

Troubleshooting Guide of EarFun Free Mini

How to wear for a perfect listening experience if you are not satisfied with the sound quality?

We kindly suggest you try switching other sizes of ear tips we offer to you and then wiggle tightly the earbuds to find the most comfortable position to have a try.

To maximize the sound quality and call quality, please select the appropriate size before using the earbuds and wear them correctly to make it comfortable to wear. If the size of the earbuds does not match the size of the ear canal, or the earbud is not worn correctly on the ear, the performance of the earbuds may not be optimal.

If the above method still could not solve your issues, please kindly let me know and we will give you a satisfying solution. [EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.](#)

How to connect with your mobile phone or other devices via Bluetooth?

Step 1: To connect EarFun Free Mini with your device for the first time, you need to remove two earbuds from the charging case, and the earbuds will automatically power on and enter pairing mode. You will see the earbuds' LED indicator flashing in blue.

Step 2: Activate Bluetooth on your Bluetooth-enabled device and search for other Bluetooth devices.

Step 3: Select "EarFun Free Mini" from the list of Bluetooth devices shown.

If the above method still could not solve your issues, please kindly let me know and we will give you a satisfying solution. [EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.](#)

How to pair and connect EarFun Free Mini with other new devices?

To connect EarFun Free mini to a new device, you need to unpair the earbuds from the Bluetooth-enabled device that is connected. After that the earbuds will lose Bluetooth connection with the current device and enter pairing mode. At last you can search on the new device and connect.

For more instructions of using the earbuds, you can watch the video on our YouTube channel. Here is the link: <https://www.youtube.com/watch?v=YqRAHpX2QSg>

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How to solve the problem of Bluetooth connection failure?

If you fail to build connection between two earbuds, or between earbuds and Bluetooth device, we kindly suggest you reset and reconnect the earbuds per the updated steps:

Step 1: Unpair EarFun Free Mini from your Bluetooth-enabled device and delete the old connection on your device.

Step 2: Keep both earbuds out of the charging case, touch and hold the earbud button for at least 10s until they flash in red to turn off them.

Step 3: In power-off mode, touch and hold the earbud button simultaneously for at least 10s until both earbuds flash purple light three times, then earbuds have been reset successfully.

If the above method still could not solve your issues, please kindly let me know and we will give you a satisfying solution. [EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.](#)

How to solve the problems that the headset cannot be charged, the battery life is extremely low, the headset is automatically connected to the device in the box, and the single headset does not charge or turn on?

- A. Press the earbuds with forces to eliminate loose contact with the case and keep them in ready place for a couple of times;
- B. Use a toothpick to gently clean the metal contacts on the earbuds and charging case to avoid dust or wax stains;
- C. Use the cleaning stick to dip rubbing alcohol and then clean the contacts of the earbuds and the charging case (especially the groove of the earbud contacts);
- D. Rub them with clean napkins and charge them around 1.5 hour to try it out. (Ensure the case has enough battery life simultaneously).

To check whether the earbuds could charge in the case, you just need to put them in the case, if the indicator of the earbud flashes in red and the charging case indicator flashes in white, it means that it can be charged normally.

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

If the above method still could not solve your issues, please kindly let me know and we will give you a satisfying solution. [EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.](#)

How to solve the problem of short battery life and automatic shutdown after use?

1. After consulting with our engineers, we kindly suggest you try below steps.
 - A. Press the earbuds with forces to eliminate loose contact with the case and keep them in ready place for a couple of times;
 - B. Use a toothpick to gently clean the metal contacts on the earbuds and charging case to avoid dust or wax stains;
 - C. Clean the contacts of the earbuds and the charging case with alcohol cotton swab (especially

the groove of the earbud contacts);

D. Rub them with clean napkins and charge them around 1.5 hour to try it out. (Ensure the case has enough battery life simultaneously).

2. If the above steps still don't work, could you please kindly tell us the specific battery level of the left and right earbud after you charge them 2 hours? You can connect one at a time to check the battery of each earbud.

A. For Android, it varies from the Android device, we kindly suggest you refer to the instruction manual of your device.

B. For iPhone, you can check the battery of the earbuds with adding the "Batteries" widget on your iOS device.

You can also google the concrete steps according to the model of your phone.

If the above method still could not solve your issues, please kindly let me know and we will give you a satisfying solution. [EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.](#)

How to solve the problem that the charging case cannot charge the earbuds?

Under this circumstance for trouble-shooting, we would suggest you use our original USB-C cable and try switching different cables also even sockets to exclude the reasons of external factors.

If the above method still could not solve your issues, please kindly let me know and we will give you a satisfying solution. [EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.](#)

How to solve the problem of low headphone volume of both earbud?

A. For the earbuds, to troubleshoot, we would suggest you use dry and soft brush to gently clean out the part near the caps from dusts or wax and then rub them with clean napkins cause

accumulated dust or wax on the caps would block out or diminish the volume.

B. For users of different devices,

- For Android, Windows or some MP3 Players' Users:

1. You may tap the right earbud to increase the volume to have a try first.
2. If the volume is still low, you may disable the absolute volume control on your devices then it will become normal.

Sometimes you have to repeat these steps.

- For Samsung, Huawei Users:

You could try enabling the Media volume sync and also disable the absolute volume control on your devices, then the sound would become normal.

C. Plz try taking off the ear tips to see if the volume is still the same. Otherwise it may be result from the sealing of the ear tips and you may try switching ear tips we offer to you to try to resolve. If still it's the case, then it has something to do with the earbuds themselves.

If the above method still could not solve your issues, please kindly let me know and we will give you a satisfying solution. [EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.](#)

How to solve the problem of low sound from a single earphone?

A. We kindly suggest you remove the ear tips, then wrap the earbud with your hands, then blow air into the inner filter mesh 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. When you take it off from your ear, the sound pressure deforms the sound filter mesh.

B. Use toothpicks to gently clean out the part near the caps from dust or wax, clean with cotton swab alcohol and then rub them with clean napkins to have a try because accumulated dust or wax on the caps would block out or diminish the volume.

C. If the above suggestions still couldn't solve the issue, we suggest you use the tweezers to remove the filter mesh of the earbuds and then clean the earbuds to check whether the volume

will resume normal.

If the above method still could not solve your issues, please kindly let me know and we will give you a satisfying solution. [EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.](#)

How to solve the problem of poor signal and intermittent sound from the headset?

As for the signal issue of the earbuds, it would mostly relate to the compatibility and unstable network, jarring of outer environment which you might not be aware of.

- A.** We kindly suggest you switch other devices to see whether it is still the same symptoms and upgrade the system of your devices to the latest version;
- B.** Test the earbuds somewhere network is better to exclude the case that outside situation might intercepts network signal of your devices. We kindly suggest you try to listen to the downloaded music of your device to see whether it is normal.
- C.** Also, try the earbuds on different occasions to see if it persists because the outer interference is uncontrollable.

If the above method still could not solve your issues, please kindly let me know and we will give you a satisfying solution. [EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.](#)

How to clean the headset regularly?

We suggest you clean the earbuds once a week. Below are the tips for your reference.

For the charging contacts: Clean the charging contacts of the earbuds with the cleaning stick regularly in case the failure of charging or turning on or the disconnection between two earbuds.

For the earbuds: Use dry and soft brush to gently clean out the part near the caps from dust or wax and then rub them with clean napkins in case of the muffled volume of the earbuds. *Please also clean the ears regularly for the longevity of the earbuds.