soundcore

Space 2

FAQ

Official Product Support Guide

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Basic Operations

Q1. How do I turn on the headphones?

Press and hold the Power button for 2 seconds. The white LED indicator will flash once and then turn off.

Q2. How do I turn off the headphones?

Press and hold the Power button for 2 seconds. The white LED indicator will flash once and then turn off.

Q3. How do I know if my headphones are charging?

The red LED indicator will remain solid and turn off when charging is complete.

Q4. How do I check the battery level?

When the battery level drops below 10%, the headphones will enter Low Battery mode and play a warning tone every hour. This notification can be enabled or disabled in the soundcore app.

Q5. How do I connect the headphones via Bluetooth?

If turned on for the first time, the headphones automatically enter pairing mode; no action is required. During subsequent power-ons, the headphones automatically reconnect to the last connected device. If the headphones fail to reconnect within 10 seconds, they will enter pairing mode, indicated by the blue LED flashing rapidly. If pairing is successful, the blue LED turns off after 3 seconds; if unsuccessful within the next 2 minutes, the headphones will enter idle mode. To re-enter pairing mode from the idle state, double-press the Power button.

Q6. How do I connect the headphones using the AUX cable?

To ensure optimal audio quality, keep the headphones powered off before connecting them to your device using the included audio cable. Then, press and hold the Power button for 2 seconds to power on. The default EQ will be applied.

Note that when connected via an AUX cable:

1. The MFB (Multi-Function Button ) and volume buttons are non-functional.
2. When powered on, the NC button can be used to switch between modes.
3. Phone calls are not supported.
4. The headphones automatically power off when the AUX cable is disconnected.
5. AUX cables with integrated microphone functionality are supported.
6. You may hear some background noise when the headphones are powered on. This is normal.

Q7. How do I use Google Fast Pair?

Power on the headphones, or double-press the Power button to enter pairing mode. Then, bring the headphones near an Android 6.0 device running Google Play Services version 11.7 or higher. A pop-up window will appear on the device for quick connection.

Q8. How do I connect to two devices simultaneously?

Dual device connection is enabled by default. This can be disabled in the soundcore app by going to Settings (top right) > Dual Device Connection. You will be able to disconnect the headphones or delete connection records here.

To connect to a second device when already connected to one, double-press the Power button to enter dual connection mode. The second device can then search for and connect to the headphones.

Q9. How does audio switching between devices work?

Audio switching can be a manual or automatic process. For automatic switching, the logic is similar to that on Space One Pro, where audio switching takes place from the device playback is detected. Please note that background sounds from notifications or any in-app audio may trigger unintended switching.

Q10. How do I control music playback?

Music playback control functions are as follows:

1. Press the volume buttons once to increase or decrease the volume.

2. Press and hold the Volume "+" button for 2 seconds to skip to the next track. Press and hold the Volume "-" button for 2 seconds to return to the previous track.

3. Press the Multi-Function Button once to play or pause playback.

Q11. How do I use the NC button?

By default, the headphones are in ANC mode whenever they are powered on. Pressing the NC button allows you to switch between Transparency and ANC modes. ANC can only be turned off through settings in the app.

Q12. How do I use the call control functions?

The call control functions are as follows:

1. Press the Multi-Function Button once to answer or end a call.

2. Press and hold the Multi-Function Button for 2 seconds to reject an incoming call.

3. During a call, press and hold the Multi-Function Button for 2 seconds to mute or unmute microphone audio. A notification sound will confirm the status change.

4. If the headphones are connected to two phones and there is a call active on Phone A, and you receive a call on Phone B, you can either press the Multi-Function Button once to end the call on Phone A and answer the call on Phone B, or press and hold the Multi-Function Button for 2 seconds to reject the call on Phone B.

Q13. How do I activate my phone's voice assistant from the headphones?

To activate the voice assistant while the headphones are on standby or playing music, press and hold the Multi-Function Button for 2 seconds.

Q14. How can I customize the MFB (Multi-Function Button)'s long-press function?

The long-press function can be customized to activate the phone's native voice assistant, Anka Voice Assistant, AI Translation, or Nap mode. Please note that only one function can be assigned at a time.

Q15. How do I use Nap mode?

1. Go to Control Settings in the app. Under Multi-Function Button , set Long Press to "Nap Mode." Return to the device screen in the app to activate Nap Mode.

2. Press and hold the play/pause button to enter Nap Mode.

3. In Nap Mode, hold the Volume "+" button for 2 seconds to skip to the next track or the "-" button for the previous track. There are 4 built-in tracks that loop automatically.

4. You can also set a timer to automatically close Nap Mode in the app.

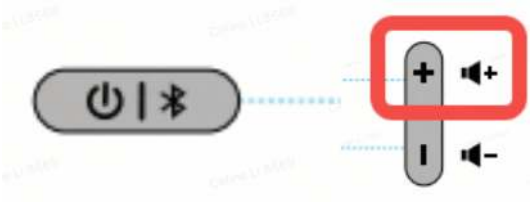
Notes:

1. Calls and regular music playback are not available in Nap Mode.
2. Nap Mode automatically switches to ANC Mode and cannot be adjusted.
3. During Nap Mode, controls for volume or white-noise tracks are disabled.

Q16. How do I reset the headphones to factory settings?

To perform a factory reset:

1. Ensure the headphones are powered on.
2. Hold the Power button and Volume "+" buttons simultaneously for 5 seconds.
3. The red power LED light will flash slowly 3 times, indicating that the factory reset process has begun.



Q17. How do I perform a hard reset?

