



## boAt Stone 350 User Manual

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Stone 350



**User Manual**

**Walkthrough Video**

**Specifications**

<b>Speaker Type</b>	Mono
<b>IPX Rating</b>	IPX7
<b>Driver Type</b>	Full Range Driver
<b>Driver Size</b>	52mm
<b>Number of Drivers</b>	1
<b>Frequency Response</b>	70Hz - 70KHz
<b>Impedance</b>	4 Ohms
<b>Wireless Technology Type</b>	Bluetooth
<b>Bluetooth Version</b>	V5.0+EDR
<b>Bluetooth Range</b>	10M
<b>Battery Capacity</b>	2200mAh
<b>Rated Power</b>	10W
<b>Playing Time</b>	12 Hours
<b>Charging Time</b>	1.5 Hours
<b>Microphone</b>	Yes

## Troubleshooting FAQs

### Charging

#### What to do if the speaker is not charging / battery life is low?

1. Check if restarting the device resolves the issue.
2. Check if the charging cable connected to the speaker is not broken, use other charging cables to charge the speaker and also ensure that the charger being used is not of 9V or 12V as that will damage the speaker. The
3. Red LED light located on the speaker would indicate if the charging is happening or not.
4. Check if the Type-C port on the case is damaged or not
5. Check if the charger being used is functional.
6. Check if there is any dust or obstruction clogging the charging port of the speaker. (If so, try cleaning it with a piece of cloth and try plugging it again).
7. Try factory-resetting the device.

### Poor Sound Quality

#### What to do if the sound is distorted/low volume/low bass/low quality?

1. Check if connected device does not have any equalizer settings applied.
2. Check if the problem still occurs if the device is moved closer and all obstacles in the middle are removed.
3. Check if the distortion or quality lowers at all volumes or only at high volumes.
4. Check the sound on different media players and different devices and if the distortion happens on all devices or

only on specific ones.

5. Check if the problem occurs at all levels of charging or only at low charging levels.
6. Check if the speaker does not have water droplets, in case they do, use the blow dryer to dry out any water from a distance.

### **What to do if the speaker is occasionally keeps disconnecting the Speaker?**

1. Check if restarting the speaker resolves the issue.
2. Check if the same problem happens for different devices and media players.
3. Check if there are any obstructions between the speaker and the device, move the device at a closer range to the speaker and see if it still affects it.
4. Try factory-resetting the device.

### **What to do if there is no sound from the speaker?**

1. Check if restarting the device resolves the issue.
2. Fully let the speaker discharge and then charge it fully again before use.
3. Check to see if the device has been properly connected, i.e., the jack is properly inserted into the device for AUX, SD card is properly functioning for SD mode, properly paired for Bluetooth mode with light solid blue.
4. Try connecting through a different connection mode or media device.
5. Check if the device was not subject to any mishandling, or exposed to direct sunlight or hazards like fire.

## **Connectivity**

### **How to pair the speaker via Bluetooth mode?**

1. The speaker will enter auto pairing mode when switched on, the LED light will flash blue to indicate this. Turn on the Bluetooth function on your smartphone or any other compatible device.
2. Search for “**boAt Stone 350**” from the available list of Bluetooth devices and connect the two. Enter the passkey ‘0000’ if one is asked for during connection.
3. After successfully pairing, the speaker is now ready to play music from your smartphone.
4. The successfully paired device can be automatically connected when switched on the next time.

**Note:** Within 10s after entering Bluetooth mode, the Bluetooth will automatically seek out previously connected devices to pair with. The speaker will need to be connected manually through the above process.

### **How to connect via Aux Mode?**

1. You can switch to AUX mode by using the AUX cable to connect the phone and the speaker, and then short pressing the Power button.
2. In the AUX mode, you can control the audio playback via the media device/ phone.

### **What to do if device not connecting via Bluetooth?**

1. Check to see if the device is in pairing mode, after powering it on the LED indicator will blink white.

2. Check if the speaker is in the range of Bluetooth (usually 10m) and if there are any obstructions in between.
3. Check if the device being connected to supports Bluetooth connections or not
4. Check if it is a passcode issue and if so enter 0000 / 1234
5. Check if the speaker being connected to does have any software issues or not – Check to forget the device on Bluetooth, update the mobile software, if it still does not work try factory resetting the device.

