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LUORAN M4 Player with Bluetooth and WiFi Instructions

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LUORAN

Luoran M4 MP3 Player
Frequently Asked Questions

Contents

M4 Player with Bluetooth and WiFi

This document is prepared to answer some specific questions about MP3 & MP4 Player with BT and Wifi from pre-sales and after-sales customers.
If still have questions or need help, please email us directly: **Luoran@hgdups.com**.
-Luoran Customer Service Team

Bluetooth

Question 1 The Bluetooth headset or speaker that I need to connect is not found in the Bluetooth list of the player.

Answer

1. For most Bluetooth headsets / speakers, please check the following:

   · Make sure your earphones or speakers are turned on and are waiting for Bluetooth pairing;

   · Make sure your headphones or speakers are not connected with other Bluetooth devices;

   · Make sure that your headphones or speakers can be recognized by other Bluetooth devices(such as your mobile phone);

   If there is no abnormality in the above situation, please try to restore to the factory settings, and refresh the Bluetooth device list of the player and observe whether the device can be found.

2. For some brands of headphones / speakers with pairing buttons, such as air pods, Bose, etc., please try the following operations (take Apple air pods as an example):

   · Open the lid of the air pods charging box, then press and hold the pairing button on the back of the charging box.

   When the indicator light in the air pods charging box is displayed in white flashing state, Please refresh the Bluetooth list of the mp3 player and you will find that a device named "Air Pods" has appeared.

   · This method also works with other brands of Bluetooth head pones with pairing buttons, such as Beat, Jabra….

If the above operation still does not solve the fault, please contact us for further assistance or replacement / refund.
If possible, please tell us the brand and model of the Bluetooth / speaker so that we can make an investigation.

Question 2: I can find my earphones or speakers in the Bluetooth list of the player, but click pairing, it prompts that the pairing failed.

Answer:

- Turn off and re-enable the Bluetooth function of the player, and then try to pair again.
- Restart the player and try pairing again. If necessary, restore to the factory settings and try again. If the fault persists, please contact us for further assistance or replacement/refund. If it is convenient, please tell us the brand and model of the Bluetooth / speaker so that we can make an investigation.

Question 3: Bluetooth pairing is successful, but no sound plays through the headphones/speaker.

Answer:

- Please adjust the volume of the player to the maximum;
- Please adjust the volume of the Bluetooth headset / speaker to the maximum;

If the fault persists, please contact us for further assistance or replacement/refund. If it is convenient, please tell us the brand and model of the Bluetooth / speaker so that we can make an investigation.

Question 4: Bluetooth suddenly disconnects while playing video / music.

Answer:

- Please check whether this fault occurs frequently.
- Restart the device and check whether this fault still exists.
- Restore to factory settings and check whether this fault still exists.
- If the fault persists, please contact us for further assistance or replacement/refund.

Question 5: Do I need to reconnect Bluetooth after powering off and restarting the device?
Answer: Yes. You need to re-tap your device 's name in the player 's Bluetooth list to reconnect (provided that your device is already in a pairing state).
Question 6: Can I disable Bluetooth, not just disconnect it?
Answer: Yes. Open the Bluetooth program and select turn on / off in "start Bluetooth" option.
Question 7: How many Bluetooth devices can be connected at the same time?
Answer: Only 1
Question 8: Can the device be compatible with Bluetooth 5.0 headphones?
Answer: Yes.

Question 9: Is this player only Bluetooth compatible with certain brands of headphones?
Answer:
The device is compatible with most Bluetooth headphones/speaker. If your Bluetooth headphones/speaker cannot be paired with the player, Please check according to the above 1), 2).If you are unable to judge, please contact us and tell your Bluetooth headphones/speaker brand and model for further assistance or replacement / refund.

Music / video playing:

Question 1: Why can't I play my music, and its file format is one of those file formats that you claims in the description that can be compatible with the device.
Answer:
Laboratory tests show that the device is compatible with common audio format files, including MP3, OGG, APE, FLAC, WAV, AAC-LC, ACELP, M4A, etc. However, it does not support any format music with a bit rate higher than 3000kbps. That is to say,
whether it is WAV, FLA Cor APE format, as long as its bit rate exceeds 3000kbps, it cannot be played. And show "Invalid file format". It depends on the hardware performance of the device.

How to calculating the bit rate:
Bit Rate (Kbps) = File size (GB) * 1024 * 1024 * 8 / playback time (S)Bit Rate (Kbps) = File size (MB) * 1024 * 8 / playback time (S)
For example: The size of your music file is 669.3MB, and the play time is 66 minutes, and the bit rate is: 669.3 * 1024 * 8 / (66 * 60) ≈1385 Kbps.

If your music is out of the acceptable bitrate range above, please lower it with a conversion tool before playing. If not, please contact us for further assistance or return. Also, if convenient, please send us a copy of the music file so we can investigate.

Question 2: Why can't I play my video, and its file format is one of those file formats that you claims in the description that can be compatible with the device.

Answer:

Laboratory tests show that the device is compatible with common video format files, Including AVI, MKV, MPG, MPEG, RM, RMVB, VOB, MOV, FLV, ASF, DAT, MP4, 3GP etc. However, it does not support video files of any format with a resolution higher than 1920 * 1080 or a bit rate higher than 10000kbps, and even some video files with a bit-rate of 9000-10000Kbps may not be playable. How to calculating the bit rate: confirmation page that pops up.

Bit Rate (Kbps) = File size (GB) * 1024*1024*8 / playback time (S)Bit Rate (Kbps) = File size (MB) * 1024*8 / playback time (S)

For example: The size of your video file is 8.96GB, and the play time is 125 minutes, and the bit rate is: 8.96*1024*1024*8/(125*60)≈10022 Kbps

If your video is out of the acceptable resolution or bitrate range above, please lower it with a conversion tool before playing. If not, please contact us for further assistance or return. Also, if convenient, please send us a copy of the video file so we can investigate.

Question 3: Does the player have shuffle mode (option)

Answer: Yes. Yes, this mp3 player is equipped with two playback applications. It is recommended to use the AIMP player, which is more powerful. (As shown)
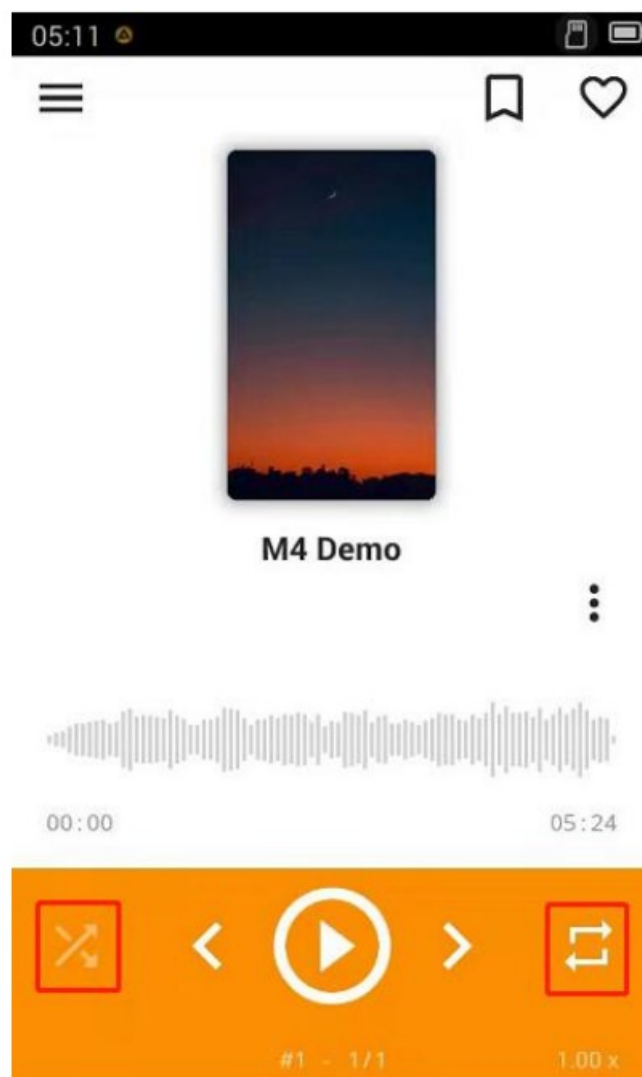
Explanation of playback mode icons:

 Sequential-play: Play according to the order of songs in the folder

 Single-loop: Loop the current song

 All-loop: Loop play all songs in this device or the current folder / playlist
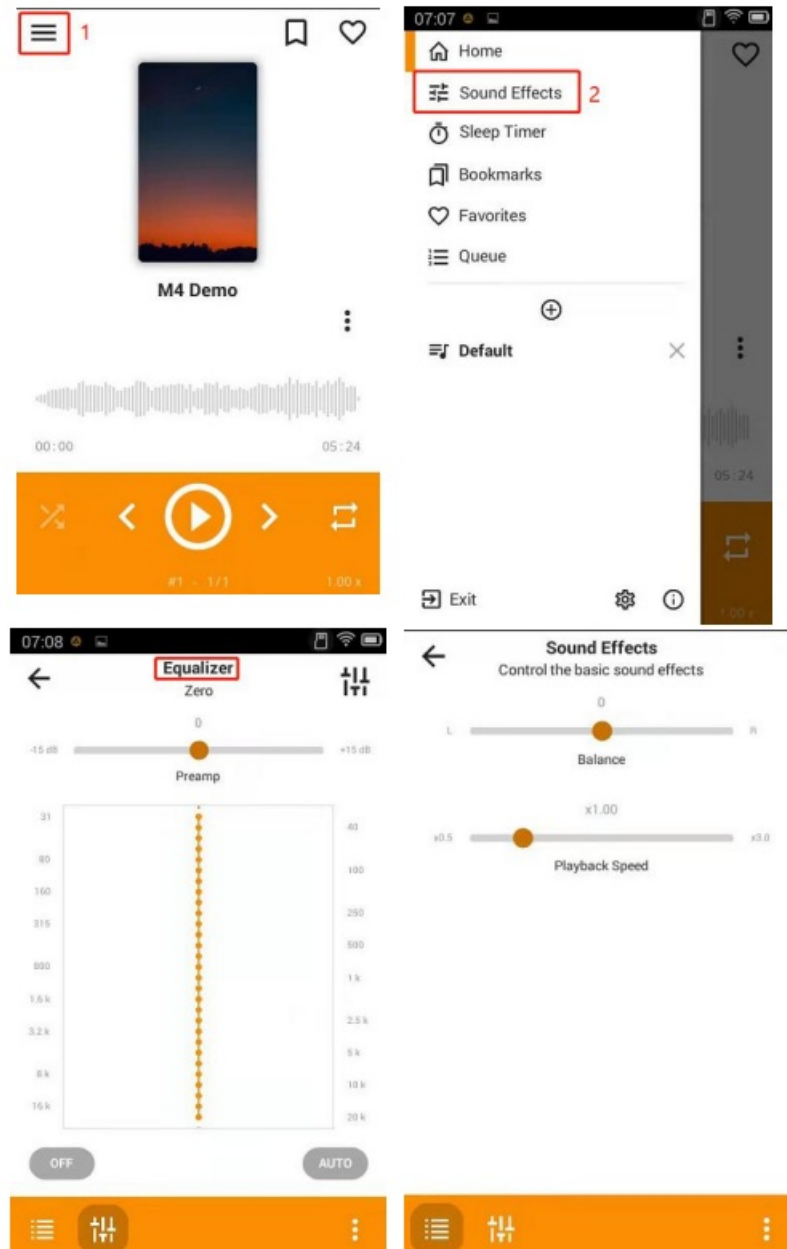
![Shuffle-play icon] Shuffle-play: Shuffle play all songs in this device or the current folder / playlist

Question 4: Can I loop a single song? How does it work?
Answer: Yes, you can. Please see the picture to the previous question.
Question 5: Does this player have EQ (Equalizer)?
Answer: Yes. (As shown)

Question 6: After the device restarts, can I return to the location of my last playback?
Answer: Yes. You can go back to the last track and progress.
Question 7: When playing music or video, can I fast forward or rewind?
Answer: Yes, you can fast forward or rewind by dragging the play progress bar.
Question 8: Can I switch the previous or next song easily.
Answer: Yes. The device provides quick touch keys for the previous / next song.
Question 9: Does the player have sleep timer function.
Answer: Yes, in order to meet the needs of listening to music before going to bed, our player can set sleep timer, that is, set a countdown to turn off the music. (As shown)

Home

Sound Effects

Sleep Timer

Bookmarks

Favorites

Queue

⊕

Default ×

Exit

05:24

1.00

Sleep Timer
Sleep with your favourite music

Suspend playback:

○ at elapsed time

○ at chosen time

○ at end of track

○ at end of playlist

○ at end of queue

OFF
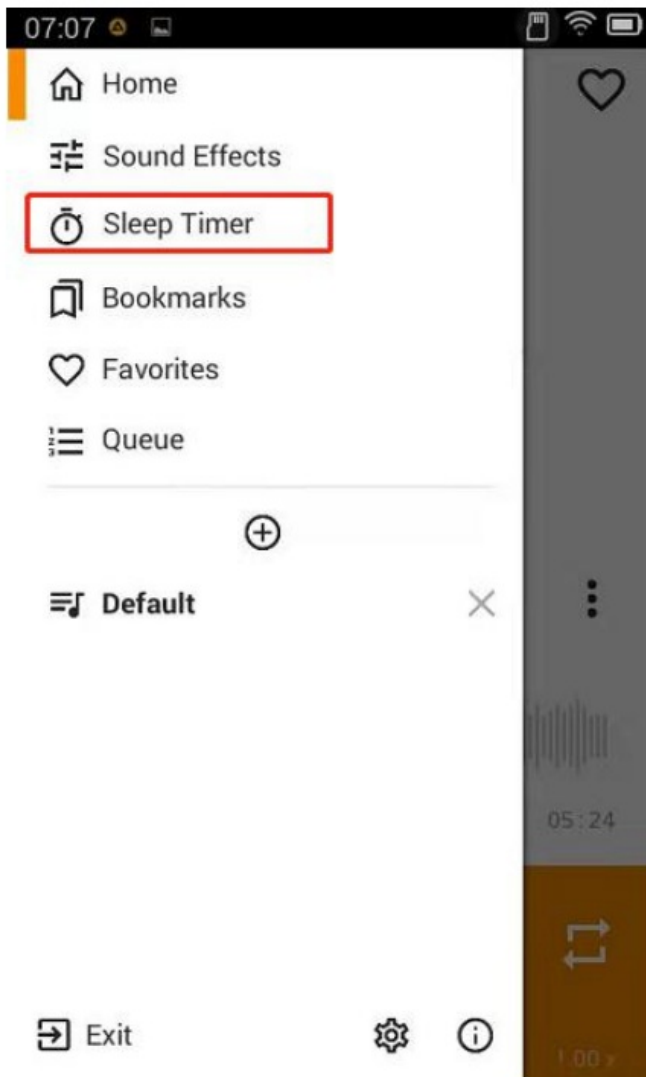
Question 10: How to set the music cover?