To perform a hard reset:

1. Connect the headphones to a 5V/1A charger for 5 seconds.
2. Disconnect the charging cable.
3. Manually power on the headphones.

Q18. What is 3D audio and how do I use it?

Enabling 3D Audio enhances stereo and spatial effects but may somewhat reduce overall audio quality. This feature is primarily designed for use when listening to music and watching movies. Effects vary by music genre, and there may not be a noticeable effect for some songs). It is not recommended for podcast listening.

Notes:

1. 3D Audio and LDAC cannot be used at the same time.
2. If your phone has built-in Dolby functionality, we recommended enabling both the phone's Dolby feature and the headphones' 3D Audio for optimal experience.

Q19. How do I use the hearing protection feature?

This feature is called Safe Volume and can be enabled in the app. The headphone's volume can be set with the Limit High Volume setting in the app.

Note: If you have enabled the Anka wake function, the hearing protection interface will not display the headphone volume level.

Q20. How do I use LDAC?

LDAC is not supported by iOS devices. Those with Android devices can enable LDAC by going to Settings > Sound Mode > Sound Quality Priority (LDAC) to upgrade the firmware and experience LDAC mode audio.

2. If the feature does not work after upgrading: Navigate to Phone Settings > Tap the phone software version number 3 times > Enter Developer Mode > Verify whether the phone supports LDAC.
3. Samsung phones need the system's LDAC enabled before it can be used.
4. iOS devices do not support LDAC.

LDAC cannot be used with 3D Audio.

5. With LDAC, battery life is approximately 10 hours shorter compared to normal mode.

6. LDAC can also be used with a non-Android MP3 player, as long as the player supports LDAC over Bluetooth.

For MP3 players, Bluetooth and AUX are supported, while Type-C audio output is not supported.

Q21. What should I do if I can't enable LDAC?

1. Android phone users can enable LDAC switching in Settings > Sound Mode in the upper-right corner of the app, and upgrade the firmware to experience LDAC audio effects.

2. If you have updated the firmware and enabled LDAC in the app but are still unable to use LDAC, please check if your device supports LDAC and has a separate LDAC setting that must be toggled on. To do so, go to Settings > System > Developer Options > HD Audio > Bluetooth Audio Codec. If LDAC is selectable here, your device supports LDAC. Note that the settings path may differ across phone models.

3. Samsung phones need the system's LDAC enabled before it can be used.

4. Multi-device connection is supported in LDAC.

5. iOS does not support LDAC.

Q22. How do I use the wearing detection feature?

For first-time use, remove the dust protection sticker from the sensor detection hole inside the left ear cup. In the soundcore app, navigate to Settings (top right) > Wearing Detection and enable the Auto Play/Pause toggle to experience the wearing detection feature.

Note:

To calibrate, go to Settings (top right) > Wearing Detection > Wearing Calibration and follow the guide to calibrate and restore detection sensitivity. Please ensure you correctly position/wear the headphones according to the guide images to avoid calibration failure.



Q23. What should I do if wearing detection is not working properly?

Check if there is dust or foreign matter in the sensor area.

Q24. What should I do if wearing detection becomes less responsive or stops working?

If the wearing detection function becomes ineffective or less responsive, perform a function calibration after cleaning the sensor area.

Q25. How can I rule out compatibility issues with wearing detection?

Test with other devices to rule out compatibility issues.

Q26. How do I use the AI chat assistant?

Enable the AI Chat function in the app settings. Then say "Hey, Anka" to wake the assistant and begin giving commands.

Q27. How do I use the AI translation feature?

Set up the AI translation feature by doing the following:

1. Ensure your device is connected to a stable network (Wi-Fi or mobile data). The translation feature relies on cloud services.

2. Check that the necessary permissions for the translation application have been granted (e.g., microphone access, storage, and network permissions).

3. Check that the translation feature is enabled in the app and confirm whether translation uses phone or headphone audio input.

Confirm that the source and target languages are configured correctly in the translation interface and the direction is not reversed (for example, "Chinese > English" versus "English > Chinese").

For Real-Time Translation, the user needs to speak into the phone's microphone. The translated content will be heard through the headphones.

Q28. How does the auto power-off feature work?

The headphones automatically power off after 60 minutes if no Bluetooth connection is detected. This can be customized going to the app Settings > Auto Power-Off and selecting a time duration (30 min / 60 min / 90 min / 120 min / Never).

Q29. How can I turn off prompt tones or low battery alerts?

You can do so by going to the app settings turning off the corresponding options.

Q30. How do I update the firmware?

There are two ways to update the firmware:

Update via the app pop-up notification.

Go to Settings (top right) > Update Firmware in the app.

Q31. How do I know if BassUp is activated on soundcore Space 2?

You can assign the NC button double-press action to BassUp in the soundcore app.When BassUp is turned on, the headphones will play a notification sound to indicate that the feature has been activated. Please note that this is a tone only, not a spoken voice prompt.

Q32. Can I use Space 2 with a device that does not have Bluetooth?

Yes. If your device does not support Bluetooth, we recommend using an AUX cable to connect it to the Space 2.

Technical Specifications

Q33. What is the battery life of the headphones?

Below are actual battery life data measured on an iPhone at 50% volume while continuously playing specified music:

1. ANC Mode: 50H (Wearing Detection Off), 45H (Wearing Detection On)
2. ANC Mode + LDAC: 40H (Wearing Detection Off), 35H (Wearing Detection On)
3. Normal Mode: 70H (Wearing Detection Off), 65H (Wearing Detection On)
4. Transparency Mode: 50H (Wearing Detection Off), 45H (Wearing Detection On)
5. After 5-Min Quick Charge: 4H

Note: Enabling additional features in the app will reduce actual usage time (e.g., 3D audio effects, EQ switching).

