

soundcore

Liberty 5 Pro Max

Customer FAQ Guide

Covers 120 questions across 15 topics

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Frequently Asked Questions

Specifications

Q: Which Bluetooth version does the soundcore Liberty 5 Pro Max support?

Earbuds: Bluetooth 6.1

Charging Case: Bluetooth 6.1

Q: What audio formats does the soundcore Liberty 5 Pro Max support?

AAC, SBC, and LDAC.

Q: What is the soundcore Liberty 5 Pro Max earbud battery capacity, and how long does it take to fully charge?

62mAh per earbud (×2); fully charges in 1 hour.

Q: What is the soundcore Liberty 5 Pro Max charging case battery capacity, and how long does it take to fully charge?

690mAh; fully charges in 3 hours.

Q: What is the soundcore Liberty 5 Pro Max's water and dust resistance rating?

IP55.

Q: Does the soundcore Liberty 5 Pro Max support fast charging?

Yes, a 5-minute charge provides 4 hours of playtime (Normal mode).

Q: What is the soundcore Liberty 5 Pro Max's Bluetooth range?

10 m / 33 ft

Q: What is the maximum volume of the soundcore Liberty 5 Pro Max?

94 dBA

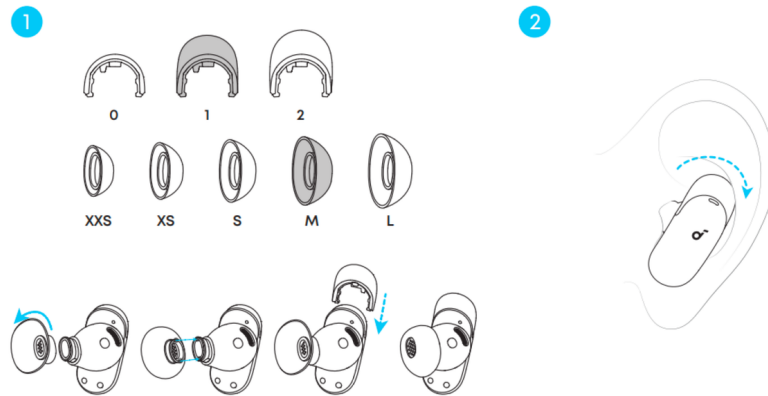
Q: Does the soundcore Liberty 5 Pro Max support connection to multiple devices? What is the maximum number of devices?

Yes. It supports connection to up to 3 devices.

Wearing

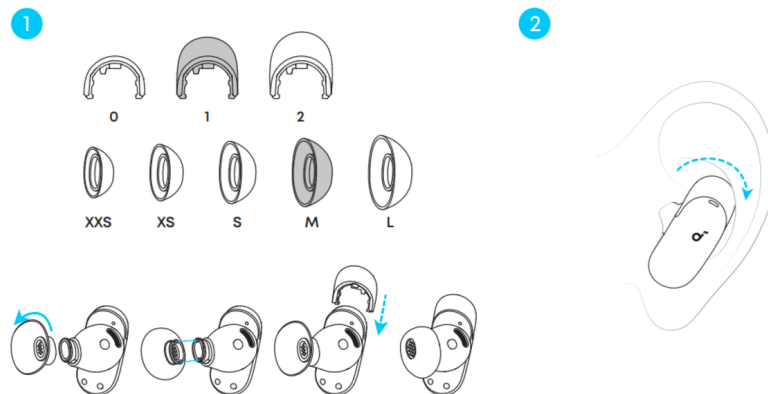
Q: How should I wear soundcore Liberty 5 Pro Max?

1. Check the L/R marks on the back of the earbuds to ensure the left and right earbuds are worn on the corresponding sides.
2. Try different sizes of ear wings/ear tips to ensure a snug fit and tight seal. If one size doesn't fit well, try different sizes for each ear (e.g., M tip on the left, L tip on the right).
3. Place the earbuds in your ears and twist until they feel secure.
4. To check if you're wearing the earbuds optimally, run the Fit Test in the soundcore app (App > Earbud Home > More Settings (top right) > Fit Test). A poor fit will affect ANC performance.



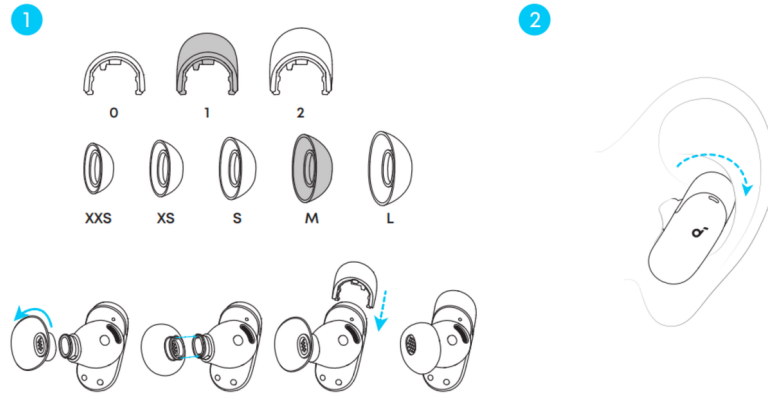
Q: What should I do if I feel discomfort after wearing the soundcore Liberty 5 Pro Max for a long time?

1. Check the L/R marks on the back of the earbuds to ensure the left and right earbuds are worn on the corresponding sides.
2. Try smaller ear tips/ear wings. If one size doesn't fit well, try different sizes for each ear (e.g., M tip on the left, L tip on the right).
3. Twist the earbuds to find the most comfortable and secure position.
4. After wearing for an extended period, remove the earbuds to let your ears rest.



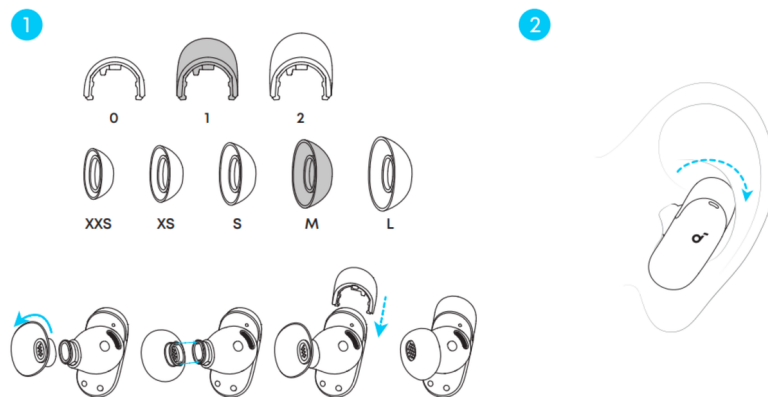
Q: What should I do if the soundcore Liberty 5 Pro Max earbuds easily fall out while I'm wearing them?

1. Check the L/R marks on the back of the earbuds to ensure they are worn correctly.
2. Try smaller ear tips/ear wings. If one size doesn't fit well, try different sizes for each ear (e.g., M tip on the left, L tip on the right).
3. Twist the earbuds to find the most comfortable and secure position.



Q: How do I install the ear tips on soundcore Liberty 5 Pro Max?

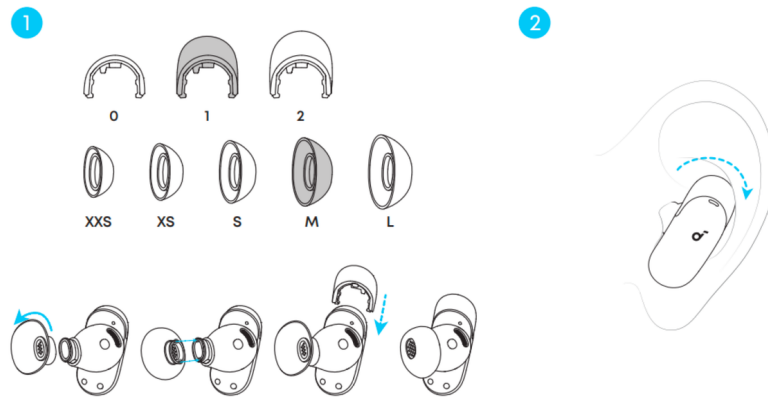
The earbud nozzle and ear tips are oval-shaped. Align the tip shape with the nozzle and fit it onto the earbud nozzle.



Q: How do I remove the ear wings from soundcore Liberty 5 Pro Max?

For Size 0 ear wings: Use your fingernail to pry along the edge of the ear wing, as shown in the image.

For Size 1 and 2 ear wings: Gently pull the top silicone part of the ear wing at a 45-degree angle, as shown in the image.



ANC (Noise Cancellation)

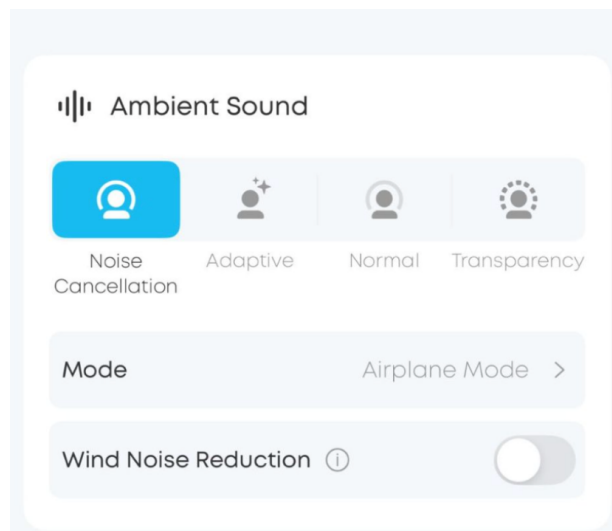
Q: What should I do if the ANC performance of soundcore Liberty 5 Pro Max does not meet my expectations?

