

FAQ

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BLUETOOTH

- **How to pair for the first time:**

1. Take out the two earphones, tear off the isolation film on the earphones, and then put the two earphones back into the charging case. (This step is for new device activation)
2. Take out the two earphones again.
3. Refresh the Bluetooth device list on the phone and click to pair TRUEFREE EarFitDS1" Forced pairing (for switching to a new device):
While connected to a device, press and hold the touch panel on either earphone for 5 seconds to enter pairing mode.

- **How to reset TRUEFREE Earfit DS1?**

Clearing the pairing log (this method is used if you cannot connect properly)

1. With the earphones in the charging case, press and hold the touch panels on both earphones (L/R) for 10 seconds until the red LED flashes three times.
2. After a successful reset, the earphones will enter pairing mode. The earphones will show the pairing light effect (secondary earphone: solid blue light; primary earphone: blue and red lights flashing alternately and rapidly).

- **Dual Device Connection**

1. After the earphones power on and enter pairing mode, connect them to Device A. Then, turn off Bluetooth on Device A. The earphones will re-enter pairing mode.
2. Turn on Bluetooth on Device B and tap the earphone name"TRUEFREE EarFit DS1" to complete pairing.
3. Turn Bluetooth back on for Device A and tap the previously paired earphone name to reconnect. Once connected, the earphones will be simultaneously connected to both devices.

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- Why is the Bluetooth connection unstable sometimes?

	Reasons	Workarounds
Case 1	When using the earphones close to personal computers, Wi-Fi routers, microwave ovens, refrigerators, etc. Refrigerators, microwave ovens, Wi-Fi routers, personal computers, etc. are devices that emit radio waves. The earphones may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Please use the earphones away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.
Case 2	When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio. If the engine ear is diagonal to the Bluetooth device, it will affect the Bluetooth signal. As human body is the biggest source of signal blocking.	When put the Bluetooth device in a pocket or bag, move the Bluetooth device to a place where there are no obstacles between Bluetooth device and earphones (such as the human body) for Bluetooth communication.
Case 3	When using the earphones closes to the other Bluetooth devices. The earphones may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Turn off the Bluetooth function of the other Bluetooth devices.
Case 4	When using the device away from the earphones, such as in a different room. Bluetooth communication gradually becomes weaker the further away Bluetooth earphones are placed from a Bluetooth player. When using Bluetooth earphones and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.	Keep the Bluetooth earphones as close to the Bluetooth player as possible.
Case 5	When a lot of applications are running at the same time when use the Bluetooth function.	Quit apps which you are not using on the device to reduce the load.

- What can I do if the earphones stopped connecting to my device?

1. Clear the pairing record between the earphones and all of the previous devices.
2. Try to clear some Bluetooth listings on your device and restart the device.

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3. Put the earphones into the charging case to reset.
4. Activate Bluetooth on the device, and choose "TRUEFREE Earfit DS1" on Bluetooth list to pair.

- **What can I do if the left earphone and the right earphone won't work together?**

1. Please use a bit of light sandpaper or microfiber cloth with a bit of rubbing alcohol to clean the charging connectors to ensure the earphones charge well.
2. Put them into the charging case to reset.

- **What can I do if the earphones connect to my phone, but not my Mac-book/computer?**

1. Unpaired the earphones from the phone, then the earphones will lose Bluetooth connection to the phone.
2. Put the earphones into the charging case to reset.
3. Then open the Bluetooth of your Mac-book/computer to connect.
4. If those do not help, you may need to update your computer's Bluetooth driver. There is no driver for it. Bluetooth drivers must come from the specific manufacturer for your exact computer model. Download and install the appropriate Bluetooth driver from the computer vendor's website, then restart your system before attempting to pair and connect to your TRUEFREE earphones.

- **Why is the signal intermittent when I am outdoors?**

In the outdoors, the Bluetooth signal will be interfered, such as subways, high-speed rails, trains, dense traffic lights, car engines and so on. And if the phone is in your pocket, and the engine ear is diagonal to the phone, it will affect the Bluetooth signal. As human body is the biggest source of signal blocking. So when the left earphone is the engine earphone, please put your phone in the left pocket, which will be better.

- **Why the earphones cannot connect to my TV or watch?**

Please clear the pairing record between the earphones and all of your other devices first, then reset them as the user manual. If it does not help, please contact TRUEFREE for a refund before you are ready to return the item.