Q34. What is the maximum volume?

98 dB (tested in Anker laboratory)

Q35. What is the noise cancellation depth?

-37 dB (tested in Anker laboratory)

Q36. What is the charging time?

2 hours

Q37. What is the Bluetooth version of Space 2?

6.1

Q38. What audio codecs are supported?

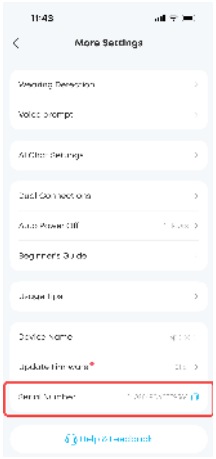
SBC, AAC, and LDAC.

Q39. How can I find the serial number (SN) of my soundcore headphones?

The SN is laser-engraved on the right-side sliding arm of the headphones. It consists of letters and numbers.



Open the soundcore app and connect your Space 2. Tap the headphone icon to enter the device page, then go to Settings or Device Information, where you will find the serial number (SN).



Sound

Q40. What could cause audio stuttering or lag on soundcore Space 2?

If you notice audio stuttering, lag, or interruptions while using your Space 2, it may be related to one or more of the following factors:

1. Audio App Compatibility

The issue may be related to the specific app used for audio playback. Some audio or video apps (such as certain media players or games) may cause delay or stuttering due to their own decoding methods or Bluetooth optimization settings.

- Try playing audio using a different playback app to check whether the issue still occurs.

- Check the audio or playback settings within that app for any options related to Bluetooth audio, latency, or performance optimization.

2. Audio Codec Compatibility

High-definition Bluetooth codecs (such as LDAC) may be unstable on some devices.

- Try changing the Bluetooth audio codec on your phone to AAC or SBC, which generally offer better compatibility.

When using LDAC on a PC, higher bitrate modes may be more sensitive to wireless interference and system compatibility. Signals from Wi-Fi, wireless mice, and other 2.4 GHz devices may affect connection stability and cause stuttering or interruptions.

3. Environmental Interference

Wireless signals from nearby devices can interfere with Bluetooth performance. Common sources include Wi-Fi routers, microwaves, and other Bluetooth devices.

To solve this:

- Move away from potential interference sources.

- Turn off nearby wireless devices that are not in use.

- Make sure there are no physical obstacles between the headphones and the connected device, and try to keep the distance within 10 meters (33 feet).

4. Network Signal Stability

When streaming music or videos online, unstable network connections can affect audio playback.

- Ensure your device has a strong and stable network connection.

5. Bluetooth Version Compatibility

Large differences between the Bluetooth versions of the headphones and the connected device may lead to compatibility issues. Devices that support Bluetooth 5.0 or higher generally enable more stable connections.

6. Multiple Bluetooth connections

If your phone is connected to several Bluetooth devices at the same time (such as a smartwatch or speaker), audio resources may be shared.

- Disable Bluetooth devices where possible and try again.

7. Test with Another Device

To further narrow down the cause, please connect Space 2 to another phone or tablet.

- If the issue persists, it may indicate a headphone-related issue.

- If the audio is stable on another device, the issue may be related to the original device's settings or compatibility.

Q41. What should I do if there is no sound from my soundcore Space 2?

If you're not hearing any sound from your Space 2, try the following:

1. Make sure the headphones have enough battery.

If the battery is low, please charge them fully and try again.

2. Check the audio output settings.

- On a mobile phone:

While playing music or a video, open the notification panel and confirm that the audio output device is set to your headphones, not the phone speaker or another device.

- On a computer:

Right-click the volume icon in the lower-right corner > open Sound settings > make sure the output device is set to your headphones.

3. Check for connections to other devices.

The headphones support dual-device connection. If they are connected to another device (such as a tablet or computer), the audio may be playing there instead. Open the soundcore app and check the Dual Device Connection section. If another device is connected, disconnect or turn off the the second device from the app.

4. Make sure your phone or computer is running the latest system version.

For computer users, updating the Bluetooth driver (such as Realtek or Intel Bluetooth drivers) may also help.

5. Test with another device.

Connect Space 2 to a another phone or computer. If sound works normally on another device, the issue may be related to the original device's settings or compatibility.

6. Restart your device.

Temporary system issues can sometimes affect audio output. Restart your phone or computer, then reconnect the headphones and try again.

7. Reset the headphones.

Ensure the headphones are powered on. Then, press and hold the Power button and Volume "+" buttons simultaneously for 5 seconds. The red power LED will flash slowly 3 times, indicating that the factory reset process has begun.

Q42. What should I do if the sound quality of my soundcore Space 2 doesn't meet my expectations?

If the sound quality is not as expected, please try the steps below in order. In many cases, small adjustments can make a noticeable difference.

1. Improve the audio source quality.

The quality of the original audio file or stream plays an important role.

- Try playing lossless formats such as FLAC or WAV if available. Avoid low-bitrate files (for example, MP3 files below 128 kbps) as they may sound quiet or unclear.

2. Reduce environmental interference and ensure the network connection is stable.

When streaming online content, ensure your device has a stable network connection. Wireless interference and unstable connections can affect sound quality.

- Reduce interference: Stay away from devices that use the 2.4 GHz band, such as Wi-Fi routers, microwaves, and other Bluetooth devices.

