

FAQs for A3944

Category	Questions	Answers
Operation	How do I power the earbuds on and off?	<p>Power on: Please remove the protective film covering the connectors on the earbuds and place them back on the charging case to power on.</p> <p>- The earbuds will turn on automatically when you open the lid of the charging case.</p> <p>Power off:</p> <p>- Put the earbuds back into the charging case and close the lid to turn off the earbuds.</p> <p>- The earbuds will also turn off automatically when placed outside the case and have been disconnected from your device for 10 minutes.</p>
	Can I manually turn either side of the earbud on or off?	Yes, you can manually turn the individual earbuds on or off by long tapping for 8 seconds to turn off the earbud, or long tapping for 3 seconds to turn on the earbud.
	How do I avoid triggering the touchpad by accident when adjusting the earbuds in my ears?	Avoid touching the area near the logo.
	Why is the touch control not responsive at times?	<p>1. Please make sure you are tapping the right spot on Life P2 Mini (where the logo is printed).</p> <p>2. Please make sure each tap is in the right spot within 1 second when you double or triple tap.</p>
	Can I use the left or right earbud on its own?	<p>Yes, just take one earbud out from the charging case to use.</p> <p>If you are using two earbuds, you can put either one of the earbuds back into the charging case and continue using the other one on its own.</p>
	Why i can't tell the difference of 3eq modes	<p>1. make sure you switch the eq mode successful, triple tap the right ear buds and hear a "di" sound</p> <p>2. if your original music don't have bass, the eq won't tell much difference, depends on your music.</p> <p>3. make sure you are using 2 earbuds, 3 eq modes don't work for single ear bud.</p>
	How do I activate voice assistants	Triple tap the Left earbud to activate when using both earbuds. And when using a single bud, triple tap the bud to activate.
	How do I switch between different EQ modes?	Triple tap the right earbud to switch between Signature mode, Bass Booster mode, and Podcast mode. you will hear a tone for each successful switch. The switching of EQ modes only work when in stereo mode. (When paired with a new device, the earbuds will be in default mode — Signature Mode).
	How should I look after Life P2 Mini?	<p>1) Use the earbuds regularly to avoid over-discharge which can harm the lifespan of the earbuds' battery. We recommend using Life P2 Mini at least once a month.</p> <p>2) Charge the earbuds after you use them. In order to improve the battery's lifespan, do not always wait until there's 20% power remaining or less to charge them.</p> <p>3) If you intend to store the charging case, make sure there are at least 2 indicators that light up on the case to ensure there is enough power.</p> <p>4) Open the lid of the charging case at least once a month to ensure the earbuds are still working.</p> <p>5) Regularly clean the charging pins on the earbuds and charging case.</p> <p>6) Keep the ear tips clean.</p> <p>7) If Life P2 Mini comes into contact with liquid, use a hairdryer on the 'cool' setting to dry the case.</p>
	How do I connect Life P2 Mini if I'm using it the first time?	<p>Step 1: Please make sure you remove the protective film from the earbuds when you're using it for the first time.</p> <p>Step 2: Put the earbuds back in the charging case and close the lid to power on the earbuds.</p> <p>Step 3: Open the lid of the charging case and the LEDs will flash white in sequence continuously. (You don't have to take out your earbuds)</p>

