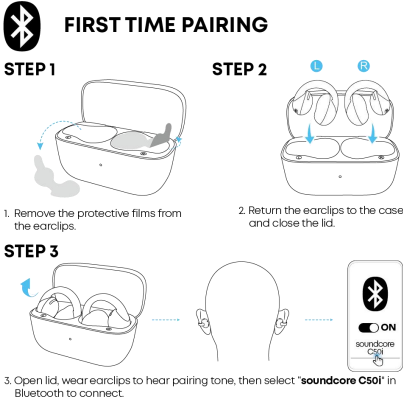
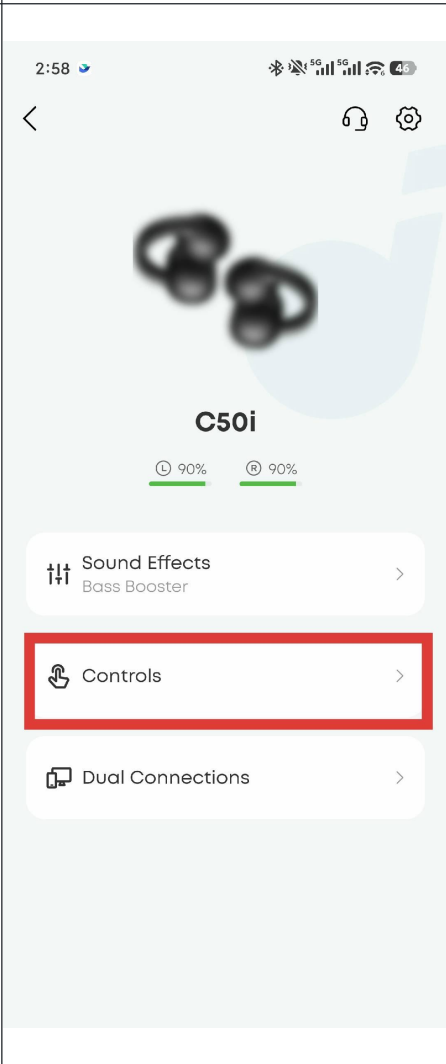


Module	Questions	Answers (to Customer)	Note
Operations	How do I power on soundcore C50i?	For first-time use, please open the charging case, remove the protective film under the bottom of the earbuds, and place the earbuds back into the charging case. Then, remove them to power them on. Note: The earbuds will make a sound when they power on. The LED light on the charging case will not light up.	 FIRST TIME PAIRING STEP 1 1. Remove the protective films from the earclips. STEP 2 2. Return the earclips to the case and close the lid. STEP 3 3. Open lid, wear earclips to hear pairing tone, then select "soundcore C50i" in Bluetooth to connect.
	How do I power off soundcore C50i?	There are two methods. 1. Place the earbuds back in the charging case. Note that the charging case's LED light will light up for 2 seconds before turning off. 2. Remove the earbuds from the charging case and simultaneously press and hold the L and R buttons for 6 seconds.	
	How do I connect soundcore C50i via Bluetooth?	First-Time Use Open the charging case, remove the protective film, then place the earbuds back into the case. The next time you remove the earbuds, they will enter pairing mode by default. You will hear a tone to indicate they are in pairing mode. Reconnecting to Paired Devices After turning on the earbuds, they will automatically reconnect to previously paired devices. Manual Pairing Wear the earbuds and hold both L and R buttons simultaneously for 3 seconds until you hear the pairing tone. The earbuds will then be discoverable via Bluetooth. Select "soundcore C50i" in the Bluetooth device list to connect.	
	How do I use dual connections with soundcore C50i?	Method 1 The earbuds have dual connections enabled by default. You can toggle this feature on or off in the app settings, and can also choose which device to disconnect on the corresponding page.	