- Avoid obstacles: Make sure there are no walls, metal objects, or large obstructions between your phone and the headphones.

3. Check the Bluetooth audio codec.

Different Bluetooth codecs provide different sound quality. If possible, try switching to a higher-quality codec in your phone's Bluetooth settings.

- SBC (Basic Codec): High compression, lower sound quality; commonly used by most Bluetooth devices.

- AAC: Widely used on Apple devices; better sound quality than SBC.

- LDAC (Sony): Supports higher bitrates (up to 990 kbps) for improved sound quality; requires Android 8.0 or later and a compatible device.

4. Check phone audio effects.

Some phone system sound effects can interfere with the headphone's tuning.

- Turn off features such as 3D Sound, sound enhancement, or system equalizers to avoid double processing.

5. Adjust sound settings in the soundcore app.

- Open the soundcore app and choose an EQ preset that suits your listening preference. You can also create a custom EQ to fine-tune the sound.

Q43. Why does the sound change when ANC is turned on?

When ANC is active, bass frequencies may sound more pronounced. This is a normal result of noise-reduction processing.

To adjust the sound:

1. Open the soundcore app.
2. Select a different EQ preset, or create a custom EQ to improve sound balance while ANC is on.

Q44. What should I do if the left and right audio levels on my soundcore Space 2 sound unbalanced?

If you notice that the sound from one side is louder or quieter than the other, please try the following steps in order:

1. Check the balance settings on your device.

The imbalance is sometimes caused by system or app settings.

On phones or computers:

- Go to Settings > Sound / Audio and check whether the left-right balance is centered.

Note: On some devices, this option may be found under Accessibility.

In media apps:

- Certain music or video apps have their own channel balance settings. Please make sure these are set to the center.



2. Reduce environmental interference

Wireless interference can occasionally affect audio stability.

- Move away from potential interference sources such as Wi-Fi routers, microwaves, or other Bluetooth devices.
- If possible, test the headphones in a quieter environment with minimal sources of wireless interference.

3. Try a different Bluetooth audio codec.

Some Bluetooth audio codecs may behave differently depending on device compatibility.

- Open your phone's Developer Options and try switching the Bluetooth audio codec (for example, between SBC and AAC). After changing the codec, reconnect the headphones and try again.

4. Test with different audio content.

- Play different songs or videos to rule out an issue with a specific audio file or stream. Some audio sources may have built-in channel imbalance.

5. Reset the headphones.

- Ensure the headphones are powered on.

- Press and hold the Power button and Volume "+" buttons simultaneously for 5 seconds. The red power LED will flash slowly 3 times, indicating that the factory reset process has begun.

Q45. What should I do if the volume on my soundcore Space 2 is too low?

If the volume sounds quieter than expected, try the following steps:

1. Check volume synchronization on your device.

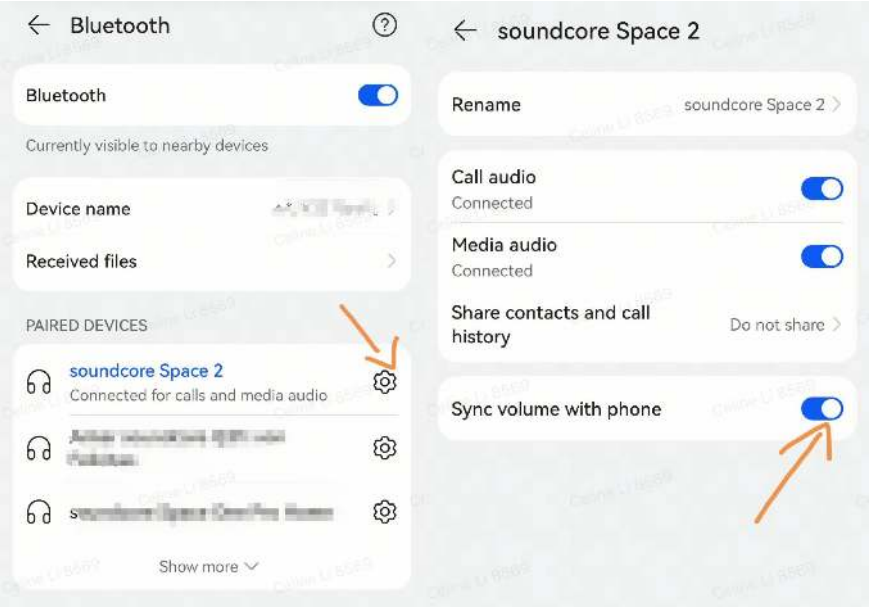
Make sure the headphone volume is synchronized with your device volume.

- Open your phone's Settings.

- Go to Bluetooth.

- Find your connected Space 2 headphones.

- Enable the option to sync Bluetooth device volume with the phone (wording may vary by device).



For iPhone users:

Check whether "Reduce Loud Sounds" is enabled. This feature limits the maximum headphone volume.

- Go to Settings > Sounds & Haptics > Headphone Safety and turn off "Reduce Loud Sounds" if enabled.



2. Adjust volume on both the headphones and your device.

When using a computer or other devices, volume control may be split between the device and the headphones.

- Set the computer (or source device) volume to maximum, then adjust the headphone volume.

Note: In some cases, setting volume on one device to a higher level may result in reduced volume output.

3. Check for fit and sound leakage.

Improper wearing can cause sound to leak, which reduces perceived volume.

- Make sure the headphones are worn securely and positioned correctly. Check that the speakers are properly aligned.

4. Consider personal listening preferences.

Perceived volume can vary depending on individual hearing sensitivity and personal preferences.

