore Liberty 4 Pro?	<ol style="list-style-type: none"> 1. Check the L/R logos on the back of the earbuds to ensure you're wearing them on the correct sides. Rotate the earbuds while wearing them to find the most comfortable position. 2. Experiment with different sizes of ear tips to find the best fit and achieve a tight seal. If one earbud doesn't fit well, try using different sizes for each ear, such as medium in one ear and large in the other. 3. Use the Fit Test in the soundcore app to verify that the earbuds are in an ideal position. 4. Press the earbuds into your ears and rotate them gently until they feel secure.
	What should I do if I experience discomfort when wearing for a long time?	<ol style="list-style-type: none"> 1. Try different sizes of ear tips. If one earbud feels uncomfortable, try using different sizes for each ear, such as medium in one ear and large in the other. 2. Rotate the earbuds to find the most comfortable position. Use the Fit Test in the soundcore app to verify that the earbuds are in an ideal position. 3. Take breaks during extended wear to allow your ears to rest and relax.
	What should I do if the earbuds fall off easily when I wear soundcore Liberty 4 Pro?	<ol style="list-style-type: none"> 1. Try different sizes of ear tips. If one earbud doesn't fit well, try using different sizes for each ear, such as medium in one ear and large in the other. 2. Rotate the earbuds to find the most secure fit. Use the Fit Test in the soundcore app to verify that the earbuds are in an ideal position.
	What should I do if the ear tips easily turn inside out when I wear soundcore Liberty 4 Pro?	<ol style="list-style-type: none"> 1. Wear the ear tips for a longer period of time to see if the situation improves. 2. Try other sizes of ear tips.
	What should I do if soundcore Liberty 4 Pro's noise cancellation does not meet my expectations?	<ol style="list-style-type: none"> 1. Experiment with different sizes of ear tips to find the best fit and achieve a tight seal. If one earbud doesn't fit well, try using different sizes for each ear, such as medium in one ear and large in the other. 2. Use the Fit Test in the soundcore app to verify that the earbuds are in an ideal position. If the earbuds are not worn properly, you may not experience the optimal noise cancelling performance. 3. Test the earbuds in various environments to see if there's a difference in performance. Since ear canals can differ between ears, try different sizes of ear tips for each ear if the Fit Test fails. 4. If the noise cancellation is not ideal in a low-pressure environment, such as airplanes or high-altitude locations, we recommend calibrating the air pressure via the soundcore app or the charging case. <p>Note: In noisy environments or at high volumes, noise cancellation might seem less effective.</p>
	What should I do if I experience dizziness and a sensation of pressure when using the ANC mode?	Select a lower noise cancelling level (Level 6 for the lowest and Level 10 for the highest) using the touch bar on the charging case or through the soundcore app. Reducing the noise cancellation intensity may help alleviate discomfort.

ANC

What should I do if I encounter wind noise while using soundcore Liberty 4 Pro outdoors?	<ol style="list-style-type: none"> 1. Open the soundcore app, go to "Settings," and enable "Wind Noise Reduction" to help reduce the wind noise. 2. We recommend using the wind noise reduction feature only in windy conditions to avoid affecting audio quality.
What should I do if there is background noise while using ANC mode?	<ol style="list-style-type: none"> 1. An improper fit can lead to background noise. Follow these steps to ensure correct, stable wear: <ul style="list-style-type: none"> - Check the L/R logos on the back of the earbuds to ensure you're wearing them on the correct sides. Rotate the earbuds while wearing them to find the most comfortable position. - Experiment with different sizes of ear tips to find the best fit and achieve a tight seal. If one earbud doesn't fit well, try using different sizes for each ear, such as medium in one ear and large in the other. 2. Set them to the lowest noise cancelling level, Level 6, via the charging case or the app, to see if the situation improves. 3. Try these earbuds with a different audio input source and with a different Bluetooth device, such as a phone and tablet, and see if the issue persists. <p>Note: In noisy environments or at high volumes, noise cancellation might seem less effective.</p>
What should I do if there is noise while using Transparency mode?	<ol style="list-style-type: none"> 1. Verify whether the noise comes from the earbuds, or whether the noise exists in Normal or ANC modes. 2. If you can't hear the noise in Normal or ANC modes, it's normal. Background noise might be more noticeable in Transparency mode, which lets in ambient sound.
What should I do if there is noise while using the soundcore Liberty 4 Pro?	<ol style="list-style-type: none"> 1. Upgrade your firmware to the latest version. 2. Reset your earbuds by following these steps: <ul style="list-style-type: none"> - Place the earbuds into the charging case and leave the case open. - Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset. <p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p> 3. Test your earbuds with a different Bluetooth device in a different environment to see if the issue persists.