		Method 2 Turn on the earbuds and enter pairing mode. After connecting to one device, hold the L and R buttons simultaneously for 3 seconds to re-enter pairing mode. You can now connect to a second device.	
	What are the music playback controls for soundcore C50i?	Play/Pause: Single-press either earbud button. Next Track: Double-press the right earbud button. Previous Track: Double-press the left earbud button. Volume Up: Press and hold the right earbud for at least 2 seconds. Volume increases step by step until the button is released (audible prompt tones indicate level changes). This feature is enabled by default. Volume Down: Press and hold the left earbud for at least 2 seconds. Volume decreases step by step until the button is released (audible prompt tones indicate level changes). This feature is enabled by default. Custom Controls: Open the soundcore app → select C50i → go to Controls and customize button functions.	
	What are the call controls for soundcore C50i?	Answer a call: Single-press the L or R button. Hang up: During a call, press and hold the L or R button for 2 seconds. Reject a call: When a call comes in, press and hold the L or R button for 2 seconds. Managing two calls If the earbuds are connected to Phones A and B and you're on a call on Phone A when Phone B receives a call: 1) Single-press the L or R button to put Phone A on hold and	

		answer Phone B. 2) Press and hold the L or R button for 2 seconds to reject the incoming call on Phone B. Note: Volume adjustment using the earbuds buttons is not supported during calls.	
	How do I adjust the volume on soundcore C50i?	Volume Up: Press and hold the right earbud for at least 2 seconds. Volume increases step by step until the button is released (audible prompt tones indicate level changes). This feature is enabled by default. Volume Down: Press and hold the left earbud for at least 2 seconds. Volume decreases step by step until the button is released (audible prompt tones indicate level changes). This feature is enabled by default. Note: You can customize a single press for volume up or down in the soundcore app.	
	Does soundcore C50i support voice assistants?	Yes. Voice assistant support is available but is disabled by default. You can enable and customize controls in the soundcore app. Go to the soundcore app > C50i Device > Controls > Single Press/Double Press/Triple Press/Press and Hold > Voice Assistant	
	How do I reset soundcore C50i?	Remove the earbuds from the charging case and simultaneously press and hold the L and R buttons for 6 seconds until the earbuds power off. Then, press and hold the L and R buttons again for 10 seconds to complete the reset. Note: The product must be powered off before resetting. In other words, you'll need to press and hold the L and R buttons twice; once for 6 times to power off, then for 10 seconds to complete the reset.	
	Does soundcore C50i support automatic power off?	Yes. By default, the earbuds will shut down after 30 minutes when not connected to a device. This can be changed in the app settings.	

		Go to the soundcore app > C50i Device > More Settings (select the gear icon in the top-right corner) > Auto Power Off, then select the desired time.	
	How do I turn off the low battery prompt tone on my soundcore C50i?	You can go to the soundcore app > C50i Device > More Settings (Settings in the top right corner) > Low Battery Prompt > Turn off.	
	What sound effects does soundcore C50i support?	Default sound effect: Bass Booster. In the app, your options include: soundcore Signature, Bass Booster, Volume Booster, Classical, Treble Boost, Podcast, and Custom EQ.	
Abnormal Tapping Function	What should I do if I can't answer/end calls using the buttons on soundcore C50i?	The earbuds only support answering, hanging up, and rejecting calls through your mobile carrier. They cannot be used with calls from third-party apps.	
	What should I do if soundcore C50i cannot play/pause music?	- Check the button controls in the app. - The earbuds can only be used to control music players; some video apps may not respond. - On a Windows computer, music playback cannot be controlled while the screen is locked. Please unlock and try again. - Make sure you don't have multiple music playback apps open at the same time to avoid conflicts. - Some devices may not respond to the earbuds' play/pause commands. Please try again on a different device.	
Abnormal Dual Connections Experience	Why is the dual connection feature not available on soundcore C50i during calls?	The earbuds cannot be paired during a call, or when there is an incoming call. Please end the call and try again.	
	Why does a brief audio interruption occur when switching between devices when	When the earbuds are simultaneously connected to both a phone and a computer, pausing playback on the phone and immediately playing audio on the computer (and vice versa) will result in a short silence.	

