

TROUBLESHOOTING

Issue: Not seeing the LED light on Ink'd®+ Wireless that indicates earbuds are charging. Or, not seeing LED light on Ink'd®+ Wireless that indicates headphones are finished charging, despite charging for 1+ hours.

- Wait momentarily after plugging the earbuds in, occasionally it takes a few seconds to begin charging.
- Check to see if any debris is inside or otherwise blocking the charging port
- Be sure to charge your earbuds on a flat surface to ensure the USB connector on the charging cord is flush and securely inserted into the charging port.
- When charging the device, we recommend using a cable, charger, or outlet with a power output that does not exceed 18-Watt (5 Volts/3.6amps).