The seal of the earbuds affects ANC performance. You can try the following to improve noise cancellation:

1. Try different sizes of ear wings/ear tips to ensure a snug fit and tight seal. If one size doesn't fit well, try different sizes for each ear (e.g., M tip on the left, L tip on the right).
2. Make sure the earbuds are worn correctly for a tight seal to ensure optimal ANC functionality. To check for the optimal fit, run the Fit Test in the soundcore app (App > Earbud Home > More Settings > Fit Test). A poor fit will affect ANC performance.
3. Test the earbuds in different environments to see if the issue is environment-related.
4. If you're still not satisfied with Level 5 ANC, try Airplane Mode in the app by going to: App Home > Ambient Sound > Noise Cancellation mode > Commute Multi-Mode (includes Airplane/Car) > Airplane Mode.

Note:

1. ANC cannot completely eliminate ambient noise, especially in noisy environments. There may still be some residual noise.
2. It takes a few seconds for ambient sound modes to adjust and stabilize when switching modes; this is normal.



Q: What should I do if I hear noise while using soundcore Liberty 5 Pro Max's ANC mode on bumpy roads?

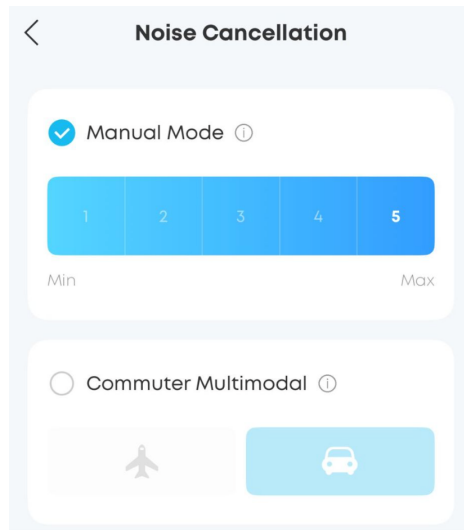
Try switching modes and check if the noise persists:

1. Switch to Car Mode via the app.
2. Select a lower ANC level via the app or charging case (1 is the lowest, 5 is the highest).

To do so, go to App > ANC > Mode > Manual Mode, and make your selection.

3. Switch to Normal Mode via the app or charging case.

Note: Switching to Car Mode must be done via the app; the charging case does not support switching to Car Mode.

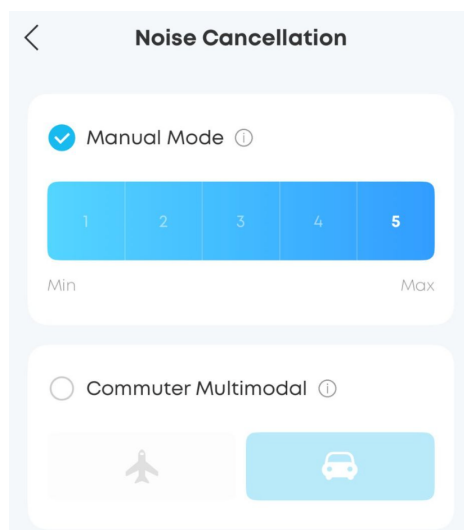


Q: What should I do if I feel dizzy or pressure in my ears when using soundcore Liberty 5 Pro Max's ANC mode?

1. Select a lower ANC level via the app or charging case (1 is the lowest, 5 is the highest).

App path: Open App > ANC > Mode > Manual Mode, and make your selection.

2. Switch to Normal Mode via the app or charging case.

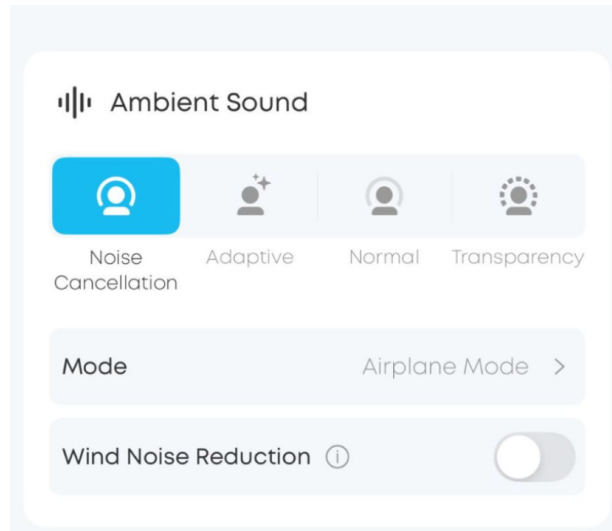


Q: What should I do if I encounter wind noise when using soundcore Liberty 5 Pro Max outdoors?

1. Turn on Wind Noise Reduction.

To do so, go to: App > Ambient Sound > Wind Noise Reduction.

2. Do not enable wind noise reduction mode in windless environments. This mode is recommended for windy scenarios only to ensure the best listening experience. Turn it off indoors or when conditions are calm.

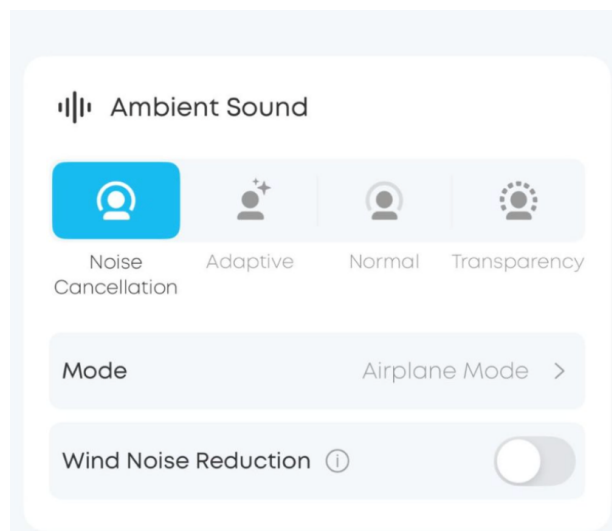


Q: What should I do if I hear background noise while using soundcore Liberty 5 Pro Max in ANC mode?

1. Check that you are wearing the earbuds securely by doing the following:
 - Check the L/R marks on the inside of the earbuds to ensure they are being worn on the corresponding sides. Twist the earbuds into place and find the most comfortable position.
 - Try different sizes of ear tips/ear wings to ensure a suitable fit and tight seal. If one size doesn't fit well, try different sizes for each ear (e.g., M tip on the left, L tip on the right).
2. Adjust to Level 4 ANC via the app or charging case and see if it improves the situation.
To do so, go to: App > ANC > Mode > Manual Mode.
3. Switch to Normal Mode and check if the noise persists. If the noise is absent in Normal Mode, you might have sensitive hearing. Hearing a slight noise in ANC mode is normal.
4. Test the earbuds with different audio sources and Bluetooth devices (phone/tablet, etc.) and see if the issue persists.

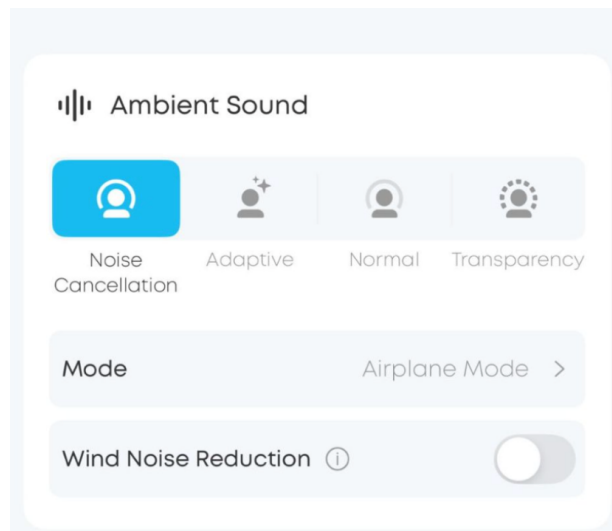
Note:

1. In ANC mode, the earbuds capture ambient noise via the microphones and generate inverted sound waves to cancel it out. This real-time processing creates minimal electronic noise.
2. All electronic devices have inherent background noise (e.g., static), which is almost imperceptible but present. Those with sensitive hearing may notice it.
3. ANC cannot completely eliminate ambient noise, especially in loud environments. There may still be residual noise.