Answer: when you are downloading a song, you can pay attention to see if there is a song cover that comes with it.

Question 11: Can I pause / play /skip forward / skip backward music with the physical buttons? Not the touch screen.

Answer:

No. The player only has the power and volume physical buttons, you can only do those through the touch screen

Question 12: Can I view pictures and listen to music, at the same time on this?

Answer: Yes, while the music is playing, you can switch to the main interface and open the picture / E- book.

Question 13: I want to know if I can connect it to TV with HDMI cable.

Answer: The player has no video access (output / input). You cannot cast videos to your TV via an HDMI cable.

Question 14: Does it have video access?

Answer: No

Question 15: Is there a way to output video using rca? (white, red, yellow)

Answer RCA output is only available for audio, not for video output.

Question 16: Does this have a 3.5mm jack?

Answer Yes. You can use a 3.5mm audio cable to connect to external speakers.

Question 17: When playing a video file longer than 2 hours, the progress cannot be changed through the playback progress bar?

Answer Appears only when playing FLV videos. This is a limitation of the video format and has nothing to do with the length of the video.
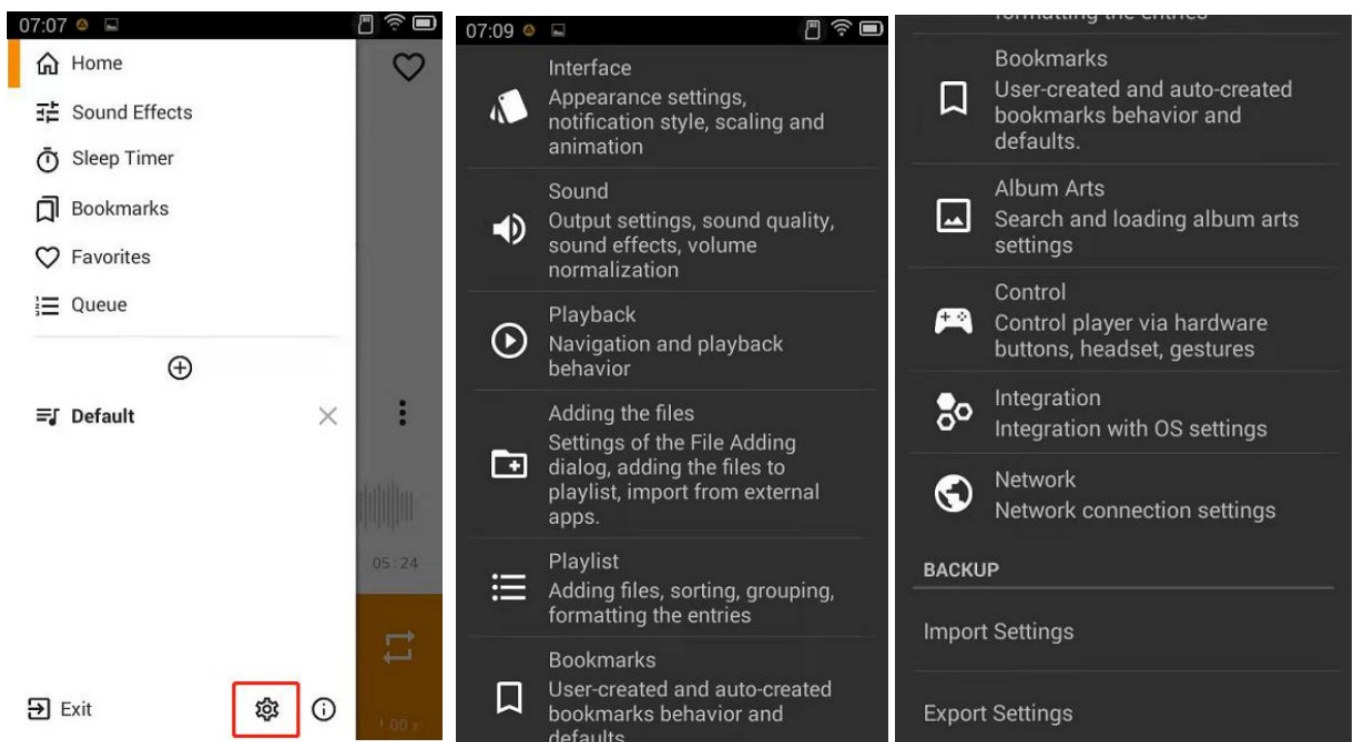
Question 18: When the player is playing a song, does it have to be unlocked for the pause button to appear?

Answer No, in the case of playing music and then turning off the screen, you can directly light up the screen, and you can play the previous/next song and pause it. NO NEED to unlock the screen.

M4 Demo

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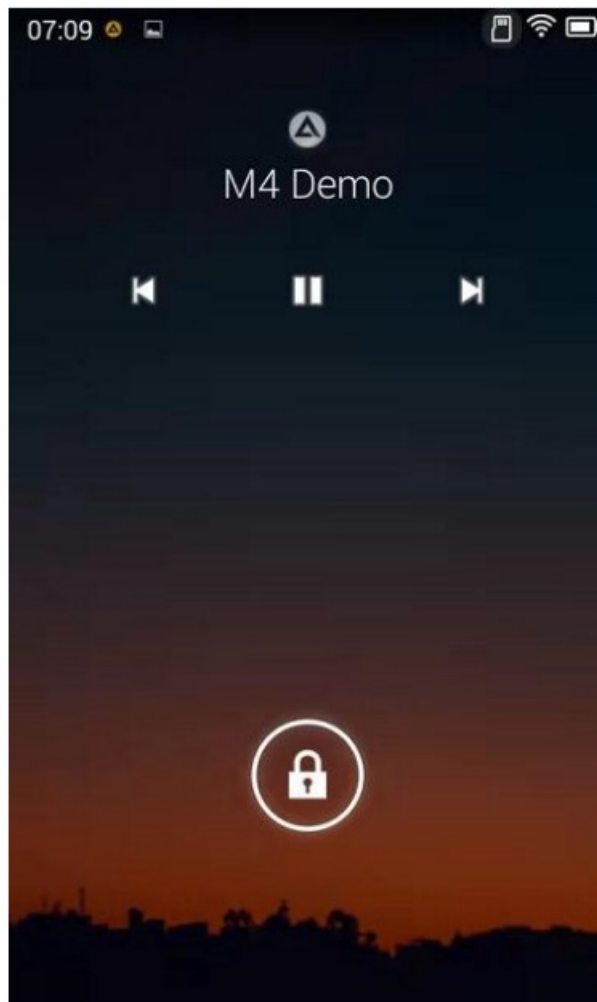
Question 18: Are there any other personalization settings?

Answer Yes, please see the screenshot to show. As a powerful and simple app, you can set many functions according to your preferences and needs, from the style of the wallpaper to the playback rate of the song.


07:07 ⚠ 🖼

⌂ Home

🎚 Sound Effects

🕐 Sleep Timer

📑 Bookmarks

♡ Favorites

☰ Queue

⊕

≡♪ Default   ✕

→] Exit   ⚙ ⓘ

07:09 ⚠ 🖼

Interface
Appearance settings, notification style, scaling and animation

Sound
Output settings, sound quality, sound effects, volume normalization

Playback
Navigation and playback behavior

Adding the files
Settings of the File Adding dialog, adding the files to playlist, import from external apps.

