

Category	Questions	Answers (to customer)
<b>Wearing Related</b>	What should I do if the earbuds are uncomfortable to wear?	You can adjust the ear hooks between 4 different positions to find the most comfortable fit.
	What should I do if the earbuds do not fit securely?	You can adjust the ear hooks between 4 different positions to find the most secure fit.
<b>Sound quality Related</b>	How do I get the best sound quality?	<p>1. Ensure that your AeroFit 2 is properly worn, as the incorrect placement will affect your listening experience. The closer the speaker is to the ear canal, the better the sound quality.</p> <p>2. The default EQ for AeroFit 2 is soundcore Signature, delivering a powerful audio experience. If you prefer a different sound, download the soundcore app to access 22 EQ presets like Balanced, Bass Booster, and Podcast, or create your own custom EQ.</p>
	What should I do if I can't hear audio clearly outdoors?	<p>1. Ensure that your AeroFit 2 is properly worn, as the incorrect placement will affect your listening experience. The closer the speaker is to the ear canal, the better the sound quality.</p> <p>2. Increase the volume.</p> <p>Notes:</p> <p>1. To achieve the highest volume output on some Android phones, ensure both your phone and earbuds are set to maximum volume.</p> <p>2. Open-ear earbuds help you stay aware of your surroundings but don't offer noise cancellation, which makes them susceptible to ambient noise. In loud environments, the listening experience may be affected, so using them in quieter places can provide better sound quality.</p>
	What should I do if the volume of the earbuds is low?	<p>1. Ensure that your AeroFit 2 is properly worn, as the incorrect placement will affect your listening experience. The closer the speaker is to the ear canal, the better the sound quality.</p> <p>2. Make sure the earbuds' speakers are not obstructed and clean them if they are.</p> <p>3. Set the volume to maximum.</p> <p>4. To achieve the maximum volume output:</p> <ul style="list-style-type: none"> <li>- On an Android phone, make sure the volume sync feature is turned on in the Bluetooth settings.</li> <li>- On an iOS phone, go to Sounds &amp; Haptics &gt; Headphone Safety, and turn off Reduce Loud</li> </ul>

		<p>Sounds.</p> <ul style="list-style-type: none"> <li>- Lower the volume by one notch on your phone.</li> </ul> <p>Then, set the volume of both your phone and earbuds to maximum.</p>
	What should I do if the sound quality doesn't meet my expectations?	<ol style="list-style-type: none"> <li>1. Make sure the Absolute Volume feature is disabled on your phone.</li> <li>2. Ensure that your AeroFit 2 is properly worn, as the incorrect placement will affect your listening experience. The closer the speaker is to the ear canal, the better the sound quality.</li> <li>3. The default EQ for AeroFit 2 is soundcore Signature, delivering a powerful audio experience. If you prefer a different sound, download the soundcore app to access 22 EQ presets like Balanced, Bass Booster, and Podcast, or create your own custom EQ.</li> </ol>
	What should I do if the volume of the left and right earbuds is inconsistent?	<ol style="list-style-type: none"> <li>1. Adjust the volume balance between the left and right earbuds in the soundcore app.</li> <li>2. Reset the earbuds. Refer to "How do I reset the earbuds?" for guidance.</li> <li>3. Use a Q-tip with a small amount of rubbing alcohol or a small, clean brush to gently clean the metal mesh filter. If possible, use a bulb blower to blow air into the port and filter. This will loosen any dust or dirt inside the earbuds. Finally, use a cotton swab or toothpick to remove them.</li> <li>4. Make sure the earbuds are worn at the correct angle.</li> </ol>
	What should I do if the 3D sound doesn't meet my expectations?	Use the 3D Sound feature for movies or games to enhance the sense of space and depth. 3D sound is not recommended for music playback.
<b>(AI Translation) Usage scenarios</b>	When should I use Face-to-Face Translation?	Face-to-Face Translation is great for in-person conversations, like when you're traveling abroad or having a business discussion.
	When should I use Real-Time Translation?	Real-Time Translation is best for situations where you mainly listen, such as lectures or meetings.
<b>(AI Translation) Operation</b>	How do I get the AI translation feature on AeroFit 2?	<p>To access AI Translation:</p> <ul style="list-style-type: none"> <li>- Download the soundcore app.</li> <li>- Update to app version 3.8.7 or later.</li> </ul>

