

Timekettle M2 FAQ

Smartphone configuration:

If you use Timekettle M2 as a pair of regular TWS (True Wireless Stereo) earbuds, it is compatible with any smart phone. However, translation is our specific feature of our proprietary application, Timekettle M2 requires a high standard of smartphone and its related chip to achieve a better performance. As a result, we strongly recommend you use smartphones with integrated Bluetooth 4.2, Android 7.0 or later / iOS 11.0 or any later version.

How long should it take the M2 to be fully charged?

It will take up to 90 minutes for the M2 earbud set to get fully charged.

Battery life:

If you are not using the translation feature (only use for a regular wireless earbuds), the charging case will support to a maximum of 90 days power supply. M2 earbuds support up to 6 hours of listening or 5 hours of translation per charge, portable charging case extends playtime up to 30 hours.

Power consumption of mobile phone:

Its energy consumption to the phone depends on the average volume and the frequency of using translation features. Timekettle M2 earbuds maintains the same energy consumption standard as the other earbud brands.

Charging method:

Please use the Type-C charging cable in the Timekettle M2 package. Please put the earbud into the charging case for charging. If the charging case is out of battery, please connect it to the computer or any USB charger via the Type-C cable for charging.

Waterproof:

Timekettle M2 can be protected from being splashed. But please don't use M2

translator earbuds during showering, swimming, or other situations to lower the probability of immersion.

Languages:

Timekettle M2 supports translation in 40 languages and 93 accents. In the future, we will carry on adding more languages and accents into our devices. Languages supported are as follows: Arabic, Bulgarian, Cantonese, Catalan, Chinese, Croatian, Czech, Danish, Dutch, English, Filipino, Finnish, French, German, Greek, Hebrew, Hindi, Hungarian, Icelandic, Indonesian, Italian, Japanese, Korean, Malay, Norwegian, Polish, Portuguese, Romanian, Russian, Slovak, Slovenian, Spanish, Swedish, Tamil, Telugu, Thai, Turkish, Urdu, Ukrainian, Vietnamese

Offline translation language:

Up till now, M2 supports offline translation from Chinese to English, Japanese, French, Spanish, Russian and from English to Chinese. Starting from December 2020, it will support offline translation from English to Japanese, French, Spanish and Russian.

Wakeup feature for the voice assistant:

M2 supports voice assistant translation, but the current version is not available to work with Alexa.

Does M2 support noise cancellation?

Translation is the fundamental function of M2. It adopts the latest Qualcomm Bluetooth 5.0 chip to achieve its high and stable sound quality. It is our first attempt to add both music playing and phone calling function to the translator device, and we hope our customers will appreciate it.

How to connect M2 and phone?

Music mode:

1. After taking out the earbuds from the charging case, then two indicator lights will keep blinking,

2. Turn on the Bluetooth function from your device.
3. Search the device 'Timekettle' and agree for pairing, a pairing button will pop up, click agree,

*Do not click the second device 'Timekettle M2' on the Bluetooth 'Available Devices' list.

4. The flashing frequency of the two earbud lights is the same
5. When all the connection steps are done, the translator earbuds will then be used as a pair of normal Bluetooth earbuds for phone calling and playing music.

Translation mode:

1. Download Timekettle APP through Apple Store / Google Play or mobile phone application.

Please make sure that the phone has been connected with earbuds via Bluetooth in the phone settings.

2. Open the Timekettle APP and click the blue pairing button
3. Choose the translation mode you want
4. Start using the M2 translator earbuds

Definition of indicator flashing:

Definition of indicator flashing			
	Light color	Flashing situation	Status
Take out earbuds	Green	one flashes quickly, one flashes slowly	search for Bluetooth
	Green	Two flash slowly at the same time	Connected via Bluetooth
	Green	Continuous light	Connected with Timekettle APP
	Red	Continuous light、 flash slowly、 flash quickly	Low battery
Earbuds are in the charging case	Red	Continuous light	Charging
	Red	light off	fully charged
Charging case	White	Two continuous light	Power >=90%
	White	One continuous lights, One flashes	50%<=Power<=90%
	White	One flashes, one lights off	0%<=Power<=50%
	White	Two light off	No power

Earbud touch definition:

Touch definition		
Front state	Touch operation	Reaction
Power off state	Long press L/R: 2s	Power on
Power on state	Long press L/R: 8s, red light flashes once	Power off
Connected to mobile phone via Bluetooth	Short press L/R: 3 times	Wake up voice assistant
In earbud charging	Short press L/R: 4 times	Clear the phone pairing record
In phone calling	Short press L/R: 2 times	Answer/hang up
	Long press L/R: 2s	Reject
In music playing	Short press L/R: 1s	Play/pause
	Short press L: 2 times	Last
	Short press R: 2 times	Next
In opening APP	Short press L: 1 time	Turn recording on in L
	Short press R: 1 time	Turn recording on in R

Touch mode :

Both users can choose the two languages for translation, and each of them wears the corresponding earbud to undergo translation. One of them can tap the force sensor on the earbud (under the indicator light) to speak. Your messages will be automatically recorded into our app, and then translating into the selected language. After that, the translated message will be played in the other person's earbud, and vice versa.