Playlist
Adding files, sorting, grouping, formatting the entries

Bookmarks
User-created and auto-created bookmarks behavior and defaults.

formatting the entries

Bookmarks
User-created and auto-created bookmarks behavior and defaults.

Album Arts
Search and loading album arts settings

Control
Control player via hardware buttons, headset, gestures

Integration
Integration with OS settings

Network
Network connection settings

BACKUP

Import Settings

Export Settings

Question 19: Is there any difference between the two applications?

Answer Yes, the Music application has only the most basic functions, and the AIMP application is the one we have added according to the needs of customers. Both applications read music files from the Music folder, but with AIMP application, you have a more beautiful user page, more settings, and a more convenient user experience. Of course, we do not abandon the Music application because we want to give customers the right to choose.

Playlists:

Question 1: How many playlists the device built-in?
Answer none. If you need to add playlists, there is no upper limit. See the picture below for specific steps.
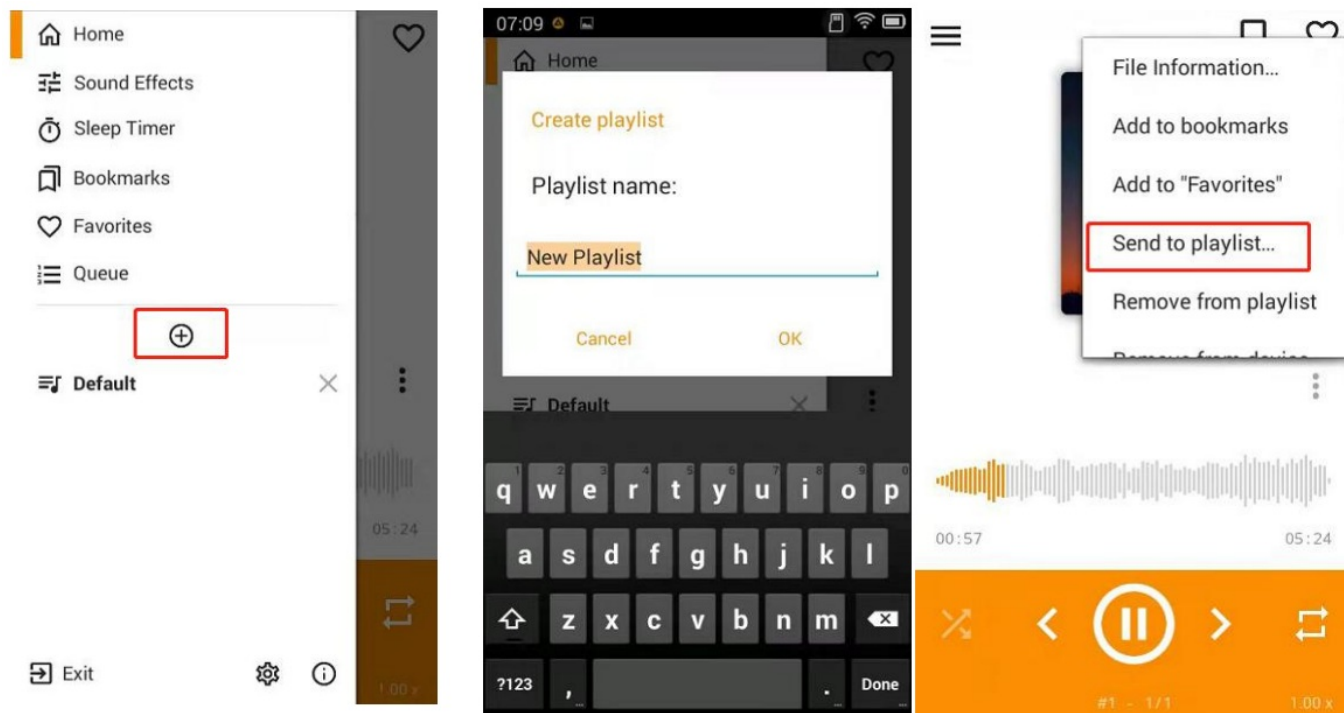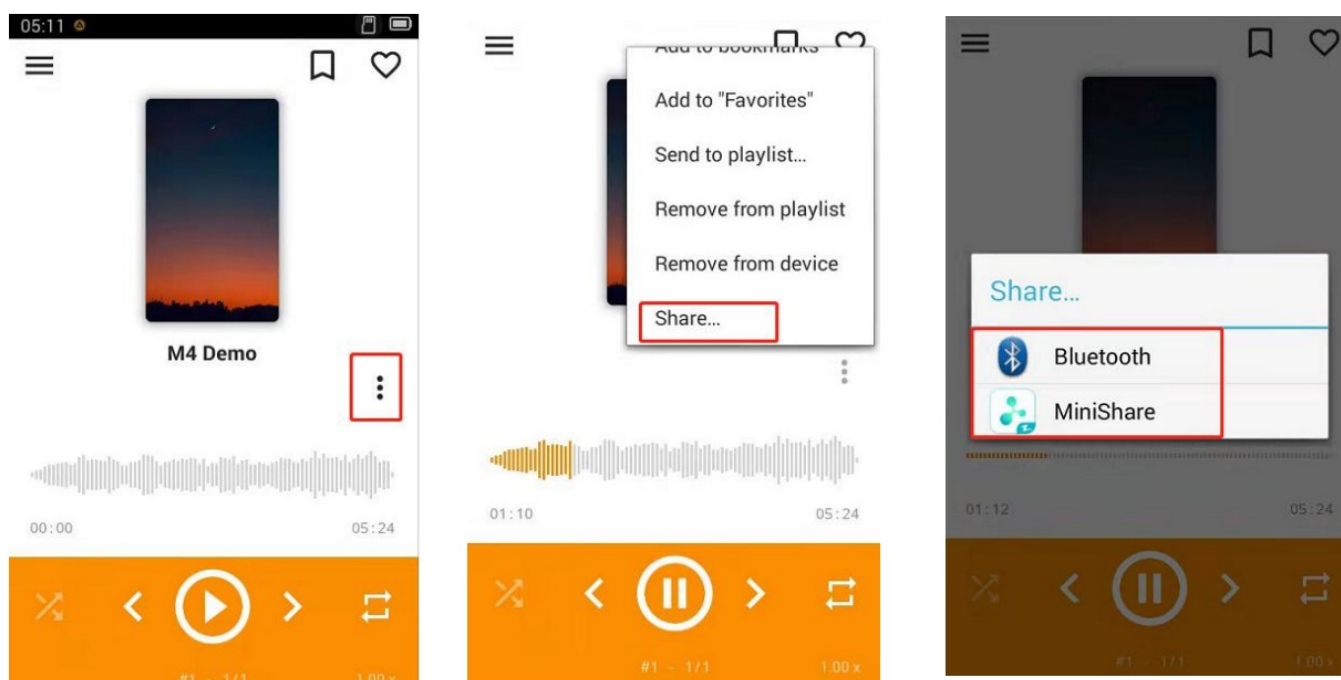

Question 2: Can I create my own playlist or modify the name of the device's playlist?
Answer Yes, please refer to the previous question for specific operations.
Question 3: Can the song be shared.
Answer Yes, please see the screenshot.

Music Uploading

Question 1: Am I required to install the driver when connecting to the computer?
Answer: No, you don't need to install a driver, the device can be automatically recognized by the computer's OS. If recognition fails, it is usually not caused by the lack of driver, but the data cable used for connection is damaged or in poor contact.

