

S.No.	Applicable product
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Knowledge Template

Question

Which phones does realme Buds Q2 support?

【realme Buds Q2】 Why is the earphone using time short?

【realme Buds Q2】 How to check the battery level of the earphone on the phone?

Does the realme Buds Q2 earphone support OTA upgrade?

Can the battery of the realme Buds Q2 earphone be replaced?

Can the charging case of realme Buds Q2 be purchased separately?

Can a single earphone of realme Buds Q2 be purchased separately if it is broken?

【realme Buds Q2】 Why can't my earphone be charged?

【realme Buds Q2】 Can all Type-C version charging cables charge the charging case?

【realme Buds Q2】 Can I charge the earphone with a power bank?

【realme Buds Q2】 Can I charge the earphone directly on the computer?

【realme Buds Q2】 How to choose and replace ear caps?

【realme Buds Q2】 What is the effective transmission distance of Bluetooth, and what will happen after exceeding?

【realme Buds Q2】 Why doesn't my earphone automatically disconnect when I put it in the charging case?

【realme Buds Q2】 Why does the other party hear a small and noisy voice when calling on my earphone?

【realme Buds Q2】 Why is there no sound after the earphone is connected?

【realme Buds Q2】 Why can't my earphone automatically reconnect to the previous device?

【realme Buds Q2】 Why is there no sound in one or both ears during use?

【realme Buds Q2】 Can two earphones be used independently?

【realme Buds Q2】 Does this earphone support wearing detection?

【realme Buds Q2】 Does the lack of power in the charging case affect the use of the earphone?

Does realme Buds Q2 support simultaneous connection of two headphones?

【realme Buds Q2】 Are the headphones waterproof?

【realme Buds Q2】 Why is listening to music stuck on headphones in train stations, substations or some environments?

【realme Buds Q2】 How to distinguish left and right earphones?

【realme Buds Q2】 Why can't my earphone be opened with one hand?

【realme Buds Q2】 Why does my earphone slip easily when the cover is opened?

【realme Buds Q2】 Why does my earphone slip easily when I take it off?

【realme Buds Q2】 Why does my earphone enter the game mode (low latency mode), but it still feels stuck and the effect is not obvious?

【realme Buds Q2】 Why can't my earphone open the voice assistant?

【realme Buds Q2】 Why is there current sound when my earphone is connected to one ear?

【realme Buds Q2】 Why does the top cover of my charging case shake so much?

【realme Buds Q2】 Why do my ears hurt after wearing headphones for a long time?

【realme Buds Q2】 Why do the headphones feel dizzy or have ear pressure after turning on noise reduction?

【realme Buds Q2】 How do I restore the factory settings of my earphone?

【realme Buds Q2】 Why does only one earphone have sound after resetting the earphones (restoring to factory settings), but the other earphone has no sound?

【realme Buds Q2】 Why is the noise reduction effect of headphones not obvious?

【realme Buds Q2】 Why can't my earphone automatically reconnect after disconnecting?

Why is the earphone connected to the computer, but I can't speak with MIC of earphone?

Why can't my earphone switch to normal mode?

Why is my earphone only connected to a single earphone after opening the charging case?

Why do my realme Buds Q2 need to long press the left and right earbuds at the same time to switch noise control mode? Are there other touch methods?

Answer

It supports all realme mobile phones, most mobile phones of other brands, please refer to the actual situation.

Problem causes:

1. The earphones consume relatively power in transparency and noise reduction modes;
2. The earphones battery is low;
3. Larger volume will consume power faster;
4. The earphone may be in an environment with large electromagnetic interference or there may be obstacles such as walls between the earphone and the mobile phone.

solution:

1. You can experience more modes in realme Link;
2. It is recommended that you use the earphone after fully charged;
3. It is recommended to charge the earphone box frequently when not in use.
4. It is recommended that you turn down the volume to see if the usage time is normal;
5. Please pay attention to keep away from microwave ovens and other objects with large electromagnetic interference when using, and make sure that there is no obstacle between the earphone and the mobile phone.

1. Via mobile phone: After the earphone is connected to the mobile phone, the Bluetooth device of the mobile phone will display the battery level of the earphone with the lower battery level of the two earphones.

Note: Some mobile phones do not support the function of checking the power of Bluetooth devices.

2. Via realme Link: You can connect to realme Link by downloading to check the power of the earphone and charging case.

Note: realme Link ios version will be supported in the future

Yes

No, the earphone battery is a built-in lithium-ion battery and cannot be replaced.

Yes

Yes, the left or right ear can be replaced separately.

Problem phenomenon:

The earphone cannot be charged after being put into the charging case.

Problem causes:

1. The golden yellow contact points in the earphone charging case are dirty;
2. The charging case and earphones are out of power;
3. The golden metal pin of the charging case is stuck and does not eject.

Solution:

1. Check whether the golden yellow contacts of the earphone or charging case are dirty. If so, please use a soft cloth dipped in a small amount of medical alcohol to wipe the metal contacts of the earphone and charging case.