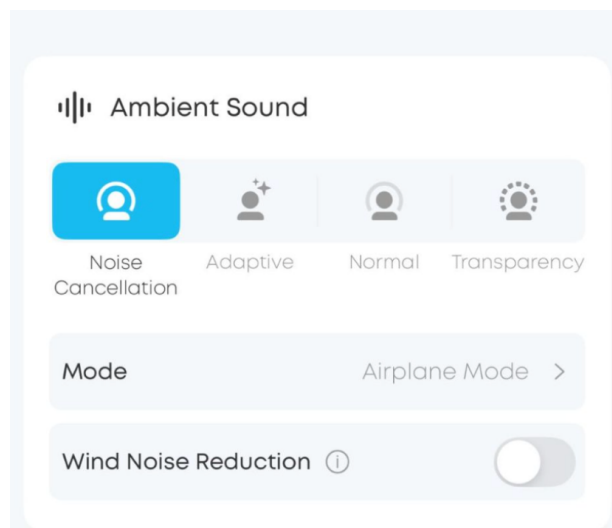
Q: Why do I hear some noise in soundcore Liberty 5 Pro Max's Transparency mode?

1. First, check whether the noise only occurs in Transparency mode or if it is also present in Normal or ANC mode. If it only happens in Transparency mode, it is likely caused by ambient sound being picked up, which is normal.
2. Transparency mode amplifies surrounding sounds so you can better perceive your environment. As a result, faint background noise that you might not usually notice can become audible.
3. A slight, constant noise is normal. However, if the noise is loud enough to interfere with normal use, the product may be defective—please contact customer support.
4. If you are not using ear wings, your ears or hair may brush against the microphones in Transparency mode, creating friction noise. Try adjusting how you wear the earbuds to reduce this effect.



Q: Why does soundcore Liberty 5 Pro Max's Adaptive mode have no noise cancellation effect?

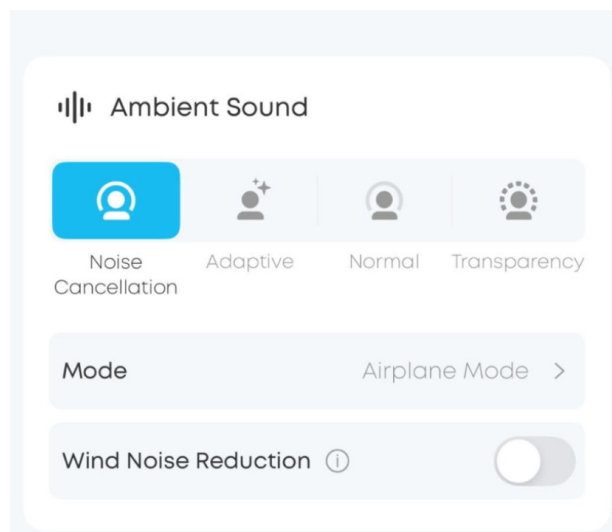
Adaptive mode automatically detects your surroundings and adjusts the sound profile accordingly, ranging from Transparency mode to strong ANC. If you are in a quiet environment, Adaptive mode may switch to Transparency mode to keep you aware of your surroundings. In this case, you may not notice any noise cancellation, which is normal.



Q: Why does the soundcore Liberty 5 Pro Max's ANC effect seem to turn on and off?

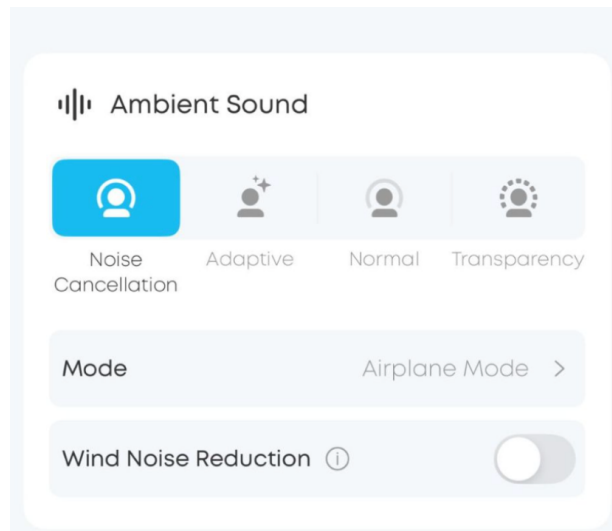
Changes in ANC are usually caused by the following reasons. Please check each one:

1. Easy Chat is enabled: When you speak, the earbuds automatically lower the volume and switch to Transparency mode to facilitate conversations. After about 5 - 10 seconds, they automatically return to the previous mode.
2. Wind Noise Reduction is enabled: When you enter a windy environment, the wind noise reduction algorithm activates, and it turns off when you leave. This can cause brief changes in the ANC effect during transitions.
3. You are using Adaptive mode: ANC adjusts in real time based on ambient noise levels. In noisy environments, ANC becomes stronger; in quiet environments, it may switch to Transparency mode. This is normal.
4. You removed one earbud: When using both earbuds in ANC mode, removing one earbud will cause the other to switch to Normal mode automatically. When you resume using both earbuds, they will switch back to ANC mode. This behavior is normal.



Q: Why does the ANC feel inconsistent between the left and right earbuds of soundcore Liberty 5 Pro Max?

1. Check the fit: Try different sizes of ear tips or ear wings. Your left and right ears may need different sizes to get a proper seal.
2. Run the fit test: After adjusting, use the Fit Test in the app to make sure the seal is normal on both earbuds.
3. Reconnect the earbuds: Place them in the case, close the lid. After the earbuds are disconnected, reopen the case and wear the earbuds again.
4. Reset if needed: If the issue continues, try resetting the earbuds and test again.



Operation

Q: How do I reset soundcore Liberty 5 Pro Max?

Method 1:

1. Place the earbuds in the charging case and keep the lid open.
2. Hold the button on the back of the charging case for 10 seconds until the screen displays "Resetting..." and returns to the home screen. This means the reset is complete.

Method 2:

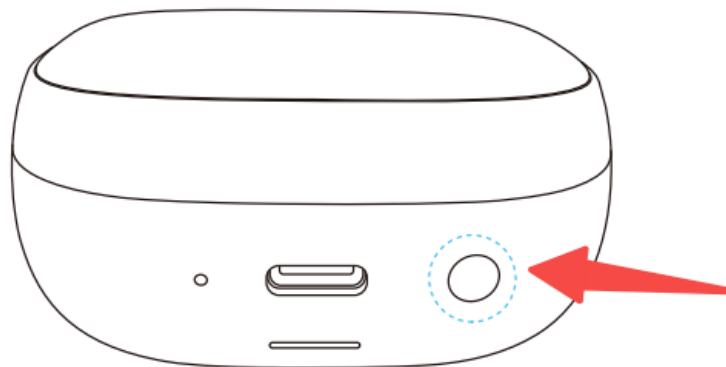
1. Place the earbuds in the charging case.
2. On the case screen, go to Settings > Factory Reset.
3. Wait for the reset to complete and the startup animation to appear.

Note:

Make sure the earbuds are properly connected to the case during reset. To verify this, check that:

- When the earbuds are slotted in the case, a charging icon (■) appears for each earbud (left and right) on the charging case screen.
- If the icon does not appear, check the following:
 1. The left earbud must be placed on the left side of the case, and the right earbud on the right side. They should snap in magnetically.
 2. Ensure both the charging case and earbuds have sufficient battery.
 3. Clean the charging pins with an alcohol swab to remove any dirt or debris.

Charging Case Button



Connection

Q: How can I troubleshoot the following issues with soundcore Liberty 5 Pro Max?

- 1. Earbuds not pairing.**
- 2. Sound only coming from one earbud.**
- 3. One side not pairing with the other side or the device.**
- 4. No audio playback after connecting to my device.**
- 5. Failure to automatically connect with my device upon removal from the charging case.**

1. Restart the Bluetooth device (e.g., phone or computer). Forget all previous pairing records and disable Bluetooth.
2. Fully charge and reset the earbuds by doing the following:
 - 2.1. Place the earbuds in the charging case and leave the lid open.
 - 2.2. Hold the button on the back of the charging case for 10 seconds until the screen displays "Resetting..." and returns to the home screen. This means the reset is complete.

Note: Make sure the earbuds are properly connected to the case during reset.

- A charging icon (■) should appear for each earbud when placed in the case on the left and right, respectively.

3. Enable Bluetooth on your device, search for "soundcore Liberty 5 Pro Max," and pair.

4. Try using another device (phone/tablet, etc.) to see if the issue persists.

If a pairing confirmation pop-up appears for "soundcore Liberty 5 Pro Max," select "Pair." If you accidentally select "Cancel," toggle Bluetooth off and on again and retry pairing.

5. After resetting, the charging case needs to be re-paired and connected to your phone and the app.

Q: What should I do if soundcore Liberty 5 Pro Max disconnects or the sound is choppy/stuttering?

This does not necessarily mean the earbuds are faulty. It is often related to the device or environment.

Bluetooth signals can be affected by walls, appliances, Wi-Fi, and other interference sources.

To resolve this issue, try the following:

1. If using a single earbud, ensure the other is in the case with the lid closed.

2. Turn off LDAC in the soundcore app.

To do so, go to: App Home > Settings > Sound Mode > Select "Balanced Sound Quality and Connection Stability."

3. Turn off Multi-Device Connection in the soundcore app and test with a single connected device.

To do so, go to: App Home > Settings > Multi-Device Connection > Turn off.

4. Move away from areas with strong interference (e.g., airports, train stations, or dense Wi-Fi environments).

5. Try connecting the earbuds to another device to see if the issue improves.

6. If none of the above helps, reset the earbuds (see FAQ: "How do I reset soundcore Liberty 5 Pro Max?")

Note: After resetting, you will need to re-pair the charging case with your phone and the app.

