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FAQ of EarFun Free Pro 3

Category	Questions	Answers
	Why do the earbuds feel uncomfortable or easy to fall out? / Why does the noise cancellation not seem very effective?	<p>1. Please wear the earbuds correctly by following the wearing instructions for a comfortable fit and optimal noise cancellation.</p> <p>2. Noise cancellation in most earbuds primarily targets low-frequency sounds like traffic noise, and it may not fully meet your expectations for reducing higher-frequency voices. You can try foam eartips to enhance overall noise cancellation, but it might somewhat affect comfort.</p> <p>3. * If the problem persists, please reach out to us at service@myearfun.com for assistance. We offer an 18-month replacement and refund service. :)</p>
	How can I activate Snapdragon Sound and aptX Adaptive?	<p>1. Ensure your device supports these features. You can check compatibility on the following websites:</p> <ul style="list-style-type: none"> - Snapdragon Sound Compatibility List - aptX Adaptive Compatibility List <p>2. Typically, if your Bluetooth device supports these features, they will automatically activate after successfully connecting to the earbuds, and you'll see a notification on the Bluetooth settings page.</p>
Wearing:	How to wear EarFun Free Pro 3 correctly?	<p>1. Please choose the suitable eartip for the best sound and secure fit. If one earbud feels unstable while the other is stable, try a combination of ear tips, such as medium on the left and large on the right.</p> <p>2. Select the left or right earbud and insert to the corresponding ear.</p> <p>3. Rotate the earbud back and forth for the eartip to create a comfortable seal.</p>

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	How to deal with long-term discomfort when wearing?	<ol style="list-style-type: none"> 1. Try different ear tip sizes. If one earbud doesn't fit well, mix and match ear tips, like using medium on the left and large on the right. 2. Adjust earbud positions while wearing for a comfortable fit. 3. Take breaks from wearing earbuds to let your ears relax, especially after long use.
Connection:	How to pair with a new device?	<p>Method 1:</p> <ol style="list-style-type: none"> 1. Unpair the earbuds from the Bluetooth-enabled device that's connected. The earbuds will disconnect from the current device and go into pairing mode to be paired again. 2. Search on the new device and connect. <p>Method 2:</p> <ol style="list-style-type: none"> 1. Put both earbuds back into the charging case and make sure they are being charged. Keep the lid open - then press and hold the button on the case for 3 seconds until the LED indicators on earbuds start flashing blue rapidly. 2. Search on the new device and connect.
	How to reset the earbuds?	<ol style="list-style-type: none"> 1. Put both earbuds into the charging case. 2. Keep the charging case open, then press and hold the button on the case for at least 8s until both earbuds flash purple. The earbuds have been successfully reset. 3. Wait for 8s until the earbuds' LED indicators changes from rapid to slow blue blinking, showing that the earbuds are in pairing status. 4. Delete the previous connection from the Bluetooth device and reactivate Bluetooth to reconnect "EarFun Free Pro 3".

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	How to enable multipoint connection?	<p>Method 1:</p> <ol style="list-style-type: none"> 1. Pair with the first device and stay connected. 2. Keep the earbuds in the charging case, then press and hold the button on the case for 3 seconds until the LED indicator on earbuds starts flashing blue rapidly. The earbuds will enter pairing mode and disconnected from the first device. 3. Search on the second device to connect the earbuds. 4. Manually reconnect the earbuds on the first device. <p>Method 2:</p> <p>Easily connect and manage another device in Dual Device Connection of EarFun Audio APP.</p>
	Issue with multipoint connection.	<ol style="list-style-type: none"> 1. Delete the connection records of the earbuds from your Bluetooth devices. 2. Reset the earbuds, and reboot your Bluetooth devices. 3. Try to connect the earbuds with your two devices.
	Why do the earbuds cut in and out when in multipoint connection?	<p>Because connecting two devices simultaneously uses more signal bandwidth compared to a single device connection.</p> <p>Please avoid having both devices too far from the earbuds when enabling multipoint connection.</p> <p>You can also pause playback on the current device and manually reconnect to the second device.</p>
	Why do earbuds automatically connect to another device, causing it to override the current device's sound or go silent when in multipoint connection?	<ol style="list-style-type: none"> 1. Please manually disconnect the earbuds in Bluetooth setting on another device. 2. Please disconnect another device in Dual Device Connection of EarFun Audio APP on current device.