	soundcore C50i is using dual connection?	This happens because only one device can actively stream audio over A2DP at a time, and switching channels takes approximately 3-5 seconds, depending on the device.	
	What should I do if the sound output does not switch between devices when soundcore C50i is connected to two devices?	If sound output does not automatically switch from Device A to Device B after pausing playback, this is a compatibility limitation. You will need to manually switch the audio to the desired device.	
Bluetooth Connection Related	What should I do if I can't find soundcore C50i on the Bluetooth list?	1. Please enter Bluetooth pairing mode before searching for the earbuds. - Open the charging case, remove the protective film, then place the earbuds back into the case. The next time you remove the earbuds, they will enter pairing mode by default. You will hear a tone to indicate they are in pairing mode. 2. If the above method does not work, delete the pairing history for soundcore C50i on your phone, reset the earbuds, and search for the device again. To reset: - Remove the earbuds from the charging case and simultaneously press and hold the L and R buttons for 6 seconds until the earbuds power off. - Press and hold the L and R buttons again for 10 seconds to complete the reset. Note: The product must be powered off before resetting. In other words, you'll need to press and hold the L and R buttons twice; once for 6 seconds to power off, then for 10 seconds to complete the reset.	

	What should I do if soundcore C50i does not reconnect to my device?	Please try the following: 1. Restart the device to reconnect. 2. On your device, tap the Bluetooth name of the earbuds in the Bluetooth list to initiate a Bluetooth reconnection. 3. Use soundcore app on the connected device to select the historical device you want to reconnect to. 4. Clear the Bluetooth pairing history on your device and put the earbuds into pairing mode (press and hold the L and R buttons simultaneously for 3 seconds) to reconnect. 5. Reset the earbuds and pair them with the device again. To reset: - Remove the earbuds from the charging case and simultaneously press and hold the L and R buttons for 6 seconds until the earbuds power off. - Press and hold the L and R buttons again for 10 seconds to complete the reset. Note: The product must be powered off before resetting. In other words, you'll need to press and hold the L and R buttons twice; once for 6 seconds to power off, then for 10 seconds to complete the reset. 6. Keep the earbuds as close as possible to the connected device. Avoid having walls between the earbuds and the device, as they can block the signal and cause the connection to become unstable. --- Note: When connecting to a single device, the earbuds will reconnect within 10 seconds. If the distance between the earbuds and device is too large, reconnection may take up to 10 minutes. During this time, make sure the device's Bluetooth is turned on, then turn on the earbuds and bring them close to the device to reconnect.	
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	What should I do if my soundcore C50i freezes or disconnects?	1. Try reducing the distance between the earbuds and your device, and avoid having walls or other barriers between them. 2. LDAC has poor anti-interference capabilities and is more prone to freezing. Please try using a different codec. 3. Poor network speed or nearby devices (microwave, router) can affect performance. Switch networks or move to a less congested environment. 4. Make sure both the earbuds and your device have the latest firmware and system updates. 5. In crowded environments (such as waiting rooms at rail stations), signal interference and excessive frequency band capacity may cause lag or disconnection. This is normal. 6. If wearing only one earbud while the other is elsewhere, excessive distance can cause lag or disconnection. If using a single earbud, keep the other in the charging case.	
	What should I do if my soundcore C50i won't connect or charge when it's in the case?	1. Check the charging case's pogo pins for any that are recessed. If so, apply a small drop of alcohol (do not use too much) and gently lift the pins using tweezers, a toothpick, or another tool. Once the pins pop out, immediately wipe off the alcohol and see if the issue persists. 2. Check the earbuds' charging contacts or the charging case's pogo pins for dirt. If so, clean them with alcohol and a cotton swab. 3. Check the charging case's battery level to determine if the earbuds are completely drained. Charge the case for a while and see if the issue persists.	
	What should I do if dual connection can't be enabled on soundcore C50i?	Dual connection is not supported when using LDAC. Please disable LDAC and enable the dual connection function.	

Sound Quality Related	What should I do if sound quality is poor on soundcore C50i?	1. Adjust the EQ in the soundcore app to improve sound quality. 2. Check if there are quality issues with the song/video being played. Try using a different audio source. 3. Ensure a stable network connection when streaming audio or video, as poor network conditions can affect playback quality. 4. On Android devices that support LDAC, switch to the LDAC codec to enhance sound quality. 5. If the earbuds are connected to a phone during a call, music quality may deteriorate because audio transmitted via HFP is lower quality. 6. On macOS computers, opening the system's sound input settings will cause audio to transmit via the voice channel, reducing music quality. Please disable this setting. On Windows, make sure the sound output is set as soundcore C50i.	
	What should I do if the sound on soundcore C50i is unbalanced?	1. Check that the earbuds are not worn backwards. The earbud buttons should be positioned behind your ears. 2. Adjust the earbuds so the sound outlet is positioned lower and closer to your ear canal. Misalignment between the left and right earbud speaker holes may cause volume differences. 3. On your phone, verify that the volume balance is set to default. If you have hearing differences between ears, please adjust the volume balance. 4. Check the earbuds' mic for dirt or blockage (the mic is located near the connection between the battery compartment and the C bridge). Clean it and test the earbuds. 5. Reset the earbuds. To reset: - Remove the earbuds from the charging case and simultaneously press and hold the L and R buttons for 6 seconds until the earbuds power off. - Press and hold the L and R buttons again	