- Compare your usual listening volume with that on other headphones or speakers to see whether the difference is device-or preference-related.

5. Try a different EQ setting.

Using a different EQ profile can improve perceived loudness.

- Open the soundcore app and select an EQ preset that matches your listening preference. You can also create a custom EQ for greater clarity or louder output.

6. Reset the headphones.

- Ensure the headphones are powered on.

- Press and hold the Power button and Volume "+" buttons simultaneously for 5 seconds. The red power LED will flash slowly 3 times, indicating that the factory reset process has begun.

Q46. What should I do if sound leaks from my soundcore Space 2?

If you notice that sound from your Space 2 is more noticeable in certain situations, try the following:

1. Check device audio settings.

For iPhone users:

Your phone may temporarily switch audio output due to system behavior.

- Press the side button to open the Emergency / Power Off screen, then exit it and return to your music player to resume playback. If audio still plays from the phone speaker, turn off Bluetooth, then turn it back on and allow the headphones to reconnect automatically. If needed, reset the headphones and reconnect them to your iPhone.

- Also, check call audio routing.

Go to Settings > Accessibility > Call Audio Routing. Make sure Bluetooth Headset is selected.

For Android users:

After connecting the headphones to your phone or tablet:

- Go to Settings > Bluetooth.

- Find Space 2 in the device list and tap the settings icon next to it.

- Make sure Media audio and Call audio are both enabled.

2. Restart the Bluetooth connection.

During the connection process, some data may not sync correctly.

- Turn off Bluetooth on your device. Turn Bluetooth back on.

- Re-pair Space 2 and try again.

Call

Q47. What should I do if I experience call issues with my soundcore Space 2?

If you encounter issues such as poor sound quality, call dropouts, or the microphone not working properly during calls, please try the following:

1. Keep devices close.

Wireless interference and weak network signals can affect call quality.

- Make sure your phone is within 3 meters (10 feet) of the headphones. Avoid having walls or metal obstacles between them.

- Reduce interference by keeping away from Wi-Fi routers, microwaves, and USB 3.0 devices (such as external hard drives), as they may interfere with Bluetooth signals.

- Ensure your phone has a stable cellular or Wi-Fi connection during calls.

2. Make sure the left and right earbuds are worn properly and on the correct sides.

Improper wearing can affect microphone direction and call audio clarity.

3. Make sure there is no dust or debris blocking the microphone opening.

The call microphone is usually located on the outer side of the headphones.

- Gently clean the microphone area using a soft, dry cloth or adhesive pad.

Note: Avoid using liquid cleaners or sprays.

4. Check device and app permissions.

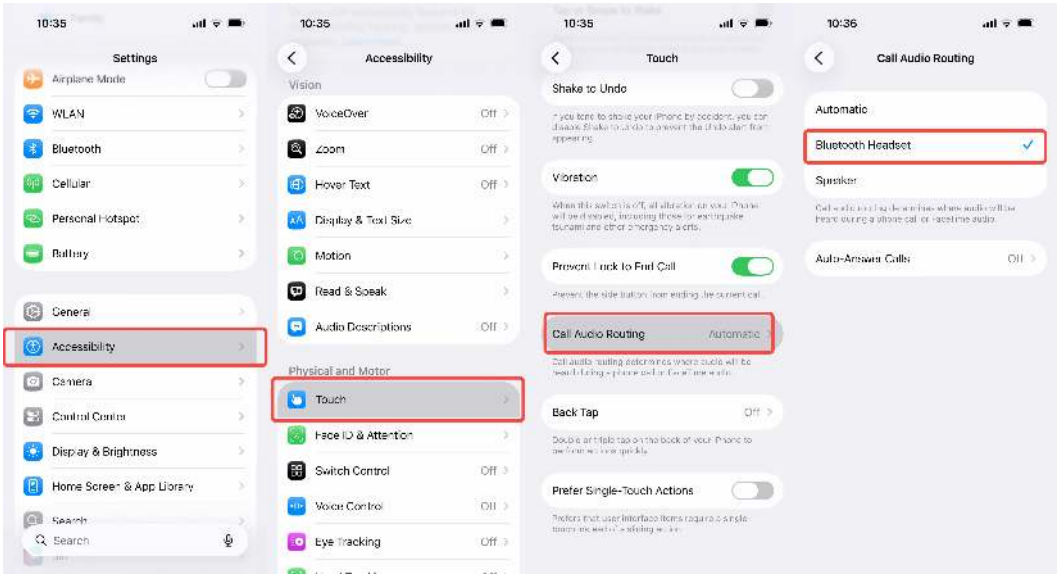
Call apps must have permission to use the microphone and Bluetooth.

- Go to Phone Settings > App Management.

- Select the app with call issues.

- Make sure microphone and Bluetooth permissions are enabled.

Note: On iPhone, the permission path may differ slightly depending on system version.



5. When using Space 2 with a Windows computer:

- Make sure the microphone input is set to "Hands-Free" or "Headset" in Windows sound settings.

- If no sound is detected from the microphone, reselect the input device and try again.

6. The headphones may switch protocols during calls, which can cause changes in sound behavior.

If the headphones are simultaneously connected to multiple devices (e.g., a phone and a computer), protocol conflicts may occur. This is because Bluetooth headphones use different protocols for calls (e.g., HFP/HSP) and music (A2DP).

- Try disconnecting one device and test calls again.

7. Some conferencing or calling apps (such as WhatsApp or Zoom) do not automatically select the connected headphones as the default input device.

