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TIMMKOO Q3E Mp3 Player Frequently Asked Questions?

Contents

TIMMKOO

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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 to 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 AirPods, Bose, etc., please try the following operations (take Apple Airpods as an example):
    Open the lid of the AirPods charging box, then press and hold the pairing button on the back of the charging box. When the indicator light in the Airpods charging box is displayed in a white flashing state, Please refresh the Bluetooth list of the mp3 player and you will find that a device named "AirPods" has appeared. This method also works with other brands of Bluetooth headphones with pairing buttons, such as Beat, Jabra…
3.

Pairing Button

If the above operation still does not solve the fault, 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 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 it 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 a 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 a 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:"_{?B6 4VRF3

- 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 a 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 the "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/speakers. 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 us 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, its file format is one of those file formats that you claim in the description can be compatible with the device.
Answer:
Laboratory tests show that the device is compatible with common audio format files, including MP3, WMA, 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, FLAC, or 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.-0*9

How to calculate 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, the playtime 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, its file format is one of those file formats that you claim in the description 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 calculate the bit rate:
B i t Rate (Kbps) = File size (GB) * 1024*1024*8 / playback time
B i t Rate (Kbps) = File size (MB) * 1024*8 / playback time (S)
For example, The size of your video file is 8 .9 6GB and the playtime is 125 minutes, and the bit rate is: 8.96 *1024 *1024*8 125 * 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 2: Does the player have shuffle mode (option)
Answer: Yes.

- In the "all music" folder: You can shuffle play all songs in the device,

- In a specific playlist/folder: You can shuffle-play songs in the current playlist/file.

Click the menu icon in the lower right corner of the playback window, then click the play mode button in the upper left corner in the popup window, and switch to Shuffle play mode (as shown)
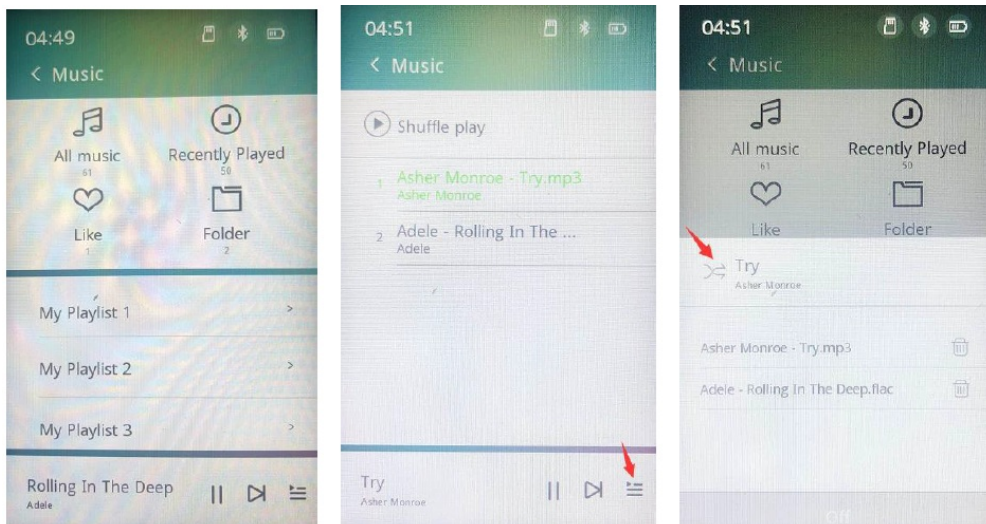
Explanation of playback mode icons

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: Shuffle play all songs in this device or the current folder/playlist

