FAQ

TWS-K2 Wireless Headset
Q: How to pair the twins wireless headset? I can only pair one of the earbud with my phone.

A: We have 2 ways to pair with the twins wireless headset.

From the Led Light:
Step 1

1. Hold down both of them until their Led lights flash red and blue nonstop (The time is probably 5-7 seconds).

Release the multi-function key until both of the earbud led lights flash red and blue nonstop.

Led light changing state

Note: Please don't release the multi-function when you see both of the earbuds led light flashing red.
Step 2

2. Don't do any other thing, just be patient to wait for 15-18 seconds.

If there has just one earbud flashing red and blue light nonstop, this is the "left channel"; the other one flashes blue light, that is the "right channel".

Flash red and blue light nonstop  Will not flash any light at one second

Both of the twins earbuds led light will flash blue for 1-2 seconds.

At last, one earbud light flashes red and blue light nonstop, this is the "left channel"

The other flashes blue light, this is the "right channel"

Led light changing state
Step 3

3. Open the Bluetooth of your mobile phone and search, click the model "TWS-K2" to pair. They will be connected.

After both of the earbuds connect with your phone successfully, both of them will flash blue light.

(Note: If you don’t pair them successfully, please turn off the twins earbuds, and repeat the above steps)
From the **Voice Prompt:**

**Step 1**

1. After you wear the 2 earbuds, hold down both of the 2 earbuds for 5-7 seconds, at the same time there has voice prompt "Power on".

(Note: Please don’t release the multi-function key even if you hear the “Power on”.”Power on” just needs 4 seconds)
Step 2

2. Please be patient to wait for 15-18 seconds without doing other things. The twins earbuds connect with each other, and there has voice prompt "connected" "left channel" "right channel" in turn. (only listen to this voice prompt in turn, the twins wireless headset pair successfully)
Step 3

3. Then open the bluetooth of your mobile phone and search, click the model "TWS-K2" to pair. And there has voice prompt "the second device is connected".

Please note: All the key is the first step, hold down both of the wireless headset for 5-7 seconds. Please don’t release the multi-function key even if you hear the voice prompt “Power On” between the time range. Because only up to this time range, the twins wireless headset enter into pairing status. If you release the multi-function key once you hear the "power on ", it just shows the wireless headset enter into turning on status. They will not pair with each other.
Q: How to **switch the language**? I switch the language to Chinese by accident.

A: From the Led Light to tell (Much easier)

Release the multi-function key until the led light flashes red and blue nonstop.

Make sure the earbud be turning off status. Then Hold down the earbud for 5-7 seconds until the led light flashes red and blue light nonstop. (It shows the earbud has entered into the pairing status)

When you see the led light flashing red and blue, then wear the earbuds, please double-click the multi-function key, you will hear the English.
Q: How do I charge the wireless headset and charging box?
A: There are 3 ways to charge the wireless headset and charging case.

1. Slide the switch to “on”, let USB connect charging port on the one side, on the other side connect charger with USB ports or a USB output of a PC. At this time, it is being charged the charging box. (If the charging case is being charged, the led will flash green light nonstop; If the charging case is full charged, the led will be green light all the time)
2. Slide the switch to “on”, let usb connect charging port on the one side, on the other side connect charger with USB ports or a USB output of a PC. Put the wireless headset on the charging box. At this time, It will charge the wireless headset and charging box at the same time. (If the earbuds are being charged, its led light will be red; if the earbuds are charged well, its led light will be blue. If the charging case is being charged, the led will flash green light nonstop; If the charging case is full charged, the led will be green light all the time)
3. Slide the switch to “on”, Put the wireless headset on the charging box. At this time, the charging box is a power bank, If the charging box is full charged, it can charge the earbuds for 3-4 times. After you charge the earbuds well, then slide the switch to “off”, let it prepare the next time charging. (If the earbuds are being charged, its led light will be red; if the earbuds are charged well, its led light will be blue. If the charging case is being charged, the led will flash green light nonstop; If the charging case is full charged, the led will be green light all the time)
Q: Need I remove the ear hooks when charge the earbuds on the charging box?

A: Yep, you need, friend. If you don’t remove the ear hooks, the earbud charging contact point will not touch the magnet point completely. It will not charge. And the ear hooks main function is to prevent the earbuds from falling. Because different customers have different ear constructions, in order to overcome this point, so we equip 3 different ear tips and the ear hooks. Hope our customers can understand. (From the attached comparison photos you can easy to find the answer)
Q: Why there has a switch on the charging box?
A: Because our charging box itself is a power bank, when you use the USB to charge the charging box, if the charging box is fully charged, it can charge the earbuds separately for 3-4 times without USB cable. And when you charge the earbuds, just need to slide the switch to “on”, if the earbuds are fully charged, slide the switch to “off”, let it prepare the next time charging. Every time it will take 1-2 hours to charge the earbuds. So the power bank feature can let customers use longer time.

Q: Why my earbuds battery not last long?
A: When you receive this package and use the Earbuds at the first time, the working time may not be very long, because we test them before sending them out, That costs some battery. Please don't worry. Charge them and they will work as expected.