		for 10 seconds to complete the reset. Note: The product must be powered off before resetting. In other words, you'll need to press and hold the L and R buttons twice; once for 6 seconds to power off, then for 10 seconds to complete the reset.	
	What should I do if audio is lagging on my soundcore C50i?	The Bluetooth protocol naturally introduces some delay. soundcore C50i isn't specifically designed for gaming, so slight latency may occur. However, this should not affect daily use. 1. Try switching codecs (SBC: 200 ms, ACC: 300 ms). 2. Minimize the number of active wireless devices in the vicinity and keep the earbuds close to the connected device. Excessive Bluetooth or Wi-Fi signals nearby can increase latency.	
	When my phone connects to soundcore C50i, the audio plays through the phone's speaker instead of the earbuds. What should I do?	If you are using an Apple device, entering the emergency alarm or power-off screen and then using a music player may result in the audio playing through the phone's speakers, rather than the earbuds. This is a common issue. 1. On Android devices, if audio plays through the phone during a call: Go to Bluetooth Settings > soundcore C50i > Enable Call Audio. 2. Disconnect Bluetooth on your phone, then reconnect the earbuds. 3. Reset the earbuds. To reset: - Remove the earbuds from the charging case and simultaneously press and hold the L and R buttons for 6 seconds until the earbuds power off. - Press and hold the L and R buttons again for 10 seconds to complete the reset. Note: The product must be powered off	

		before resetting. In other words, you'll need to press and hold the L and R buttons twice; once for 6 seconds to power off, then for 10 seconds to complete the reset. 4. Note that even when the phone is connected to the earbuds, the alarm sound will play out loud through the phone speaker. 5. Whether the incoming call ringtone plays through the phone's speaker depends on whether the connected device (phone) is set to Ring mode.	
Call Related	What should I do if I don't hear a ringtone on my soundcore C50i earbuds when a call comes in?	1. Ensure your phone is not muted. 2. Check app permissions if using a third-party app for calls. Some apps may not trigger a ringtone on either the phone or earbuds if the app interface is closed during an incoming call. For iPhones When Attention Aware Features is enabled, the ringtone volume on both your phone and earbuds automatically decreases when you pick up the phone or when Face ID detects your face. In this situation, the ringtone may not ring. To disable this feature: Go to Settings > Face ID & Passcode > Turn off "Attention Aware Features."	
	What should I do when audio doesn't play from my soundcore C50i earbuds after I answer a call on my phone?	For iOS devices If you answer a call using the button on the earbuds, the phone will select the earbuds as the output device. If you answer the call on your phone, the phone will select the speaker as the output device. To set the output to the earbuds by default, go to Accessibility > Touch > Audio Call Mode > Select "Bluetooth earbuds." For Android devices Check Bluetooth Settings > soundcore C50i > Enable "Call Audio."	

	How do I fix poor call quality on my soundcore C50i?	1. Ensure the earbuds are not worn backwards and that the buttons are positioned behind your ears. 2. Adjust the fit so that the sound outlet is positioned lower and closer to your ear canal. If the outlet is too far away, both sound quality and microphone pickup may be affected. 3. Check for dust and blockage on the microphone port (located near the connection between the battery compartment and the C-bridge). Clean it and test the earbuds again. 4. Call quality may be affected by software settings, signal strength, or the surrounding environment. Consider making the call somewhere else. 5. If the other party is having trouble hearing you, try calling someone else to see if the issue persists.	
	What should I do if the other person can't hear me on calls when I'm using my soundcore C50i?	1. Make sure your calling software or device is set to use soundcore C50i's microphone. If needed, restart the call after selecting the correct microphone. 2. Some calling software may have no-sound issues. Note the software name and your device information, and contact soundcore Technical Support for assistance. 3. If calling from a Windows computer - Go to Systems > Sound > Enable/disable "Mono Audio." - Navigate to "Other sound settings." (or the equivalent on your device) and adjust accordingly. - Select "Playback" and turn off Stereo mode (leave Hands-Free mode on). Stereo mode: Disables the microphone but provides higher-quality audio (two-channel stereo). Hands-Free mode: Enables the microphone so you can make calls and play audio simultaneously, but the audio quality is lower.	