**Question 3**: Can I loop a single song? How does it work?
Answer: Yes, you can. Select and start playing the song you want to play in a loop, then click the menu icon in the lower right corner of the playback interface, then click the play mode button in the upper left corner of the pop-up window, and switch to single loop mode (as shown)
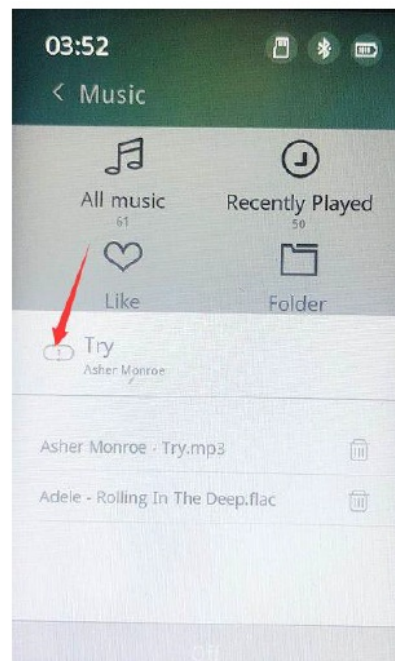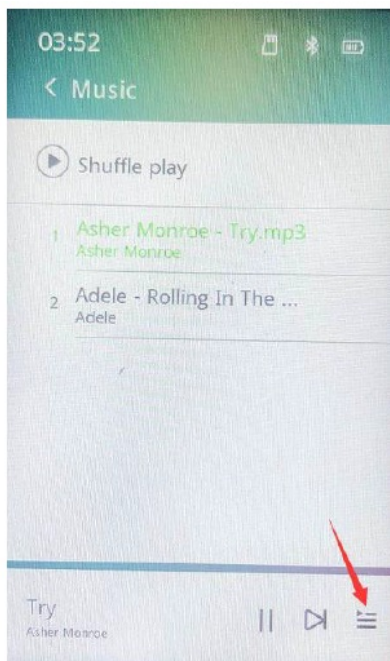
Question 4 Can I loop-play the songs in a playlist/file? How to do it
Answer: Yes.
Go to your target playlist/folder, click any song to play, and then click the menu icon in the lower right corner. In the pop-up window, you can see all the songs in the current playlist/folder. Please click the play mode button in the upper left corner to All loop modes (as shown in the figure)
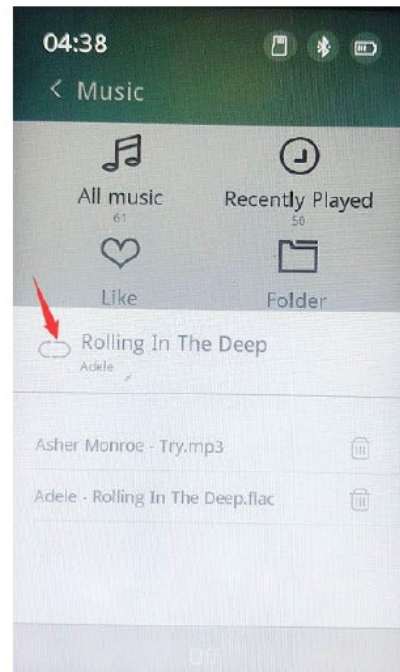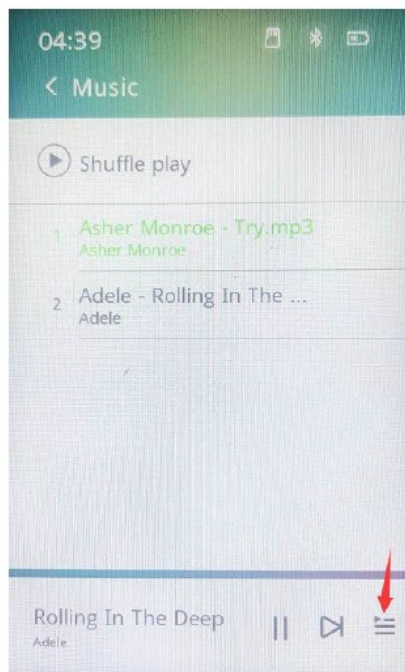
Question 5 Does this player have EQ (Equalizer)? Is there a preset music style, such as Classic, Country, Jazz, or Hip Hop?
Answer: No equalizer, no preset style

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: Can I slow down or speed up music video playback on this device? E.g.1.25x, 1.5x
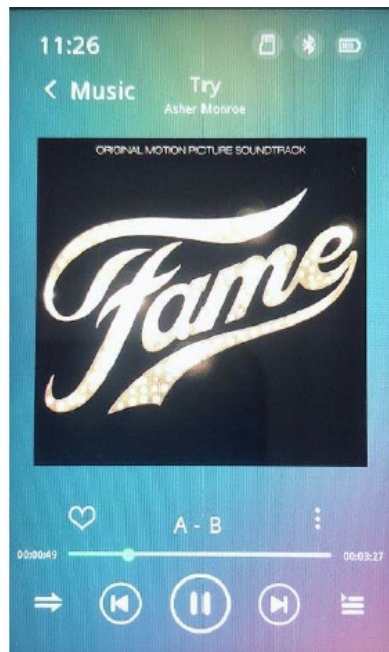**Answer:** No

