GROOVZ® PLUS TRUE WIRELESS EARBUDS

Frequently Asked Questions (FAQ)

Q: How do I pair my Groovz Plus Earbuds with my device?

A: Remove both earbuds from the charging case. They will automatically power on and enter pairing mode. Open the Bluetooth settings on your smartphone, tablet, or other Bluetooth-enabled device and select "Groovz Plus" from the available devices list.

Q: Are the earbuds compatible with iPhone and Android devices?

A: Yes. Groovz Plus Earbuds are compatible with most Bluetooth-enabled devices, including iPhones, Android smartphones, tablets, laptops, and more.

Q: What Bluetooth version do the earbuds use?

A: Groovz Plus Earbuds feature Bluetooth® 5.4 technology for a reliable wireless connection and efficient power usage.

Q: How far can I be from my device while using the earbuds?

A: The earbuds provide a wireless range of up to approximately 30 feet (10 meters), depending on environmental conditions and obstacles.

Q: How long does the battery last?

A: On a full charge, the earbuds provide up to approximately 6.45 hours of listening time. Combined with the charging case, you can enjoy up to 46 total hours of battery life before needing to recharge the case.

Q: How do I know how much battery remains in the charging case?

A: The charging case includes an LED power display that allows you to easily monitor the remaining battery level.

Q: How long does it take to fully recharge the earbuds and charging case?

A: A full recharge typically takes up to four hours.

Q: Can I use just one earbud at a time?

A: Yes. Either earbud can be used independently for calls, podcasts, or music listening.

Q: Can I answer phone calls with the earbuds?

A: Yes. Groovz Plus Earbuds allow you to answer, end, and manage calls directly using the built-in touch controls.

Q: Can I control music playback from the earbuds?

A: Yes. Touch controls allow you to play, pause, skip tracks, adjust volume, and manage calls without reaching for your device.

Q: Are the earbuds water resistant?

A: Yes. Groovz Plus Earbuds feature an IPX4 water-resistant rating, making them suitable for workouts, light rain, and everyday activities. They should not be submerged in water.

Q: Do the earbuds support voice assistants?

A: Yes. Groovz Plus Earbuds are compatible with popular voice assistants available on your connected device, such as Siri® and Google Assistant™.

Q: Are different ear tip sizes included?

A: Yes. Multiple ear tip sizes are included to help you achieve a secure and comfortable fit.

Q: What should I do if the earbuds won't pair?

A: First, make sure Bluetooth is enabled on your device and that the earbuds are charged. If pairing issues persist, remove the earbuds from your device's Bluetooth memory and repeat the pairing process.

Q: Can I use the earbuds for workouts?

A: Yes. Their lightweight design, secure fit, and IPX4 water-resistant construction make them a great choice for walking, exercising, commuting, and everyday listening.

Q: What comes in the box?

A: Your package includes:

- Groovz Plus True Wireless Earbuds
- Charging Case
- Multiple Ear Tip Sizes
- USB-C Charging Cable
- User Guide

Q: What warranty is included?

A: Groovz Plus Earbuds are backed by a 1-Year Limited Warranty covering defects in materials and workmanship under normal use. Proof of purchase is required for warranty service.

Need Additional Help?

For product support or warranty assistance, please contact:

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