APP Related	What should I do if soundcore C50i cannot connect to the app?	1. When using dual connections, the app can only access the earbuds on one device at a time. If the app is open on both devices, delete/force stop the soundcore app from running in the background on the other device and try again. 2. iOS devices do not support opening the app during an active call. End the call, then try opening the app again. 3. Uninstall the current version of the app, then reinstall the latest version. Do not install over the existing version.	
	What should I do if I can't find soundcore C50i in the app?	Uninstall the current version of the app, then reinstall the latest version. Do not install over the existing version.	
	Why does the custom EQ on soundcore C50i have no effect?	1. Sound effects in soundcore app only affect media playback quality, not call quality. 2. Custom EQ adjustments are limited to ± 6 dB, so the effect may be very subtle. We recommend playing different tracks to test the effects.	
	What should I do if the soundcore C50i firmware upgrade fails?	1. Do not disconnect during the firmware upgrade. 2. Do not disconnect from the network during the firmware upgrade. 3. Do not close the app during the firmware upgrade. 4. Keep the earbuds in standby mode during the firmware upgrade. 5. Open your phone's settings and clear soundcore cache in the App Manager interface. 6. soundcore C50i does not support the installation of upgrades with the earbuds in the charging case. Please remove the earbuds first. 7. If the upgrade fails, please try again.	
	How do I connect the soundcore C50i to the soundcore app for the first time?	If you haven't already installed the app: Download the latest version of the soundcore app (version 4.0.1) from App Store/Google Play. Within the app, add a device and select "soundcore C50i" to connect. If you already have the app installed:	

		1. Uninstall the previous version of the app. 2. Go to App Store/Google Play on your phone and update the app to version 4.0.1 or higher. 3. After updating, open the app, tap Add Device, and select "soundcore C50i" to connect.	
	When connecting the soundcore C50i in the app, the device list shows “soundcore Aeroclip” and I can't connect to the app. What should I do?	Please check your soundcore app version and update it to version 4.0.1 or later through App Store/Google Play on your phone.	
Charging Related	What should I do if the charging case of soundcore C50i doesn't charge?	1. Ensure the charging port on the charging case and the charging cable terminals are clean and free of foreign objects. 2. Replace the charging cable. We recommend using the original cable included in the package, but if you are already using the original cable, try a different one. 3. Make sure the adapter provides sufficient current. Check the input charging current indicated on the charging case and ensure the adapter's output current exceeds the input current indicated on the charging case.	
Indicator Related	How do I check the battery level of soundcore C50i's charging case?	1. When the charging case's battery level is $\leq 20\%$, the red light will stay on for 2 seconds before turning off. When the charging case's battery level is $> 20\%$, the white light will stay on for 2 seconds before turning off. 2. While charging, the white light will breathe for 2 seconds (this is a low-priority lighting effect that can be interrupted). Once fully charged, the white light will stay on for 10 seconds before turning off. 3. Low-battery indicator: A red light will stay on for two seconds when the battery life is 20% and again when the battery life is 10%.	