		- Connect your earbuds to the app and update the firmware to the latest version.
	How many languages does AeroFit 2's AI Translation support?	It supports over 100 languages.
	How do I use Face-to-Face Translation for conversations?	To enable Face-to-Face translation in the soundcore app, go to AI Translation. 1. Speak your language: Tap the bottom-right button and start talking. The translated text will appear on-screen and play through your phone. 2. Listen to the other person: Tap the bottom-left button to capture their speech. The translation will appear on-screen and play through your earbuds.
	Is AI Translation available on PCs or tablets?	No, AI translation is only available on smartphones. The soundcore app currently doesn't support PCs or tablets.
	Can I use AI Translation during calls?	No, the AI translation feature doesn't work during calls due to Bluetooth limitations. Please end the call before using translation.
	Can I use AI Translation while Dual Connections is enabled?	No, translation doesn't work when Dual Connections is on. To use it, disconnect one of your devices first.
<b>(AI Translation) Troubleshooting</b>	What should I do if I encounter network or server errors in AI Translation?	1. Network Issues: Try reconnecting to the internet or switching to a more stable network, then retry. 2. Bluetooth Connection Issues: Disconnect the Bluetooth earbuds from your device. Reconnect the earbuds to restore functionality. 3. Device Compatibility: The soundcore app currently supports only smartphones. Make sure your earbuds are paired with a phone.
	What should I do if the soundcore app crashes during translation?	Restart the app by closing and reopening the soundcore app.  Notes: - This may be due to compatibility issues between the app and certain smartphones. While most devices work fine, occasional exceptions can occur. - The soundcore app currently supports only smartphones. Make sure your earbuds are paired

		with a phone.
	What should I do if AI Translation doesn't pick up the audio?	Try the following: 1. Restart the Feature: Exit and re-enter the translation feature. 2. Restart the App: Close and reopen the soundcore app. 3. Reconnect the Earbuds via Bluetooth: Disconnect and pair them again. 4. Check Network Stability: Make sure the internet connection is stable for proper functionality.
	What should I do if the firmware has been updated to the latest version but I can't find AI Translation in the app?	1. Download the soundcore app from the app store. If your soundcore app's version is below 3.8.7, update it to the latest version.  2. To check your app version: - Open the soundcore app. - Tap on the head icon at the bottom-right corner to access the personal settings. - Select "About" to view the app version.  3. If your app version is 3.8.7 or later, check your selected region. This feature is currently not available in Japan.
	Why can't AI Translation automatically identify the speaker and languages?	Due to technical limitations, automatic language detection is currently unavailable.
	What should I do if ambient noise affects the translation quality?	Whether you're using Face-to-Face or Real-Time Translation, place your phone and earbuds close to the speaker to reduce interference from ambient noise and improve translation accuracy.
<b>(AI Translation)</b> <b>Privacy and security</b>	Is my translation content accessible to third parties?	No. We only offer translation functions and do not access or use your data. All data transmissions are encrypted for your security.
	Does the AI translation feature comply with GDPR and other privacy protection regulations?	Yes, the translation feature fully complies with GDPR and our dedicated privacy policy. We obtain your consent before use to ensure your privacy is protected.
<b>Daily Maintenance</b>	What do I perform daily maintenance for the earbuds?	1. Clean the earbuds with a soft, dry cloth and the earbuds' charging contacts with a cotton swab lightly dipped in alcohol. Then, gently clean the speaker mesh with a small brush.

		<p>2. Use a lint-free cloth dampened with alcohol to gently clean the case's charging contacts.</p> <p>3. Connect the earbuds and play music at maximum volume for a few minutes.</p>
<b>Bluetooth related</b>	What should I do if my earbuds cannot be powered on or paired during the first use?	<p>1. Charging the charging case for more than half an hour.</p> <p>2. Wipe the charging pins on both the earbuds and the charging case with a damp towel.</p>
	What is the maximum latency of the earbuds?	Around 200ms.
	What is the maximum latency of the earbuds in gaming mode?	90ms.
	What should I do if my earbuds cannot be paired with my phone?	<p>1. Place the earbuds into the charging case, close the lid, and then open the lid to connect again.</p> <p>2. If the issue persists, reset the earbuds. Refer to "How do I reset the earbuds?" for guidance.</p>
<b>Touch Related</b>	What should I do if the touch controls are frequently triggered by accident?	<p>1. Clean the touch-sensitive area to prevent accidental touches from sweat accumulation.</p> <p>2. Disable the Single Press option in the control settings of the soundcore app or turn off the Control feature.</p>
	What should I do if the touch controls on the earbuds are not responsive?	<p>1. The touch-sensitive area is located in the center of the earbuds' logo. When using touch controls, ensure you touch this specific area.</p> <p>2. Ensure the touch control feature is enabled in the app. If it's off, turn it on and try again.</p> <p>3. If the issue persists, reset the earbuds. Refer to "How do I reset the earbuds?" for guidance.</p>
<b>Specification</b>	What Bluetooth version does soundcore AeroFit 2 support?	Bluetooth 5.4.
	What audio codecs does soundcore AeroFit 2 support?	SBC, AAC, and LDAC.
	What is the battery capacity of the earbuds and how long does it take to charge them?	70mAh for each earbud. A full charge takes about 1 hour.
	What is the battery capacity of the charging case and how long does it take to charge?	750mAh. A full charge takes about 2 hours.
	Does soundcore AeroFit 2 support active noise cancelling (ANC)?	No.
	What is the water and dust	IP55.

