

Appearance and Accessories

+ How can I clean the glasses? Can I use ultrasonic cleaning?

As this product contains electronic components, it is recommended that you use a dry glasses cloth to wipe the glasses. Do not use ultrasonic cleaning because it could damage the built-in microphones.

+ Where is the operation area for the tap / double-tap feature?

You can tap anywhere on the frames or temples for the features.

+ Can the frame temples be heated and bent?

No. The frame temples of this smart eyewear product contain electronic components which could be damaged if the glasses are heated or bent, thus resulting in the product malfunctioning. However, you can bend a bit the end tips as it is adjustable for your head fit.

+ What should I do if my Solos smart glasses are uncomfortable to wear or feel too tight?

It is advised that you take your Solos glasses to an authorized Solos' partnered optical shops for adjustment. If you are taking the glasses to an unauthorized repair center, do not allow your glasses to be heated up or bent, as this could damage the electronic functions.

+ Can the lenses be removed?

Yes, the lenses can be removed. If you need to remove your lenses to replace with another lenses, we advise you to do it at our partnered optical shops.

Charging and Power Consumption

+ What is the battery performance of Solos smart glasses?

Battery performance depends on the content played and the volume at which it is played. In typical usage, the Solos smart glasses battery lasts up to 16 hours on standby or approximately 3 hours of streaming music playback.

+ How to charge the Solos Smart Glasses?

There are 2 methods to charge up the Solos smart glasses.

Method (1) – Use the bundled Magnetic Charging Cable.

First of all, DO NOT detach any temples from the frame front if you use this method to charge your Solos smart glasses.

Step 1) Connect pogo pins connector of the magnetic charging cable to smart glasses' charging port.

Step 2) Plug USB connector of the charging cable to USB charger or laptop.

Step 3) The right temple's LED shows in red color during charging and it turns to blue color after fully charged.

*Please note that the Solos smart glasses will be automatically power off when it's under charging. When disconnect pogo pins connector from the right temple, the smart glasses will power on and reconnect to last paired phone automatically.

Method (2) – Use the Battery Temple Kit

The Battery Temple Kit contains a charging dongle, a battery temple (the left temple) and a USB Type C cable.

Step 1) Plug the USB Type-C cable's USB-A connector into a power source's port.

Step 2) Plug the USB Type-C Cable's Type-C connector into the Type-C port of the charging dongle.

Step 3) Plug the battery temple (the left temple) into the charging dongle. When the red light is on, the battery temple is being charged. Until the light turns to blue, the battery temple is fully charge.

Step 4) When the temple is fully charged, pull out the battery temple and connect it back to the smart glasses. Then, the smart glasses have been filled up with power.

Connection and Pairing

+ How many devices can pair with Solos smart glasses at once? What happens if I have several Bluetooth-enabled devices?

Solos smart glasses keep track of the last eight devices to have paired and connected with them, dropping the least recently used when a new one is paired.

When in Bluetooth mode, Solos smart glasses searches for and connects to the most recently connected active Bluetooth-enabled device. If that device is unavailable, Solos smart glasses will attempt the next most recently connected device.

Power On/Off

+ How do I power on / off the Solos smart glasses?

Power On:

Before power on, please confirm that the left and right temples are attached to the glasses frame front. Long press multi-function button for 2 seconds until Power Status voice prompt is heard, and it's LED flashes in blue color. The smart glasses will reconnect to last paired phone automatically.

Power Off:

Method (1) – To power off Solos smart glasses, long press multi-function button for 3 seconds until "Power Off" voice prompt is heard, and its LED will turn off.

Method (2) – Solos smart glasses will power off automatically if it is not put on for 3 minutes. To learn more, please refer to the tutorial videos: <https://www.solosglasses.com/support/tutorial-video/>

Product Introduction

+ How do I control the volume on Solos smart glasses?

You can increase the volume by sliding backwards on the right temple (which means sliding toward to your ear). To decrease the volume, sliding forwards on the right temple (which means sliding away from the ear). To learn more, please refer to the tutorial video 6.

+ Does Solos smart glasses use bone conduction technology?

No, Solos smart glasses feature a semi-open dual-speaker design instead of bone conduction technology for the earphones. This design will not result in high vibration at a low frequency or a poor high-frequency response, and thus will not cause poor sound quality or distortion. The directional stereo speakers deliver high quality sound especially for listening 8D/9D music with Solos smart glasses.

+ What is the water resistance rating? Can I use Solos smart glasses during raining?

Solos smart glasses has equipped IP54, the international IP rating for both dust and water resistance, it is protected against water splash and rain from all directions.

+ How heavy are the Solos smart glasses?

The Solos smart glasses (exclude the lenses) weigh below 30 grams, which is in the same range as regular glasses.

+ What is semi-open dual speaker design?

Unlike a general opened or sealed speaker, Solos smart glasses uses a directional stereo speaker design that transfers sound to your ears in a directive manner. The semi-open directional stereo speakers deliver excellent sound effects whilst they let you alert the surroundings to avoid unnecessary risks.

Purchase and Aftersales Services**+ How long is the warranty period?**

The Solos smart glasses comes with a 12-month limited warranty.

+Software and Application**+ What apps work with Solos smart glasses?**

As all Solos smart glasses use Bluetooth connectivity, you can access any app that's on your mobile device. Examples include:

Music services like Spotify® and Apple Music

Voice communication apps like Zello, WhatsApp and Skype

Navigation apps like Google Maps or Waze

+ Are all phones compatible with Solos smart glasses?

Solos Smart Glasses are compatible with most devices that have the following operating systems: Apple iOS 11 and higher, Android OS 7.0 and higher.

+ Will the Solos smart glasses get automatic updates and new features in the future?

Solos smart glasses' mobile app supports both Android and iOS. We will continue to maintain the mobile app updated to enhance new features and customer feedback. The mobile app auto-updating features shall depend on your smartphone setting, so please check your mobile phone setting.

+ I have no idea whether you smart glasses styles are suitable for me or not. How can I know it before purchasing?

You can download our App – “Solos VTO” to virtually try on our smart glasses. Download for free. Try it, have fun and welcome to share Solos VTO around.

iOS: <http://itunes.apple.com/app/apple-store/id1490802906?mt=8>

Android: <http://play.google.com/store/apps/details?id=hk.com.solos.vto>