	<p>How do I reset soundcore Liberty 4 Pro?</p>	<ol style="list-style-type: none"> 1. Place the earbuds into the charging case and leave the case open. 2. Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset. <p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p> <p>If the battery level does not appear on the case's display, please do the following:</p> <ol style="list-style-type: none"> 1. Ensure the charging case and earbuds have a stable connection. 2. Ensure the charging case and earbuds have sufficient power. 3. Clean the charging pins with a dry cloth and remove any dirt or debris that may hinder the charging process.
	<p>If the earbuds are already connected to two devices, how do I connect them to another device?</p>	<p>There are two methods.</p> <p>Method 1: Disconnect One Bluetooth Device</p> <ol style="list-style-type: none"> 1. Turn off the Bluetooth on one device. 2. Access the Bluetooth settings on the device and disconnect the earbuds from the list of available devices. 3. In Settings > Dual Connections of the soundcore app, turn off the Bluetooth device connection. <p>Method 2: Disconnect Both Bluetooth Devices</p> <ol style="list-style-type: none"> 1. Place the earbuds into the charging case and leave the case open. 2. Press and hold the touch bar on the charging case for 5 seconds, slide to the right, and double-tap to select Bluetooth Pairing. Then, the earbuds will enter pairing mode.
	<p>How can I troubleshoot the following issues?</p> <ol style="list-style-type: none"> 1. Earbuds not pairing. 2. Sound only coming from one earbud. 3. One side not pairing with the other side or the device. 4. Lack of audio playback after connecting to my device. 5. Failure to automatically connect with my device upon removing from the charging case. 6. The charging case cannot control the ANC level of the earbuds. 	<ol style="list-style-type: none"> 1. Reboot your Bluetooth device. Turn off Bluetooth on your device and remove all previous pairing records. 2. Fully charge your earbuds and reset them by following these steps: <ul style="list-style-type: none"> - Place the earbuds into the charging case and leave the case open. - Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset. <p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p> 3. Turn Bluetooth back on your device and find "soundcore Liberty 4 Pro" to pair. 4. Test the pairing process with another device, such as a phone or tablet, to see if the issue persists. <p>If there's a prompt to confirm pairing, select "Pair." If you accidentally select "Cancel," refresh Bluetooth on your device by turning it off and on, and then attempt pairing again.</p>

Bluetooth	<div data-bbox="292 181 587 969"> <p>What should I do if soundcore Liberty 4 Pro disconnects or the sound is choppy?</p> </div> <div data-bbox="587 181 1442 969"> <p>Connectivity issues might not necessarily be due to the earbuds but could be related to the connected device or the environment. Bluetooth signals can be affected by obstructions like walls, pillars, home appliances, and Wi-Fi. To ensure a stable connection, we recommend avoiding these obstructions.</p> <p>To fix this issue, do the following:</p> <ol style="list-style-type: none"> 1. Fully charge your earbuds and reset them by following these steps: <ul style="list-style-type: none"> - Place the earbuds into the charging case and leave the case open. - Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset. <p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p> 2. Turn off Dual Connections in the soundcore app. 3. Test the earbuds by playing downloaded music/videos. 4. Test your earbuds with a different Bluetooth device in a different environment to see if the issue persists. </div>
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What should I do if there is a long delay between the earbuds and the device?