Question 10: What is the function of A B? How to use it?
Answer:

This is a supplement to loop playback. If you need to loop a certain song, you can choose a single song loop. But if you want to loop a certain part of the song, you need the A B function to help you achieve it. You can define A B's position at any time For example, in the process of playing a song, when the progress bar is 00:01:23, you click A to define the start time of loop play; then continue to play for a while…When the progress bar is 00:03:15, Click B to define the end time of loop play. Next, the player will the n loop the music between 00:01:23 and 00:03:15.

**Question 11** Can the album cover be displayed during music playback?
Answer: If your music file itself has an album art. It will.

Question 12 Can the lyrics be displayed during music playback?
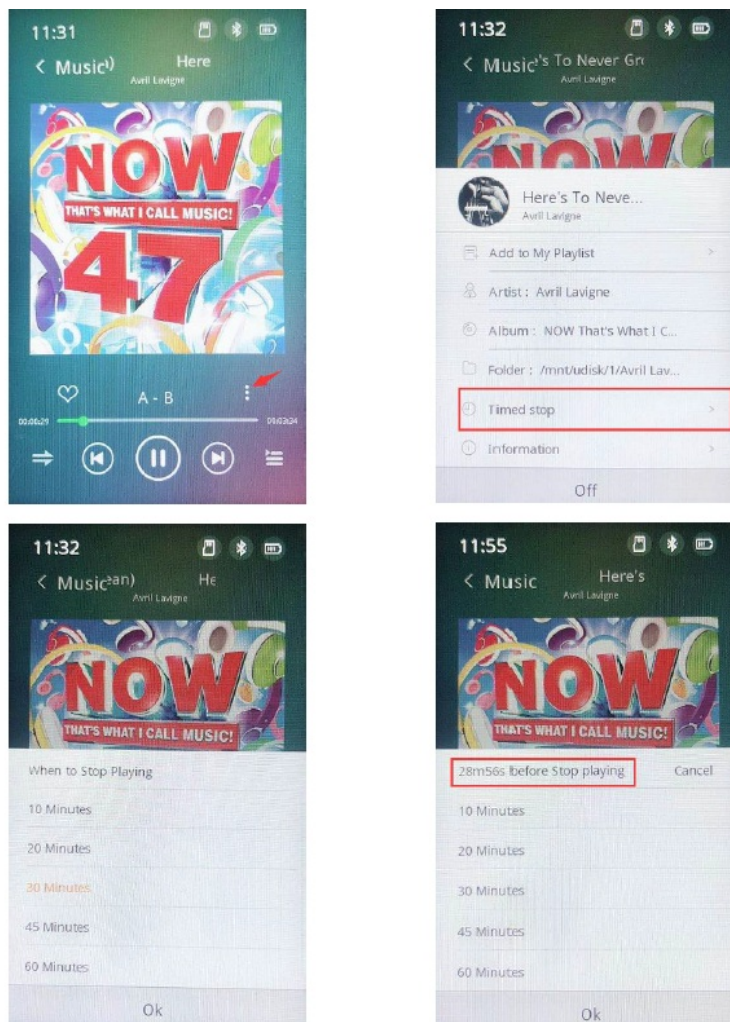**Answer:**
There must be an LRC lyrics file with the same name in the folder where the song is stored. If available, you can click on the album cover to switch to the lyrics display window.
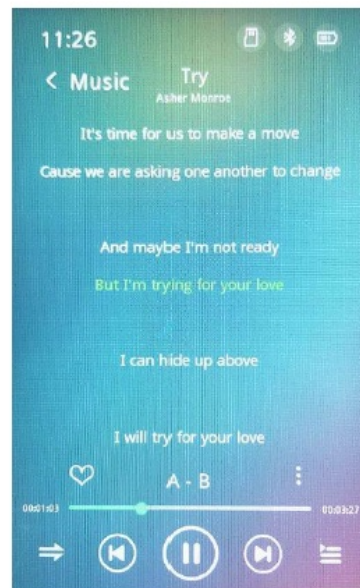
Question 13: What is a Time stop?
Answer:
Sets the time to stop playback automatically. For example, if you set Time Stop to 20 minutes, the device will automatically stop playing after 20 minutes.