Technical Specifications	What is the battery life of soundcore C50i?	The advertised battery life of soundcore C50i is based on 7 hours of continuous music playback at 50% volume using the default sound effects (Bass Boost Mode). With the charging case, this provides a total of up to 28 hours of playtime (7 hours + 21 hours). Note: These results are based on tests conducted by Anker Labs at room temperature, using factory settings, in Music mode at 50% volume. Actual battery life may vary depending on factors such as volume level, audio source, ambient noise, and whether other features are enabled in the app. This data is provided for reference only.	Battery Life on a Single Charge (other uses) LDAC usage: 4 hours and 18 minutes (Bass Boost mode) Talk time (calls): 4 hours and 30 minutes Note: Times are for reference only.
	What's the highest volume soundcore C50i can reach?	86 dB. Note: Data comes from Anker lab testing in Bass Boost mode.	
	How long does it take to charge soundcore C50i?	Earbuds: 1.2 hours Earbuds (fast charging): 2 hours with 10 min of charging. Charging case: 2 hours	2°C - 15°C: 30mA/0.5C 4.36 V CV charging cut-off 16°C - 43°C: <4.15V 2C 4.15 V - 4.36 V: 1C 4.36 V CV charging cut-off
	Which Bluetooth version does soundcore C50i support?	6.0	
	Which audio codecs does soundcore C50i support?	SBC, AAC, LDAC	LDAC usage: 4 hours and 18 minutes (Bass Boost mode)
Wearing Guide	What should I do if soundcore C50i doesn't fit comfortably?	Wear the earbuds with the sound outlet positioned close to your ear canal. You can adjust the fit by gently sliding the earbuds up or down for your comfort.	 WEARING 1. Make sure to identify the left and right earclips before wearing. 2. Speaker (smaller part) in front and battery housing (with button) at the back. 3. Adjust the earclips up or down for comfortable position. Note: The button should sit behind the ear and face upward.

Volume Related	Why doesn't adjusting the volume on my phone change the volume consistently on my soundcore C50i?	Please check the settings based on your device type. Android devices: Go to Settings > Bluetooth > soundcore C50i details > enable "Sync Bluetooth device volume with phone." iOS devices: Check if the "Reduce treble" feature is enabled, as this limits the maximum volume of your earbuds. PC: Try adjusting the volume on either your computer or earbuds to maximum, then adjust the desired volume on the other device.	
	What should I do if the volume on my soundcore C50i is too low?	1. Check the angle of the earbuds and position them close to your ear canal. 2. Check the fit and orientation. Make sure the earbuds are not worn backwards or swapped (left/right reversed). 3. Inspect the earbuds' sound outlet for blockage. Clean it and try again. 4. Select "Volume Booster" (EQ effect) in the app and try again. 5. Note that soundcore C50i are open-back earbuds and do not support noise cancellation. If you use them outdoors in noisy conditions, the sound may seem quieter because the product itself cannot filter out ambient sound. We recommend trying them in different environments.	
	What should I do if my soundcore C50i is leaking sound?	soundcore C50i are open-back earbuds designed to keep you connected to your surroundings while providing a comfortable fit and a natural, spacious soundstage. This structure allows air and sound to flow freely, providing an unobtrusive fit and a high-fidelity experience. However, this also means that a certain amount of some sound leakage is unavoidable. We recommend the following: 1. Set the volume to a level that suits your environment and listening needs. 2. Adjust the earbuds' angle for the best fit—the farther the sound outlet is from your ear canal, the more sound may leak.	Reference Script: Hello, open-back headphones are designed to maintain a connection with the outside world, provide a comfortable fit, and offer a more natural and expansive soundstage. This design allows air and sound to flow freely, resulting in a comfortable, unobtrusive fit and a more realistic sound quality. However, this also means a certain amount of sound leakage, an inherent characteristic of open-back headphones. The C50i utilizes a directional sound transmission design to minimize sound leakage, but it cannot completely

			eliminate it. If you are particularly sensitive to sound leakage, we recommend using the volume at 50% or below in a quiet environment. In noisy environments, you can adjust the volume slightly higher to ensure you can hear the audio clearly.
	What should I do if I hear noise when using my soundcore C50i?	1. Ensure the issue isn't with the audio source itself. Use your phone's speaker to check for noise. 2. If you experience noise while on a call, try speaking to a different person to confirm the cause. 3. Try changing to a different environment to ensure it's not the cause. 4. Reset the earbuds. To reset: - Remove the earbuds from the charging case and simultaneously press and hold the L and R buttons for 6 seconds until the earbuds power off. - Press and hold the L and R buttons again for 10 seconds to complete the reset. Note: The product must be powered off before resetting. In other words, you'll need to press and hold the L and R buttons twice; once for 6 seconds to power off, then for 10 seconds to complete the reset. If the above methods don't resolve your issue, please contact soundcore Technical Support with the audio source and connected device information for assistance.	
	What should I do if I can't hear any sound from my soundcore C50i?	1. Check if the earbuds have sufficient battery power. If low, charge them before trying again. 2. Verify the connection status between the earbuds and your device. Ensure they are properly connected. 3. Review your device's audio output settings. Switch the output to "soundcore C50i."	