A slight delay is common for Bluetooth headphones due to the limitation of Bluetooth technology. In most cases, the delay is minimal and should not impact your experience. It's worth noting that it can be influenced by various factors like the device, audio source, app, and network conditions.

To fix this issue, do the following:

1. Forget the earbuds in your device's Bluetooth history and reboot your Bluetooth device.
2. Fully charge your earbuds and reset them by following these steps:
 - Place the earbuds into the charging case and leave the case open.
 - Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset.
3. Test your earbuds with a different Bluetooth device, app, and downloaded music/videos to see if the issue persists.
4. Turn off Dual Connections in the soundcore app.

Ensure the Bluetooth device and earbuds are within the Bluetooth range and free from signal interference.

	How do I enable multipoint connection?	<p>To pair with a second device while already connected to one, use one of the following methods:</p> <p>Method 1: Pinch the touch bar on both earbud stems for 3 seconds. You will hear a sound prompt, indicating they have entered the pairing mode.</p> <p>Method 2: Open the app, go to Settings (top right corner) > More Settings > Dual Connections.</p>
Charging	How long does it take to fully charge the earbuds?	<p>It takes approximately 1.5 hours to fully charge the earbuds.</p> <p>Note: Charging time is based on laboratory data at a room temperature of $77 \pm 6^{\circ}\text{F}$ ($25 \pm 3^{\circ}\text{C}$).</p>
	How long does it take to fully charge the charging case?	<p>It takes approximately 2.5 hours to fully charge the charging case using a wall charger and about 3.5 hours when using a wireless charger.</p>
	What should I do if one side is discharging quickly?	<p>The earbuds typically last around 7.5 hours in ANC mode and 10 hours in Normal mode at 50% volume, but playtime may vary slightly based on the audio content and volume. If you use the earbuds for calls, playtime will be shorter as it consumes more power than playing audio. A difference of less than 1 hour between earbuds is considered normal.</p> <p>If the difference exceeds 1 hour, do the following:</p> <ol style="list-style-type: none"> 1. Clean the charging pins with a dry cloth or cotton swab and rubbing alcohol. Ensure the ear tips aren't blocking the connectors. 2. Fully charge your earbuds. 3. Verify that the battery display on the charging case is normal while charging the earbuds. 4. Test the battery with music playback.
	What is soundcore Liberty 4 Pro's playtime from a single charge/with the charging case?	<p>ANC: 7.5 hours of playtime for earbuds and 30 hours for the charging case.</p> <p>Normal: 10 hours of playtime for earbuds and 40 hours for the charging case.</p> <p>Transparency: 7.5 hours of playtime for earbuds and 30 hours for the charging case.</p> <p>Calls (ANC On): 4 hours of use.</p> <p>Calls (Normal On): 4.5 hours of use.</p> <p>Calls (Transparency On): 4 hours of use.</p> <p>Note: Battery playtime is obtained from testing in the Anker laboratory using the earbuds' default settings, in normal mode, and at 50% volume. The actual playtime may vary by volume, audio source, environmental interference, usage, etc.</p>