### **What to do if the Aux mode is not working?**

1. Check if restarting the device resolves the issue and if the speaker is in Aux mode by short pressing the 'Mode' button.
2. Check if you have connected the aux cable properly and in the correct orientation on both ends.
3. Check if the problem persists even after using a different cable or different device to connect to the speaker.

### **What to do if device not working in TWS mode?**

1. Ensure that both the devices are Stone 350.
2. Check if the power is on and both the devices are in Bluetooth mode.
3. Check if both the devices are charged (White LED lights indicate how much battery has been consumed).
4. If the issue persists, try switching both the devices off and then on and try pairing again.
5. Try factory-resetting the devices

### **How to disconnect the Bluetooth speaker?**

Press and hold the play and pause button to disconnect the Bluetooth.

### **Dysfunctional Voice Assistant**

#### **What to do if the voice assistant does not wake up?**

Ensure that you short press the "" button to turn on voice assistant.

### **Microphone Functionality**

#### **What to do if microphone of the device is not working?**

1. Check to see the microphone is not being blocked by any dust or obstruction.
2. Check to see if the microphone is being held at the adequate distance for it to be able to pick up the voice.
3. Check if the microphone was not exposed to any hazards like direct sunlight or fire.
4. Check if the microphone was not exposed to water above the resistance or dipped in any other liquid or not.
5. The microphone is not functional using the aux mode, check if the device is not in aux mode.
6. Try factory-resetting the device.

### **FM Functionality**

#### **How to access Fm Radio?**

1. Short Press "MODE" button to switch to FM mode
2. Under radio mode, Long press play/pause button to auto search the FM channel and it stores automatically.

3. Short Press "Play/Pause" button to mute the speaker.

### **How to switch channels while using FM?**

Long press the Play/Pause button to search for a channel which gets stored automatically.

### **What to do if the FM does not work?**

1. Ensure that you have turned on the FM mode by short pressing the "M" button
2. If it doesn't work then try to switch the device off and on and trying to switch to FM mode by short pressing the "M" button again.
3. Try factory-resetting the device.

### **Other Functional Issues**

#### **What to do if device does not turn on / not working?**

1. Check to see if the device has been properly charged first or not. Red LED light on the speaker will indicate they are still being charged at different levels.
2. Check if the voltage of the charger is correct for the speaker or not.
3. Check by switching the speaker on manually, press and hold the power on button for at least 3 seconds.
4. Check if the device was not subject to any mishandling, broken wires or exposed to direct sunlight or hazards like fire.

#### **What to do if the in-built controls of the speaker is not working?**

1. Check if the controls do not work while connected to another device
2. Check if the device is in aux mode because the buttons will not work in aux mode
3. Check if the media player being used supports such controls and if the controls do not function on call or other media players
4. Check if the controls have been physically damaged or exposed to any hazards

#### **What to do if there are any other functional issues with Stone speaker?**

1. Check if restarting the device resolves the issue.
2. Fully let the speaker discharge and then charge it fully again before use.
3. Try connecting through a different connection mode or media device.

### **General FAQs**

#### **Technology**

#### **What is TWS?**

1. Stone 350 can connect with two Stone 350 and virtually forge them into one speaker for a greater impact. For TWS connection:

2. Turn the speakers on that you require to be forged into one, both under Bluetooth mode. Only need to set one of the two units.
3. Long press TWS “ ” button till you hear a sound prompt, then start to pair.
4. A tone will be audible again with the white light turning steady, it may take a few seconds before the two speakers connect.
5. Activate the phone’s Bluetooth function and search for “Stone 350” to establish pairing

**Note:**

Once the two units execute TWS function, they will be automatically paired again if next time they are turned on within effective range.