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	Issue with connection to Bluetooth transmitter.	<p>Compatibility issues can arise between the headphones and Bluetooth transmitters due to incomplete compatibility matching on the part of the transmitters themselves.</p> <p>Please provide photos of the transmitter's details, usage scenarios for the earbuds and transmitter, and the environment. This will assist us in addressing your concerns promptly.</p>
	Why do the earbuds stay connected to my phone even after placing them back and closing the case?	<ol style="list-style-type: none"> 1. Ensure the case is sufficiently charged: If the charging case has no remaining power, placing the earbuds back into the case won't turn them off. 2. Proper placement and cleanliness: Ensure the earbuds are correctly positioned in the charging case and that the charging contacts are clean. Use a microfiber cloth or similar to clean the contact areas between the case and the earbuds. 3. Please put both earbuds into the charging case to reset them.
	<p>Encountering the following pairing issues:</p> <ol style="list-style-type: none"> 1. One earbud has no sound. 2. Inability to pair one earbud with the other or the device. 3. No audio playback after connecting to the device. <p>Failure to auto-connect with the device after removing from the charging case.</p> <ol style="list-style-type: none"> 4. Earbuds not pairing. 	<ol style="list-style-type: none"> 1. Remove the protective film in the charging case. 2. Reboot your Bluetooth device. Forget all previous pairing records and disable Bluetooth. 3. Ensure the charging case has sufficient power and the charging contacts on both the earbuds and the charging case are clean and free from dirt or debris. Reset the earbuds as follows: <ol style="list-style-type: none"> A. Put both earbuds into the charging case. B. Keep the charging case open, then press and hold the button on the case for at least 8s until both earbuds flash purple. The earbuds have been successfully reset. C. Delete the previous connection from the Bluetooth device and reactivate Bluetooth to reconnect "EarFun Free Pro 3". 4. Enable Bluetooth on your device and search for "EarFun Free Pro 3" to pair. 5. Test the earbuds with another device (phone, tablet, etc.) to see if the issue persists.
	Why is the connection not stable and cuts out intermittently?	<p>Please check for any objects obstructing the earbuds and the Bluetooth device and avoid any potential radio or WiFi interference. While the earbuds have a maximum range of 49 feet (15m) without obstacles, the actual range may vary depending on usage and the environment.</p>

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<div> <div></div> <div>Sound:</div> </div>	<div> <div></div> <div>Why does the volume of the earbuds decrease after using a period of time?</div> </div>	<div> <div></div> <div> <p>1. We kindly suggest you 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.</p> <p>2. We would suggest you 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.</p> <p>3. If the above suggestions don't work, we suggest you use a small brush to scrub, rinse the earbuds, then shake water off the earbuds and dry them for 2 days to have a try.</p> <p>We also suggest you try to connect the earbuds to other models of devices to test whether it is still the same situation.</p> </div> </div>
	<div> <div></div> <div>Why does the volume of the earbuds decrease after connecting to a device?</div> </div>	<div> <div></div> <div> <p>For Windows computer:</p> <p>1. Reset the earbuds and clear all the pairing records on your Windows computer, then re-pair your earbuds.</p> <p>2. Choose Stereo Mode for or audio/video, and choose Hands-Free AG Audio Mode for calls.</p> <p>3. Turn up the volume of your computer, earbuds, and music/video to the maximum.</p> <p>For Android phone:</p> <p>1. Turn on absolute volume in the developer options or select "the Bluetooth device volume to sync with the phone" in the Bluetooth settings.</p> <p>2. Reset the earbuds and clear all the pairing records on your Windows computer, then re-pair your earbuds.</p> <p>3. Turn up the volume of your computer, earbuds, and music/video to the maximum.</p> <p>For iPhone:</p> <p>1. Remove the maximum volume limit on your phone. Go to Settings > Sounds & Haptics > Headphone Safety and turn off Reduce Loud Sounds.</p> <p>2. Reset the earbuds and clear all the pairing records on your Windows computer, then re-pair your earbuds.</p> <p>3. Turn up the volume of your computer, earbuds, and music/video to the maximum.</p> </div> </div>