Question 2: How to upload music from my computer to the player via USB cable?
Answer:

- Connect the player and your computer with the attached USB cable, You will find an additional U disk in your drive list, which is the internal storage of the player.
- Then, just like using a universal U disk, copy those music file that needs to be uploaded from your computer and paste it into this extra U disk that was just displayed.
- You can create some new folder in the U disk to manage or categorize your music files.

Question 3: Connect the player to the computer via a USB cable, but the computer can not recognize it as an external drive for uploading files.
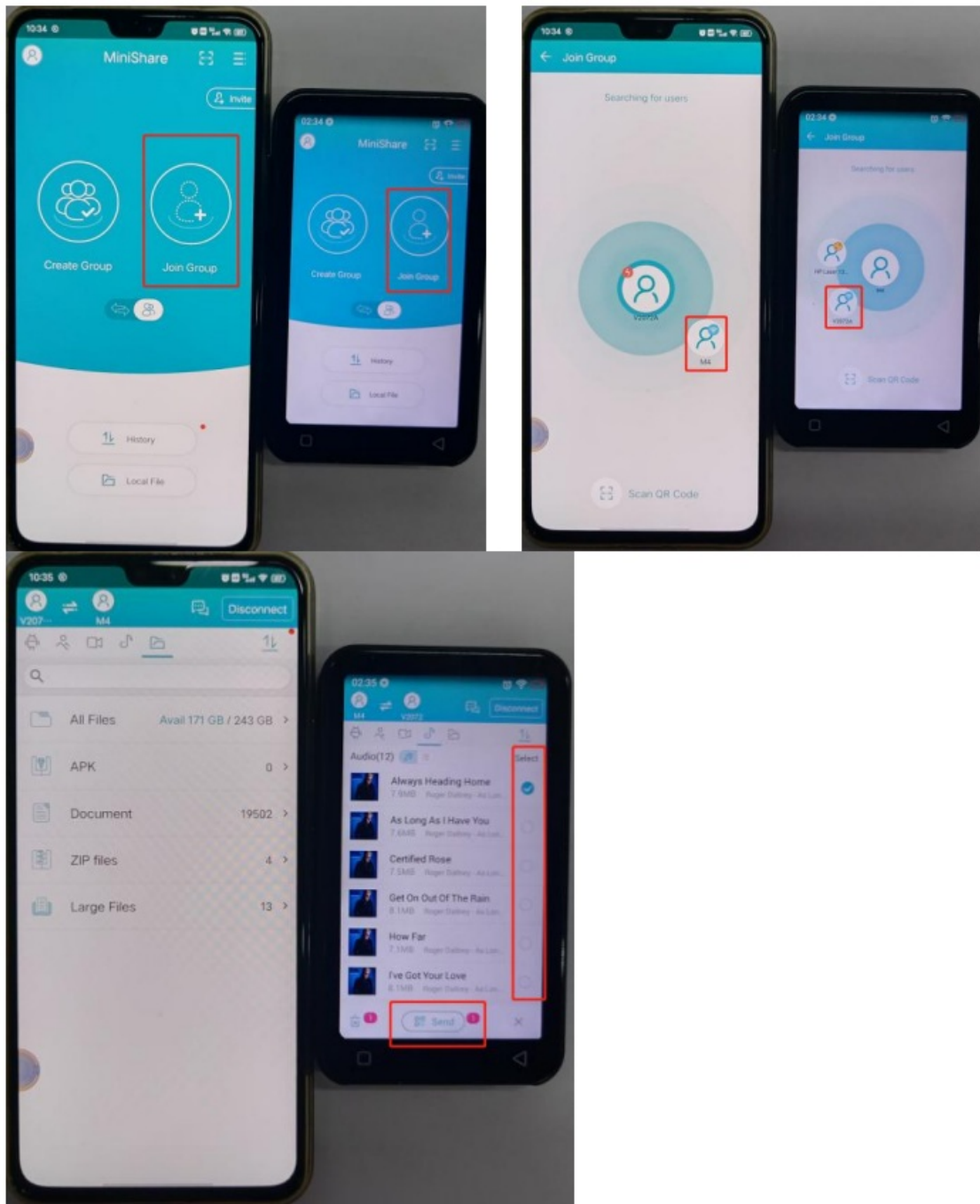**Answer:**
First of all, please check whether the USB interface of the computer is good. You can insert a usable U disk to see if it can be recognized by the computer. If you can, it indicates that the computer's USB interface is available.
Then, repeatedly plug and unplug the USB cable and observe whether the device can be identified to check whether the cable and the USB interface have poor contact.
Then, replace an available USB cable to determine whether the previous cable is damaged.
If it still cannot be resolved, please contact us for further assistance or replacement/refund. If possible, please let us know the operating system and version you are using (Laboratory test confirmed that the player is compatible with Windows 98/8 / Vista, Win 7 / Win10, MacOS, MacOS Catalina, ChromeOS).

Question 4: Can it connect to WIFI? Can I upload music to the player via WIFI?
Answer: Yes, first of all, the two devices to be connected need to be connected to the same wifi, then click on file transfer, click on join group, and then click on the device you want to connect, then select the file you want to transfer, and then click send. Wifi transmission is fast, recommended~

Battery & Charging

Question 1: The player won't turn on.
Answer: In most cases, the inability to turn on the machine is caused by running out of power or defectives battery.
Therefore, please charge for 90-120 minutes before attempting to power on. If it still cannot be turned on after charging, it can be determined as a battery defect, please contact us for further assistance or replacement/refund.

Question 2: The player suddenly shuts down while it is working, and it can no longer be restarted.
Answer: In most cases, this is caused by running out of power or a defective battery. Therefore, please charge for 90-120 minutes before attempting to power on. If it still cannot be turned on after charging, it can be determined as a battery defect, please contact us for further assistance or replacement/refund.

Question 3: The player cannot be charged.

Answer:

1. In most cases, the charging failure is caused by poor contact, and you can repeatedly plug and unplug the charging cable for troubleshooting.

2. If charging is intermittent, it is recommended to replace a USB cable that has been confirmed to be available for charging.

3. If you charge the device through the adapter, please make sure the output of the adapter is less than 5V 4A. The charging protocol used by the device is the common USBA protocol, not the USB-PD protocol. It does not support inputs higher than 5V 4A, so

· For USB A to USB C cable:
Support charging the device through the adapter and computer, because the output of the USB A interface of the adapter or computer is lower than 5V 4A;
· For USB C to USB C cable:
Supports charging the device through the C-type interface of the computer or an adapter with output lower than 5V 4A. Because the output of the computer's USB C interface is usually lower than 5V 4A. But the adapter will have different output specifications, you must choose a lower than 5V 4A.
If the charging failure caused by the above reasons is excluded, it can be determined that the battery is defective. Please contact us for further assistance or replacement/refund.

Question 4: The device is fully charged, but not long after playing music / video, it prompts that the battery is low and shuts down automatically.
Answer: The battery is defective, please contact us for further assistance or replacement/refund.
Question 5: Just charged for 10 minutes, it will prompt to be fully charged, but it will be out of power shortly after playing music
Answer: The battery is defective, please contact us for further assistance or replacement/refund.
Question 6: Can I still play music or video while charging?
Answer: Yes. After inserting the USB C cable, the USB use optional menu will pop up on the page, and the default is "file transfer". Please select "Only for charging", you can play music or video while charging.