	resistance rating?	
	How many times can I charge the earbuds to full using the charging case?	The earbuds can be fully recharged a total of 3 times with a full-power charging case.
	What is the battery life of the earbuds, and how long can they last with the charging case?	At 50% volume, the earbuds can last for about 10 hours when playing music. With the charging case, the battery life can be extended to around 42 hours.
	What is the battery life of the earbuds during calls?	The earbuds can last for about 8 hours at 50% volume in call mode.
	How many Bluetooth devices can soundcore AeroFit 2 remember?	Up to 8 Bluetooth devices.
	Does the charging case support wireless charging?	Yes, the charging case supports wireless charging.
	Does soundcore AeroFit 2 feature wearing detection?	No, soundcore AeroFit 2 does not feature wearing detection.
	Does soundcore AeroFit 2 support fast charging?	Yes, it supports fast charging, providing up to 4 hours of playback with just a 10-minute recharge. However, the charging case does not support this feature.
	What is the maximum sound pressure of the earbuds?	91 dB.
	What is the Bluetooth range?	10 m / 33 ft.
<b>Operation</b>	Do the earbuds provide voice prompts for powering on and low battery?	Yes, the earbuds give a voice prompt when they power on and when the battery drops to around 10%, repeating every 15 minutes.
	Are the earbuds suitable for diving or swimming?	No.
	How do I enable Dual Connections?	There are two methods to enable Dual Connections and connect your earbuds with a second device. 1. In the soundcore app, enable "Dual Connections" on the home page. 2. Tap and hold the touch-control area on both earbuds for 3 seconds. If your earbuds have been connected to two devices, remove at least one before connecting a new one.
	When Dual Connections is enabled, what should I do if there is no sound after switching to the other device?	1. Ensure the other device has paused music playback and is not using the audio channel. 2. Switching between devices may take around 20 seconds due to potential compatibility issues.

	How do I turn off the touch prompt tone?	The touch prompt tone can be turned on or off in "More Settings" in the soundcore app.
	How do I turn off the Control Lock feature?	<p>You can turn Control Lock on and off in Controls in the soundcore app. Tap the gear icon located in the upper right corner to access Controls.</p> <p>Note: When Control Lock is enabled, the earbuds' touch controls and their audible prompts will be disabled.</p>
	How do I reset the earbuds?	Return the earbuds to the charging case and leave the case open. Press the button on the case for more than 10 seconds. After 3 seconds, the case indicator light will start flashing white. After 10 seconds, the case indicator light will quickly flash white three times, indicating a successful reset.
	How do I manually enter pairing mode?	Return the earbuds to the charging case and leave the case open. Press the button on the case for 3 seconds. The case indicator light will flash white, indicating that the earbuds have disconnected from the currently paired device and entered pairing mode.
	How do I turn off the earbuds?	<p>1. When you return the earbuds to the charging case, they will automatically power off and disconnect from all Bluetooth devices.</p> <p>2. If not connected to any Bluetooth device, the earbuds will automatically power off after 30 minutes. You can customize this power-off time in the soundcore app.</p>
	Can I use a single earbud?	Yes, you can use a single earbud. However, certain functions, such as pairing, resetting, and customizing the EQ and LED indicators, will not be available.
	How do I adjust the volume using touch controls?	Volume adjustment via touch controls is disabled by default. You can enable it by customizing the touch controls in the soundcore app.
	How do I pair the left and right earbuds with different devices?	The left and right earbuds cannot be paired with different devices.
	What should I do if the product becomes hot while charging?	<p>- Stop charging and check if there is any moisture or sweat in the charging port of the charging case.</p> <p>- Clean the charging port before attempting to charge again.</p>