Do not use water and corrosive liquids to wipe the metal contacts, and the wiping force should not be too strong to avoid water in the earphone or deformation of the contacts.

2. If the earphone has not been used for a long time, it is recommended that you charge it for more than 1 hour to activate the earphone;

3. If none of the above methods solve the problem, it is recommended that you go to the nearest realme service center to check.

It is recommended to use the realme standard charging cable, compatible with all Type-C versions of the charging cable, and it is recommended to use a regular brand 5V/1A and above charger.

It is compatible with most power banks, and it is recommended to use the realme standard charging cable.

Yes, it is recommended to use the realme standard charging cable.

There are differences in the size of each person's ears. We are equipped with three sizes of ear caps, S, M, and L. The factory defaults to M ear caps. You can choose a comfortable ear cap according to your personal situation to obtain excellent noise reduction effects.

Replacement method: Remove the ear caps from the earphones, clean the dust on the speaker hole, select

~~1. The effective transmission distance of Bluetooth is about 10 meters when there is no obstruction or interference.~~

2. When the effective transmission distance is exceeded, the connection between the earphone and the mobile phone will be automatically disconnected, and will automatically be connected when it comes close to the mobile phone again.

Problem causes:

1. The charging case is out of power.
2. The golden yellow charging contact point of the earphone or charging case is dirty.
3. Put the earphone into the charging case without closing the lid

Solution:

1. Charge the charging case for 2 hours, fully charged;
2. Please use a soft cloth dipped in a small amount of medical alcohol to wipe the metal contacts of the earphone and the charging case. Do not use water and corrosive liquids to wipe the metal contacts, and the wiping force should not be too strong to avoid water in the earphone or deformation of the contacts.
3. The product design supports flash connection when opening the cover, and the cover is disconnected after the earphone is put in the charging case.

Problem causes:

1. The call environment is too noisy;
2. The earphone call MIC hole is blocked;

Solution:

1. It is recommended that you choose a relatively quiet environment to call;
2. Check whether the call MIC hole and noise reduction MIC hole are blocked, if so, please go to the realme after-sales service center for repair.

~~Problem phenomenon.~~

The earphone is connected to the mobile phone, and there is no sound in the earphone after wearing the earphone.

Problem causes:

1. Please check the music volume setting of the phone, whether it is in a low volume or mute state.
2. When the phone is connected to two Bluetooth devices at the same time, the sound is emitted from the second device, and the first connected device has no sound.
3. The mobile phone is far away from the earphone, exceeding the effective transmission distance (10m), or there is an obstacle between the earphone and the mobile phone, such as putting the mobile phone in a pocket.

Solution:

1. Turn on the music volume on the mobile phone.
2. Disconnect, put the earphones back into the charging case, close the lid for 5 seconds, take out the earphones and reconnect.
3. Put the two earphones into the charging case, press and hold the pairing button for 10 seconds to

~~restore the factory settings. If not, you can try multiple times.~~

1. Connection uniqueness: realme Buds Q2 has been connected to multiple devices, the earphone will only recognize the last connected device, and cannot automatically connect with the previous device, and it needs to be connected manually;
2. Restore the earphone to factory settings: Put two earphones into the charging case, press and hold the pairing button for 10s, and re-pair after restoring the factory settings.

Problem causes:

1. Using for a long time, one of the earphones is dead.
2. The contact points of the earphone or charging case are dirty.
3. You are far away from the mobile phone and beyond the effective transmission distance of Bluetooth.

Solution:

1. Charge the earphones and charging case for more than 1 hour;
2. Put the earphone into the charging case and close the cover for more than 5 seconds, and then take it out;
3. Use a soft cloth dipped in a small amount of medical alcohol to wipe the metal contacts of the earphone and the charging case. Do not use water and corrosive liquids to wipe the metal contacts, and the wiping force should not be too strong to avoid water in the earphones or deformation of the contacts;
4. Put the two earphones into the charging case, press and hold the pairing button for 10 seconds to restore the factory settings. If it fails, try multiple times.

The left and right ears are used in pairs and can only be connected to the same mobile phone.

No, it is not support wearing detection.

Yes, it affects the use, it is recommended that you use the charging case with it.

When the battery of the charging case is too low, the earphone cannot be disconnected from the phone after the cover is closed. Please keep the charging case with sufficient power.

~~realme buds Q2 cannot connect to two mobile phones at the same time. If you need to connect to another mobile phone, you need to disconnect the currently connected mobile phone and then manually connect to the other mobile phone.~~

The earphone supports IPX5 waterproof rating, but the charging case is not waterproof.

Strong electromagnetic interference will affect the performance of the earphone antenna, causing the earphone to listen to music or call intermittently, which is a normal phenomenon.

Judging by the signs on the earphone: L represents the left ear, R represents the right ear.

realme Buds Q2, with a pebbled design, has a rounded appearance and delicate touch. Because the product is small and exquisite, it is recommended that you open the lid with both hands to better experience the design of the product.

The realme Buds Q2 adopts a cobblestone design. The product is small and exquisite with a round appearance. It is recommended that you hold the bottom of the charging case with one hand when opening the cover and gently take out the earphones with the other hand.

