Problem	Possible causes	Solutions
Charge indicators do not light up when attempting to turn on the device.	• Battery is low. • Charging station is not connected to a power source. • Charging station malfunction.	• Ensure the device is fully charged. • Verify that the charging station is properly connected to a power source. • Contact *Crystal Sound* technical support for diagnostics and repair.
No sound or distorted sound in receivers.	• Receivers are not synchronized with the transmitter. • Earphone faulty or incompatible third-party earphone is being used. • Transmitter microphone is faulty or an incompatible third-party microphone is being used. • Peripheral cable is damaged. • Jack connector is damaged. • Device battery depleted.	• Verify that the devices are synchronized. • Ensure all devices are fully charged. • Use peripherals recommended by *Crystal Sound.* • Check peripheral cables for signs of damage. • Contact *Crystal Sound* technical support for diagnostics and repair.
Devices discharge too quickly.	• Prolonged use at maximum volume. • Battery wear.	• Reduce the volume to lower battery consumption. • Contact *Crystal Sound* technical support for diagnostics and repair.