Question 14: Can I pause/play/skip forward / skip backward music with the physical buttons?
Not the touch screen.
Answer:
Not. The player only has the power and volume physical buttons, you can only do those through the touchscreen

Question 15: 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 16 Does this player support Mono Audio playback? (Taking a standard song and converting the sound to play in mono in both earbuds instead of stereo)
Answer: Yes

Question 17 I want to know if I can connect it to the TV with an HDMI cable.
Answer: The player has no video access output-input). You cannot cast videos on your TV via an HDMI cable.

Question 18 Does it have video access?
Answer: No

Question 1 9 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 20 Does this have a 3.5mm jack?
Answer Yes. You can use a 3.5mm audio cable to connect to external speakers.

Question 21 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.

Playlists

Question 1: How many playlists is the device built in?
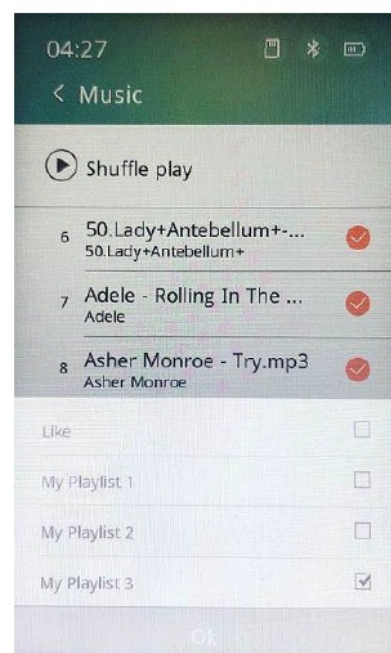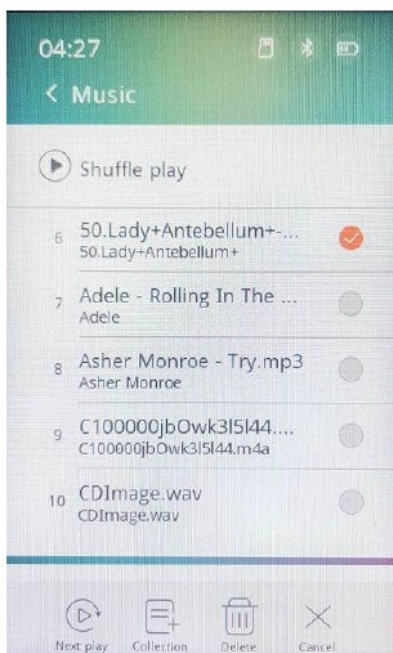**Answer** 3 playlists

Question 2: Can I create my own playlist or modify the name of the device's playlist?
Answer No, you cannot create new playlists or delete the system default playlists, nor can you modify the names of the playlists. When the device is connected to the computer, you cannot view the folders and contents of the 3 playlists that are the default device.

If you want to organize and distinguish a batch of audio and video files according to your needs, you can use your computer to create a new folder (Customizable folder name) in the device and copy and paste the target audio and video files into the folder. This way, you can access the folder you created on your device just like you would a playlist.

**Question 3:** How do I add / bulk add songs to a playlist?
Answer Go to your target folder, long press anywhere in the music list, and you will find a round check box to the right of all songs under the folder, and an optional menu appears at the bottom of the interface. Select the songs you want to add to the playlist, then click the "Collection" menu item, select the target playlist (My Playlist 1, My Playlist 2…), and click "OK".