FM Radio

Question 1: The radio does not work.
Answer:
FM radio must be connected to wired headphones to use. therefore:

1. Please connect wired headset

2. Please repeatedly plug and unplug the wired headset to check whether it has poor contact with the 3.5mm interface.

3. Replace with an available wired headset.

If still can't solve, please contact us for further assistance or replacement/refund.

Question 2: When I listen to local FM stations there is a lot of static noise. Not any radio stations can be found.
Answer: The number and quality of radio stations that can be searched has a lot to do with your environment. You can't get a good experience in remote areas, sealed rooms and occasions with strong electromagnetic interference.
And in the general outdoor open space you will get more radio stations.
After excluding the influence of these factors, if it still cannot be used well, please contact us for further assistance or replacement/refund.
Question 3: Can I use the radio in Bluetooth mode?
Answer: No, FM radio must be connected to a wired headset in order to use it, because it requires a wired headset as an antenna. Turn on the radio in Bluetooth mode and you will receive the prompt "Please plug in the earphone and turn on FM". However, if you connect a wired headset, then it is feasible to listen through a

Bluetooth headset.
Question 4: Can I record favorite music or audio book I heard on the radio.
Answer: Yes, click the button in the upper right corner to record (As shown)

Recorder

Question 1: Can this device be like a spy recorder, and it doesn't show you are recording when recording?
Answer: After turning on the recording, you can press the power button on the right side of the device to turn off the screen (the recording is still continuing at this time) so as not to display the window you are recording.
Question 2: Do I need to connect an external microphone to use the recorder?
Answer: No. The device has a built-in high-quality microphone.
Question 3: Can the recorder be used in Bluetooth mode?
Answer: Yes. This is entirely possible.
Question 4: What is the format of the recording file
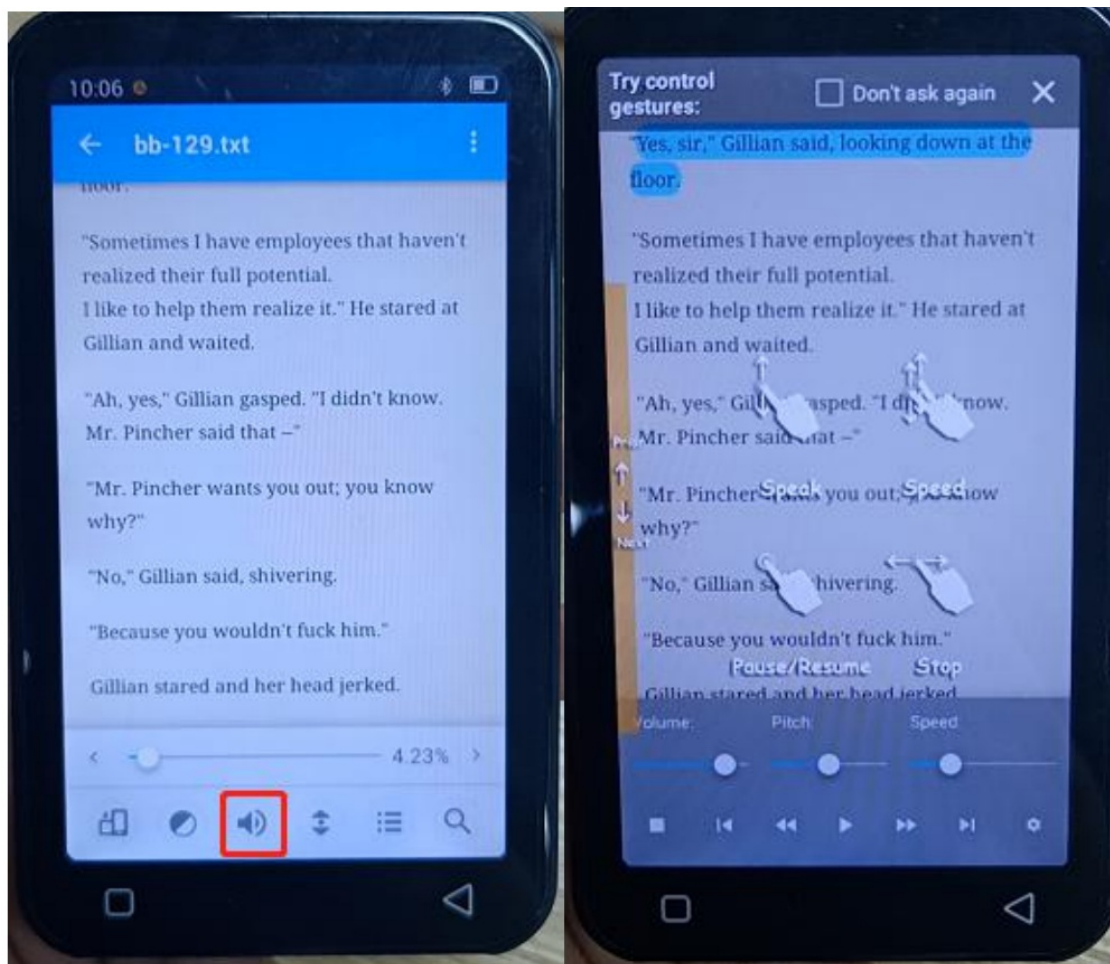**Answer:** 3GPP

Ebook

Question 1: What e-books are compatible with this device? Txt, Word, Pdf?
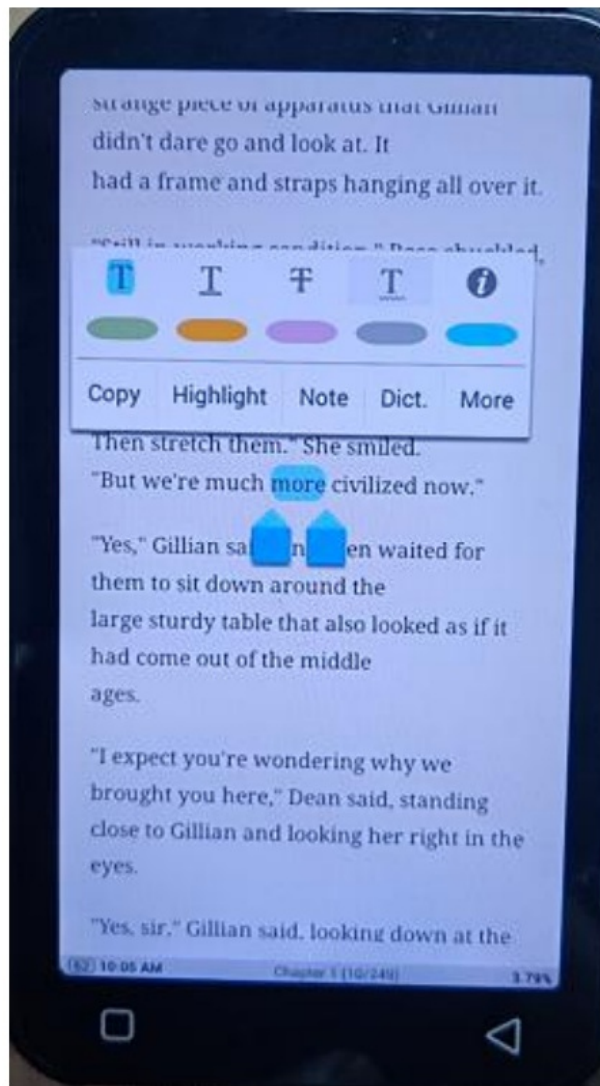**Answer:** EPUB, TXT, PDF, DOCX, FB2, MOBI
Question 2: How to play audio book?
Answer: Please see the screenshots for specific operations.

