

Problem/Inquiry	Troubleshooting/Answer
What's in the package for Boom Go 3i?	The package includes: • Boom Go 3i Speaker ×1 • Quick Start Guide (QSG) ×1 • USB-C Charging Cable ×1
How long does Boom Go 3i's battery last when playing music?	The playback time of Boom Go 3i varies depending on the usage scenario. Approximate battery life under different settings is as follows: • Standard: Up to 24 hours of playtime at 50% volume, with lighting off and BassUp sound mode enabled. • Power-Saving: Up to 40 hours of playtime at 50% volume, with lighting off and Eco mode enabled. • BassUp Mode: Up to 12 hours of playtime at 50% volume, with lighting on and BassUp enabled. • High-Performance: Up to 6 hours of playtime at 100% volume, with lighting on and BassUp sound mode enabled. Note: Actual battery life may vary due to factors such as volume level, lighting effects, sound mode, playback content, and ambient temperature. For the best battery performance, we recommend adjusting your sound mode and volume according to your usage needs.
What is the charging power and charging time for Boom Go 3i?	It is recommended to use a charger rated up to 5V/3A. When using a 5V/3A charger, it takes approximately 4 hours to fully charge.
Is Boom Go 3i dust- and water-resistant?	Yes, Boom 3i is IP68 rated for dust and water resistance.
Does Boom Go 3i have drop protection?	Boom Go 3i has drop protection up to 3.28 ft (1 meter), providing effective protection during daily use.
What Bluetooth version does Boom Go 3i use?	Please do not intentionally perform drop tests to avoid accidental damage.
Does Boom Go 3i have an aux-in port?	Bluetooth 6.0
What Bluetooth codecs does Boom Go 3i support?	No, it does not.
Is Boom Go 3i fireproof?	It supports SBC and AAC.
Can the battery for Boom Go 3i be replaced?	The speaker has a built-in lithium battery. Please keep it away from open flames and high-temperature environments. Do not expose the product to fires to prevent the battery from exploding or create a fire hazard.
Does Boom Go 3i support use with the soundcore app?	No, the battery cannot be replaced.
How do I turn the LED lights on/off on Boom Go 3i?	Yes. You can use the app to manage the speaker in the following ways: • Scan the QR code on the Quick Start Guide (QSG) on the package to download the app. • Search "soundcore" in the App Store or Google Play. If Boom Go 3i cannot be detected in the soundcore app, please uninstall and then install the latest version.
How to change the function of the Mode button on Boom Go 3i	Turn on/off lights: Press and hold the Mode button for 2 seconds to turn the lights on or off. Alternatively, you can do so on the lighting interface in the soundcore app.
How do I turn the Emergency Alarm function on/off on Boom Go 3i?	You can change the function of the Mode button in the soundcore app under Audio → Controls.
How can I tell the Bluetooth connection status from the lights on Boom Go 3i?	There are two ways to do so: • Press the power button 5 times quickly to activate the Emergency Alarm, and press any button to turn off the alarm. • You can also turn it on or off on the app's Emergency Alarm interface.
Can Boom Go 3i float?	A solid blue Bluetooth light indicates the speaker is connected.
How do I adjust the volume of Boom Go 3i's Voice Amplifier if the output is too quiet?	No, it does not float.
	1. Maintain a distance of no more than 20 cm between the phone and the mouth when recording the voice. 2. Check and increase the device volume.