Question 4: How do I remove a song from the playlist?
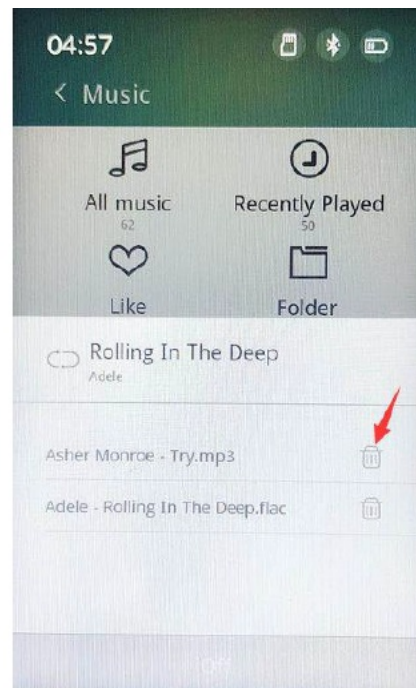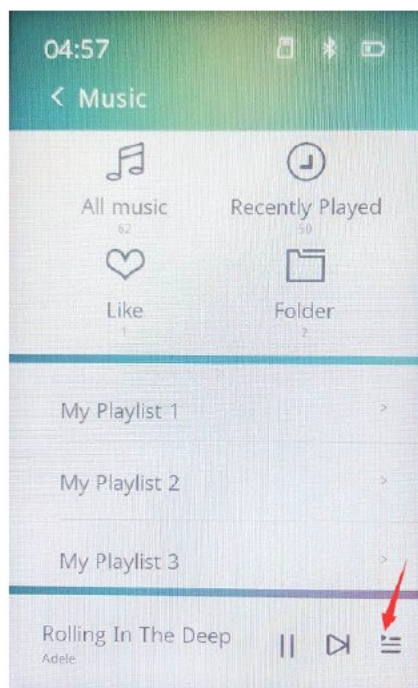**Answer:**
Method 1 Go to the playlist (My Playlist 1, My Playlist 2 …), and long press anywhere in the music list. You will find a round check box to the right of all songs under the playlist and an optional menu at the bottom of the interface. Select the songs you want to remove, click the "Remove" option, and then click "OK" on the confirmation page that pops up.
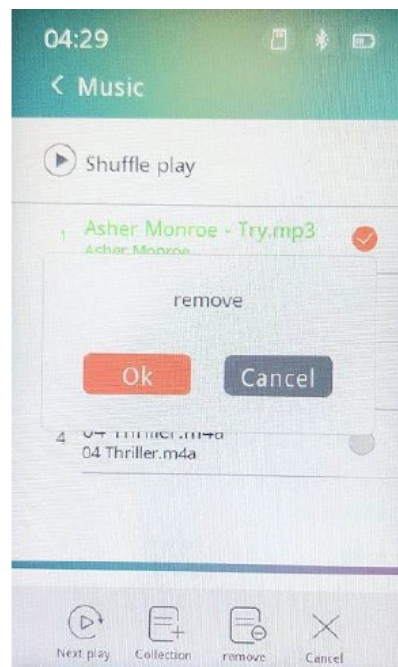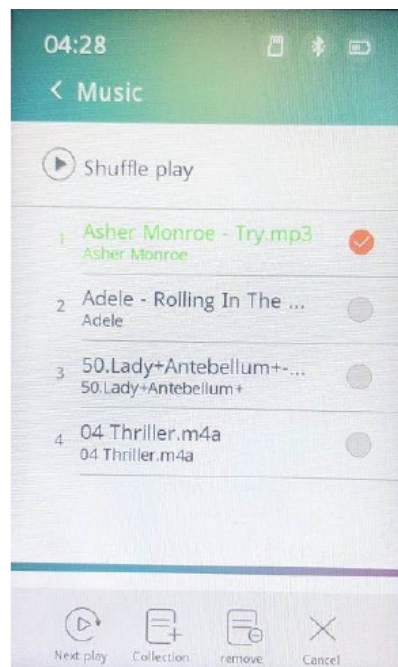
This operation just removes the song from the playlist, and the song still exists in the device's folder. You can still add it back to the playlist. With this optional menu, you can also do the following:

- Next play: Select one or more songs as the next play track.
- Collection: Transfer selected songs from the current playlist to other playlists.
- Method 2: In the main music window, click the menu icon in the lower right corner. In the pop-up song list, click the delete icon to the right of the target song you want to remove.

- Tips: This operation in the playlist is to move the file out of the playlist, but this operation in the folder is to delete the file. Be careful.

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 a 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 a USB cable?
Answer

- Connect the player and your computer with the attached USB cable, You will find an additional disk in your drive list, which is the internal storage of the player.
- Then, just like using a universal U disk, copy that 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 cannot 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 a 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, and ChromeOS).

