

A3922 FAQs for Life Dot 2

Category	Questions	Answers
Charging	How long does it take to fully charge Life Dot 2?	A full charge takes up to 1.5 hours.
	How long does it take to fully charge the case?	A full charge takes up to 4-6 hours.
	What should I do if the earbuds don't take a charge from the charging case or turn on when I take them out of the charging case?	<ol style="list-style-type: none"> 1. Make sure the protective film inside the charging case has been removed. 2. Ensure all charging contact pins on the earbuds and charging case are completely clean and dry of sweat and water. You can use a terry cloth/cotton swab with a bit of rubbing alcohol. Then put earbuds correctly into the case. 3. Connect the case with the included USB cable and plug it into a USB power source for at least 10 minutes. <p>There will be one steady white light on the case while it's charging and a steady white light on each earbud to indicate the earbuds are charging in the case. The light will turn off when they are fully charged.</p>
	Why doesn't the light on the charging case light up?	The light on the charging case only lights up when it has less than 10% battery life (red indicator) or when the case is charging (white indicator).
	Can Life Dot 2 be paired with multiple devices at the same time?	<p>This feature is currently not supported.</p> <p>If you want to pair Life Dot 2 with a second device, please use one of the following methods:</p> <ul style="list-style-type: none"> - Turn off Bluetooth on the currently connected device and then connect another Bluetooth device. Or 1. Hold down the button on either earbud for 8 seconds to turn it off. 2. Turn on Bluetooth on another device and hold the button on either of the earbuds for 3 seconds to enter into pairing mode. The LED indicator will flash quickly. 3. Hold down the button for 1 second on the other earbud to turn it on. It will connect to the other side automatically.
	How do I reset Life Dot 2?	<ol style="list-style-type: none"> 1. Place the earbuds into the charging case, make sure they are charging, and wait for at least 10 seconds. 2. Keep the charging case open and press the button on both earbuds for 8 seconds. The LED indicators will flash red 3 times and then turn steady white. 3. Take both earbuds out of the case and they will pair together automatically. The LED indicator will flash quickly on the right earbud and will flash slowly on the left earbud.
	What should I do if Life Dot 2 doesn't pair with my device?	<ol style="list-style-type: none"> 1. Make sure your device is within 1m/3ft of Life Dot 2. 2. Delete the pairing record on the Bluetooth list of your device, turn off Bluetooth, and turn it on again to pair. 3. If it doesn't work, please reset the earbuds (see <i>"How do I reset Life Dot 2?"</i>) 4. Try to pair Life Dot 2 with another device.
	What should I do if any of the following problems occur? 1. Only one earbud has sound. 2. One side does not pair with the other side or my device. 3. No music plays after connecting with my device.	<p>Put the earbuds into the charging case for 5 seconds, and take them out to try pairing again.</p> <p>If that doesn't work, please try the following:</p> <ol style="list-style-type: none"> 1. Forget the Bluetooth pairing record on your device if you have previously connected Life Dot 2 with it. 2. Reset the headphones (See <i>"How do I reset Life Dot 2?"</i>) 3. Turn off Bluetooth on your device and then turn it on again to pair it with Life Dot 2.
	What should I do if Life Dot 2 disconnect from my device?	<ol style="list-style-type: none"> 1. Make sure that the distance between the earbuds and your device is no greater than 10 meters, and there's no barriers between them. 2. Avoid interference from other Bluetooth connections and Wi-Fi. 3. Try to reset the earbuds. <ul style="list-style-type: none"> -Place the earbuds into the charging case and make sure they are charging, and wait for at least 10 seconds. -Keep the charging case open and press the button on both earbuds for 8 seconds. The LED indicators will flash red 3 times and then turn steady white. 4. Try to use the earbuds with another device to see if they work normally. <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. Put your phone on your right hand side when using it. 2. Download videos and songs instead of streaming. 3. If you have an Android phone, temporarily disable unnecessary apps running in the background.
	Can I use Life Dot 2's earbuds in mono mode?	<p>Yes, simply remove one earbud from the charging case while the other is charging.</p> <p>If the earbud has not previously been connected to your device, manually select the earbud from the list of available devices to pair.</p>
	How do I switch between the stereo and mono mode?	<p>When connecting to a mobile device for the first time, the right side is the primary earbud by default, and the left side is the secondary earbud. The primary earbud connects with your device and transfers signals to the secondary earbud (including after resetting).</p> <p>Ways to switch:</p> <ol style="list-style-type: none"> 1. Place either earbud into the charging case. You can keep using the other one. 2. If either one of the earbuds is out of battery and powered off, the other one can still be used. 3. If you want to switch back to stereo mode, just take the other earbud out of the charging case to automatically enter stereo mode. <p>If this fails, forget the Bluetooth pairing record on your device, reset the earbuds (see <i>"How do I reset Life Dot 2?"</i>), and try again.</p>
Does Life Dot 2 support transparency mode?	No.	
What should I do if there is no sound while connecting to a computer?	<ol style="list-style-type: none"> 1. Delete the pairing record and reconnect Life Dot 2 again. 2. When you use Life Dot 2 for a call on your computer, you may need to select them as the default playback and output device. This can be found in your computer's audio settings. 3. Update your computer's Bluetooth driver or buy a Bluetooth adapter that is compatible with your computer. 	

Sound	What should I do if the other side cannot hear me or I sound like I'm far away during the call?	<ol style="list-style-type: none"> 1. During phone calls, only one earbud's microphone picks up your voice. If you remove one of the earbuds during the call and want to switch from stereo to mono mode, put the unused earbud into the charging case. 2. If you use both earbuds (stereo mode), ensure you have selected the earbuds when answering the call. Additionally, adjust the position of the earbuds in your ears to make sure you're wearing them correctly.
	What should I do if the bass does not meet my expectations?	<p>Please note that the way you wear the earbuds and the seal of the earbuds you use can affect the bass.</p> <p>If the bass is not strong enough for you, try out the other EarTips and AirWings in the packaging to ensure you are using ones that fit your ears correctly and create a good seal.</p>
Operation	Can I adjust the volume via Life Dot 2?	No, you cannot adjust the volume via the earbuds. Adjust the volume via the connected device.
	Do Life Dot 2 turn off automatically?	Yes, the earbuds will automatically turn off if they are not connected with a Bluetooth device for 2 minutes. If connected to a Bluetooth device, they will enter standby mode.
	Is Life Dot 2 waterproof? Can I take a shower or go swimming while wearing them?	<ul style="list-style-type: none"> - Yes, the earbuds have IPX5 waterproof protection, but the charging case is not waterproof. After exercise, there may be sweat on the charging pins, so use a cotton cloth to dry the earbuds before charging. - 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.
	What should I do if Life Dot 2 is uncomfortable or does not fit securely?	<ol style="list-style-type: none"> 1. Choose a different size of EarTips and AirWings from the selection in the box. 2. Refer to the wearing guide in the user manual to ensure you are wearing them correctly.