

# FAQ

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# CONNECTION

- **How do I reset EarFun Air 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 and double press the charging case button, the pairing indicator will flash white rapidly, just waiting for the flash white transfer to flash white and green alternately, then earbuds have been reset successfully.
4. Delete the old connection from the Bluetooth device and reconnect "EarFun Air Pro".

- **What is the range of Bluetooth earphones?**

Bluetooth earphones have a maximum range of 49 feet (15 m, no obstacle). However, the actual range will depend on usage and environment.

- **Can I use both earphones separately?**

Yes, each earbud could be used independently.

- **The earphones are turning on, but it doesn't connect to my device?**

To connect the earbuds to your device, please check if the Bluetooth of the device is on at first, then select "EarFun Air Pro" on the Bluetooth list to get paired. If the earbuds still can't connect to your device, please try to reset it, or contact our customer support.

- **Why the connection is not stable and cut out intermittently?**

1. Please make sure there are no objects between the earphones and your Bluetooth device, and make sure there is no radio or Wi-Fi interference nearby.
2. Reset your earbuds. See "How do I reset EarFun Air Pro?"

- **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 into 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 10minutes.

- **What should I do if the microphone doesn't work when connected to a computer?**

1. Kindly confirm that the system of the computer is the latest version.
2. Because there are two modes of EarFun Air Pro on the computer, EarFun Air Pro Stereo mode is for music, and you may choose EarFun Air Pro Hands-Free AG Audio mode to have phone calls. Please confirm that the Microphone (Input Device) and Speaker (Output device) you choose on the audio setting of your computer and Video conference Apps both are the mode "EarFun Air Pro Hands-Free".

# WATERPROOF

- **What's the waterproof rating of the earbuds?**

The earbuds have an IPX7 Waterproof rating, which means they are designed to handle rain and workout conditions. The earbuds are not designed for swimming, showering, or exposure to pool or ocean water. Do not wear the earbuds in a sauna or steam room.

- **Is the charging case waterproof?**

No, the case is not waterproof. Wipe the earbuds dry with a dry, lint-free cloth after workouts, heavy sweating, or getting splashed with water. Ensure the earbuds are completely dry before placing them in the charging case.

# CHARGING

- **Does EarFun Air Pro support wireless charging?**

No.

- **What should I do if the an earbud doesn't charge?**

Please kindly take both earbuds out of the case and put them back in one by one.

First, please confirm whether the case LED flash in white when you put the earbud in the charging case separately.

If there is no light, it might be a charging problem.

1. we kindly suggest you use the thin cotton swabs to gently clean out the metal-like contacts at the bottom of the charging case from dust or wax.
2. 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.

Then please kindly see if there is a white light on the case when you place earbuds back again.

After that, if it's working, please reset it again.

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

- **What should I do if the charging case doesn't charge?**

Please use another charging cable and Adapter to locate the problem is due to damage to the charging case or the charger.

If the solution above still can't solve the problem, please contact our [Customer Support](#) for warranty cover.

# SOUND

- **What should I do if the volume of an earbud become lower?**

1. Use a toothpick to gently remove any dust or wax near the filter, clean it with cotton wool, then wipe it with a clean napkin as the dust or wax that has accumulated on the filter will block the earbuds.
2. 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.

- **What should I do if one earbuds have no sound?**

Please kindly take both earbuds out of the case and put them back in one by one.

First, you put the earbud back in the charging case, you might see the LED flash in white on the charging case.

If there is no light, it might be a charging problem.

If the earbud is not charging.

1. we kindly suggest you use the thin cotton swabs to gently clean out the metal-like contacts at the bottom of the charging case from dust or wax.
2. 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.

Then please kindly see if there is a white light on the charging case when you place it back again.

After that, if it's working, please reset it again by double-pressing the button in the charging case, you should see the flash white transfer to flash white and green alternately.

- **Is there volume control on EarFun Air Pro ?**

No. You can adjust the volume level via the connected device.

# MODE

- **How to switch to Active Noise Cancelling mode?**

Tap the left earbud twice to switch modes.

Note: ANC mode works better in places where music is paused and people are crowded.

ANC mode can effectively shield most of the low-frequency noise. ANC mode can effectively shield most of the low-frequency noise.

## Tip

Please feel free to contact us through Amazon message or via the email: [service@myearfun.com](mailto:service@myearfun.com) if you have any questions.