Q: How do I set the input and output to soundcore Liberty 5 Pro Max on a computer?

Windows:

For music only: Set the PC audio output to "soundcore Liberty 5 Pro Max Stereo."

For calls:

1) Set PC audio input and output to "soundcore Liberty 5 Pro Max Hands-Free."

2) In your conferencing software on the PC, set audio input and output to "soundcore Liberty 5 Pro Max Hands-Free."

Mac:

Set both audio input and output to "soundcore Liberty 5 Pro Max."

Q: What should I do if there is a significant delay between soundcore Liberty 5 Pro Max and the device?

Due to Bluetooth technology limitations, earbud latency is around 350 ms. This is typically not noticeable and does not affect normal use. However, Bluetooth delay can vary depending on the earbuds, the connected device, the app being used, the connection method, and network conditions. To troubleshoot:

1. Try a different music or video playback app.
2. Test with downloaded audio sources.
3. Test with a different device.
4. Turn off Multi-Device Connection and LDAC.
5. If the issue persists, restart the Bluetooth device and earbuds, reset the earbuds, and re-pair.

Note: Ensure the device is within the earbud connection range and keep the earbuds and device away from signal interference sources.

Q: How do I enable Multi-Device Connection on soundcore Liberty 5 Pro Max?

When already connected to one device:

Method 1: Press and hold the touch area on both earbuds simultaneously for 3 seconds until you hear the pairing prompt tone, then enter Bluetooth pairing for dual-device connection.

Method 2: Go to App Settings (top right) > Multi-Device Connection List > Connect New Device.

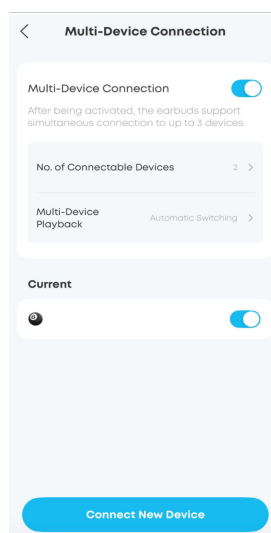
Method 3: Place the earbuds in the charging case. With the lid open, hold the case button for 3 seconds to enter Bluetooth pairing for dual-device connection.

Method 4: With the earbuds in the case and the lid open, swipe down on the case screen until you find the Bluetooth icon. Tap to enter the Multi-Device Connection screen, then press the "+" button on the top right to connect a new device.

Q: If the soundcore Liberty 5 Pro Max is already connected to two devices, how do I connect it to a third device?

When already connected to two devices:

1. First, go to App > Settings > Multi-Device Connection > Connectable Devices, and select "Connect 3 devices."
2. On the same screen, tap "Connect New Device."



Q: After connecting soundcore Liberty 5 Pro Max to multiple devices, why do the earbuds switch output devices unexpectedly?

The earbuds default to "Automatic Switching." If you prefer Manual Switching, you can change this in the app. To do so, go to: Open App > More Settings > Multi-Device Connection > Multi-Device Playback > Select "Manual Switching."

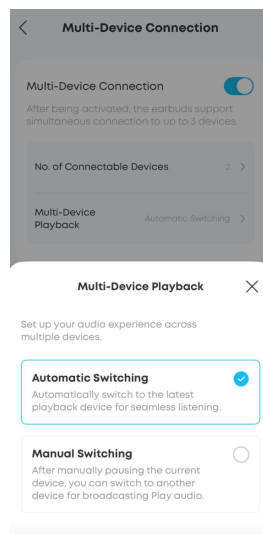
Differences between Automatic Switching and Manual Switching:

Automatic Switching: The earbuds automatically switch to the device that starts playing audio most recently.

Drawback: Audio may be interrupted during listening. For example, a notification sound from another device may be treated as audio playback, causing the earbuds to switch unexpectedly.

Manual Switching: The earbuds will not switch automatically between devices. You need to pause audio on the current device before switching to another.

Note: When there is an incoming call on any connected device, the earbuds will always switch to the call automatically, regardless of whether Automatic or Manual Switching is activated.



Q: Why does the music on my soundcore Liberty 5 Pro Max suddenly pause after connecting to multiple devices?

The earbuds default to "Automatic Switching." If you prefer Manual Switching, you can change this in the app.

To do so, go to: Open App > More Settings > Multi-Device Connection > Multi-Device Playback > Select "Manual Switching."

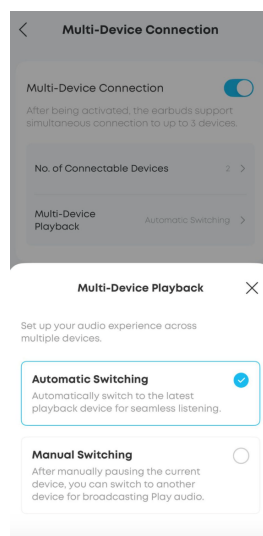
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Drawback: Audio may be interrupted during listening. For example, a notification sound from another device may be treated as audio playback, causing the earbuds to switch unexpectedly.

Manual Switching: The earbuds will not switch automatically between devices. You need to pause audio on the current device before switching to another.

Note: When there is an incoming call on any connected device, the earbuds will always switch to the call automatically, regardless of whether Automatic or Manual Switching is activated.



Q: Does the soundcore Liberty 5 Pro Max support Google Fast Pair? How do I connect it?

The earbuds support Google Fast Pair. Your phone must also support Google Fast Pair. When the earbuds enter pairing mode, a pop-up will appear on your phone—simply tap to pair.

Q: Why doesn't Google Fast Pair work with my soundcore Liberty 5 Pro Max?

The earbuds support Google Fast Pair, but your phone must also support Google Fast Pair. When the earbuds enter pairing mode, a pop-up will appear on your phone—simply tap to pair.

Q: Why don't my soundcore Liberty 5 Pro Max earbuds automatically reconnect to the device?

1. If the earbuds are out of Bluetooth range for more than 10 minutes, they may not reconnect automatically. In this case, you'll need to reconnect them manually.
 2. This may occur if your device has not been restarted in a long time, or there are too many Bluetooth connections. Try restarting the device, removing unnecessary Bluetooth connections, and toggling Bluetooth off and on again.
 3. The saved Bluetooth connection may need to be reset. Delete the earbuds from your device's Bluetooth list and pair them again. If the earbuds don't appear, force the earbuds into pairing mode by:
 - 1) Wearing both earbuds and holding the touch contact area on both earbuds for 3 seconds.
 - 2) If both earbuds are in the case, hold the case button for 3 seconds.
 4. Try pairing with another device to see if the same issue occurs.
-

Charging

Q: What do I do if my soundcore Liberty 5 Pro Max earbuds are not charging?

A charging icon (■) should appear for each earbud when placed in the case. If the icon does not appear, check the following:

1. The left earbud must be placed on the left side of the case, and the right earbud on the right side. They should snap in magnetically.
2. Ensure both the charging case and earbuds have sufficient battery.
3. Clean the charging pins with an alcohol swab to remove any dirt or debris.

Q: What do I do if the soundcore Liberty 5 Pro Max charging case is not charging?

Wired charging:

1. Make sure the charging environment is within the recommended temperature range of 0°C to 45°C. Extreme temperatures can prevent charging.
2. Try using a different charging cable and adapter to rule out any issues with the accessories.
3. Use a 5V/1A charger for charging. Higher output power may damage the earbuds.

Wireless charging:

1. Ensure you are using a standard Qi-compatible wireless charger.

Note: Smartwatch chargers are not supported and will not charge the case.

Q: How long does it take to fully charge the soundcore Liberty 5 Pro Max earbuds?

< 1 hour.

Q: How long does it take to fully charge the soundcore Liberty 5 Pro Max charging case?

Earbuds charging time: < 1 Hr

Charging time (wired): < 3 Hr (earbuds + charging case)

Q: What should I do if one soundcore Liberty 5 Pro Max earbud drains quickly?

Why does the app show different battery levels on each side?

Most earbuds use one side as the primary earbud, which handles more processing. Because of this, it typically consumes more power. A difference of less than 10% between the two sides is normal. Actual differences may vary depending on volume, audio source, environmental interference, and whether other features are enabled in the app. Results may vary and are for reference only.

If one side does not seem to be charging properly, please do the following:

1. Clean the charging contacts on both the earbuds and the case to remove dust or debris. Poor contact can prevent proper charging.
2. During charging, check the battery display for both earbuds in the charging case to verify if it is functioning normally.

Q: The battery for soundcore Liberty 5 Pro Max drains quickly. What should I do?

Please note the following:

1. In ANC mode, the earbuds achieve approximately 6.5 hours of battery life (at 50% volume). In Normal mode, battery life is approximately 12 hours. Make sure the earbuds are fully charged.
2. If LDAC is enabled, it delivers better sound quality but consumes more battery.
3. Turn off unnecessary or unused features in the app (e.g., Smart Voice Control, Easy Chat, Dolby Audio, etc.) to save power.
4. Battery capacity naturally degrades over time and with usage frequency, reducing battery durability. This is normal.

Note: Data is measured from Anker laboratory at room temperature, on factory settings, and 50% volume with music playing. Actual performance may vary depending on volume, audio source, environmental interference, and enabled app features. Results are for reference only.