	<p>What should I do if any of the following problems occur?</p> <p>1) The earbuds don't recharge in the charging case.</p> <p>2) The earbuds keep connecting to the device even after being put back in the charging case with the cover closed.</p> <p>3) The earbuds don't turn on when taken out of the charging case.</p>	<p>1. Ensure that the ear tips are not blocking the charging pins on the earbuds and in the charging case. Make sure that the earbuds are connected to the charging case. If you place the left and right earbuds in the charging case and the battery display on the charging case normally, it means they are connected properly.</p> <p>2. Clean the charging pins on both the earbuds and the case with a dry cloth or cotton swab and a small amount of rubbing alcohol for a better connection.</p> <p>3. Charge the case with a different charging cable and wall charger, and ensure the case has sufficient power.</p> <p>4. If the charging case's battery display turns red, charge it promptly to avoid automatic shutdown.</p> <p>If your earbuds haven't been used for a long time, charge them for at least 2 hours to see if it resolves the issue.</p>
	<p>How do I adjust soundcore Liberty 4 Pro volume via the earbuds?</p>	<p>Slide up and down the earbud stems to adjust the volume.</p> <ul style="list-style-type: none"> - Slide up to increase the volume. - Slide down to decrease the volume.
	<p>What should I do if I experience poor sound quality when using soundcore Liberty 4 Pro?</p>	<p>1. Try different sizes of ear tips and make sure you're wearing the earbuds correctly to achieve a tight seal. If one earbud feels stable and the other does not, try using different sizes for each ear, such as medium in one ear and large in the other. This will enhance the sound quality.</p> <p>2. Listen to different types of music and ensure the audio source is free from distortion or noise.</p> <p>3. Experiment with different EQ presets in the soundcore app and customize the EQ settings to your preference.</p> <p>4. Enable Adaptive Sound Leakage Compensation in the app settings.</p>

<p>What should I do if the bass quality is poor when using soundcore Liberty 4 Pro?</p>	<p>If the audio doesn't have much bass, the earbuds may also lack bass. To address this issue, try the following:</p> <ol style="list-style-type: none"> 1. Fully charge your earbuds and reset them by following these steps: <ul style="list-style-type: none"> - Place the earbuds into the charging case and leave the case open. - Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset. <p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p> 2. Listen to different types of music and increase the volume on your connected device to see if the situation improves. 3. Find the most suitable ear tips for your ears, then see if the situation improves. If the earbuds do not fit properly, you might not have the best bass performance. If one earbud feels stable and the other does not, try different ear tip sizes for each ear, such as medium for one and large for the other. 4. In the soundcore app, select "Sound Effect" and choose either "Bass Booster" or "Bass Reducer" from the available EQ options. 5. In the soundcore app, go to Custom EQ and customize the EQ curve style. 6. Test the earbuds with a different Bluetooth device to see if there is any difference in bass performance.
<p>What to do if the volume of one earbud is quieter than the other one?</p>	<ol style="list-style-type: none"> 1. Remove the ear tips from the earbuds and clean the metal filter mesh. Use a soft cloth with a few drops of cleaning alcohol to gently wipe the affected areas. 2. Fully charge your earbuds and reset them by following these steps: <ul style="list-style-type: none"> - Place the earbuds into the charging case and leave the case open. - Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset. <p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p> 3. Check the volume balance on your Bluetooth phone. <p>On Android: Go to Settings > Accessibility > Audio and On-Screen Text > Audio > Balance.</p> <p>On iPhone: Go to Settings > Accessibility > Audio/Visual > Audio Balance.</p> <p>On Samsung: Go to Settings > Accessibility > Hearing Enhancements > Connected Audio.</p> <p>Note: Shifting the balance to the left will make the left earbud louder and the right one quieter. Shifting the balance to the right will make the right earbud louder and the left one quieter.</p>

Sound

What should I do if there's low volume when connected to a computer?	<ol style="list-style-type: none">1. Fully charge your earbuds and reset them by following these steps:<ul style="list-style-type: none">- Place the earbuds into the charging case and leave the case open.- Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset.<p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p>2. Reconnect your earbuds and set the volume to maximum on both your computer and earbuds while playing audio.3. Use a Q-tip with a small amount of rubbing alcohol to gently clean the metal mesh filter under the rubber ear tips.
What should I do if there's low volume when connected to an Android phone?	<ol style="list-style-type: none">1. Enable "Absolute Volume" in the developer options on your Android phone, or sync the volume of the Bluetooth device volume with your phone in the Bluetooth settings.2. Fully charge your earbuds and reset them by following these steps:<ul style="list-style-type: none">- Place the earbuds into the charging case and leave the case open.- Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset.<p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p>3. Reconnect your earbuds and set the volume to maximum on both your phone and earbuds while playing audio.4. Use a Q-tip with a small amount of rubbing alcohol to gently clean the metal mesh filter under the rubber ear tips.5. In the soundcore app, check if the maximum volume limit is enabled in Safe Volume > Limit High Volume.