bluetooth	<p>What should I do if any of the following problems occur?</p> <ol style="list-style-type: none"> 1. Only one earbud has sound. 2. One side of the earbud does not pair with the other or my device. 3. No music plays after connecting to my device. 4. Cannot pair or reconnect with my device. 	<p>Place the earbuds in the charging case and close the lid for 10 seconds. Then open the lid and try pairing again.</p> <p>If that doesn't work, try the following:</p> <ol style="list-style-type: none"> 1) Forget the Bluetooth pairing record on your device if you have previously connected the earbuds. 2) Reset the earbuds. See "How do I reset Life P2 Mini?" for more information.
	<p>What should I do if Life P2 Mini disconnects, the sound is choppy or has an audio drop issue?</p>	<p>Some environments (such as airports, offices, crowded public spaces etc.) can interfere with your Bluetooth connection. To optimize your Bluetooth connection:</p> <ol style="list-style-type: none"> 1) Ensure that your phone is on the right hand side. 2) Download videos and songs instead of streaming. 3) If you have an Android phone, temporarily disable unnecessary app traffic settings on your phone. <p>Or you can try:</p> <ul style="list-style-type: none"> - Putting the earbuds back in the charging case and close it to re-pair your earbuds. - Resetting the earbuds. See "How do I reset Life P2 Mini?" - Try a different device if possible.
	<p>How do I connect to a second device?</p>	<p>If you want to pair Life P2 Mini with a second device, please use one of the following methods:</p> <ul style="list-style-type: none"> - Turn off Bluetooth on your current device so the earbuds can enter pairing mode. <p>Or</p> <ol style="list-style-type: none"> 1) Place the earbuds back into the charging case (Make sure the earbuds are powered on and keep the lid open). 2) To enter pairing mode, press and hold the button on the case for 3 seconds until the 3 LED indicators flashes white in sequence continuously. <p>Please do not remove the earbuds from the case before pairing them with a second device.</p>
	<p>How do I set up Life P2 Mini when I want to use them to make calls via a Windows computer?</p>	<ul style="list-style-type: none"> - Set up both the microphone and speaker as "Hands-Free". <p>Note:</p> <ul style="list-style-type: none"> - If the microphone is set as "Hands-Free" and the speaker is set as "Stereo," you will hear the person on the other end, but they cannot hear you. - If the microphone is set as "Consistent with the System" and speaker is set as "Stereo," the computer's microphone will pick up your voice instead of Life P2 Mini. - When making calls, "Hands-Free" mode should be selected. For music listening, "Stereo" mode should be used.
	<p>How do I reset Life P2 Mini?</p>	<ol style="list-style-type: none"> 1) Place the earbuds in the charging case and leave the lid open. 2) Press and hold the button on the case for 10 seconds until the 3 LED indicators blink white 3 times and then flashes white in sequence continuously. This confirms that the reset was successful and your earbuds have entered pairing mode.
	<p>What audio codecs does Life P2 Mini support?</p>	<p>SBC and AAC.</p>

Sound	Why is there no difference between the 3 EQ modes?	<ol style="list-style-type: none"> 1. Make sure you switch on the EQ mode successfully. Triple tap the right earbuds and you will hear a sound. 2. If your original music doesn't have bass, it won't tell much difference. To distinguish between the EQ modes will depend on your music. 3. Make sure you are wearing both earbuds because the 3 EQ modes will not work if you use a single earbud.
call	What should I do if I experience call issues? (No sound, voice is too quiet, cannot be clearly heard etc.)	<ol style="list-style-type: none"> 1. Make sure you're wearing the earbuds in the correct position so that the mic is directed towards your mouth. 2. Make sure your earbuds are connected to your device and adjust the volume on your device until you hear the voice. 3. When using two earbuds for calls, please make sure to talk using the right earbud as only that mic works for calls when in stereo mode. 4. If you make a call via an app, please check if the internet is good enough or if you have the correct settings on your device. 5. As Life P2 Mini has AI noise reduction for calls, the volume of your voice may be lower in noisy environments.
Charging	How long does it take to fully charge the earbuds?	About 2 hours.
	How long does it take to fully charge the charging case?	About 3 hours.
	How can I charge the earbuds?	<ol style="list-style-type: none"> 1) Confirm that the charging case has power left (open the lid of the charging case to check if there is any indication on the LEDs). 2) Put the left earbud in the charging case and if the left LED flashes twice, that means the earbud is connected to the case. Similarly, when you place the right earbuds in the case, the right LED will flash twice when connected. 3) Close the lid after placing the earbuds in the charging case and start charging.
	What should I do if any of the following problems occur? 1) The earbuds don't recharge in the charging case. 2) The earbuds stay connected to the device even after being placed in the charging case with the lid closed. 3) The earbuds don't turn on when taken out of the charging case.	<ol style="list-style-type: none"> 1) Confirm if the charging case has power left (open the charging case lid to check if there are any indications on the LEDs). 2) Clean the charging pins with a dry cloth and an alcohol-based disinfectant. This is to ensure all charging contact pins on the earbuds and charging case are completely clean and dry of sweat and water. Then, put the earbuds correctly into the case. When you put the earbuds back into the charging case, the first and third lights on the case will flash twice to indicate both earbuds are charging normally. 3) If they still do not turn on, put the earbuds back into the charging case and close the lid for 6 seconds, and try opening the lid again.
	Charging protection mode	<p>When Life P2 Mini encounters the following problems, 3 LEDs will flash quickly to stop charging to enter protection mode. Please unplug the USB cable and place Life P2 Mini aside for at least half an hour then try again.</p> <ol style="list-style-type: none"> 1. Short circuit, overcurrent or overheating. 2. Battery temperature is too high or too low.