Q: The battery for soundcore Liberty 5 Pro Max's charging case drains quickly. What should I do?

1. Turn off unnecessary features on the earbuds to save power.
2. Normally, the charging case consumes approximately 2% battery per day when idle. When not in use, you can manually turn off the charging case by swiping down on the case display, then find Settings > Power Off.

Q: What is the playback time of soundcore Liberty 5 Pro Max on a single charge / with the charging case?

Noise Cancellation mode: 6.5H / 28H playback (earbuds only / earbuds + charging case)

Normal mode: 12H / 50H playback (earbuds only / earbuds + charging case)

Transparency mode: 6H

Adaptive mode: 6.5H

Calls + ANC On: 4H

LDAC (Adaptive 660 kbps): 4.5H

Smart Voice Control + ANC On: 5H

AI Sound Enhancement + ANC On: 4.5H

Dolby Atmos + ANC On: 5H

Playback with fast charge: 5-min charge = 4 Hrs of use (Normal mode)

Maximum local storage duration for recordings: 12H

Note: Data is based on Anker lab testing at room temperature, factory settings, and 50% volume. Actual performance varies based on usage, environment, and enabled features.

Q: What should I do if any of the following problems occur with soundcore Liberty 5 Pro Max?

1) The earbuds don't recharge in the charging case.

2) The earbuds keep connecting to the device even after being put back in the charging case with the lid closed.

3) The earbuds don't turn on when taken out of the charging case.

1. Ensure the charging case has sufficient battery.
 2. Ensure proper contact between the earbuds and charging case. To do so, place both earbuds in the case and verify the charging icon appears on the case screen.
 3. If the earbuds and charging case don't connect normally, use a cotton swab dampened with a small amount of alcohol to clean the earbuds and case charging pins for better contact.
- If your earbuds have not been used for an extended period, please charge them for at least 2 hours and see if it helps.

Sound Quality

Q: What should I do if I experience insufficient bass / poor sound quality while using soundcore Liberty 5 Pro Max?

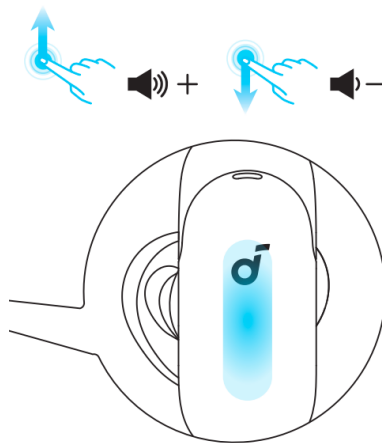
1. Try different sizes of ear wings/ear tips. If one size doesn't fit well, try different sizes for each ear (e.g., M tip on the left, L tip on the right).
2. Try playing different types of music and ensure the input audio source is not distorted or noisy.
3. Customize your sound using HearID in the app. It provides you with a precise hearing preference test that deeply analyzes your unique taste and creates a personalized EQ curve.

Go to: App > soundcore Sound > Preference Test (HearID).

4. You can also try different EQ presets in the soundcore app and customize the EQ to your preference.

Q: How do I adjust the volume of soundcore Liberty 5 Pro Max using the earbuds?

Swipe on the logo panel (swipe up to increase volume, swipe down to decrease volume).



Q: What should I do if the volume is low when using soundcore Liberty 5 Pro Max with a computer?

1. Ensure the charging case has sufficient battery, then reset the earbuds. To do so:
 - 1.1. Place the earbuds in the charging case and keep the lid open.
 - 1.2. Hold the button on the back of the charging case for 10 seconds until the screen displays "Resetting..." and returns to the home screen. This means the reset is complete.

Note:

Make sure the earbuds are properly connected to the case during reset. To verify this, check that:

- When the earbuds are slotted in the case, a charging icon (■) appears for each earbud (left and right) on the charging case screen.

2. Re-pair the earbuds and set both the computer and earbud media volume to the maximum.
3. Use a cotton swab dampened with a small amount of rubbing alcohol to gently clean the earbud speaker outlet and rear cavity vent. (See the diagram for details on cleaning areas.)

Q: What should I do if the volume is low when using soundcore Liberty 5 Pro Max with a phone?

1. Check your phone settings:

(Android) Enable "Absolute Volume" in Developer Options or select "Sync Bluetooth device volume with phone" in the Bluetooth settings. If you cannot set this, swipe up to maximize the earbud volume.

(iOS) Remove the maximum volume limit by going to Settings > Sounds & Haptics > Headphone Safety > Reduce Loud Sounds.

2. Set both the phone and earbud media volume to the maximum.

3. Use a cotton swab dampened with a small amount of rubbing alcohol to gently clean the earbud speaker outlet and rear cavity vent. (See the diagram for details on cleaning areas.)

4. As a last resort, try resetting the earbuds. Ensure the charging case has sufficient battery:

4.1. Place the earbuds in the charging case and leave the lid open.

4.2. Hold the button on the back of the charging case for 10 seconds until the screen displays "Resetting..." and returns to the home screen.

Q: What should I do if one soundcore Liberty 5 Pro Max earbud has lower volume?

1. Use a cotton swab dampened with a small amount of rubbing alcohol to gently clean the earbud speaker outlet and rear cavity vent.

2. Place the earbuds in the case, close the lid, reopen, and restart them.

3. Check the audio balance on your Bluetooth device:

On Android: Settings > Accessibility > Audio & On-screen Text > Audio > Balance.

On iOS: Settings > Accessibility > Audio/Visual > Audio Balance.

On Samsung: Settings > Accessibility > Hearing enhancements > Left/right sound balance.

Note: If you shift the slider to the left, the left earbud becomes louder and the right becomes quieter. If you shift to the right, the right earbud becomes louder and the left becomes quieter.

Q: How do I configure audio settings for soundcore Liberty 5 Pro on a computer?

On Windows:

1. For audio only: Set computer audio to "soundcore Liberty 5 Pro Max Stereo."

2. For conferencing software (Zoom, Teams, etc.):

2.1 Set both microphone and speaker to "soundcore Liberty 5 Pro Max Hands-Free" within the app.

2.2 If input/output devices cannot be set within the app, open computer audio settings and set both input and output to "soundcore Liberty 5 Pro Max Hands-Free."

3. Adjust both the app and computer volume.

On macOS:

Input and output are set to "soundcore Liberty 5 Pro Max" by default. No additional configuration is needed.

Microphone & Calls

Q: What should I do if the person I'm talking to says my voice is too quiet or cannot hear me clearly during a call on soundcore Liberty 5 Pro Max?

1. If you are using only one earbud for the call, ensure the other earbud is in the charging case with the lid closed.
2. Replace the ear wings/ear tips with a better-fitting size. Check the L/R marks on the back of the earbuds and ensure they are worn on the corresponding sides, and that they are positioned well for a tight seal for the best call quality.
3. Ensure the connected device has "soundcore Liberty 5 Pro Max" set as the audio output device.
4. Switch between the phone microphone and earbud microphone to see if voice quality improves.
5. If you are using a third-party app (not the phone's system phone app) for calls, try making a standard phone call via the default app to see if the issue persists.
6. Test calls using the earbuds in a quiet environment to see if the issue persists.

Q: What should I do if the other party's voice is choppy during a call on soundcore Liberty 5 Pro Max?

This may be caused by environmental interference or issues with the device's Bluetooth signal during the call.

1. If using only one earbud for the call, ensure the other is in the case with the lid closed.
2. Move your device closer to the earbuds to see if it improves.
3. Try making calls with a different device to see if it improves.
4. If using a third-party app (not the phone's system phone app), try using the system phone app to see if the issue persists.
5. Test the earbuds with different Bluetooth devices in different environments to see if there is any difference.

Operation

Q: How do I trigger my phone's voice assistant using soundcore Liberty 5 Pro Max?

The earbud touch controls do not have this setting by default. You can customize it in the app: Open App > Controls > Select your phone's voice assistant.

Note: Single press cannot be set to wake the voice assistant. You can customize double press, triple press, and long press.

Sound Quality

Q: What prompt tones does the soundcore Liberty 5 Pro Max have, and can they be turned off?

The earbuds have wear prompt tones, tap prompt tones, and low battery prompt tones, and all of them can be turned off in the soundcore app.

App

Q: How do I connect soundcore Liberty 5 Pro Max to the soundcore app? Or, what should I do if I can't find the earbuds in the app or can't connect to them?

1. Download the latest version of the soundcore app from the App Store. If you already have it, we recommend uninstalling and reinstalling it, rather than overwriting it.
2. Pair the earbuds with your phone. Currently, the soundcore app is not supported on computers.
3. Open the app and tap "Add Device" on the left tab. The app will automatically connect to the earbuds (first-time access requires granting location permission).
4. If connection fails, tap "Set Up Manually" > Liberty > soundcore Liberty 5 Pro Max to check if manual addition works. (If the model is not found on this page, please take a screenshot).
5. If it still doesn't work, uninstall and reinstall the app again.
6. Check if your phone is connected to other Bluetooth devices. If so, disconnect them first before connecting to the app.
7. iOS versions below 13 (excluding iOS 13) do not support connection to soundcore Liberty 5 Pro Max. If the issue still persists, please provide your phone model (from step 4), app version, screenshot, and app logs.

