



TROUBLESHOOTING & SUPPORT GUIDE

ONYZE VORIC | Model: ON903



Website: www.onyzeonstyle.com

Email: contact@onyzeonstyle.com

WhatsApp: +91 9310495051

Scan for Product Resources



ABOUT THIS GUIDE

Thank you for choosing ONYZE. This guide helps customers resolve common operational issues and achieve the best experience from ONYZE VORIC ON903.

PRODUCT INFORMATION

Brand: ONYZE

Model Name: VORIC

Model Number: ON903

Bluetooth Pairing Name: ON903

PACKAGE CONTENTS

- ON903 Headphone
- Charging Cable
- AUX Cable
- Digital User Manual
- Warranty Information

DIGITAL PRODUCT RESOURCES

A QR code inside the package provides access to the User Manual, Troubleshooting Guide, Warranty Information, Product Support Information and Customer Assistance Resources.

1. HEADPHONE NOT POWERING ON

Possible Causes: Battery discharged, insufficient charging time, power button not held long enough.

Recommended Steps:

1. Connect charging cable securely.
2. Charge for at least 30 minutes.
3. Hold Power Button for 3–5 seconds.
4. Verify LED indicator turns ON.
5. Try another USB power source if required.

2. BLUETOOTH PAIRING ISSUE

1. Enable Bluetooth on your device.
2. Turn ON the headphone.
3. Open Bluetooth settings.
4. Select 'ON903' from available devices.
5. Retry after restarting Bluetooth if needed.

3. SOUND FROM ONLY ONE SIDE

1. Disconnect and reconnect Bluetooth.
 2. Restart the headphone.
 3. Test another music application.
 4. Test another smartphone, tablet or laptop.
 5. Confirm issue occurs across multiple devices.
- If the issue persists, contact ONYZE Support.

4. LOW BASS PERFORMANCE

Bass perception may vary depending on source device, audio quality, listening environment and headphone fit.

Recommended Steps:

1. Test high-quality audio content.
2. Ensure proper ear cushion fit.
3. Test multiple music genres.
4. Compare ANC ON and ANC OFF modes.

5. ANC PERFORMANCE

ANC is designed to reduce continuous environmental noise such as fan noise, AC noise, aircraft cabin noise and travel noise.

ANC may not completely eliminate conversations or sudden sounds.

Bass perception may vary when ANC mode is enabled.

6. AUDIO DISTORTION OR POOR SOUND QUALITY

1. Verify Bluetooth connection stability.
2. Move closer to source device.
3. Test another media application.
4. Test another device.
5. Restart both source device and headphone.

7. HEADPHONE NOT CHARGING

1. Verify cable connection.
2. Check charging port.
3. Use compatible USB power source.
4. Charge for at least 30 minutes before testing.

CUSTOMER SUPPORT

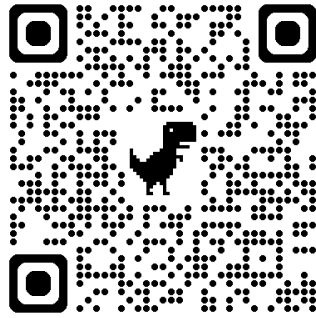
Website: www.onyzeonstyle.com
Email: contact@onyzeonstyle.com
WhatsApp: +91 9310495051

QUALITY VERIFICATION

Each ONYZE VORIC ON903 unit undergoes:

- ✓ Visual Appearance Inspection
- ✓ Left Audio Channel Verification
- ✓ Right Audio Channel Verification
- ✓ Driver Output Verification
- ✓ Bluetooth Connectivity Verification
- ✓ Charging Verification
- ✓ Button Function Verification
- ✓ ANC Function Verification
- ✓ Packaging Verification

WEBSITE & SUPPORT ACCESS



Scan to visit www.onyzeonstyle.com

Thank you for choosing ONYZE.