<p>What should I do if there's low volume when connected to an iPhone?</p>	<ol style="list-style-type: none"> 1. Ensure the maximum volume limit is turned off on your phone. Go to Settings > Sounds & Haptics > Headphone Safety, and turn off Reduce Loud Sounds. 2. Fully charge your earbuds and reset them by following these steps: <ul style="list-style-type: none"> - Place the earbuds into the charging case and leave the case open. - Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset. <p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p> 3. Reconnect your earbuds and set the volume to maximum on both your phone and earbuds while playing audio. 4. Use a Q-tip with a small amount of rubbing alcohol to gently clean the metal mesh filter under the rubber ear tips. 5. In the soundcore app, check if the maximum volume limit is enabled in Safe Volume > Limit High Volume.
<p>What should I do if there is a sudden change in sound when listening?</p>	<ol style="list-style-type: none"> 1. Try different sizes of ear tips and make sure you're wearing the earbuds correctly to achieve a tight seal. If one earbud feels stable and the other does not, try using different sizes for each ear, such as medium in one ear and large in the other. 2. Make sure the Wind Noise Reduction mode is turned off, as it may cause sound changes due to variations in your environment. 3. We recommend turning off the Wind Noise Reduction mode in normal, everyday environments. 4. Make sure the Easy Chat feature is turned off. When it's enabled, once you speak, the earbuds will automatically lower the music volume and switch to Transparency mode.
<p>Setting the input and output on a computer with soundcore Liberty 4 Pro</p>	<p>For Windows computers:</p> <ol style="list-style-type: none"> 1. Listening to audio only: Select "soundcore Liberty 4 Pro Stereo" for computer audio. Adjust both the software and computer volume as needed. 2. Using a conference app (e.g., Zoom, Microsoft Teams): Set the input and output in the app as: Microphone: soundcore Liberty 4 Pro Hands-Free Speaker: soundcore Liberty 4 Pro Hands-Free Adjust the volume in the app. If that's unavailable, select "soundcore Liberty 4 Pro Hands-Free" as the output in your computer's settings and adjust the volume. 3. Using an audio/video app without input/output settings: In your computer's audio settings: Input: soundcore Liberty 4 Pro Hands-Free Output: soundcore Liberty 4 Pro Hands-Free <p>For macOS computers: Set both input and output as soundcore Liberty 4 Pro.</p>