If first-time connection works but later fails:

1. Confirm if Multi-Device Connection is active. If you connected the app on phone A, phone B cannot connect to the app. Exit the app on phone A completely.
2. Restart the device, or try with another device.

Q: What should I do if the soundcore Liberty 5 Pro Max app firmware update fails?

1. If the download fails, please retry in a stable network environment.
 2. If the installation fails, uninstall and reinstall the app, then restart your phone and try again.
 3. Try using a different phone if possible.
 4. Change location permissions and settings. Go to: Settings > Privacy > soundcore > Location > Allow only while in use.
- If the update still fails, please provide your phone model, the SN from the app, a screen recording of the failed update, the time it occurred, and upload the app logs.

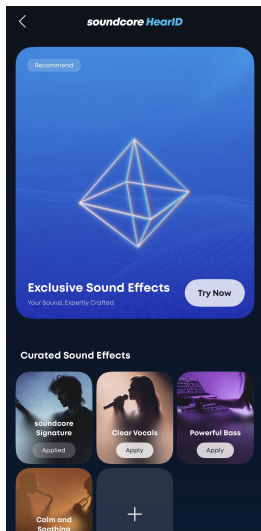
Q: Are there any tips for updating soundcore Liberty 5 Pro Max's firmware?

Refer to the installation notes from soundcore:

- Keep the earbuds in the charging case and ensure the lid is open.
- Make sure the earbuds have enough power (over 20%).
- Do not use the earbuds during the entire update process.
- Try again if it fails.
- Try updating another device if possible.
- Do not upgrade when there are sources of interference nearby. (e.g., dense Wi-Fi networks, cell phone towers, etc.)

Q: How do I set up HearID for soundcore Liberty 5 Pro Max in the app?

1. Log in to your soundcore app account.
2. Tap HearID Sound to take the test. After the test, the results will be automatically saved to the earbuds and applied.



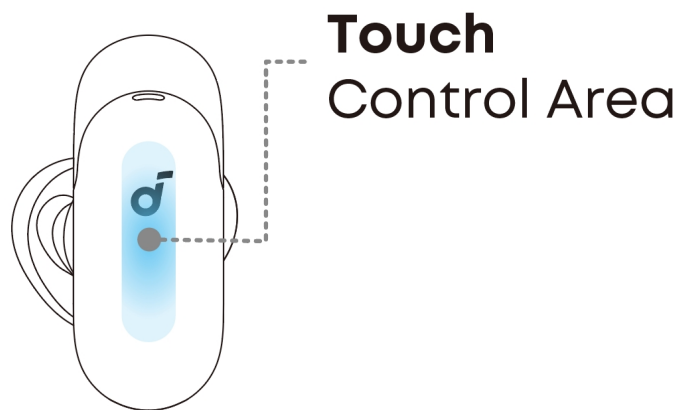
Operation

Q: Why do the soundcore Liberty 5 Pro Max earbud controls sometimes not respond?

1. Make sure your fingers are clean and dry when using touch controls.
2. Press the correct touch area (the logo area) for the controls to respond.
3. For double press, ensure the two press are within 400 ms; for single press, make sure there is more than 1 second between press.

Note:

1. By default, swiping up on the touch area (logo area) increases the volume. Swiping down decreases the volume.
2. When using both earbuds: double press left earbud = next track (default), double press right earbud = play/pause (default); long press either earbud = switch ambient sound. Single press and triple press have no default function and can be customized in the soundcore app.
3. When using one earbud: double press = play/pause, long press = switch ambient sound. Single press and triple press are also customizable in the app.
4. Normal mode is not enabled by default in ambient sound switching. You can customize this in the app. Swipe control cannot be customized and currently only supports volume control.



Q: How do I turn the soundcore Liberty 5 Pro Max earbuds on and off?

Power on:

1. With earbuds in the case, open the lid to turn them on.

Power off:

1. With earbuds in the case, close the lid to turn them off.
2. With earbuds out of the case, they will power off after 30 minutes if disconnected (power-off time can be customized in the app).

Q: How do I turn the soundcore Liberty 5 Pro Max charging case on and off?

Power on: Open the charging case to turn it on. The startup process takes about 6–7 seconds.

Power off:

Manual power-off: go to "Settings" on the case > Power Off > Confirm.

Auto power-off: The case will automatically power off to save energy in the following situations:

- 1) If it is not low on battery and remains disconnected from devices for more than 7 days.
 - 2) If the battery is below 10% and the case is idle, it will power off after both the earbuds and case are disconnected from devices.
-

Q: Can I use a single soundcore Liberty 5 Pro Max left/right earbud independently? Can it output stereo sound?

Yes. You can use either the left or right earbud independently (with the other in the case and lid closed), and it can still output stereo sound on its own.

To use a single earbud:

1. Place one earbud in the case and close the lid. The other earbud will remain active and ready to use.
2. For volume controls (default), swipe up on the touch area (logo area) to increase volume, and swipe down to decrease.

3. Other general single-earbud controls:

Double press (left or right): Play/Pause

Long press (left or right): Switch ambient sound mode

Single press and triple press have no default functions, but you can assign them in the soundcore app.

Note:

- When using a single earbud (with the other in the case and lid closed), button/touch operations may differ from that during dual earbud use. If you have set custom controls for dual earbud use, you will need to configure single earbud use controls separately in the app.
- Normal mode is not enabled by default in ambient sound switching. You can customize this in the app. Swipe control cannot be customized and currently only supports volume control.

Q: How do I switch between tracks on soundcore Liberty 5 Pro Max?

1. By default, double press the left earbud to skip to the next track, and double press the right earbud to play or pause.
2. You can customize controls in the app.

Q: How do I adjust the volume of soundcore Liberty 5 Pro Max using the earbuds?

1. By default, swipe up on the logo area to increase volume and swipe down to decrease it.
2. Other controls can be customized in the app.

Note: Swipe control cannot be customized and currently only supports volume control.

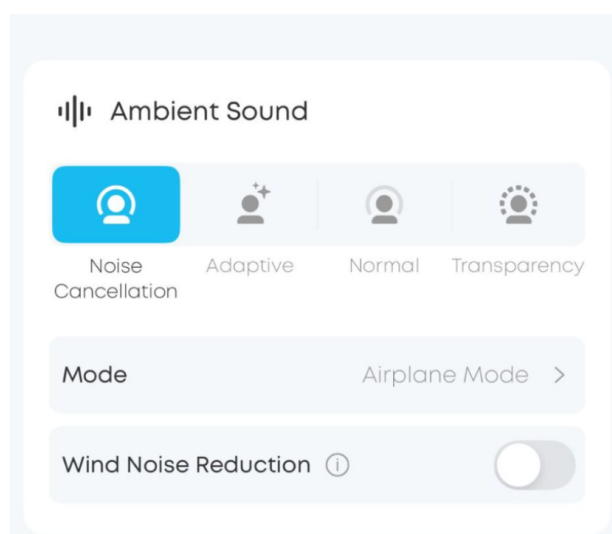
Q: How do I switch ANC modes on the soundcore Liberty 5 Pro Max earbuds?

1. Long press the left or right earbud for 2 seconds to switch between modes.

Default order: ANC > Transparency mode.

2. You can also switch ANC modes in the app or set custom controls.

Note: Normal mode is not enabled by default in ambient sound switching. You can customize this in the app.



Q: How should I maintain soundcore Liberty 5 Pro Max?

1. Avoid leaving the earbuds unused for long periods. To protect battery health, use or charge them at least once a month. Extended over-discharge can significantly reduce battery life and overall performance.
2. To better protect battery health, it is recommended to charge the earbuds before the battery drops below 20%, or before they power off automatically.
3. Do not let the charging case stay in a low or 0% charge state for long periods.
4. Clean the charging pins on the earbuds and case, speaker outlet, microphone holes, rear cavity vents, and ear tips promptly after use (we recommend cleaning charging pins with alcohol swabs or cotton cloth at least 1 - 2 times per month).
5. Keep the earbuds in a dry place. If they come into contact with liquid, dry them using a hair dryer on a cool setting.

Q: Why is soundcore Liberty 5 Pro Max wear detection not working?

1. Make sure the protective film covering the IR (wear detection) sensor has been removed from the earbuds.
2. Ensure the wear detection feature is not turned off in the app (enabled by default).
3. Place the earbuds back in the charging case, close the lid, then take them out again to see if the function resets.
4. If the issue persists, try resetting the earbuds.

Q: How should I clean the soundcore Liberty 5 Pro Max earbuds?

1. Clean the ear tips, speaker outlet, rear cavity vent, microphone holes, and charging pins on the earbuds and case promptly after use (we recommend cleaning charging pins with alcohol swabs or cotton cloth at least 1 - 2 times per month).

AI Sound Enhancement

Q: What is "AI Sound Enhancement" on soundcore Liberty 5 Pro Max and what does it do?

AI Sound Enhancement uses AI technology to restore missing high-frequency details in compressed Bluetooth audio, improving overall sound quality. This includes:

1. Repairing sound quality loss caused by Bluetooth audio compression during transmission.
2. Enhancing lower-quality audio sources (e.g., Spotify free users' 128k encoded songs), mainly through mid-to-high frequency detail compensation and overall sound quality enhancement.

