

Troubleshooting

[Music Beany] Why can't I pair my Music Beany to my device?

First of all make sure that your device is compatible with the Music Beany. To use all the features on the Music Beany, your device needs to have Bluetooth® 3.0 or later and manage A2DP (music controls) and HS Profile (telephone control) protocols.

Also make sure that your Music Beany is correctly in pairing mode. To put it into pairing mode follow the [following FAQ](#).

You should also make sure that your Music Beany is charged, if it doesn't have enough charge then it may not switch on nor go into pairing mode.

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