

FAQ

Table of Contents

CONNECTION.....	2
WATERPROOF.....	3
CHARGING.....	3
SOUND.....	4
Tip.....	4

CONNECTION

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

1. Unpair EarFun Free from your Bluetooth-enabled device and delete the old connection on your device.
2. Pick up the earbuds from the case and press the buttons for 2s at least to power off until they flash in red.
3. Press and hold the button on each earbud for at least 8s until they flash in purple. (Do press until they flash in purple. If not, they aren't reset successfully.)
4. Place it back into the case and remove it again to start reconnecting.

- **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?**

The right earbud is the “master” that can be used alone, and the left earbud is the “slave” that can't be used alone.

- **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 Free” 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 Free?”

- **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 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 15 minutes.

- **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 Free on the computer, EarFun Free Stereo mode is for music, and you may choose EarFun Free 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 Free 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 Free support wireless charging?**

Yes.

- **What should I do if the earbuds don't charge?**

This might be the problem of the 3 contacts on earbuds, we kindly suggest you troubleshoot as per the follow steps.

1. Clean the contacts of the earbuds and the charging case with alcohol cotton swab.
2. Press the earbuds with forces and then rotate the earbud around in the case several times in order to rub the contacts and strengthen the connection between the earbuds and the charging case.
3. Charge them around 1.5 hours to try it out. (Ensure the case has enough battery life simultaneously).

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 lower 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.

- **Is there volume control on the earphones?**

No. Each earpiece has 1 button on the side. These are used for pairing, and turning them on and off. You must use whatever device you have paired them to control the volume.

Tip

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