	How to enable Spatial Audio?	<ol style="list-style-type: none"> 1. Put on both earbuds. 2. Open the soundcore app and connect to soundcore Liberty 4 Pro. 3. Select Spatial Audio. <ul style="list-style-type: none"> - Spatial Audio cannot be turned on while sound effects are activated. - Fixed mode applies a spatial sound effect while Head Tracking mode activates the head-following feature. - Choose Movie or Music Mode to adjust the sense of distance based on the type of audio content.
MIC	What should I do if I hear calls in poor quality?	<ol style="list-style-type: none"> 1. Ensure the volume on both the earbuds and the connected device is set to the maximum. 2. Replace the ear tips with ones that fit more snugly and ensure the earbuds are positioned correctly to create a tight seal. Improper fit can affect call quality. 3. Switch to the phone's microphone and make a call to see if the issue persists. 4. Test the earbuds in a quieter environment to see if the issue persists.
	What should I do if my voice sounds low and unclear to the person on the other end of the call?	<ol style="list-style-type: none"> 1. If using only one earbud, ensure the other earbud is in the charging case. 2. Replace the ear tips with ones that fit more snugly and ensure the earbuds are positioned correctly to create a tight seal. Improper fit can affect call quality. 3. Verify that "soundcore Liberty 4 Pro" is selected as the audio output device on your connected device and increase the volume on your device. 4. If the call was made through an app, try using your phone's native calling feature instead to see if the issue persists. 5. Test the earbuds with a different Bluetooth device and in a different environment to see if there is any difference.
	What should I do if the other person's voice is intermittent during a call?	<ol style="list-style-type: none"> 1. Replace the ear tips with ones that fit more snugly and ensure the earbuds are positioned correctly to create a tight seal. Improper fit can affect call quality. 2. Fully charge your earbuds and reset them by following these steps: <ul style="list-style-type: none"> - Place the earbuds into the charging case and leave the case open. - Press and hold the touch bar on the charging case for 5 seconds. A function menu will appear on the case's display. Slide to select Reset, then double-tap to confirm. After the reset is completed, a "Reset Successful" prompt will appear along with a single-tone chime, which will fade after 2 seconds. This confirms a successful reset. <p>Note: Ensure the earbuds are properly placed in the charging case and that the battery level is displayed on the charging case's screen for a successful reset.</p> 3. Verify that "soundcore Liberty 4 Pro" is selected as the audio output device on your connected device and increase the volume on your device. 4. If the call was made through an app, try using your phone's native calling feature instead to see if the issue persists. 5. Test the earbuds with a different Bluetooth device and in a different environment to see if there is any difference.

	How do I trigger my phone's voice assistant via soundcore Liberty 4 Pro?	<p>Customize the controls in the app:</p> <ol style="list-style-type: none"> 1. Find the audio controls. 2. Select the touch control you wish to set for voice assistant activation. 3. Enable Voice Assistant. <p>Note: Single Press cannot be selected for voice assistant activation.</p>
App	Are there any tips for upgrading soundcore Liberty 4 Pro firmware?	<ul style="list-style-type: none"> - Keep the earbuds in the charging case with the case open. - Ensure the earbuds have over 20% of battery power. - Do not use the earbuds during the whole process. - If the upgrade fails, try again. - If possible, try the upgrade with another device. - Avoid upgrading the software in areas with potential interference, such as dense Wi-Fi networks or cell phone towers. Try the upgrade again in a different location.
	What should I do if the app firmware update has been unsuccessful?	<ol style="list-style-type: none"> 1. Ensure your earbuds have enough power and attempt the update download in an environment with a good network connection. 2. If the installation fails, uninstall and reinstall the soundcore app, then restart your phone before trying the update again. 3. Try using a different phone. <p>If you continue to encounter an update failure message, please provide us with your phone model and the SN from the app for further investigation.</p>
	What should I do if I can't find soundcore Liberty 4 Pro in the soundcore app or if soundcore Liberty 4 Pro can't be detected or can not connect to the soundcore app?	<ol style="list-style-type: none"> 1. Download the latest version of the soundcore app from your app store. If you already have the app, we recommend uninstalling it and then downloading it again, as overwriting the installation is not recommended. 2. Pair your earbuds with your phone. Currently, the soundcore app does not support computers. 3. Open the app, tap the grid icon at the bottom left corner to enter My Devices, then tap "Add Device." The app will automatically connect to soundcore Liberty 4 Pro. <p>Note: You must enable location permissions the first time you use the app.</p> <ol style="list-style-type: none"> 4. If the connection fails, tap Set Up Manually > Liberty Series > soundcore Liberty 4 Pro to check if it can be added manually. If you can't find the model, please take a screenshot of the page and send it to us. 5. Go to your system settings, locate the language and region options, and switch the system language to English (United States). 6. Ensure the phone isn't connected to other Bluetooth devices. If so, disconnect them, then try connecting through the app again. 7. If the issue persists, uninstall and reinstall the app, then log in again. 8. The device system below iOS 13 (excluding iOS 13) does not support connection with soundcore Liberty 4 Pro. <p>If you still cannot connect after the above steps, please provide your mobile phone model, app version, and screenshots from step 4 to our customer service.</p> <p>If the first connection was successful but subsequent connections fail:</p> <ol style="list-style-type: none"> 1. Check if Dual Connections is enabled. If the app is connected to phone A, it won't connect to phone B. Exit the app on phone A and try again. 2. Restart the device or try connecting with a different device.