~~The realme buds Q2 adopts an in-ear design. The product is small and exquisite. It is recommended that you choose the appropriate ear caps and wear and take them correctly according to the product instructions.~~

~~1. The performance of the earphone antenna will be affected in a strong interference environment, causing the earphone to listen to music or call intermittently, which is a normal phenomenon.~~

~~2. The 88ms low latency of realme Buds Q2 is a laboratory test data in a Perfect Piano environment; the latency of the earphone is related to the phone model you use and the type of game. Please refer to the actual usage.~~

realme Buds Q2 turns off the voice assistant by default. If you need to set the voice assistant touch mode, please connect to realme Link and manually set the voice assistant touch mode.

~~When a single ear is connected, the earphone will actively look for another earphone and mobile phone.~~

The process requires high-speed operation of the processor and high-power transmission of wireless signals. In some cases, there may be short-term slight noise. This is a normal phenomenon and does not affect the use.

Hello, this product is a shaft structure. In order to ensure that the shaft rotates smoothly, there is a certain gap between the left and right sides of the shaft. A slight shaking is normal. Please rest assured to use it.

1. Please confirm that the earphone has been worn correctly.

The correct way to wear the earphone is: keep the ear cap facing diagonally downward, pinch both sides of the earphone with your thumb and middle finger, and hold the index finger against the top of the earphone (as far as possible to avoid the touch area); put the earphone into the ear canal and rotate it left and right until the ear feels comfortable .

2. Wearing it for too long may cause a bit of pain. This will happen when you wear any earphone.

You can use the following methods to reduce pain.

Choosing an ear cap that suits you will enhance the comfort of your ears and reduce pain.

The earphone volume should not be too loud. Excessive sound will fatigue your hearing and ear canal nerves, and easily make your ears feel pain and soreness.

It is recommended to take off the earphones and give your ears a relaxing or kneading massage every half an hour.

When using active noise reduction, this feeling may occur due to individual perception differences, which is normal.

Active noise reduction can generally be adapted after a period of use. If you still feel unwell, try switching to other modes.

Please put the two earphones back into the charging case and press and hold the multi-function button for 10 seconds until the indicator light flashes red and green to complete the earphone reset.

The reset process will cause the two earphones to regroup, please do not operate the earphone during this process. If the reset is unsuccessful, it can be repeated multiple times.

Please put the two earphones back into the charging case, press and hold the multi-function button for 10 seconds until the indicator light flashes red and green, reset and try again. Do not operate the earphones during the reset process. If unsuccessful, it can be repeated multiple times.

1. The noise reduction function can reduce some low-frequency noise, but it cannot completely eliminate the noise.

2. If you feel that the noise reduction effect is not obvious, please choose a suitable earphone cap to get a better noise reduction experience.

3. Please confirm that the earphone has been worn correctly.

The correct way to wear the earphone is: keep the ear cap facing diagonally downward, pinch both sides of the earphone with your thumb and middle finger, and hold the index finger against the top of the earphone (as far as possible to avoid the touch area); put the earphone into the ear canal and rotate it left and right until the ear feels comfortable .

4. Check whether the earphone sound hole, sound leak hole and MIC hole are blocked or blocked by foreign objects. If so, please go to the realme service center for maintenance.

Phenomenon: After wearing the earphones and staying away from the phone for a period of time, the earphones cannot be automatically reconnected when they are close again.

Reason and explanation: Hello, in order to save power after 3 minutes out of the connection range, the connection will be closed by default. If you need to reconnect the phone, please put the headset in the charging case and close the cover for more than 5 seconds and then take it out, and the phone will automatically be connected back.

1. You need to change the earphone connection to "Hands Free" mode: click the speaker icon in the lower right corner of the computer-playback device-realme Buds Q2 Neo Hands Free, and right click to connect. If the connection is successful, you can use the headset MIC to speak.

2. If the Hands Free mode cannot be connected, it means that the Windows system Bluetooth is not compatible with the headset. It is recommended that you use the computer MIC to talk.

The realme buds Q2 factory defaults to close the normal mode. If you need to switch between the transparent-normal-noise reduction mode, you need to manually turn on the normal mode in the realme Link settings.

Problem causes:

1. One of the earphones is out of power, resulting in only one earphone connected to the phone;
2. Due to the particularity of Bluetooth earphones, electromagnetic waves in your area may interfere with the Bluetooth connection, and the headset may only be connected to a single headset after opening the charging case;
3. The earphone is in poor contact with the charging case, causing the earphone to fail to receive the power-on command from the charging case, and it cannot be automatically connected or only connects to one ear.

Solution:

1. Charge both earphones and make sure that both earphones are charged;
2. Try to stay away from microwave ovens, railway stations and other objects with large electromagnetic interference:

By default, the realme Buds Q2 switches noise control modes by long pressing the left and right earbuds. You can also customize the settings through the "Button settings" in the realme Link APP. For example, set the left earbud double-click or long-press operation to "switch noise control modes".