Question 4 How to upload music from an Android phone to the player via OTG cable?
Answer

1. Connect the player and your Android phone with the attached OTG cable, And select USB used as "File transfer" in the player (see screenshot1). At this time, your phone will pop up the USB driver be found prompt (as shown in Screenshot 2).
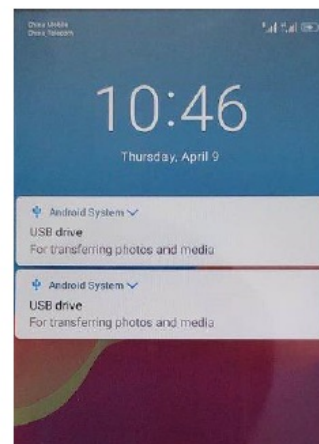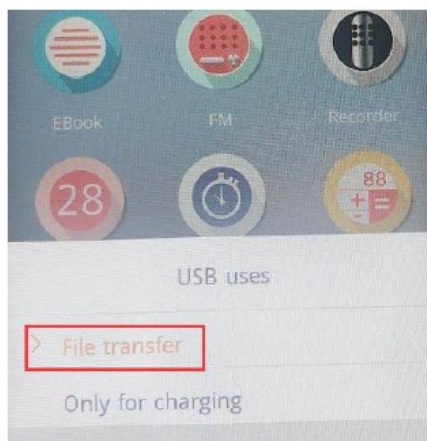
    Tips:
  - If your player is not plugged into an external TF card, only one USB drive is found
  - If the phone displays an error message "Preparing USB drive_ check USB error", then you need to format your player's disk to make the phone recognize it correctly

2. Go to the disk and folder where music is stored on your phone, select the music that you want to be uploaded to the player, then click the menu item in the upper right corner and select Copy to …

3. Then click the menu icon in the upper left corner, select the target disk and folder of the player to upload to, and then click the "Copy" button.
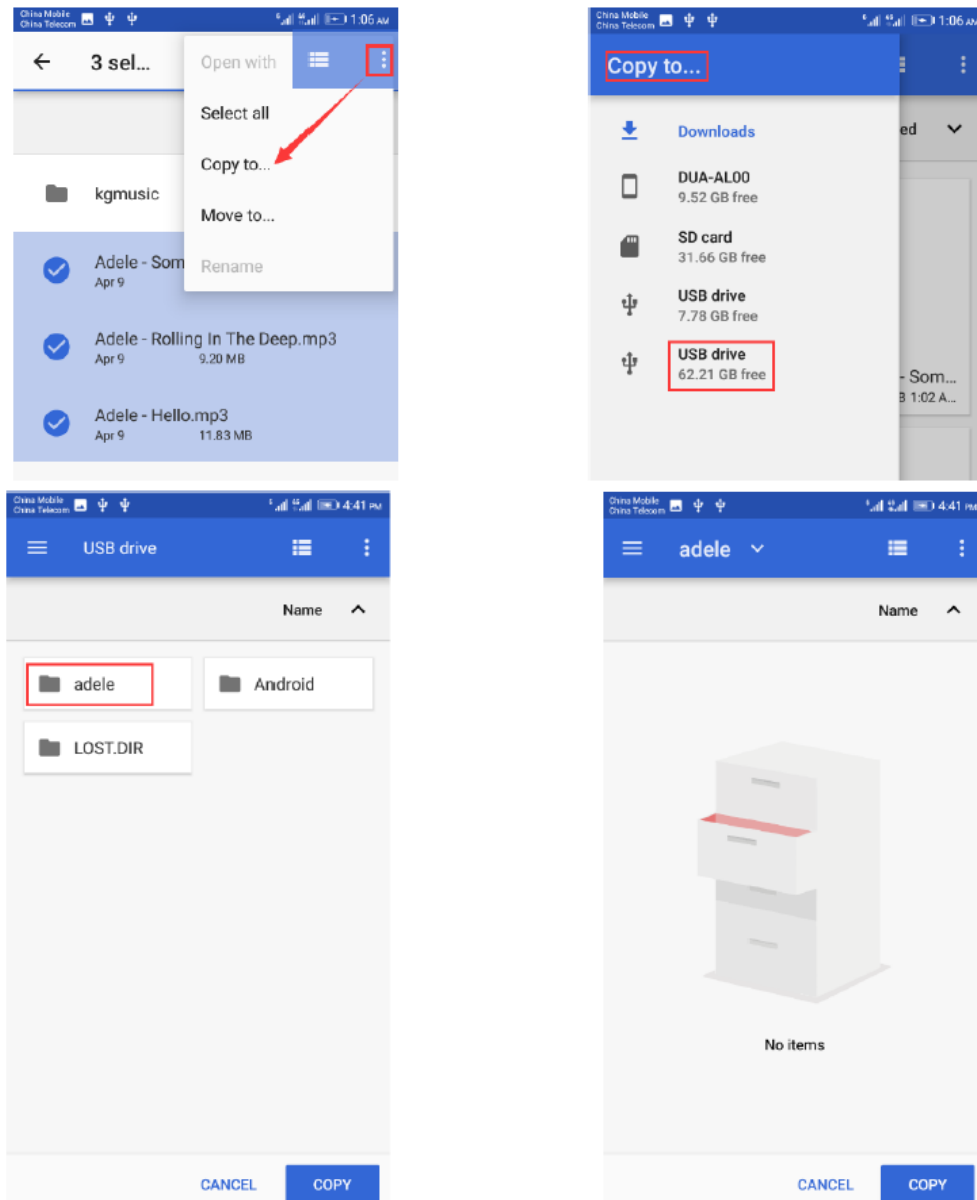
Tips: You can create new folders to categorize your music

