

# FAQ

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# CONNECTION

- **How do I reset EarFun Air?**

1. Unpair EarFun Air from your Bluetooth-enabled device and delete the old connection on your device.
2. Place the earbuds into the charging case and make sure they are being charged.
3. Keep the charging case open, then press and hold the charging case button for 8 seconds until the LED indicator on both earbuds flash in purple 3 times.
4. Delete the old connection from the Bluetooth device and reconnect "EarFun Air".

- **What is the range of Bluetooth earphones?**

Bluetooth earphones have a maximum range of 49 feet (15 m, no obstacle). However, the actual range will depend on usage and environment.

- **Can I use both earphones separately?**

Yes, each earbud could be used independently.

- **The earphones are turning on, but it doesn't connect to my device?**

To connect the earbuds to your device, please check if the Bluetooth of the device is on at first, then select "EarFun Air" on the Bluetooth list to get paired. If the earbuds still can't connect to your device, please try to reset it, or contact our customer support.

- **Why the connection is not stable and cut out intermittently?**

1. Please make sure there are no objects between the earphones and your Bluetooth device, and make sure there is no radio or Wi-Fi interference nearby.
2. Reset your earbuds. See "How do I reset EarFun Air?"

- **Will the earbuds shut off automatically?**

The earbuds will remain on as long as they are connected to a device. If no audio is in use, they will enter into power-saving mode and wake up once the audio is played. If the earbuds are not connected with any devices, they will automatically shut off in 10minutes.

- **What should I do if the microphone doesn't work when connected to a computer?**

1. Kindly confirm that the system of the computer is the latest version.
2. Because there are two modes of EarFun Air on the computer, EarFun Air Stereo mode is for music and you may choose EarFun Air Hands-Free AG Audio mode to have phone calls. Please confirm that the Microphone (Input Device) and Speaker (Output device) you choose on the audio setting of your computer and Video conference Apps both are the mode "EarFun Air Hands-Free".

# WATERPROOF

- **What's the waterproof rating of the earbuds?**

The earbuds have an IPX7 Waterproof rating, which means they are designed to handle rain and workout conditions. The earbuds are not designed for swimming, showering, or exposure to pool or ocean water. Do not wear the earbuds in a sauna or steam room.

- **Is the charging case waterproof?**

No, the case is not waterproof. Wipe the earbuds dry with a dry, lint-free cloth after workouts, heavy sweating, or getting splashed with water. Ensure the earbuds are completely dry before placing them in the charging case.

# CHARGING

- **Does EarFun Air support wireless charging?**

Yes.

- **What should I do if an earbud doesn't charge?**

Please kindly take both earbuds out of the case and put them back in one by one.

First, put the normal earbud back in, you might see the green light on the case and the red light on the earbud, flashing like 2 seconds.

And then put the not charging one back in the charging case, please tell me if you can see the green light on the case and the red light on the earbud.

If there is no light, it might be a charging problem.

1. we kindly suggest you use the thin cotton swabs to gently clean out the metal-like contacts at the bottom of the charging case from dust or wax.
2. and then please press both earbuds with forces to eliminate loose contact with the case and keep them in ready place for a couple of times.

Then please kindly see if there is a red light on the earbud when you place it back again.

After that, if it's working, please reset it again by pressing the button in the case for 8 seconds, you should see the purple light flashing in both earbuds.

**Note:** Please dry the earbuds before you put them back into the charging case. Sweat or water on the earbuds might cause a short circuit and damage the product during charging.

- **What should I do if the charging case doesn't charge?**

Please use another charging cable and Adapter to locate the problem is due to damage to the charging case or the charger.

If the solution above still can't solve the problem, please contact our [Customer Support](#) for warranty cover.

# SOUND

- **What should I do if the volume of an earbud becomes low, or it has no sound?**

1. Use a toothpick to gently remove any dust or wax near the filter, clean it with cotton wool, then wipe it with a clean napkin as the dust or wax that has accumulated on the filter will block the earbuds.

2. Wrap the earbud with your hands, then blow air into the inner membrane of the earbud several times to have a try. To provide better sound, the sealing of our headphones is better than that of other headphones when the volume is reduced, perhaps because of the air pressure.

- **What should I do if one earbud have no sound while the other one is normal?**

Please kindly take both earbuds out of the case and put them back in one by one.

First, you put the normal earbud back in, you might see the green light on the case and the red light on the earbud, flashing like 2 seconds.

And then put the other one back in the charging case, please tell me if you can see the green light on the case and the red light on the left earbud.

If there is no light, it might be a charging problem.

If the earbud is not charging.

1. we kindly suggest you use the thin cotton swabs to gently clean out the metal-like contacts at the bottom of the charging case from dust or wax.

2. and then please press both earbuds with forces to eliminate loose contact with the case and keep them in ready place for a couple of times.

Then please kindly see if there is a red light on the earbud when you place it back again.

After that, if it's working, please reset it again by pressing the button in the case for 8 seconds, you should see the purple light flashing in both earbuds.

- **Is there volume control on EarFun Air?**

Yes. You can adjust the volume by pressing the button on earbuds, touching and holding the left earbud for more than 1 second for decreasing the volume, touching and holding the right earbud for more than 1 second for increasing the volume.

## Tip

Please feel free to contact us through Amazon message or via the email: [service@myearfun.com](mailto:service@myearfun.com) if you have any questions.