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	Can I activate the noise cancelling mode when using one earbud?	Yes. Please upgrade your earbuds to the latest firmware. And you must make sure the other earbuds are put back in the charging case and keep the case closed.
	Why is one earbud louder than the other?	<ol style="list-style-type: none"> 1. We would suggest you 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. 2. Please change other devices and other songs to test if the issue still exists. 3. Try to reset the earbuds. 4. Please also adjust the "Audio Equalizer" in your phone to see if it helps: For iPhone: [Settings] - [Accessibility] - [Audio/Visual] - [BALANCE] For Android Phone: [Settings] - [Accessibility] - [Audio balance]
	How do I set the audio input and output on a Windows computer when using EarFun Free Pro 3?	<ol style="list-style-type: none"> 1. For computer audio playback, select "EarFun Free Pro 3 Stereo" and adjust the volume on both the software and computer settings if needed. 2. For conference apps like Zoom, Google Meet, or Microsoft Teams, configure the input and output settings as follows: - Microphone on the conference software: "EarFun Free Pro 3 Hands-Free AG Audio" - Speaker on the conference app: "EarFun Free Pro 3 Hands-Free AG Audio" Adjust the volume within the app. (If unable to do so, set the output on your computer to "EarFun Free Pro 3 Hands-Free AG Audio" and adjust the volume.) 3. If using audio and video apps on the computer without the ability to configure input and output settings within the app, open the computer audio settings and select the following: Input: "EarFun Free Pro 3 Hands-Free AG Audio" Output: "EarFun Free Pro 3 Hands-Free AG Audio"

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Calls:	Why can't the other side hear me during the call?	<ol style="list-style-type: none"> 1. Use earbuds for answering phone calls. 2. Please avoid muting phone calls while using earbuds. 3. Regularly clean the Mic holes at the bottom of the earbuds to prevent dust or secretions from causing blockages. 4. Adjust the volume using both the earbuds and your connected devices. 5. Android users, please check the settings to enable both phone audio and media audio transmission through the earbuds. 6. If any issues persist, try using the earbuds with other devices.
	How to deal with low volume during single-ear calling?	<p>Note: The left and right earbuds each have two MICs - one for calling and one for noise collection. During a call, only the mic on the main earbud responsible for the call and noise reduction will be activated.</p> <p>To resolve this, we suggest you use both earbuds together. If you prefer to use only one earbud for the call, you can place the other earbud in the charging case or turn it off.</p>
	What to do if your voice sounds low and unclear to the person on the other end of the call? / What should I do if I hear calls in poor quality? / What should I do if the other person's voice is intermittent during a call?	<ol style="list-style-type: none"> 1. When using only one earbud, keep the other earbud in the charging case. 2. Fully charge your earbuds and reset them. 3. Use ear tips that fit snugly in your ears and position the earbuds correctly for a tight seal. Proper fit ensures better call performance. 4. Select "EarFun Free Pro 3" as the audio output device on your connected device and adjust the volume accordingly. 5. If you experience issues with a specific app, try making a call using your phone to check for any improvements. 6. Test your earbuds with another Bluetooth device in a different environment to compare performance. 7. Try to avoid strong interference environments that may affect the call quality.
ANC:	Why do noise-canceling mode and ambient sound mode produce white noise in quiet environments?	<p>Almost all earbuds will have a certain amount of white noise when the ambient sound mode and noise reduction mode are turned on in a quiet environment.</p> <p>We kindly suggest you do not turn on these two modes in a quiet environment.</p>