Question 2: Can I mark it when reading a book?
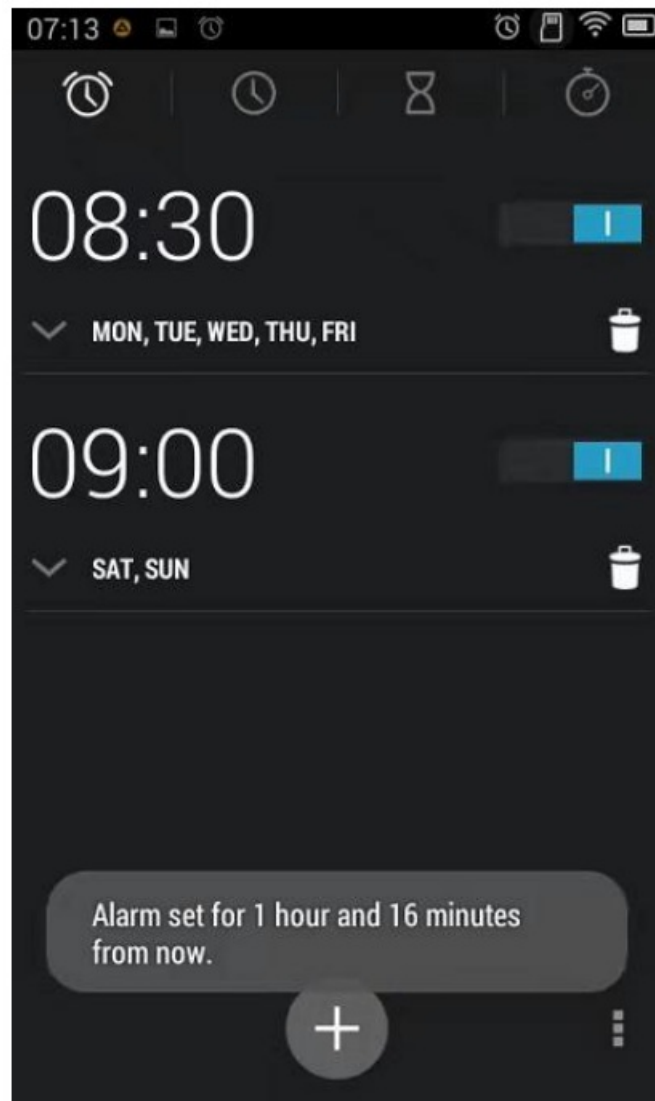**Answer:** Yes.

Calendar

Question 1: Can I add items to the calendar or is it just for viewing?
Answer: The calendar is only for viewing, you cannot add items or memo information.

Alarm

Question 1: Does the device have an alarm clock?
Answer: Yes

Question 2: Whether the alarm clock is still available in the off state.
Answer: Yes.

Pedometer/Stopwatch

Question 1: Does the device have a pedometer and a stopwatch?
**Answer:** YES, both of them.

Files Manage

Question 1: How is the music in the folders sorted?
Answer: Sort by the first letter of the song name first. When the first letter is the same, then the second letter is sorted. When the second letter is the same, the third letter is sorted … and so on. Number sequence precedence letter.
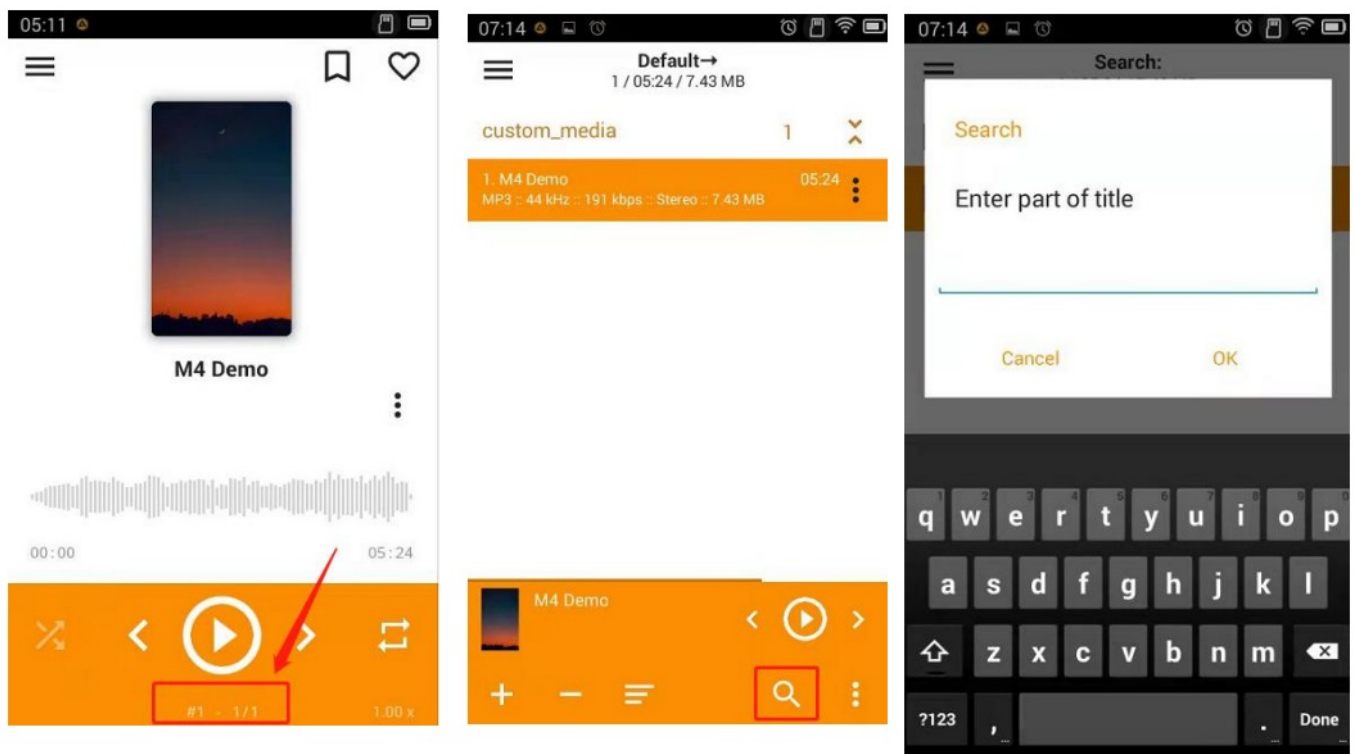**Question 2:** Does the player classify music by artist / album / genre?
Answer: Yes, Please see the screenshot for more specific operation.
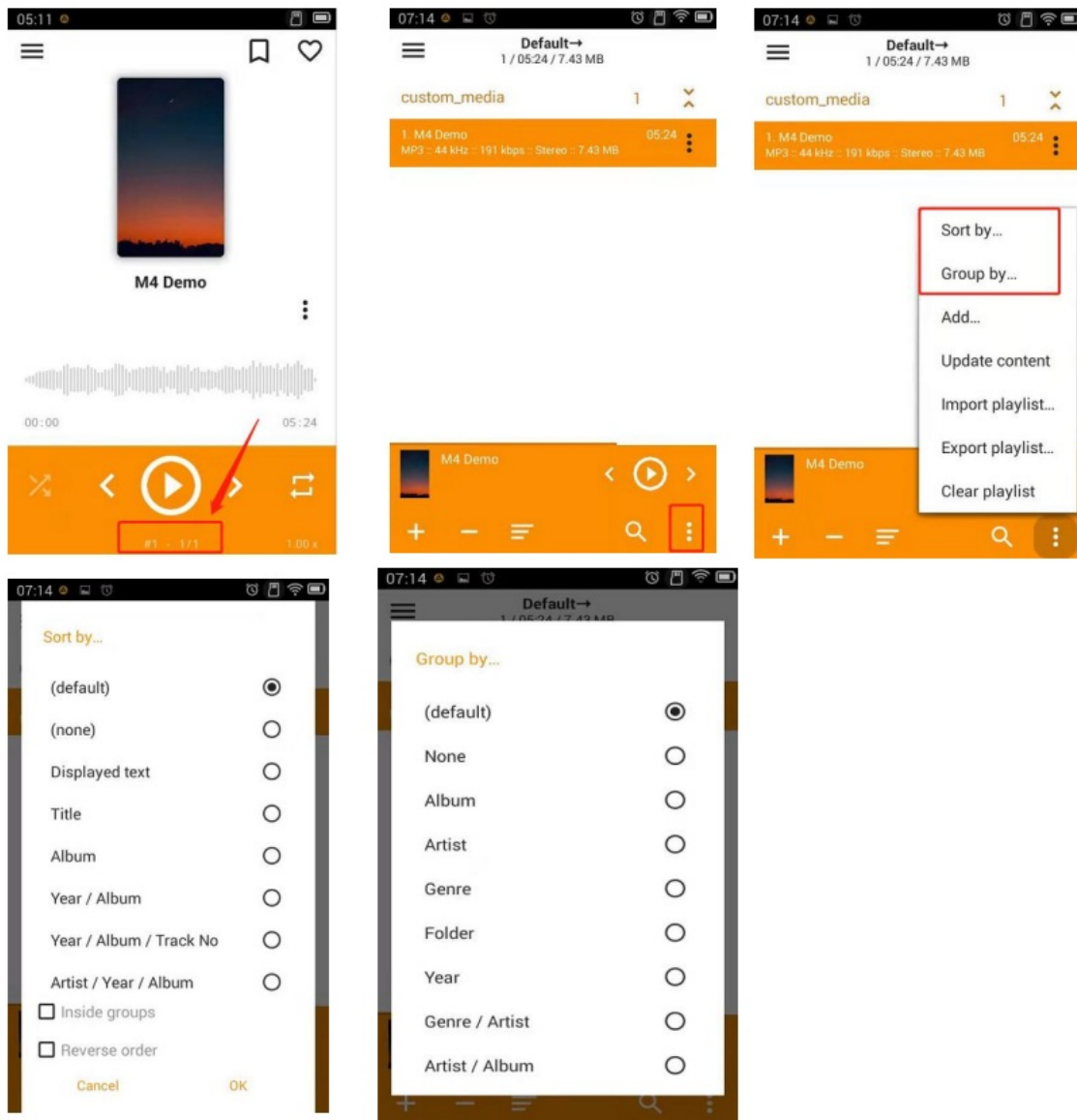
Question 3: How do I quickly find the song I want to play?
Answer: Search IT, click the button in the upper right corner to search.