Disconnecting TWS – Short press TWS “ ” button for stopping the TWS function & Long press TWS “ ” button for disconnecting both TWS and Bluetooth connectivity

**Does this speaker support wireless playback?**

Yes, the speakerphone will work and, in this case, the primary speaker will be the speakerphone.

**Does the speaker have Aux port/ USB port/ SD card slot/ FM radio?**

The speaker has an AUX, USB, FM Radio port which supports 3.5mm. Other than that, it supports Bluetooth connectivity.

**Does the speaker support call feature/ speaker phone?**

Yes, one can accept calls on the speakers.

**Does the speakerphone work when using True Wireless Mode?**

Yes, the speakerphone will work and, in this case, the primary speaker will be the speakerphone.

**Can the speaker be used for gaming?**

Yes, it can be. However, it is advised to only do so using an aux connection as Bluetooth mode might have latency issues.

**Device Controls**

**How to use theTF Card?**

1. Stone 350 is compatible with TF cards.Once inserted, the speaker will turn in to TF card mode and play automatically.
2. The LED light will flash slowly as an indicator.
3. Press >> to pause or play media
4. Press – to decrease volume
5. Press + to increase the volume
6. Press << to play next track

**How to Power ON/OFF?**

**Power ON:** Long press the MFB for 3 seconds.

**Power OFF:** Long press the MFB for 3 seconds.

**How to adjust Volume?**

**Volume Up:** Short press the “+” button in steps for increasing the volume.

**Volume Down:** Short press the “-” button in steps for decreasing the volume

### **How to change music tracks?**

**Previous Track:** Long press the “-” button for returning to the previous track.

**Next Track:** Long press the “+” button for skipping to the next track.

### **How to play and pause the music?**

Short press the MFB to Play/Pause the music.

### **How to answer/end calls?**

Short press the MFB to answer/end calls.

### **How to reject calls?**

Long press the MFB for 2 seconds to reject incoming calls.

### **How to activate voice assistant?**

Short press the “**Voice Assistant**” button to activate the voice assistant.

### **How to redial?**

Double press the MFB to redial the last contacted number.

### **What to do if the voice assistant doesn't get activated even though my phone supports it?**

To activate voice assistant, ensure that you have it enabled on your media device (Google on android & Siri on apple devices).

### **Can I connect more than 2 speakers in True Wireless Mode?**

Only 2 speakers of the same model can be connected in True Wireless Mode.

### **Can I activate assistance by voice?**



Ensure that you short press the “ ” button to turn on voice assistant.

## **Device Charging**

### **How can I charge the speakers?**

To charge the earphone, plug one end of the Type-C charging cable with the speaker and connect the other end to a computer or wall adapter.

### **What are the Battery indications?**

**Charging:** During charging, you could check charging status from the 4 LED white colour charging indicators:

**0%-25%:** 1st LED keeps solid, second light flickers, and 3rd and 4th light stay off.

**26%-50%:** 1st and the 2nd LED keep solid; 3rd LED flickers and 4th stays off.

**51%-75%:** 1st, 2nd and 3rd LED keep solid, 4th light flickers

**100%:** At charging 100% all 4 LEDs stay solid

**Fully Charged:** Once the earphones are fully charged, it is indicated by all the 4 LEDs stay solid.

### **How can I prolong my speaker's battery life and usage?**

To ensure maximum efficiency and battery life ensure that the speaker is not used at 100% volume at all times and that the battery is charged when it falls to 20% and below.

### **Does the speaker need to be charged and turned ON manually after connecting it with an AUX cable?**

Yes, the speaker is not powered through the aux cable so please make sure that it is charged and powered on



before using it through aux connection.

**Can the speaker be charged with Micro-USB cable?**

No, you cannot charge it with Micro-USB cable. It can only be charged using the Type-C cable.

**Water/Dust Protection**

**Is the speaker waterproof?**

Not completely, it has IPX7 certification which means it can stay up to 30mins in water up to 30ft. Ensure the speaker is dried and water emptied before use for optimum results.

**Can the speaker be submerged in water or used under water?**

The speaker does have IPX7 water protection but it only protects under accidental exposure or submersion to water and is not meant for prolonged usage inside the water.

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