Please check the app's audio settings and confirm that Space 2 is selected as the microphone and audio device, as this can otherwise result in the microphone not being active or audio behaving inconsistently.

8. Disable the headphones' Low Latency or Gaming mode.

This may affect call stability.

9. Check whether the call software has microphone and Bluetooth permissions enabled.

- iOS: Settings > Privacy > Microphone

- Android: Settings > Application Permissions

Control

Q48. What should I do if the audio controls on my soundcore Space 2 don't work?

If the play/pause, volume, or playback controls on your Space 2 are not working as expected, please try the following:

1. Check the Bluetooth connection.

- Make sure the headphones are not connected to multiple Bluetooth devices at the same time. If your phone is also connected to another Bluetooth speaker or headset, control commands may conflict.

- Disconnect other Bluetooth audio devices and try again.

2. Check the audio source.

The headphone controls are designed to work with audio playback apps (such as music and podcast players). Some apps may not respond to play/pause commands from the headphones.

- Try testing the controls with a standard music app.

3. Test other controls.

Check whether volume adjustment or track switching is responding normally.

- If none of the controls respond, this may indicate an issue with the Bluetooth connection or control buttons.

- If some controls work but others do not, please double-check your phone's settings and the active audio source.

4. Check media control permissions.

On some devices, media control permissions must be enabled manually.

- Go to your device's Settings and confirm that the headphones are allowed to control media playback.

5. Close background apps.

Running multiple music or audio apps at the same time can cause command conflicts.

- Close other audio apps running in the background.

- If needed, clear the app cache and try again.

6. Reset the headphones.

- Ensure the headphones are powered on.

- Press and hold the Power button and Volume "+" buttons simultaneously for 5 seconds. The red power LED will flash slowly 3 times, indicating that the factory reset process has begun.

Bluetooth

Q49. What should I do if I notice audio delay on my soundcore Space 2?

If you experience audio lag (for example, sound not matching video or delayed playback), please try the following steps:

1. Check the Bluetooth audio codec.

- For Android devices:

Go to Settings > Bluetooth, tap on your connected soundcore Space 2, and select AAC if available.

You can also check or change the codec in the soundcore app.

(Note: LDAC requires device support and may introduce more delay on some systems.)

- For iOS devices:

iPhones use AAC by default, so no manual adjustment is needed.

2. A weak or unstable connection can increase audio delay.

- Keep your phone or computer within 3 meters (10 feet) of the headphones. Avoid having walls, metal objects, or other obstacles between your device and the headphones.

- Turn off nearby wireless devices that are not in use, such as smartwatches and Wi-Fi routers.

3. Make sure your phone or computer is running the latest system version

(e.g., Android 12 or later, iOS 16 or later).

System updates often include Bluetooth performance improvements.

4. Adjust device audio settings.

Turn off audio enhancement features such as 3D Sound or system equalizers. Try again to see if the delay improves.

5. Reset the headphones.

- Ensure the headphones are powered on.

- Press and hold the Power button and Volume "+" buttons simultaneously for 5 seconds. The red power LED will flash slowly 3 times, indicating that the factory reset process has begun.

Q50. What should I do if I experience connection issues with Space 2?

If you notice unstable connections, difficulty pairing, or interruptions, please try the following steps in order:

1. Check connection status.

Before troubleshooting further, check the following:

- Ensure you are not in an active call session. Try pairing after ending the call.

- Turn off LDAC by going to the soundcore app > Sound Settings and try pairing again. When LDAC mode is enabled, dual-device pairing may not be available.

2. Reduce environmental interference.

- Avoid signal interference: Stay away from devices using the 2.4 GHz band, such as Wi-Fi routers, microwaves, and cordless phones.

- Reduce electromagnetic interference: Make sure there are no strong magnetic or electrical devices nearby (for example, large appliances or power tools).

- Test in an open area: Try pairing and using the headphones in an open space to rule out signal blocking caused by walls or structures.

3. Update firmware and system software

- Update the headphone firmware using the soundcore app or the official firmware update tool, if available.

- Ensure your phone or computer is running the latest operating system version (Android, iOS, or Windows).

- For computer users, check that the Bluetooth adapter driver is up to date.

4. Check device compatibility.

Compatibility differences can also lead to connection issues.

- Try connecting the headphones to another phone, tablet, or computer to see if the issue persists.

- Test your current device with other Bluetooth accessories to confirm whether the issue is device-specific.

Make sure the Bluetooth protocols and audio codecs supported by both devices are compatible (such as SBC, AAC, or aptX).

5. Reset the headphones.

- Ensure the headphones are powered on.

- Press and hold the Power button and Volume "+" buttons simultaneously for 5 seconds. The red power LED will flash slowly 3 times, indicating that the factory reset process has begun.

Charging & Battery

Q51. What should I do if the battery life of my soundcore Space 2 seems shorter than expected?

The advertised battery life is measured under specific test conditions: 50% volume, factory default settings, no additional features enabled, and continuous playback of a fixed audio track.

1. Check the volume level.

Higher volume levels consume more power. If the volume is set above 50%, the battery life will naturally be shorter.

2. Check the audio content.

Different audio files and playback types can affect battery usage. Streaming, high-bitrate files, or complex audio content may consume more power. Battery tests are typically done by looping standard tracks, rather than using media from multiple audio sources.

3. Check wearing and ANC status.

When ANC mode is enabled and the fit is not optimal (for example, there are audio delays or sound leakage), the headphones may consume more power, which can reduce battery life.