Note: When AI Sound Enhancement is enabled, battery life will be reduced. We recommend turning it off when not in use.

Q: I enabled "AI Sound Enhancement" on soundcore Liberty 5 Pro Max but don't notice any improvements in sound quality. What should I do?

1. Check the audio source. If you are already listening to high-quality or lossless music, or if the track does not contain much high-frequency detail, the difference may be subtle or hard to notice. Try switching to different songs or lower-bitrate audio to better evaluate the effect.
2. Consider differences in audio perception. Music is a very subjective experience and everyone hears details differently. Some people may notice the enhancement more clearly than others.

Q: Why is soundcore Liberty 5 Pro Max's "AI Sound Enhancement" grayed out and unselectable in the app?

AI Sound Enhancement cannot be enabled when LDAC, Dolby Audio, or Smart Voice Control is already enabled. Try disabling these features first.

Easy Chat (Smart Conversation)

Q: Why does soundcore Liberty 5 Pro Max's Easy Chat sometimes activate (e.g., sudden drop in media volume / earbuds switch to Transparency mode) even when I'm not speaking?

This is expected behavior.

To achieve high accuracy, the algorithm constantly monitors subtle signals similar to vibrations created by human vocal cords. Occasionally, non-speech sounds can resemble these patterns and trigger the function unintentionally.

Common causes of false activation include:

Everyday sounds like coughing, throat clearing, yawning, loud chewing, sighing, or humming.

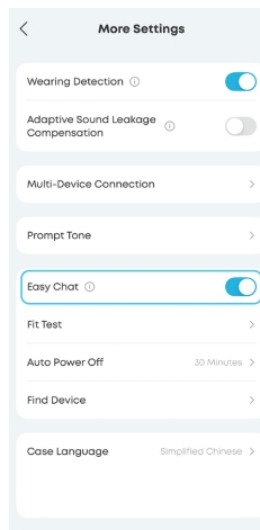
Environmental noise, such as someone speaking loudly nearby or sudden sharp sounds that resemble your voice pattern.

Recommendations:

If you are eating, have a cold/cough, or are in an extremely noisy environment such as a market or subway, we recommend temporarily turning off "Easy Chat" in the app for an uninterrupted listening experience.

Q: Why is soundcore Liberty 5 Pro Max's Easy Chat not working?

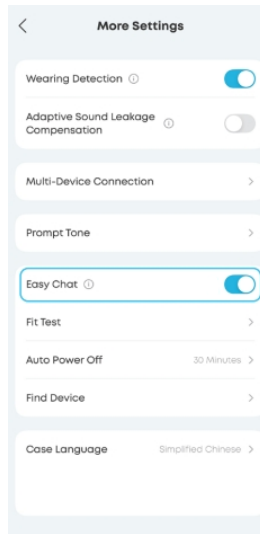
1. Ensure that Easy Chat is enabled in the app or on the charging case.
2. Confirm you are wearing both earbuds and that they are in ANC mode.
3. Try increasing the volume and toggle the Easy Chat switch off and on again.
4. Place the earbuds in the case, reopen the lid, test Easy Chat again.



Q: How do I enable Easy Chat on soundcore Liberty 5 Pro Max?

Open the app and go to: More Settings > Enable Easy Chat.

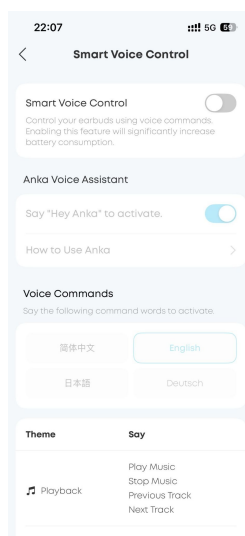
When enabled, the earbuds will automatically switch to Transparency mode and lower the music volume for easy conversation. When the conversation ends, it will automatically switch back to ANC mode and restore music volume.



KWS (Smart Voice Control)

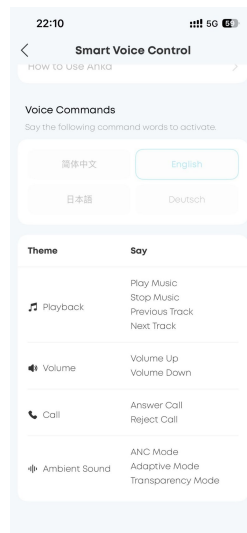
Q: Why doesn't soundcore Liberty 5 Pro Max Smart Voice Control understand my voice commands?

1. Smart Voice Control is disabled by default. First, enable it in the app: App > Smart Voice Control > Turn on Smart Voice Control.
 2. You must use the preset voice commands in the app, which can be found in the app.
 3. For better recognition, use Smart Voice Control in a quiet environment and speak clearly in a standard accent.
 4. Smart Voice Control currently supports four languages: English, Chinese, Japanese, and German.
- Note: When Smart Voice Control is enabled, battery life will be significantly reduced. We recommend turning it off when not in use.



Q: What can I do if the soundcore Liberty 5 Pro Max still doesn't recognize voice commands, even when I'm using the preset voice commands in the app?

1. Try giving voice commands in a quiet environment.
2. Test Smart Voice Control with a simple command, such as switching the earbuds' ambient sound, to check whether it is working properly.
3. Compatibility with apps: Some third-party audio/video apps do not support earbud control for track switching or play/pause via the earbuds. In these cases, Smart Voice Control will also not work for those functions. You can try using earbud touch controls to verify if they work.



Q: Why is soundcore Liberty 5 Pro Max's Smart Voice Control grayed out and unselectable?

Smart Voice Control and AI Sound Enhancement cannot be enabled simultaneously. Try turning off AI Sound Enhancement before using Smart Voice Control.

Q: What languages does soundcore Liberty 5 Pro Max Smart Voice Control support? Will more languages be supported in the future?

Smart Voice Control currently supports four languages: English, Japanese, German, and Chinese.

LDAC

Q: How do I enable LDAC on soundcore Liberty 5 Pro Max? Where can I do this?

1. If you are using an iOS device, LDAC is not supported.
2. If you're using an Android device that supports LDAC in the system Bluetooth settings, go to the soundcore App > More Settings > Sound Mode > Tap "Sound Quality Priority (LDAC)," enter the LDAC firmware download screen, and follow the prompts to download and install the firmware. Then, enable LDAC.
3. LDAC cannot be enabled simultaneously with AI Sound Enhancement, Dolby Audio, or Multi-Device Connection. They must be turned off first.

Charging Case

Q: Why isn't "remote camera" using the soundcore Liberty 5 Pro Max charging case working on my phone?

1. This may be related to your device. Some phones (such as certain OPPO or Sony models) may not support this feature due to incompatible system protocols.
2. If your earbuds are connected to multiple devices, only the active device can use the photo-taking function. The secondary device in a Multi-Device Connection cannot trigger it.
3. This may have to do with your phone settings. To check, go to your phone camera settings > Press volume key to > Select "Take photo or record video." If "Control volume" is selected, you cannot take photos.
 - Android: Open Camera > Settings (gear icon) > Find a similar option  Volume key function / Volume key to take photo / Use volume key to shoot > Set volume key to "Take photo / Shutter" or "Record video" (do not select "Zoom/Volume").
 - iOS: iPhone's built-in camera supports volume key capture by default. The Volume + / Volume - button can be used to take photos or start/stop video recording.

Q: Why can't I switch tracks using the soundcore Liberty 5 Pro Max charging case?

For some third-party apps (e.g., Spotify podcasts), tapping "next track" on the charging case may instead trigger a 10-second forward skip. This behavior is controlled by the app itself, not the earbuds or charging case, and therefore cannot be changed.

Q: What should I do if the soundcore Liberty 5 Pro Max charging case shows "Earbuds not connected"?

1. Place the earbuds back into the case, close the lid, then reopen it to restart the connection.
2. If restarting doesn't work, try resetting the earbuds/case. Ensure the case has sufficient battery, then:
 - 1) Place the earbuds in the case and leave the lid open.
 - 2) Hold the button on the back of the case for 10 seconds until the screen displays "Resetting..." and returns to the home screen.

Note:

Make sure the earbuds are properly connected to the case during reset. To verify this, check that:

- When the earbuds are slotted in the case, a charging icon () appears for each earbud (left and right) on the charging case screen.

Q: Why does the soundcore Liberty 5 Pro Max charging case still show connection to the phone/app after the earbuds disconnect?

1. If the charging case is actively in use (for example, during face-to-face translation or AI recording), it will remain connected to the phone/app and will not disconnect.
2. If the earbuds are placed in the case and the lid is closed, they will disconnect from the phone. However, if the case is not being actively used, it will automatically disconnect from the phone/app after 10 minutes.

Q: How do I pair the soundcore Liberty 5 Pro Max charging case with the device/app for the first time?

1. First, pair and connect the earbuds to your phone.
 2. Open the soundcore app, tap "Add Device," and connect to enter the 5 Pro Max earbud screen.
 3. Go back to the previous page in the app. You should now see the charging case card.
 4. Tap the charging case card to enter the "Go to Pair" screen, then tap "Go to Pair" to enter your phone's Bluetooth settings.
 5. Tap "Liberty 5 Pro Max Box" on the Bluetooth list, then confirm pairing on both the phone and the charging case. Once connected, your phone will show "Liberty 5 Pro Max Box" Connected.
 6. Check the app to confirm the charging case is successfully connected.
- You have now connected the charging case to your phone and app.