*If one of the users taps the force sensor of his own earbud while the other is speaking, the voice recognition will be forcibly stopped, and the pickup channel will be switched to his own.

Listen mode:

Select the 'Listen' mode in APP and choose the two languages for translation. With respect your personal needs, you can either wear one or two earbuds. After that, it will detect the surrounding sounds under a stable environment. Then the real-time translation will start transmitting to you. The quality of voice pickup will vary depending on many factors (for example, voice volume).

Speaker mode:

Select 'Speaker' mode in APP, press the force sensor of the earbuds to speak, and then the translation will be played through the phone speaker. If anyone would like to respond, please select another language from the app and speak, the translation will then be played via your headset.

Bluetooth devices cannot be found on the mobile page:

1. Please confirm that the indicator status of either one of the earbuds is blinking quickly, while the other one is blinking slowly. This status indicates that the Bluetooth connection is in the progress.
 - a) When the two earbud indicator lights blink slowly, please put the earbuds back to the charging case, separately short press the left and right earbud four times and the yellow light fast flashes. Meanwhile, the earbud set is undergone reset. After finishing the reset, take the earbuds out and reconnect it with the phone.

- b) When the two indicators flash quickly, please double-tap the force sensor of one earbud and long press and for 2s, the indicator light will turn red and alternately; At that moment, double-tap the force sensor of the other earbud and press & hold it for 2s. The two earbuds with alternating red and green lights will be automatically re-paired, and then you can reconnect it with the phone.
- c) When the indicator light is off, it means that the earbud is out of power supply. Please put the earbud back into the charging case till fully charged.

2. Turn on the phone's Bluetooth and search for "Timekettle M2" again.

3. Note: After the connection, some smart phones may need to click pair again to complete the Bluetooth connection process.

After the connection, either one or both earbuds do not play music.

1. Please confirm that the indicator status of the earbud is flashing slowly, this status means that M2 is connected to the phone.

a) When the one indicator light flashes quickly and the other flashes slowly, it means that M2 is not connected to the phone or the Bluetooth is accidentally disconnected. Please put the earbud back into the charging case and take it out again after 5 seconds.

b) When the two indicator lights flash quickly, please double-tap the force sensor and press & hold for 2s, the indicator light will turn red and green lights flashing alternately; at this time, double-tap the force sensor of the other earbud and press & hold for 2s, The two flashing earbuds with will be automatically re-paired, and then you can reconnect it to the phone.

c) When the indicator light is off, it means that the earbud is out of power. Please put the earbud back into the charging case until it is fully charged.

2. Put the earbuds back into the charging case, and take them again after 5s

3. Sometimes the bluetooth connectivity is easily interfered. Please avoid using M2 in environment with strong WiFi signals or high radio frequency emission.

Failed to on earbuds:

1. Please confirm that the charging case is fully charged. When the charging case is

out of battery, the earbuds cannot function anymore.

2. Press & hold the earbud for 2s, then you can turn it on manually. (Please check the indicator signal).

3. If you still cannot turn it on, the reason is that the earbud is out of battery. Please put it back in the charging case and take it out after fully charged. Please check that the indicator light is red in charging.

Two lights on the earbuds flash green quickly:

1. Please double-tap the force sensor and press & hold for 2s, the earbud indicator will flash into red and green alternately.

2. Double-tap the force sensor on the other earbud and press & hold for 2s. The flashing earbuds will automatically re-pair.

3. After the repairing, one of the indicators will flash quickly and the other one will flash slowly, and you can reconnect it with the phone.

How to clear phone pairing record?

1. Put the earbuds back in the charging case and wait till the red indicator light is on.

2. Tap the two earbuds 4 times constantly, and the indicator light flashes into yellow quickly.

3. When the earbud indicator returns to the red, it means that the pairing record of the phone in the earbud has been removed, and you can pair your M2 with the phone via Bluetooth again.

Put the M2 back into the charging case, why the light is always red? How to turn it off? Is it malfunctioned?

No, it is not malfunctioned. It is common that the red light of the charging case is always on, and it will only turn off when it is full charged.