4. Check the Bluetooth audio codec.

Different Bluetooth codecs consume different amounts of power. Under similar usage conditions, LDAC streaming may reduce battery life by around 20% compared to SBC.

- Test different codecs to find the best balance between sound quality and battery life.

5. Check for additional features.

- Make sure features such as adaptive ANC or other app-based enhancements are turned off if they are not needed, as they can increase power consumption.

6. Check charging conditions.

If the headphones are not charging fully, battery life may appear shorter. Check whether the charging contacts or port are dirty, as this could affect charging efficiency.

- Try using a different charging cable or power adapter to rule out charging issues.

Q52. What should I do if my soundcore Space 2 won't charge?

1. Check the charging environment. Make sure the surrounding temperature is between 0 °C and 45°C (32°F to 113°F). Charging outside this range may prevent the headphones from charging as expected.

2. Try another different charging cable or power adapter to see if the issue persists.

3. Use a suitable power adapter. We recommend using a 5V / 1A power adapter for charging.

Note: Using adapters with significantly higher output may affect charging stability and is not recommended.

ANC

Q53. What should I do if the ANC performance on my soundcore Space 2 doesn't meet my expectations?

If you feel that the noise cancellation effect is not as effective as expected, please try the following:

1. Make sure ANC is enabled.

Open the soundcore app and confirm that ANC mode is turned on. You can also check whether the noise cancellation level is set appropriately for your environment.

2. Check the fit and seal.

ANC performance depends heavily on a good physical seal. Adjust the headphones to a comfortable position and make sure your ears are fully covered by the ear cushions without gaps or sound leakage.

3. ANC is most effective at reducing low-frequency noise,

such as airplane cabin noise, train noise, air conditioner hum, or general background noise. It is less effective for mid- to high-frequency sounds such as voices, alarms, horns, or sudden sharp noises. In a very quiet environment, the ANC effect may also feel less noticeable.

4. Reposition the headphones if needed.

ANC performance may vary depending on how the headphones are worn. In some cases, you may hear a beeping sound if the fit is not ideal. If this happens, remove the headphones and put them on again.

5. Keep the microphones clear.

Do not cover the microphones on the outer side of the ear cups with your hands. ANC may not work properly, and a beeping sound may occur. Also make sure there is no dust or debris blocking the microphone openings. If needed, gently clean them with a soft, dry cloth or adhesive pad. Do not use liquid cleaners or sprays.

6. When using the headphones in a car or on a bus, outside noise may vary depending on road conditions.

7. Reset the headphones if the issue continues.

Make sure the headphones are powered on. Then press and hold the Power button and Volume "+" button at the same time for 5 seconds. The red LED will flash slowly 3 times, indicating that the factory reset has started.

Q54. Why do I feel strong ear pressure when using ANC on my soundcore Space 2?

By default, ANC is enabled when the headphones are powered on, and the noise reduction depth is relatively effective. ANC may create a noticeable sensation of in-ear pressure, especially for users sensitive to pressure changes.

You can reduce this sensation by:

- Lowering the ANC level in the soundcore app, or
- Switching to a different mode if needed.

Q55. Why do I hear a popping sound on my soundcore Space 2 when I am using ANC mode?

When using Active Noise Cancellation (ANC), you may occasionally notice a brief popping sound. This can happen in a few different situations and is related to changes in air pressure inside the ear cushions.

1. When squeezing the ear cushions

- The shape of the ear cushions change when they are pressed or squeezed, which temporarily alters the air pressure inside the ear cup chamber and causes a popping sound. This is normal and usually stops as soon as you release the ear cushion.
- If the sound continues even after releasing them, try adjusting the headphones.

2. When not touching the headphones

You may also hear a brief popping sound in ANC mode during certain movements, such as: riding in a car on uneven roads, walking downhill, or jumping or landing. These movements can momentarily change the

effectiveness of the ear cushions' seal. The effect varies from person to person, depending on factors like fit and head shape.

To reduce this:

1. Adjust the headband to improve the overall fit.
2. Reposition the ear cushions so they sit more evenly and seal better against your head.
3. Reduce excessive movement.

Q56. Why do I notice background noise or a humming sound when using ANC on my soundcore Space 2?

When Active Noise Cancellation (ANC) is enabled, some users may notice slight background noise or a continuous humming sound. This behavior is related to how ANC works and how the headphones fit.

This happens because:

- If the ear cushions do not have a good seal, you may hear a humming sound especially in environments with low-frequency noise.

This effect can vary depending on head shape, ear-cup positioning, and the surrounding environment.

- Remove the headphones and check whether the sound is coming from the environment itself. ANC cannot completely eliminate all noise sources - it works by combining active and passive noise cancellation to reduce noise levels, not remove them entirely.

To reduce this:

- Use a lower ANC level in the soundcore app.
- Adjust the headband and ear cup position so the ear cushions fit more closely and evenly against your head.

If the issue persists

We have a dedicated firmware update available that addresses it. Please make sure your firmware is up to date.

Q57. Why does sound in Transparency mode sound louder than expected?

Transparency mode is designed to help you hear your surroundings clearly, so ambient sounds may be slightly amplified.

- Try using this mode in a quieter environment to verify if the volume is appropriate.

Q58. Can I adjust the sensitivity in Transparency mode?

No, the sensitivity cannot be adjusted.

App

Q59. What should I do if I can't find my soundcore Space 2 in the soundcore app?

If your Space 2 is already connected to your phone via Bluetooth but does not appear in the soundcore app, please follow these steps:

1. Download and install the soundcore app from the Google Play Store or Apple App Store.
2. Make sure the headphones are successfully connected to your phone via Bluetooth.
3. Open the soundcore app.
4. On the home screen, tap Add Devices.
5. Select the headphones icon.
6. Choose soundcore Space 2 from the list to complete setup.