How do I update the firmware on Boom Go 3i?	Open the soundcore app and go to the Boom Go 3i page. Tap the settings icon in the upper right corner and select "Update Firmware." Note: Do not use your phone during the firmware update, and ensure it is sufficiently charged (at least 50% battery) or connected to a power source. Once the update is complete, the device will restart automatically.
What light effects does Boom Go 3i have?	It features 14 built-in RGB light effects: 6 beat-synced and 8 ambient effects.
Does Boom Go 3i support Dual Connection?	Yes, it supports simultaneous connection to 2 devices. After the Boom Go 3i is connected to one device, a short press of the speaker's Bluetooth button will connect it to a second device. When dual connection is enabled, audio will pause when switching between devices. You can enable/disable this feature in the app by going to More Settings > Dual Connection. Note: Dual-device connecton is unavailable in TWS or Auracast broadcasting.
How do I use custom EQ on the Boom Go 3i?	1. Exploring the Mystery of Music Frequencies Sound is composed of various frequencies, generally divided into three ranges: • Low frequencies (20 - 200 Hz): Provide power and depth, such as heavy bass drum beats. • Mid frequencies (200 Hz - 4 kHz): Contain vocals and most musical instruments. • High frequencies (5k Hz – 20 kHz): Add clarity and detail, like crisp bird chirps. Adjusting these frequencies changes the intensity of each frequency band, altering the overall tonal balance. Even small tweaks in each range can significantly affect the sound. 2. Practical Applications and EQ Tips Practical Applications Music • Electronic or rock music: Increasing low frequencies enhances impact and immersion, while slightly reducing mid frequencies helps reduce muddiness and harshness. • Classical music: Reducing low frequencies and slightly boosting mid-to-high frequencies can emphasize instrumental details and vocal clarity. Movies and Podcasts Increasing mid frequencies makes dialogue stand out and sound clearer, while reducing low frequencies minimizes muddiness in the audio. Common Situations and EQ Tips Muddy or Overly Bass-Heavy Sound Reduce the gain around 80 Hz and 150 Hz, and increase the gain above 3 kHz. This helps reduce muddiness and enhances clarity. Muffled or Dull Vocals Boost the gain around 600 Hz or 1.2 kHz, and slightly reduce mid-low frequencies. This adjustment makes vocals more spacious and transparent. Harsh/Weak High Frequencies Adjust the gain at 5kHz and 9kHz for a balanced tone, and avoid over-boosting only one of them. After tuning, the treble will sound smoother and brighter.

What causes the Boom Go 3i stuttering when using Auracast?	Audio stuttering or interruptions in Auracast mode may occur due to compatibility issues with certain devices. When some smartphones, computers, or tablets are connected to the speaker, you may notice sound dropouts if the distance between speakers exceeds 16.4 ft (5 m). This happens because some devices use high-bitrate audio playback and do not support automatic bitrate adjustment. As the distance increases, the transmission can become unstable, leading to sound dropouts or stuttering. Recommended Solutions: 1. Keep multiple speakers close together(ideally within 16.4 ft / 5 m) for a stable connection. 2. Minimize signal interference. Auracast performance can be affected by obstacles and distance, such as walls, columns, household appliances, and Wi-Fi signals. For a more stable connection, try to reduce these obstructions and keep your device close to the speaker.
Does Boom Go 3i support connection to other Boom Go 3i speakers? How do I connect them?	Our speaker supports connection with two or more units, allowing you to choose different modes depending on your usage scenario. Two-Speaker Connection: TWS 1. Power on both Boom Go 3i speakers. 2. Connect one Boom Go 3i speakers to your smartphone via Bluetooth. (Do not connect the other speaker.) 3. Once connected, press and hold the Bluetooth button on both speakers until the Bluetooth indicator lights flash white. If lighting effects are turned off, the white lights will not flash. 4. When you hear a tone confirming connection, the TWS connection (linking) is successful. The Bluetooth indicator on the secondary unit will turn off. 5. The primary speaker (the one connected to the phone) will function as the left channel, and the secondary speaker (the second to be paired) will serve as the right channel. Connecting Three or More Speakers: Auracast Party 1. Power on the Boom Go 3i speakers. 2. Connect one Boom Go 3i speakers to your smartphone via Bluetooth. (Do not connect the other speaker.) 3. Once connected, press the Auracast button on each speaker. You will hear the Auracast activation tone. 4. The speakers will automatically link together, and when pairing is successful, you will hear a tone confirming the connection.
Why is the connection distance short or unstable when I'm using multiple Boom Go 3i?	This may be caused by connection mode or environmental factors. You can check as follows: 1. Check Your Connection • If you're connecting 2 speakers: We recommended using TWS mode (long-press the Bluetooth button for 3 seconds to start pairing). TWS mode has a longer connection range and is more stable. • If you're connecting 3 or more speakers: We recommend using Auracast mode (press the Auracast button once). Please note that Auracast has a shorter range of approximately 16.4 ft (5 m). 2. Troubleshooting Tips • Update the firmware via the app to ensure your device is running the latest version. • Keep your device close to the speaker to keep the Bluetooth connection strong. Bluetooth signals are affected by distance and obstacles such as walls, pillars, and household appliances. Wi-Fi interference is also a factor. • Try using different audio sources. When streaming music, make sure your network connection is stable to prevent playback issues.