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	Noise cancellation is not working. / Earbuds have noise in ANC.	<ol style="list-style-type: none"> 1. Choose the suitable eartips and rotate them to the right position to get the best seal in your ear canals. 2. Reboot your device as well as reset and reconnect the earbuds: A: Delete the old connection from the Bluetooth device. B. Put both earbuds into the charging case. C. Keep the charging case open, then press and hold the button on the case for at least 8s until both earbuds flash purple. The earbuds have been successfully reset. D. Delete the previous connection from the Bluetooth device and reactivate Bluetooth to reconnect "EarFun Free Pro 3". 3. We also suggest you try to connect the earbuds to other models of devices to test whether it is still the same situation.
	What to do If noise cancellation doesn't meet expectations?	<ol style="list-style-type: none"> 1. Experiment with different ear tip sizes to ensure a proper and snug fit. If one earbud feels unstable while the other is stable, try a combination of ear tips, such as medium on the left and large on the right. 2. Verify the perfect positioning of the earbuds. Proper positioning is essential for optimal noise cancellation. 3. Double-check that the active noise cancellation is turned on. 4. Test the earbuds in different environments and with various Bluetooth devices to observe any differences. <p>Note: In noisy environments and at high volumes, the noise cancellation performance may appear less potent.</p>
Operation:	What do the LED indicators on the charging case mean?	<p>Battery level:</p> <p>Green: 30%-100%</p> <p>Yellow: 10%-30%</p> <p>Red: <10% Please Charge it.</p> <p>Red - Charging</p> <p>Green - Charging complete</p>
	Why does the touch control sometimes become unresponsive?	<ol style="list-style-type: none"> 1. Ensure your hands are clean and dry when using the touch control area. 2. When double-pressing, make sure the interval between the two presses is within 400ms. For a single press, allow more time between presses, around one second. 3. You can also try discharging the earbuds, then charging and resetting them.

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	How to control the Game Mode?	Since turning on the game mode may cause an unstable connection, the game mode will be turned off by default after the earbuds are turned off. But you can customize the touch controls of triple tap or long press to the game mode in EarFun Audio app, and then you can touch the earbuds to turn on/off the game mode.
Charging:	What should I do if the charging case is not charging?	<ol style="list-style-type: none"> 1. 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. 2. Please use a toothpick to gently clean the metal contacts on the earbuds and charging case to avoid dust or wax stains 3. If you have a wireless charger, please try charging the case for 3.5 hours via it. We kindly suggest you try to adjust the place and put the case in the center of the charger. <p>If the issue persists, please contact us and we provide with 18-month replacement service.</p>
	What should I do if the earbuds are not charging?	<ol style="list-style-type: none"> 1. Cleaning: <ol style="list-style-type: none"> A. Use a toothpick to gently clean the metal contacts on the earbuds and charging case to avoid dust or wax stains; B. Clean the contacts of the earbuds and the charging case with an alcohol cotton swab (especially the groove of the earbud contacts); C. Rub them with clean napkins, press the earbuds with forces to eliminate loose contact with the case and charge them around 5 hours to try it out. (Ensure the case has enough battery life simultaneously). 2. Reset and reconnect the earbuds per the updated steps: <ol style="list-style-type: none"> A. Put both earbuds into the charging case. B. Keep the charging case open, then press and hold the button on the case for at least 8s until both earbuds flash purple. The earbuds have been successfully reset. C. Delete the previous connection from the Bluetooth device and reactivate Bluetooth to reconnect "EarFun Free Pro 3".

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	Why is the battery life shorter than the advertised time?	Please kindly know that for the case, after fully charging, it can last for about 33 hours. For the earbuds, after fully charging the earbuds, the earbuds can last for about 6 hours with noise-canceling mode on and approximately 50% volume setting. If with noise-canceling mode off and approximately 50% volume setting, the earbuds can last for about 7.5 hours.
	How to charge the earbuds?	<ol style="list-style-type: none"> 1. Remove the protective film in the charging case. 2. Dry the earbuds, charging contactors and USB port completely before charging. 3. Open or close the charging case to activate the case battery level LED indicator. 4. Put earbuds back into the charging case and the earbuds will start charging. 5. Fully charge both the earbuds and the charging case before first use. <p>Please charge the earbuds and charging cases at least once per 3 months when not in use for a long time.</p> <p>If your earbuds haven't been used for a long time, please make sure you charge them for at least 5 hours to see if it helps at all.</p>
	Charging time and Playtime:	<p>Charging time:</p> <p>1.5 hour(for earbuds), 2 hours(for charging case via USB-C), 3.5 hours(for charging case via wireless charger)</p> <p>Playtime:</p> <p>ANC OFF - Up to 7.5 hours. Totally 33 hours with the charging case; (* varies by volume level and audio content), ANC ON - Up to 6 hours. Totally 27 hours with the charging case; (* varies by volume level and audio content)</p>
APP:	Enabling LE Audio may cause connectivity issues with the app.	As for the app connection issue, since LE audio is a very new technology, we are analyzing the LE Audio compatibility issue, and we will solve it through OTA in the future. Stay tuned. At present, you can try to turn off LE audio first in the setting of your device, then connect to the earbuds.