Question 5 Connect the player and my phone via OTG cable, and nothing happens.
Answer
Only Android phones with OTG functions can use OTG cable for file transfer (Apple phones do not support OTG).
T herefore:

1. Please read your phone manual or contact the manufacturer to confirm whether your Android phone supports the OTG function.
2. Check whether the OTG function of your mobile phone is turned on. Usually in the "Settings" section of the phone.
3. Repeatedly plug and unplug or replace an available USB data cable to check whether it is bad contact or a damaged cable.
4. If the above reasons are eliminated, almost certainly the USB interface of the device is damaged. Please contact us for further assistance or a replacement/refund

Question 6 The file upload from the computer via the USB cable is completed, but no files are found in the player, and the memory usage is 0.
Answer

This is usually caused by the USB connection being disconnected during the file transfer. In fact, the upload is not completed, but an illusion. Please replug the USB cable or replace the available USB data cable, maintain the stability of the connection, and then upload the file again.

Question 7 C an it connect to WIFI? Can I upload music to the player via WIFI?
Answer: No WIFI connection.

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 a defective battery. Therefore, please charge for 45 to 60 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 45 to 60 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
4. 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;
5. 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.
6. 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 a 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 the 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 this still can't solve this, please contact us for further assistance or a 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 have 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 my favorite music or audiobook I heard on the radio

Answer: No, the recorder cannot be activated in the radio state.

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 M P3, WAV

Ebook

Question 1 What e-books are compatible with this device? Txt, Word, Pdf?

Answer: Only compatible with text.

Calendar

Question 1: Can I add items to the calendar or is it just for a 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: No

Question 2: Whether the alarm clock is still available off-state?
Answer: No an alarm clock

Pedometer Stopwatch
Question 1: Does the device have a pedometer and a stopwatch?
Answer: Only stopwatch without a pedometer, stopwatch function in Setting

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: Artists and albums are available, but genres are not available

Question 3: How do I quickly find the song I want to play?
Answer: Go to the folder/playlist where the target song is stored, then swipe up / down with the touch screen to find the song you want to play.

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 a soft keyboard for inputting or a List of selectable letters. You can only find your target song by swiping up / down on the touch screen.

Question 5: I have over 5000 songs, can I search for my target song by partial/full song name on the device?
**Answer:** No. The device does not have a soft keyboard for input, so it cannot locate your target song accurately by the song name. You can only find your target song by swiping up /down on the touch screen.

Question 6: Can I select a batch of songs for playing at once?
Answer: Yes, you can select a batch of songs at once and put them in a playlist to play. For details, please refer to point 3 in the playlist section.

Question 7 How do delete / bulk delete files from the device?