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SOUND

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

- Check Volume Settings: Please ensure that the volume settings on your music player or device are set to the maximum. Sometimes, volume issues can be caused by improper player settings.
- Clean the Earphone: After prolonged use, earphones may affect sound output due to the accumulation of dust or dirt. Gently clean the exterior and sound outlet of the earbuds with a cleaning cloth or cotton swab.
- Update Device Firmware: Please check if there are any available firmware updates for your device, as sometimes updating the firmware can resolve compatibility and performance issues.
- Use Volume Boosting Apps: If you are using a smartphone, you can try downloading some volume boosting apps, which can increase the volume of your earphones.
- Reset the Earphones.

- **What can I do if one earphone is quieter than the the other?**

1. Please change other songs or videos. For some songs and videos, the sound effect is unstable.
2. Please change other devices. You can try this way:
 - Unpaired and delete from your original device
 - Pair to a new device and play music
 - Unpaired and delete from this new device
 - Pair back with original device
3. Please clean the sound hole.
4. Try to reset the earphones.
5. Please also adjust the "Audio Equalizer" in your phone:
 - 1) For iPhone: [General] - [Accessibility] - [Hearing]
 - 2) For Android: [Accessibility features] - [Accessibility] - [Audio balance]
6. Do a test of "Adaptive EQ" in the Application.

- **Why the other side could not hear me when calling?**

1. Please choose to pick up phone calls via the earphones.
2. Please do not mute the phone calls.

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3. Please clean the Mic holes to avoid dust or secretions blocking.
4. Please wear both the earphones instead of any single one.
5. Please adjust the volume through the earphones and devices.
6. If you are using the earphones with an Android phone, please check the settings to see if you have allowed both phone audio and media audio to be transmitted through the earphones.
7. Please change other devices to have a try.

- **Why doesn't the mic work well when the earphones are connected to the PC/laptop?**

When you connect our earphones to the PC/laptop, for some devices in old windows version, it may show two lists:

"TRUEFREE Earfit DS1 Hands- Free AG Audio"

"TRUEFREE Earfit DS1 Stereo"

Please kindly choose "TRUEFREE Earfit DS1 Stereo" to play media audio, and if you use call audio, you can manually change to "TRUEFREE Earfit DS1 Hands- Free AG Audio" to give a try.

If you want use call audio via the earphones on your Mac or Windows, please set the as follows:

A) Input device:

Disable: Realtek(R) Audio as speaker and "TRUEFREE Earfit DS1 Stereo"

B) Output device:

Disable: Realtek(R) Audio as microphone or stereo mix

C) Please only set "TRUEFREE Earfit DS1 Hands- Free AG Audio" as the Input device and Output device. Then you will use earphones to make call audio.

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CHARGING

- **What does the indicator light of the charging case display?**

When charging, the battery display screen stays on.

When not charging, the battery level is displayed for 10 seconds and then turns off.

earphone Battery Indicator:

Below 25%: First bar lights up

26%- 50%: Second bar lights up

51%-75%: Third bar lights up

76%-100%: Fourth bar lights up

Charging Case Battery Indicator:

The charging case displays battery levels from 1% to 100%.

- **How to charge the charging case?**

1. Connect the charging case to a Type-C charger.(Please don't use fast charger.)
2. If the earphones stay idle for an extended period, charge them at least every three months to prevent the battery from being damaged.

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

Please try to use another known working charging cable to charge the charging case for more than 10 hours through your computer. (take the earphones out of the charging case when you charge it.)

Compared to other electronics, the earphones are low power products. Hence for charging safety, please do not use fast charger.

- **Why are the earphones still connecting to my phone after placing them back and close the case lid?**

1. The charging case has no remaining power. Placing the earphones back into the charging case can't turn them off if the case battery is dead.
2. Please make sure the earphones are correctly placed in the charging case, and make sure the charging contacts are clean. Please try to clean the places between the charging case and the earphones with something like a microfiber cloth.

- **Does the earphones not use for a long time without charging cause the earphones not to turn on or the battery to drain quickly?**

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Earphones left uncharged for a long time may indeed experience some degree of battery degradation. Even lithium-ion batteries, if left unused for a long period, may encounter the following situations:

- * Battery self-discharge: Batteries naturally discharge even when not in use, which is determined by the chemical properties of the battery. If left uncharged for a long time, the battery may gradually lose charge due to self-discharge.
- * Battery aging: Over time, the chemical components of the battery will gradually age, leading to a decrease in battery capacity, even if it has not been used.
- * Deep discharge: If the battery remains in a low-charge state for a long time, it may enter a state of deep discharge, which can accelerate battery aging.