	What should I do if sound comes from my phone instead of the earbuds during a call?	<p>1. On your phone's call interface, set the audio output to the earbuds.</p> <p>2. For iPhone users, if you answer the call on your phone, sound will come from the phone. To use your earbuds instead, double-click them to answer an incoming call.</p>
	How do I maintain and care for the earbuds?	<p>1. Use the earbuds at least once a month and avoid leaving them unused for a long time. The battery life can be significantly affected if the earbuds are left completely discharged.</p> <p>2. Try not to use the earbuds until the battery drops to 20% or shuts down due to low battery. This can also greatly impact battery life.</p> <p>3. Do not leave the charging case in a low battery state for extended periods; charge it regularly.</p> <p>4. Clean the charging pins promptly after use.</p> <p>5. Store the earbuds in a dry place. If they accidentally come into contact with liquid, dry them with a hairdryer on the cool setting.</p>
	What should I do if one of the earbuds fails to power on or pair?	<p>Reset the earbuds by following these steps:</p> <p>Return the earbuds to the charging case and leave the case open. Press the button on the case for more than 10 seconds. After 3 seconds, the indicator light will start to flash in a flowing pattern. After 10 seconds, the light will turn solid white and remain on for 5 seconds, indicating a successful reset.</p>
	What should I do if one earbud has no sound?	<p>1. Return the earbuds to the charging case and then remove them to reconnect.</p> <p>2. If the issue persists, reset the earbuds. Refer to "How do I reset the earbuds?" for guidance.</p>
<b>Battery Related</b>	How many battery cycles do the earbuds have?	The earbuds maintain a battery capacity of $\geq 80\%$ after 500 charge and discharge cycles at 25°C (77°F).
	What do I need to charge the charging case?	To charge the charging case, a certified charger and charging cable rated at 5V/1A or higher are required.
	What should I do if AeroFit 2 Charging Case Wireless Charging is not working/not responsive?	<p>Please try to manually activate the wireless charging function of your wireless charger:</p> <p>1. If you are using an Anker wireless charger, try pressing or double-pressing the button on the wireless charger to manually activate the wireless charging function.</p>



		2. If you are using a wireless charger from another brand, please consult the manufacturer's instructions on how to manually activate the wireless charging feature.
<b>App related</b>	What should I do if the earbuds are connected to the device but fail to connect to the soundcore app?	<p>Ensure the soundcore app is updated to the latest version. Then, close the app and reopen it to try again.</p> <p>When connecting to the app, make sure your phone is not connected to other Bluetooth devices, such as smartwatches.</p>
<b>Troubleshooting</b>	What should I do if one earbud has no sound?	<p>1. Place the earbuds into the charging case and then remove them to reconnect.</p> <p>2. If the issue persists, reset the earbuds. Refer to "How do I reset the earbuds?" for guidance.</p>
	What should I do if my earbuds cannot be powered on?	Charge the charging case for at least one hour and place the earbuds into the case to recharge them.
	What should I do if my earbuds cannot be recharged by the charging case?	<p>1. Make sure the charging case is fully charged.</p> <p>2. Make sure the charging pins on the earbuds and the pogo pins on the charging case are in good contact. Try wiping the pins with alcohol.</p> <p>3. If the issue persists, try resetting the earbuds. Refer to "How do I reset the earbuds?" for guidance.</p>
	What should I do if the earbuds are connected to the device but not to the soundcore app?	Make sure the soundcore app is updated to the latest version. Close the app and then reopen it to try connecting again.
	What should I do if one earbud has no sound when connected to a MacBook?	Check Volume Balance in More Settings to ensure it is not set to left or right. If it is, adjust the balance by dragging the Balance slider to the midpoint.
	What should I do if the volume is low when my earbuds are connected to my computer?	<p>1. Ensure the audio channel is set to Stereo mode when connected to the computer.</p> <p>2. Ensure your audio player is set to maximum volume, as the volume of the audio player and the computer need to be adjusted separately.</p>
	Why does the volume default to 100% when the earbuds first connect to a computer?	The computer has not yet synchronized its volume settings with the earbuds when they first connect, so the volume is set to 100% by default. Once you adjust the earbuds' volume, they will remember the setting and apply it for future connections.

	<p>What should I do if the call quality doesn't meet my expectations?</p>	<ol style="list-style-type: none"><li>1. Make sure the earbuds' firmware is updated to the latest version.</li><li>2. Adjust the earbuds for the best fit and check if the call quality improves.</li><li>3. Reset the earbuds. Refer to "How do I reset the earbuds?" for guidance.</li></ol>
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