Q60. What should I do if my soundcore Space 2 can't connect to the soundcore app?

1. Check dual-device connection.

When the headphones are connected to two devices at the same time, the soundcore app can only connect on one device. Check whether the soundcore app is open or running in the background on both devices. If it is, close the app on one device (remove it from recent/background apps), then try connecting again on the device you want to use.

2. Check call status on iPhone.

If you are using an iPhone, the soundcore app may not connect properly while a phone call is active.

- End the call first, then reopen the soundcore app and try connecting again.

Q61. Why doesn't the call sound quality improve after adjusting EQ settings in the soundcore app?

The EQ and sound settings in the soundcore app are designed to affect media playback only (e.g., music, videos, and podcasts).

Q62. What should I do if the firmware update on my soundcore headphones fails?

1. Do not disconnect during the firmware update.
2. Do not disconnect from the network during the firmware update.
3. Do not close the app during the firmware update.
4. Ensure the headphones remain in standby during the firmware update.
5. Navigate to Phone Settings, access the application management interface, and clear the soundcore app cache.
6. Try updating again.

Q63. Why Does My soundcore Space 2 Keep Showing "Please Connect the soundcore App" or "no Internet connection" ?

This notification appears when your headphones try to reach the soundcore App but can't find it - usually because the app has been closed or restricted from running in the background by your phone's battery settings.

This happens when one of the following features is enabled:

"Hey Anka" voice wake-up. When this is on, your headphones are always listening for the wake word. This requires the soundcore App to stay active in the background at all times.

MFB (Multi-Function Button) long-press set to Anka Voice Assistant. When you long-press the MFB to call the assistant, the headphones immediately look for the app. If it's not running in the background at that moment, the prompt appears.

Note: Both features are off by default on the soundcore Space 2. The notification only appears if you have enabled one of them.

How to Stop the Notification

If you don't use "Hey Anka" voice wake-up, turn it off:

Open the soundcore App.

Tap your soundcore Space 2 to open the device page.

Go to AI Chat Settings.

Toggle off "Hey Anka" Voice Wake-Up.

If you use the MFB long-press for Anka Voice Assistant, either keep the soundcore App running in the background, or change the long-press function to something else: go to Control Settings > Multi-Function Button > Long Press and select a different option (e.g. Native Voice Assistant, AI Translation, or Nap Mode).

Maintenance and Care

Q64. How should I maintain and care for my soundcore Space 2?

1. Clean daily/regularly.

During regular use, ear cushions may absorb sweat and skin oils.

- Clean the ear cushions periodically using 70 - 75% isopropyl alcohol or a slightly damp cloth. Allow them to dry completely before use.

2. Replace the ear cushions.

To remove: Hold the long edge of the ear cushion, gently push inward until a gap appears, then lift straight up.

To install: Align the mounting tabs with the headphone slots and press downward until secure. Gently pull to confirm the ear cushions are properly attached.

3. Keep the charging port clean.

Dust or debris may cause poor contact or local overheating.

- Clean the charging port regularly using a dry, soft brush or pointed cotton swab.

4. Avoid moisture.

The headphones are not waterproof. If liquid enters the headphones, stop using them immediately to avoid damage or safety risks.

5. Recharge regularly.

Recharge the battery at least once every 6 months to prevent deep discharge.

6. Position properly over the ears.

Pressing firmly on the ear cushions while wearing them may cause brief airflow sounds or a clicking noise from the speaker diaphragm.

This is normal.

7. Charge with the right cables / adapter.

Use a 5V / 1A power adapter for charging. Standard USB-C cables are also compatible.

Note: Charging via a USB port on a computer may result in longer charging times.

Q65. Tips for Using Over-Ear Headphones in Summer

1. In summer, the level of warmth you feel while wearing over-ear headphones may vary depending on personal sensitivity, head shape, fit, and environment. If the ear cushions fit tightly against the face and create more pressure, reduced airflow may make the headphones feel warmer. It is recommended to take the headphones off occasionally and let your ears breathe briefly before continuing use.

2. After exercise or heavy sweating, wipe the ear cushions and headband promptly. Let them air dry in a ventilated place before using or storing them again.

3. Avoid leaving the headphones in high-temperature or direct sunlight environments for long periods, as this may affect the ear cushion material, adhesive parts, and overall wearing experience.

4. In summer, dust, sweat, and skin oils can build up more easily. Clean the ear cushions and charging port regularly to help maintain comfort and reduce contact discomfort.

Q66. Are there any precautions for first-time unboxing?

1. The headphones enter pairing mode automatically on first power-on

When powered on for the first time, the headphones will automatically enter pairing mode. No additional button operation is required.

2. Remove the dust protection sticker before first use

Before first use, remove the dust protection sticker from the sensor detection hole inside the left ear cup. Then go to Settings (top right) > Wearing Detection in the app and enable "Auto Play/Pause" to use the wearing detection feature.

3. ANC mode is enabled by default

ANC mode is enabled by default when the headphones are powered on. Because the noise cancellation effect is relatively strong, some users may notice a sense of ear pressure.

4. Slight odor may be present when the product is new

A slight material or packaging odor may be present when the product is new, and it usually fades gradually after ventilation. The odor mainly comes from the PU leather material on the ear cushions/headband surface and the internal acoustic sealing adhesive after being kept in a sealed environment. It is harmless to the human body.