And our charging case itself can work as for a power bank when it is charged fully. It can charge the earbuds for 3-4 times. It will take 1-2 hours to charge the earbuds every time. Usually Our earbuds working time is one for 3-4 hours, and a set for 2-3 hours. So if you want our wireless headset to work for 8 hours, please charge the charging case well, this will solve your problem.
Q: Why one of my earbud can’t be charged?

A: Because the earbuds are connected with charging box by the magnet point and charging contact point. If one earbud can’t be charged, it maybe this earbud placed not correctly, please press the earbud firstly, let them touch with each other completely.

Aside the above way, it is possible the earbuds or the charging box battery has some problem. Please try the following steps:

1. Make sure the charging case is fully charged.
2. Try to charge the charging box and earbuds at the same time. Slide the switch to “ON”. Let USB connect charging port on the one side, on the other side connect charger with USB ports or a USB output of a PC. Put the wireless headset on the charging box.
3. Try to wipe the charging contact point and magnet point with alcohol cloth. Then place the earbud on the charging case. Press the earbud, let the earbud touch the charging contact point completely.

You can also try to exchange the earbuds. To find whether it is earbud problem or the charging case problem. If these steps can’t help you, contact us, we will send you a new one as for a compensation.
Q: Why my earbuds can’t fit my ear? It is easy to fall out.
A: Sorry about this, because different customers have different ear constructions, some customers fit well, some customers don’t. In order to overcome this point, so we equip 3 different ear tips and the ear hooks. These equipment will prevent the earbuds from falling. And about the way to wear the ear hook, please try the photo model wearing manner. If wear opposite, it is easy to fall.

Q: Will the earbud fall from the charging box?
A: You don’t need to worry about this problem, because the earbuds and charging box are connected by the magnet, even you turn over the charging box, it will not fall off.
Q: Can I just use one earbud while the other wireless headset is being charged?
A: Of course you can, friend. Our wireless headset not only can work together, but also can work separately. If you just use one, the other one can be charged, and if the other one has been charged well, you can give it to your friend or your family. If you just use one earbud, please firstly let this earbud connect with your phone successfully, then let your family or friend open the second earbud to use. If you and your family open the earbuds at the same time, the twins earbuds may connect with each other, so they may not be used separately.

Q: Does the wireless headset have the volume control?
A: Very sorry that our wireless headset don't have the function to control the volume. You have to control the volume by your phone. Because our wireless headset only has one multi-function key, it includes turn on/turn off/switch language/answer call/end call/reject call/redial the last number call/activate voice dialing/play or pause a song/play the next song. It will be complicated if add other functions. Hope you can understand.
Q: Why the wireless headset work well indoor, but work a little bad in the crowd?

A: Because the wireless headset are influenced by the signal. And The right channel earbuds signal is connected by the left channel. In the crowd, there has many electronics, many people. Actually people themselves will interfere the signal in some extent, so the signal maybe weak. If there has a little static, it is normal, there has many related factors, if there has many times static, don't worry about it, contact us, we will help you solve it.

Q: I listen to music firstly, then calling inserted, why the voice is a little low at first. After a while, it becomes normal. And why I use my phone to connect the headphones being not well, but my friend is good?

A: When come out this problem, please try to disconnect and reconnect it, then the problem will be solved. Because listening to music and calling are different modules. A new module inserts into a different module, it needs time to suit. And the signal is related to the using environment, phone signal etc. Different time, different people to use maybe different.
Q: When talking on the phone, can I hear the voice in both ear pieces?
A: There just the left channel has the voice, because in some states, they only allows one ear to hear the headphone, This safety feature allows you to hear the traffic while driving.

Q: Is it sweat proof and water resistant?
A: Our wireless headset INGRESS PROTECTION is IPX3, it is sweat proof, but not let the headset immerse into water completely. As for the electronics, we would better not let them touch water, so we can use them longer.

Q: How long does the wireless headset last after charging?
A: If a set is used at the same time for 2-3 hours, one is used separately for 3-4 hours. And the actually using time changes with the song types. If for the soft music, it will play longer time; if for the strong music, it will play shorter time.
Q: Can the twins wireless headset skip the next song or the last song?

A: Wireless headset can only skip the next song. It can’t skip the last song. And the precondition is you pair the twins wireless headset successfully. When the phone plays the song, click the right channel earbud, then it will skip the next song.

Q: What is the meaning of the earbuds led light (red/blue), the charging case green light?

A: When you charge the earbuds, if the earbud led light is red, it shows it is being charged; If the earbud led light is blue, it shows it has been charged well. When you charge the charging box, if led light flashes green nonstop; it shows it is being charged; if led light is green all the time, it shows it has been charged well.

Q: I lost my ear hooks, where can I buy the accessories?

A: Please search the ASIN “B0743C1L3G” in our shop, this product includes ear hooks, ear tips, usb cable, user manual.
Q: If I lost my single earbud, do I have to buy a whole set?

A: You don’t need to buy a whole set, friend. Just search the corresponding Black/Red/Sliver ASIN in our shop. Then you can buy the signal earbud.

If you are not satisfied with our product, before you make the evaluation, any questions you have, don’t hesitate to contact us by email, we will try our best to help you solve it.

Official Web: www.losei.cn
Customer Service Email: dianxienkeji@126.com

(Website QR Code)