Question 4: I have more than 5,000 songs. Can I use the first letter to roughly locate the song I want to play, for example, if I type or click the K letter, the device automatically matches and displays all songs with the first K letter?

Answer: No. The device does not have soft keyboard for inputting or List of selectable letters. You can only find your target song by swiping up / down with the touch screen. BUT, you can achieve this by creating a playlist.

Question 5: Is it possible to hide non-music files in the folder, such as LRC, word, Excel.

Answer: Yes, but NOT with word and excel. Besides, if you need to display the lyrics, you can put the lrc with the same name as the song in the folder.

Time

Question 1: Can I switch between 12-hour and 24-hour military time?
Answer: Yes, you can switch to 12-hour or 24-hour format in Setting — Date & Time.

Languages

Question 1: How many languages are available on the device?
Answer: There are currently Simplified Chinese, Traditional Chinese, English, Japanese, German, French, Portuguese and Spanish, etc..

Display Screen

Question 1: What is the visible screen size for watching videos?
Answer: 4.0"
Question 2: Can I clearly see the icons on the screen under strong outdoor sunlight?
Answer: Yes. You can adjust the screen's backlight brightness in Setting–Display as needed.
Question 3: Does this device have Blue light filter?
Answer: Yes. It can protect your eyes greatly.

Memory

Question: Can the player add external SD / TF cards? What is the maximum capacity it supports?

Answer: Yes. You can add an external TF / Micro SD card, which supports up to 512GB.

Built-in Speaker

Question 1: Does the device have a built-in speaker?
Answer: Yes.

Compatibility for OS

Question 1: Is the player compatible with Mac Book?
Answer: Yes. It is compatible with Windows 98/2000 / Vista /, Win 7 / Win 10, MacOS, MacOS Catalina, Chrome OS.

Audio Book

Question 1: Does it work for audiobooks?
Answer: Yes. What you need to know is

1. Upload the TXT file to the books folder, then open the file, tap the book page, the selection box that pops up below has a speaker button, click to play.
2. Regarding the settings of TTS, please click Settings — Language & input — Speech for basic settings.
3. Unable to play streaming audiobooks, such as Audible and i Tune audiobooks.

Question 2: Will the player start playing from where I left off after restarting?
Answer: Yes.it will. But the player can only return the progress of the most recently played chapter, not all the chapters you have played.
Question 3: Can I create playlists of audiobooks separately?
Answer: No. You can also manage your audiobooks by creating new folders.

App Compatibility

Question 1: Is the player compatible with Audible?
Answer: The player is not compatible with the installation and use of app. Including but not limited to audible, Amazon music, iTunes, Spotify, You tube, Apple music, Pandora, Google play, etc. Therefore, the playlists directly exported through these apps cannot be recognized and played by the player.

Connect car stereo

Question 1: Can the device be connected to my car stereo.
Answer: Yes

Other Questions

Question 1: Does the device have GPS? Can it be used for map positioning and navigation?
Answer: Sorry, the device does not have these.
Question 2: Dose it collect data of any kind also do you have a privacy policy.
Answer: The device is an offline player and can't connected to the Internet, so no user information will be collected.
Question 3: Can I send messages with this device, like texts?
Answer: No, the device does not have SMS function.
Question 4: Can I lock the screen like on an iPhone to prevent children from accessing the apps?

Answer: Sorry, you can't lock an app alone, but you can disable the app, but we do have a screen lock function, go to setting-security to set it up.

Question 5: Can you recommend some audio / video conversion tools?

Answer: Please search for keywords like "Video conversion tool" or "Free music converter" on Google, and you will gain something. We usually use "Format Factory" as our main tool.

After-sales Service:

Question 1:What is the warranty policy

Answer:

· Full refund for damage caused by quality issues within 180 days.

Note: Damage caused by improper use, accidental or repair by other means is not covered by the warranty.

Question 2: How to get online customer support?

Answer: Please feel free to send us an email. The email address: **Luoran@hgdups.com**

Documents / Resources

Luoran M4 MP3 Player **Frequently Asked Questions** This document is prepared to answer some specific questions about MP3 & MP4 Player with BT and Wifi from pre-sales and after-sales customers. If still have questions or need help, please email us directly: Luoran@hgdups.com. -Luoran Customer Service Team-	**LUORAN M4 Player with Bluetooth and WiFi** [pdf] Instructions M4, M4 Player with Bluetooth and WiFi, Player with Bluetooth and WiFi, Bluetooth and WiFi, Wi Fi