If the Auracast button on the Boom Go 3i is easy to use, why isn't Auracast recommended when connecting only two speakers?	While the Auracast button allows for quicker setup (just a single press required), we recommend using TWS when connecting two speakers. 1. Longer Range and More Stable Connection TWS is specifically optimized for two-speaker stereo playback, offering a stronger and more stable Bluetooth connection. In open environments, it can reach a range of over 32.8 yd (30 m), while Auracast is designed for multi-speaker playback within 10.9 yd (10 m). 2. Superior Sound Quality TWS delivers true stereo audio. The left and right channels are completely separated, creating a wider and more immersive soundstage. Auracast, on the other hand, broadcasts the same audio channel to multiple speakers, making it better suited for a surround sound experience. 3. Enhanced Connection Stability TWS uses point-to-point connection, which offer stronger resistance to interference compared to multi-device transmission. 4. Easy Setup and Automatic Pairing You can enter TWS simply by pressing and holding the Bluetooth button for 3 seconds. Once paired for the first time, the speakers will automatically reconnect in TWS whenever they are powered on. Note: • For two speakers used outdoors or at a distance, we recommend TWS Mode for longer range and clearer stereo sound. • For three or more speakers in a close-range indoor setup, Auracast Mode is more convenient for quick one-touch multi-device connection.
How do I connect using TWS on Boom Go 3i ?	1. Power on both Boom Go 3i speakers. 2. Connect one Boom Go 3i speakers to your smartphone via Bluetooth. (Do not connect the other speaker.) 3. Once connected, press and hold the Bluetooth button on both speakers until the Bluetooth indicator lights flash white. If lighting effects are turned off, the white lights will not flash. 4. When you hear a tone confirming connection, the TWS connection (linking) is successful. The Bluetooth indicator on the secondary unit will turn off. 5. The primary speaker (the one connected to the phone) will function as the left channel, and the secondary speaker (the second to be paired) will serve as the right channel.
How do I connect using Auracast on Boom Go 3i?	Connecting Three or More Speakers: Auracast Party 1. Power on the Boom Go 3i speakers. 2. Connect one Boom Go 3i speakers to your smartphone via Bluetooth. (Do not connect the other speaker.) 3. Once connected, press the Auracast button on each speaker. You will hear the Auracast activation tone. 4. The speakers will automatically link together, and when pairing is successful, you will hear a tone confirming the connection.
Why can't the Boom Go 3i charge my phone?	Please ensure the speaker is on before using reverse charging.
Why can't the power bank charge the Boom Go 3i?	Some power banks may not support the charging protocols required by the speaker, so they cannot provide proper power. To ensure safe and reliable charging, use a certified USB-C adapter that meets local safety standards. This speaker supports USB-C adapters with up to 5V/3A output.

Does the Boom Go 3i offer replaceable straps?	No, strap replacement is not supported. The strap is built into the speaker and has been thoroughly tested for durability, ensuring it remains secure even with long-term use.
What are the different the Boom Go 3i display reminders indicating internal charging and external charging?	1. Internal charging (charging the speaker): The white lightning icon flashes on the display screen, showing the current battery level. 2. External charging (speaker charging other devices): Requires the speaker to be turned on and connected to your device via the included charging cable or any compatible cable. The display will show a red lightning icon with an outward arrow, indicating external charging.
Can the Boom Go 3i external charging be performed at low battery?	When the speaker's battery is below 10%, it cannot charge other devices.
How do I reset Boom Go 3i?	Hold the "Bluetooth button" and "Volume+ button" simultaneously for 10 seconds. After hearing a prompt, the speaker will automatically restart, indicating a successful reset.