Q: What should I do if the soundcore Liberty 5 Pro Max charging case shows the following:

1. Charging case disconnected from device/app.

2. The phone has removed the charging case from its Bluetooth paired devices.

1. If "Liberty 5 Pro Max Box" appears in your phone's Bluetooth list, tap it to connect manually. Then close the soundcore app completely (remove it from background) and reopen it.
2. If the phone Bluetooth screen does not show "Liberty 5 Pro Max Box," or step 1 fails:
 - 1) Open the soundcore app and go back to the "My Devices" page. You should see the charging case card.
 - 2) Tap the charging case card to enter the "Go to Pair" screen, then tap "Go to Pair" again to open Bluetooth settings. (The charging case will also enter pairing mode.)
 - 3) Tap "Liberty 5 Pro Max Box" on the Bluetooth list, then confirm pairing on both the phone and the charging case. Once connected, your phone will show "Liberty 5 Pro Max Box Connected."
 - 4) Return to the app to confirm the charging case is connected.

Q: What features does the soundcore Liberty 5 Pro Max charging case have?

You can view earbud/case battery levels, control ambient sound switching, switch sound effects, switch music tracks, enable Easy Chat and remote camera. It also supports custom wallpapers, recording, face-to-face translation, and more.

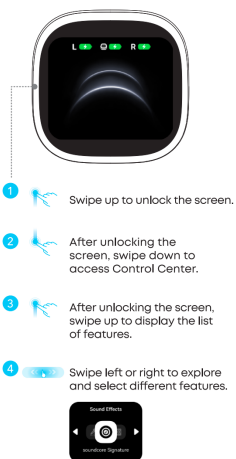
Q: Does the soundcore Liberty 5 Pro Max charging case support switching the display language? How do I switch it?

Yes. You can do so on the charging case by going to: Case Screen Settings > Language.

Q: How do I unlock the soundcore Liberty 5 Pro Max charging case?

1. Opening the case automatically unlocks it.
2. With the lid closed, swipe up on the screen to unlock.

SCREEN CONTROL



Q: How do I check the soundcore Liberty 5 Pro Max earbud and charging case battery levels?

1. You can check directly on the charging case. Open the lid to view the battery levels of both the earbuds and the case, shown as a percentage from 0 - 100.
2. Once the earbuds are connected to your phone via Bluetooth, you can also check battery levels in the soundcore app, where they are displayed as percentages.

AI Note Taker

Membership & Paid Benefits

Q: Membership Plan

For detailed Membership Plan information, please refer to the chart below:

Liberty 5 Pro Max	Starter	Pro	Unlimited
Price	0	\$8.33/month Billed Annually	\$19.99/month Billed Annually
Transcription Allowance (Monthly)	120 mins for 24 months	1,200 mins	Unlimited
Cloud Storage Duration	10,000 mins	Unlimited	Unlimited
Aggregate Summary	-	✓	✓
Web Search	-	✓	✓
Intelligent Grouping	✓	✓	✓
Integrate	✓	✓	✓
Cloud Data Protection	✓	✓	✓
Summary Template	✓	✓	✓
Adaptive Template	✓	✓	✓

Q: Benefit Credits

Users who purchase Liberty 5 Pro Max will receive recording/transcription/summary credits: 120 minutes per month for a total of 24 months.

If a user has multiple devices, the granted minutes can be stacked and will be credited to the user's account. However, the monthly granted amount per account cannot exceed 300 minutes.

Q: Validity Period

Validity of granted minutes:

- If the user activates a paid membership, the granted minutes can be combined/stacked with the membership minutes.
- Unused minutes expire and reset at the end of each month.

Plan types: Starter (free), Pro (paid), Unlimited (paid).

- Starter/Pro: monthly minutes valid for current month only.
- Unlimited: daily cap up to 1,440 min/24 hrs, resets daily.

Account

Q: How do I link my soundcore account?

To use the AI Voice Memo feature, link your account first. Make sure you're logged in to the soundcore app and connect your charging case. When you open AI Voice Memo, you'll be prompted to link your account.

Q: How can I link my soundcore Work to another account?

1. Go to "Device Info" of the old account, click "Linked Account," then click "Unlink."
2. Reconnect the charging case on the new account.

If you lose your account password, use "Forget Password" on the login page.

Q: Can I still record if I haven't linked my soundcore account?

No. You must link your account before you can start recording.

Privacy & Data Security

Q: Where is my data saved and processed? Is it secure?

Your audio recordings are stored locally by default. They are only temporarily uploaded to the cloud if you choose to transcribe or summarize. If Cloud Sync is disabled, these temporary cloud files are deleted immediately after transcription. We comply with GDPR and are certified to EN 18031, NIST IR 8425, and EN 303 645.

Q: Will my data be backed up or used for training?

No. Data is only uploaded when you choose to transcribe or migrate. Once transcription is complete, data (including audio and text) is deleted from the cloud. We will not use your data for training without permission.

Q: Is there any danger of a data breach during data transfers?

Data is encrypted during transfer (ECDH + AES-256) and at rest (AES-256). Your data is fully protected in storage and transmission.

Q: If I lose my soundcore Work, will my stored data be stolen?

- Others cannot access recordings without your login credentials.
- Once linked to the app, the device cannot be reset or have data deleted through the device alone.
- The device does not support data cable exports, and all local data is AES-256 encrypted.

Charging Case Features & Usage

Q: How do I use the recording feature?

Method 1: Swipe up from the home screen > "AI Voice Memo" > tap to enter.

Method 2: Add "AI Voice Memo" widget to your home screen, then open it directly.

Method 3: Double-press the side button on the charging case to start recording.

Q: How long can I record for?

A single recording can last up to 3 hours, and the charging case can store about 12 hours of audio locally. Free up space by uploading recordings to the soundcore app.

Q: How do I use the single-press marking feature?

While recording, press the power button once to mark important moments. A screen prompt confirms the action.

Q: How do I transfer files to my phone?

iOS: When you press the record button, the soundcore app launches automatically for real-time recording and transmission.

Android: Open the soundcore app before recording. It will auto-connect to paired devices and begin data transfer automatically.

App Features

Q: How do I use the data migration feature in the soundcore app?

Go to "Data Migration" in Account Center: Upload data from your old phone, then download it on your new phone within 24 hours. The migration is fully encrypted; uploaded data is automatically deleted after 24 hours.

Q: What should I do if I accidentally delete recording data in the soundcore app?

Click "Folder" > "Trash." Click or swipe left on a file > enter edit mode > select files > click "Restore."

Q: How do I avoid losing recording data?

1. Deleted files can be restored from "Trash" within 30 days.
 2. Transfer data to your mobile when storage is full.
 3. Use "Data Migration" when switching devices or uninstalling the app.
 4. Logging out deletes all recording data — proceed with caution.
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Q: How do I rename the audio?

Go to the audio details page and click on the title to rename the file.

Q: How do I merge the audio?

Swipe left or long press the audio file > edit mode > select files > click "Merge." The system splices audio chronologically and auto-organizes text and summary.

Q: How do I edit the audio?

Go to audio details > click audio to expand > click "Edit." Edit freely, then choose to overwrite the original or save as a new file.

Q: How do I name the active speaker in the audio?

Go to the transcription page and click on the speaker's name (e.g., "Person 1") to rename the speaker.

Q: How do I edit the transcription and smart summary?

Click "Edit" in the lower right corner of the transcription page to modify content; click any paragraph on the summary page to start editing.

Q: How do I re-transcribe or regenerate the audio summary?

Go to file details > click "..." in the upper right > click "Re-transcribe" or "Regenerate summary." Note: re-generating consumes your transcription quota.

Q: How do I categorize the audio files?

Swipe left or press an audio file > Edit Mode > select files > tap move button to place in folders. Create custom folders to organize by theme or project.

Q: How do I use the "Aggregate Summary" feature?

Click "Aggregate Summary," select multiple records on the same topic, and the system generates a structured summary across documents.

Q: How do I use the "Ask AI" function?

Select a term or keyword in the document, click "Ask AI," and the system provides AI-generated explanations or background information.

Note: Exclusive to Pro members.

Q: How can I sync files to third-party apps?

Go to "Sync with Other Apps" in Account Center, complete authorization, and enable automatic synchronization. Content will sync to linked apps such as Notion.

Q: How do I transfer the local audio data to a new phone?

1. Go to "Data Migration" on your old phone, upload data, then download to your new phone within 24 hours.
 2. If you miss the window, repeat the "Data Migration" process on your old device.
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Q: How do I unlink the charging case from my account?

Go to Device Info > "Linked Account" > "Unlink." The device will be disassociated from your account.

Q: How do I recover deleted recordings?

Click "Folder" > "Trash" > swipe left on the file > Edit Mode > select files > click "Restore."

Important: Files in Trash are retained for 30 days only. After that, they are permanently deleted.

Q: How do I view my recordings on the web?

Cloud Sync is off by default. To enable:

1. Open soundcore app > file list > "Account Center" icon.
2. Find "Sync Data to Cloud" and toggle on.

To view on web: go to ai.soundcore.com/home and log in with your soundcore account.