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	How can I erase all APP settings for the earbuds?	<p>Please connect your earbuds to the APP, then go to setting in APP, find Factory Reset and click it.</p> <p>Tips: Factory Reset in APP: erase all APP settings for earbuds Reset via the charging case: erase all Bluetooth connection recordings of earbuds</p>
	Will the custom EQ and touch controls in the earbuds be retained after uninstalling the App?	Yes, they will be retained. But you will miss the diverse features like Find Headphones, decoder selector, dual device connection and so on.
	Connectivity issues between the earbuds and the app.	<ol style="list-style-type: none"> 1. Kindly note that for android phones, you need to enable the location services on your phone then the app can find the earbuds. Please kindly check the phone settings > location to enable the location permission for the app. Please do not turn off the location permission. 2. Delete the app and reinstall the latest version, reboot your phone and then reset and reconnect to the earbuds. 3. Make sure the connection is successful and then open the app to connect the earbuds. Sometimes it may take a few seconds. Please refresh the page or click to add the earbuds.
	What should I do if the firmware update in the app is unsuccessful?	<ol style="list-style-type: none"> 1. Ensure your earbuds have sufficient power (above 50%). 2. Try uninstalling and reinstalling the EarFun Audio app. 3. If the update continues to fail, attempt updating the firmware using a different Bluetooth device in a stable network environment to check for improvements. <p>If the issue persists, please provide your phone model and the Serial Number on the app for further investigation by our team.</p>

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	How to update EarFun Audio app and earbuds firmware?	<ol style="list-style-type: none"> 1. To access the full range of features, download and upgrade to the latest version of the EarFun Audio app on Google Play or Apple Store. 2. After connecting the earbuds to the EarFun Audio app, make sure the battery of your earbuds is above 50%, then take them out of the charging case and click upgrade.
Others:	I need the microphone mute function.	<p>Our team listened to your suggestion and created a new version of the firmware that adds the microphone mute function.</p> <p>Please contact us to get updated firmware of the earbuds and the installation instructions.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. The microphone mute function can only be activated during calls. 2. During a call, please tap the left earbud triple to turn on the mic mute function. 3. When the call ends, the mic mute function will be automatically turned off to ensure that the next call is normal.
	When using one earbud, only mono sound is available.	<p>We are afraid that for Qualcomm chip (aptX series) earbuds, only one side channel sound will be heard when using only one earbud unless aptX is turned off.</p> <p>Our product team created a special version of the firmware that disable the aptX. Maybe you can contact us to download the file and follow the instructions to update the firmware to try.</p>
	Why did the new firmware cancel LE Audio?	<p>In LE audio mode, we found that the mobile phone will actively disconnect the earbuds, resulting in no sound from the earbuds. The LE Audio function of our earbuds is fine, but it is a protocol problem on the mobile phone side. In order to solve this problem, we can only disable LE Audio first. After the problem on the mobile phone is resolved, this function will be enabled through a firmware upgrade.</p> <p>Maybe you can contact us to download the file and follow the instructions to update the firmware to try.</p>

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	Why does the adjusted headphones have a whistling sound?	This may be howling, which is a common phenomenon of noise-canceling headphones. We have tested and found that adjusting the earbuds with a specific strength and a specific angle may trigger this noise. We recommend that you adjust the earbuds gently with light pressure.
	Why is there no in-ear detection?	Due to the difference in the shape of each person's ear, the in-ear detection may sometimes be insensitive, causing some users to complain, so the new earbuds cancel this function. You could choose the EarFun Air Pro 2 which has the in-ear detection function.
	If the earbud problem is not mentioned in this FAQ, what should I do?	<p>If your problem is not addressed in this FAQ, please contact our Customer Service Team for assistance. EarFun are committed to providing a prompt solution.</p> <p>If we determine that the problem cannot be resolved, we will arrange a replacement or refund.</p> <p>EarFun offers an 18-month warranty for all products. Your satisfaction is our top priority.</p>