	How do I set up HearID via the soundcore app?	Log in to the soundcore app, then select Sound Effects > HearID Sound. After completing the test, the results will be saved and applied automatically.
Operation	Why is the touch control not responsive at times?	<ol style="list-style-type: none"> 1. Keep your hands clean and dry. 2. Ensure you are touching the correct touch-sensitive area, which is the grooved section of the earbud stem. 3. For a double press, make sure the interval between presses is within 500ms. For a single press, wait at least 1 second between actions. 4. Check if you hear a "Dong" chime when putting on the earbuds. If you don't, the wearing detection might have failed, and touch controls won't work. <ul style="list-style-type: none"> - Try switching to more suitable ear tips for a better fit. - Select the Control Lock function in the app settings.
	How do I turn the earbuds on and off?	<p>Power On: When the earbuds are inside the charging case, simply open the case to turn them on. Note: Liberty 4 Pro does not support manual power-on without the case.</p> <p>Power Off: <ol style="list-style-type: none"> 1. Return the earbuds to the charging case and close the lid to turn them off. 2. If the earbuds are outside the case and not worn or connected to any device, they will automatically power off after 30 minutes. </p>
	Can I use the left/right earbud separately?	Yes. Place one earbud to the charging case and close the case. Then you can use the other earbud by itself.
	How do I receive/hang up a call?	Double-press either earbud stem to answer a call, and press and hold the stem for 2 seconds to end a call.
	How do I switch between previous and next song?	By default, double-press the left earbud stem to go to the previous track and double-press the right one to skip to the next track. You can customize the touch controls in the soundcore app.
	How do I switch between ANC, Normal and Transparency modes via the earbuds?	By default, pinch either earbud stem for 2 seconds to switch between modes in the following order: ANC to Transparency. You can customize the touch controls in the soundcore app.
	How to control the pressure/slide touch bar on soundcore Liberty 4 Pro?	<ol style="list-style-type: none"> 1. The grooves on the stems of both earbuds are sliding and pressure-sensitive. 2. Slide up or down the groove areas on the stems to adjust the volume. Press or pinch these areas to perform pressure-sensitive functions such as playing or pausing audio and switching tracks. 3. To operate the controls, hold the earbud stem with your thumb and index finger, and use your index finger to slide or press. Sliding requires enough movement, while the pressure-sensitive function needs a firm press—just touching it won't activate the controls. 4. It might take some practice to get used to the stem controls. Try them a few times to get familiar with the functions.

	<p>What do the LED indicators on the case mean?</p>	<p>1. Charging: The white light on the back of the charging case flashes slowly. 2. Fully Charged: The white light on the back of the charging case stays on for 10 seconds before turning off.</p> <p>Notes: 1. The LED light is only active during charging. 2. To check the battery levels, the charging case screen will show both the case's and the earbuds' remaining battery and charging status simultaneously.</p>
	<p>How should I look after soundcore Liberty 4 Pro?</p>	<p>1. Avoid leaving your earbuds unused for extended periods. We recommend using them at least once a month. Allowing the battery to become completely depleted can lead to over-discharge which will affect their lifespan. 2. Try not to charge the earbuds when the remaining power is only 20% or when the power is low. This also has a great impact on battery life. 3. Recharge the charging case when the battery level on the display turns red. 4. Clean the earbuds, charging pins of the case, speaker outlets, and ear tips promptly after use. We recommend cleaning the charging pins at least once a month using a cotton swab or cloth dipped in alcohol. 5. Keep the earbuds in a dry place. If they come into contact with liquids, dry them with a hairdryer on the cold setting.</p>