		4. Check the earbuds' dual-connection status. Disable dual connection and try again. 5. Check if the earphone sound ports are blocked. Clean them and try again. 6. Reset the earbuds. To reset: - Remove the earbuds from the charging case and simultaneously press and hold the L and R buttons for 6 seconds until the earbuds power off. - Press and hold the L and R buttons again for 10 seconds to complete the reset. Note: The product must be powered off before resetting. In other words, you'll need to press and hold the L and R buttons twice; once for 6 seconds to power off, then for 10 seconds to complete the reset.	
Battery Life Related	What should I do if soundcore C50i consumes power quickly/the battery life becomes short?	The advertised battery life of soundcore C50i is based on 7 hours of continuous music playback at 50% volume using the default sound effects (Bass Boost Mode). With the charging case, this provides a total of up to 28 hours of playtime (7 hours + 21 hours). If your earbuds seem to drain quickly or their battery life appears shorter than expected, it may be due to one or more of the following reasons: 1. Battery life depends on the audio type and playback volume; higher volume results in shorter battery life. 2. The earbuds require continuous use of the mic during calls, which can shorten battery life. 3. The LDAC codec consumes more power, which can shorten battery life. Try switching to other codecs (AAC or SBC). 4. Activating additional features in the app, such as EQ or dual connection, can reduce actual usage time. 5. The battery health of electronic devices degrades over time, shortening battery life. To slow battery degradation, avoid charging the earbuds and charging case until the battery level is around 20% or until the	Battery Life on a Single Charge (other uses) LDAC usage: 4 hours and 18 minutes (Bass Boost mode) Talk time (calls): 4 hours and 30 minutes Note: Times are for reference only.

		device shuts down due to low battery. Always charge the earbuds and charging case at least once a month to prevent over-discharge.	
	Why does the app display different battery percentages for each soundcore C50i earbud?	Typically, in normal mode (50% volume), using the default wide sound effect (bass booster mode), a song can loop for up to 7 hours. However, actual playback time may vary slightly depending on the music content and volume level. If you use the earbuds for calls, the playback time will be shorter, as calls consume more power than music playback. Please note that due to the master/slave function between the left and right earbuds, a battery life difference of less than 1 hour, or a 10% difference in battery life, is normal. If the battery life difference exceeds 10% or 1 hour, please try the following: 1. Ensure the protective film on the earbuds have been removed. 2. Clean the charging contacts on both the earbuds and the charging case with a dry cloth or a cotton swab lightly dampened with rubbing alcohol to ensure proper charging. 3. Confirm the charging case is fully charged. 4. Test the battery life while playing music.	
Waterproofing Issues	How effective is soundcore C50i in terms of dust and water resistance?	soundcore C50i is rated IP55 for dust and water resistance. This means it can be used in dusty environments and exposed to water splashes, but not be in situations where it will be submerged for extended periods. It is not suitable for prolonged exposure to extreme conditions such as heavy rain, strong water jets, high-pressure washing, or immersion. For better protection, consider products with a higher rating, such as IP66 or IP67.	

SN Query	How do I find out the serial number (SN) of my soundcore C50i?	1. Check the SN in the soundcore app's earbud settings. 2. Open the charging case and check the SN on the inside of the hinge.	
Maintenance	How do I maintain and care for my soundcore C50i?	1. Use the earbuds at least once a month. Completely draining them will cause over-discharge and shorten their lifespan. 2. Wait to charge the earbuds until the battery drops to around 20% or they automatically shut down, as charging too early may reduce battery lifespan. 3. Store the earbuds on a dry surface. If liquid gets into the earbuds, dry them with a hair dryer on a cold setting. 4. Avoid using the earbuds in low-pressure environments. 5. Avoid applying excessive external force to the earbuds, as this may cause irreversible damage and prevent them from functioning properly. 6. Avoid using the earbuds in humid environments.	