To maximize battery life, it is recommended to periodically charge earphones that are not used for a long time, avoiding leaving the battery in a completely discharged state for extended periods. Additionally, it is best to store the battery with about 50% charge and keep it in a cool, dry place, avoiding high temperatures and humid environments.

Please try the following steps to see if there's any possibility of repair:

1. Connect the earphones to a computer and charge them for 10 hours;
2. Reset the earphones.

- **Why the battery life of the left and right earphone is inconsistent?**

Generally speaking, the main earphone consumes more power. The difference may be within 10%.

- **Why the battery life of the earphones does not match the product page promotion?**

The product promotion page includes the duration of a single charge of the earphones and the total duration of use with the charging case. The battery life of earphones is related to volume and Bluetooth encoding.

- **Why the earphones do not charge or the volume decreases after being exposed to rain?**

The earphones support waterproof. After encountering water, please dry the earphones with a hair dryer (use cold wind) and clean the charging port in a timely manner to ensure a dry environment before putting them into the charging case.

The product promotion page includes the duration of a single charge of the earphones and the total duration of use with the charging case. The battery life of earphones is related to volume and Bluetooth encoding.

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BUTTON CONTROL

- **What can I do if the button controls do not work always?**

1. Please press the button with different forces/angles/time to see if it works.
2. Another way for you to have a try: discharge the earphones, then charge and reset.

APP

- **How to register an account?**

1. Fill in email address; set and confirm password(***use some combinations of letters and numbers, avoid special characters)
2. Click "get verification code"
3. Type in the code you get from your email
4. Finish register

- **Fail to receive the verification code?**

1. Make sure your phone is connected with good network and try to send the code again about 2 minutes later;
2. Check your spam folders/junk inbox first
3. Try to register with a different email address, uninstall the App and then reinstall it and restart your device to register again
4. Please manually type your e-mail into the area instead of auto fill for your email address, and also please pay attention to the format of English letters and the space before and after the email address
5. Please try to turn off anti-virus software. If you have data encryption software on your phone, you may have to turn it off momentarily

- **What can I do if the earphones won't connect to the APP?**

1. Please first to check if your TRUEFREE earphones app has updated to the newest version. You can log in the app and find the icon with three bars in the upper left corner, find "about" to check the TRUEFREE version is. Please upgrade to make sure you get the newest version.
2. Please make sure that the earphones Bluetooth name is the default " TRUEFREE Earfit DS1". If you changed the default name, please change to its original format. Then restart your phone. Please note that if you change the default Bluetooth name of the model, it may cause connection issue to this app.

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3. Please make sure the location function of your mobile phone turn on, and authorize our app to obtain all permissions needed from your phone to make the connection easier. Please allow the app to always access the phone information, and do not choose the blank pass of the system.
4. Please make sure both earphones pair with each other, then connect to you phone first. After the earphones connected to your phone, then please open the app to connect earphones.
5. If the earphones could not still connect to app, please follow the steps one by one:
 - try to turn off earphones app completely (Turn off the background running of the app totally);
 - unpaired the earphones via your phone, then turn off phone Bluetooth;
 - put two earphones into the charging case and do a reset as the manual;
 - reconnect the earphones to your phone first after reset (In this step, please make sure TRUEFREE APP is off);
 - re-open the app to search earphones to connect to app;

● **What can I do if the firmware could not update?**

Please try the following:

1. Please try to reset the earphones as the manual;
2. Take the earphones out of the charging case and leave some time for the two earphones to pair with each other. Then please turn on the blue tooth of your phone to connect with the earphones;
3. Make sure your phone is connected with good network. Turn off the app and reopen it;
4. Try to connect the app with your phone and do the upgrade again;

Precautions during the app upgrade process:

1. During the upgrade, the distance between the earphones and the mobile phone must be within 0.5 meters;
2. Do not put the earphones into the charging case;
3. Do not disconnect, play music, or answer the phone calls;
4. Don't close or shrink the upgrade page;

CUSTOMER SERVICE TEAM

● **What should I do if the problem about the earphones is not mentioned in this FAQ?**

If there is no solution for your problem in this FAQ, please feel free to contact our Customer Service Team and we will provide you a solution as soon as possible. If we confirmed that the problem couldn't be solved, we will apply the replacement or refund for you. TRUEFREE provides an 12-month warranty for every product. Your satisfaction is always greatly important to us.