Answer: Enter your target folder, long press anywhere in the file list, and you will find a round check box to the right of all files under the folder, and an optional menu appears at the bottom of the interface. Select the songs/files you want to delete, then click the "Delete" menu item, and then click OK after the confirmation window pops up.* This operation completely deletes the music file from the folder. Unless you upload it again, this file no longer exists on the device.
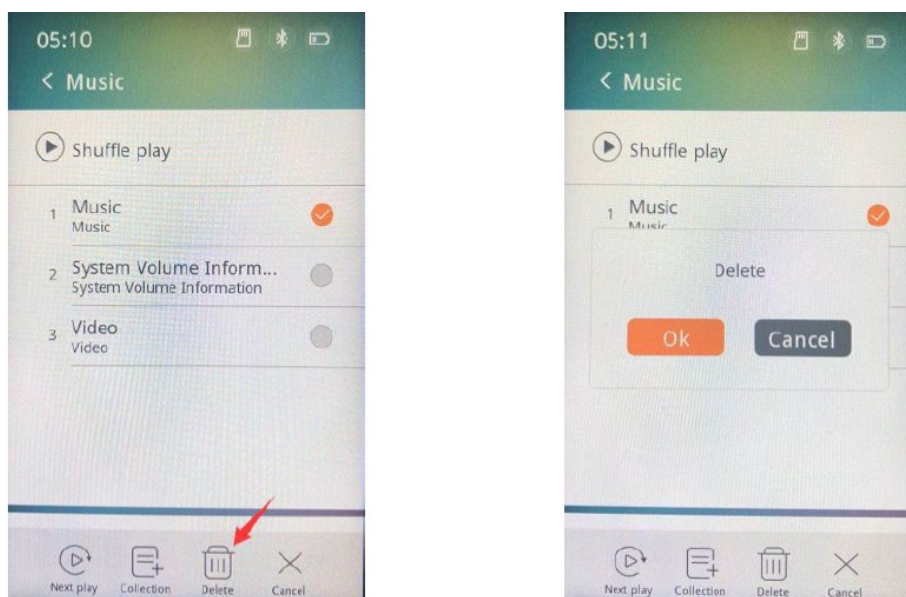
Question 8: Is it possible to hide nonmusic files in the folder, such as LRC, word, Excel
Answer: No.

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

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

Display Screen
Question 1 W hat is the visible screen size for watching videos
Answer: 4"

Question 2: Can I clearly see the icons on the screen under strong outdoor sunlight?
Answer: Y es. You can adjust the screen's backlight brightness in Setting Display as needed.

Question 3: Does this device have a Blue light filter?
Answer: Y es. 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 card, which supports up to 128GB

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

Question 2: Can I manually turn on / off the built-in speaker?

Answer: Yes. We will update the firmware soon

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. But what you need to know is

- The player can only accept audiobooks of compatible music formats, such as mp3, wav, etc.
- Unable to play streaming audiobooks, such as Audible and iTunes audiobooks. You need to convert them to those compatible audio formats like mp3.

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. But you can choose one or two of the three playlists provided by the device as a dedicated playlist for audiobooks. You can also manage your audiobooks by creating new folders.

App Compatibility
Question 1: Is the player compatible with Audible?
Answer: Due to the inability to connect to the Internet (such as WiFi, cellular data) data), the player is not compatible with the installation and use of the app. Including but not limited to Audible, Amazon Music, iTunes, Spotify, Youtube, 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: Only supports car stereo connection via AUX.

Other Questions
Question 1: Does the device have GPS? Can it be used for map positioning and
Answer: Sorry, the device does not have these.

Question 2: Does it collect data of any kind also do you have a privacy policy
Answer: The device is an offline player and can't connect to the Internet, so no user information will be collected.

Question 3: Can I send messages with this device, like
Answer: No, the device does not have an SMS function

Question 4: Can I lock the screen like on an iPhone to prevent children from accessing the app?
Answer: No, The device does not have a lock screen function

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 "FormatFactory" as our main tool.

Question 6: What are the included accessories?
Answer:

- 1 x USB type c cable
- 1 x OTG cable
- 1 x Silicone case
- 1 x Protective film

After-sales Service:
Question 1: What is the warranty policy
Answer:

- No reason to return or exchange within 30 days
- 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 kindly visit our FB and send us messages for technical support and customer service.

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