

# FAQ

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# BLUETOOTH

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

1. Unpair EarFun Free Pro from your Bluetooth-enabled device and delete the old connection on your device.
2. Place both earbuds into the charging case.
3. Keep the charging case open, then touch and hold the button on each earbud at the same time for at least 10s until they flash in purple then earbuds have been reset successfully.
4. Delete the old connection from the Bluetooth device and reconnect "EarFun Free Pro".

- **Why is the Bluetooth connection unstable sometimes?**

If you use the earbuds next to devices that interfere with Bluetooth technology, such as routers, laptops, Radio Spectrum, it will cause Bluetooth instability.

- **What can I do if earbuds can't connect to my device?**

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

Step 2: Reset the EarFun Free Pro (Do wait until they flash in purple. If not, they aren't reset successfully.)

Step 3: Place them back into the case and remove them again to start reconnecting.

- **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 10 minutes.

- **What should I do if only one earbud can be connected?**

1. Please use the charging cable to charge the case for 2 hours.
2. Clean the contacts of the earbuds and the charging case with an alcohol cotton swab to have a try. And put them into the case to charge around 1.5 hours. Please confirm that the indicator light will flash in blue once you put the earbuds into the charging case.
3. Reset and reconnect the earbuds. see "**How do I reset EarFun Free Pro**".

- **What can I do if the earbuds can be connected to my Macbook but not my phone?**

1. Delete the earbud from the MacBook, then the earbud will lose Bluetooth connection to the MacBook and enter into pairing mode.
2. Place both earbuds back into the charging case and keep the cover open, then press and hold the charging case button for at least 8s until both earbuds flash in purple.

3. Turn off and turn on the Bluetooth of the phone again, and search for the EarFun Free Pro to connect.
4. If the search fails, restart the phone and try again.

- **There's some way to help if the Bluetooth list shows two devices when pairing?**

1. Use the thin cotton swabs to gently clean out the metal-like contacts on the charging case from dust or wax. You can use some contact cleaner liquid such as "Deoxit" to dip in alcohol and then place over the contact and rotate to clean.
2. Try to reset the earbuds correctly, see "[How do I reset EarFun Free Pro](#)".
3. Delete the old connection from the Bluetooth device and reconnect "EarFun Free 2".

- **What should I do if the earbuds don't turn off automatically when put back in the case and close the lid?**

1. As you can see, there are 4 yellow contacts on the charging case, as well as 4 on earbuds, they are connected when you put the earbuds on the charging case. So we kindly suggest you clean these contacts. You can use some contact cleaner liquid such as "Deoxit" to dip in alcohol and then place over the contact and rotate to clean.
2. Please reset the earbuds. see "[How do I reset EarFun Free Pro](#)".
3. Please turn off the lid of the case and turn it on again.

## SOUND

- **Why does the volume of a single earbud reduce after using a period of time?**

This may be caused by the sound hole being blocked by foreign objects. Please clean the earphone regularly to avoid dust or secretions blocking the caps.

- **What should I do if the left one is quieter than the right and the sound hole is clear?**

1. 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. When you take it off from your ear, the sound pressure deforms the sound membrane.
2. Please try to reset the earbuds correctly.

## CHARGING

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

1. Make sure the protective film covered on the charging contacts in both earbuds has been removed.
2. Try to use another USB C cable and adapter to see if it's the problem with the cable, adapter or the earbuds.
3. Use the thin cotton swabs to gently clean out the metal-like contacts on the charging case from dust or wax. You can use some contact cleaner liquid such as "Deoxit" to dip in alcohol and then place over the contact and rotate to clean. 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.
4. Then please kindly see if there is a blue light on the earbud when you place it back again. After that, if it's working, please reset it again.

## COMFORT

- **What can I do if the earbuds are too big or small for me and uncomfortable to wear?**

If it's not fit for you to wear, inside the box, we have 4 different sizes of ear tips with one pair already on the earbuds and another 3 pairs of ear tips are in the small black box. By the way, for all the in-ear earbuds, not over-ear headphones, it's normal when you wear them for a long time for the pressure it caused for your ears.

## ANC MODE

- **Why can't I feel the difference between ANC mode and the normal mode?**

Is the active noise cancellation turned on in a noisy environment? In general, the ANC is easier to be distinguished from other modes in places where the music is suspended and there are lots of people, and it is basically impossible to feel it in quiet places.

## TOUCH CONTROL

- **What can I do if touch control does not always work?**

Please touch the middle of the control zone. And when your hand is too dry, the touch control may not work, please wash your hand or rub some hand cream to try again.

Please try to skip the songs more times, you will find the best frequency to control the earbuds. When you don't find the frequency you may think the earbuds don't work, please give it some patient.

# CUSTOMER SERVICE TEAM

- **What should I do if the problem with my EarFun Free Pro is not mentioned in the FAQ?**

If there is no solution to your problem in the FAQ, please feel free to our Customer Service Team and we will provide you with a solution as soon as possible. If we confirm that the problem couldn't be solved, we will send you a new replacement for the same model. EarFun provides an 18-month warranty for every product. Your satisfaction is always greatly important to us.