Questions	Answers
Is Life U2 supported by the Soundcore app and ANC?	No.
Does Life U2 have active noise cancellation?	No.
Can I still use Life U2 if the battery has run out of charge?	No. Life U2 does not support AUX mode so you will need to recharge it.
What should I do if I can't hear any sound (or it is very low) when using Life U2?	Potential Solutions: - Adjust the volume to max volume to see if there is any sound at all. - Make sure Life U2 is paired successfully to your device. - If the sound issue occurs when answering a call, make sure you also select the "Headset" sound option when answering the call. Some phones automatically switch call sound to the phone itself and must be manually adjusted. - Clean the mesh on the earbuds using a cotton bud and a little alcohol-based disinfectant.
What should I do if Life U2 disconnects while in use?	- Try to avoid interference from other Bluetooth connections and Wi-Fi. Some environments, cell phone towers, areas with dense Wi-Fi networks, and other transmitting devices can interfere with your Bluetooth connection. - Reset your Bluetooth connection by turning off your device's Bluetooth for at least 10 seconds, then turn it back on. - Close all apps that are running in the background.
When connected to a computer, why can't I hear sound when using a programs such as Skype?	- Check the audio device setting in the program you're using. - Update your computer's Bluetooth hardware drivers.
Does Life U2 turn off automatically?	Yes, the headphones will automatically turn off when the headphones disconnect from a Bluetooth device after two minutes.
How do I reset Life U2?	Hold down the power button and volume + button together for 5 seconds while charging. The red light will flashes twice.
How many sound modes does Life U2 have and how do I switch mode?	Life U2 has 2 modes: 1. Normal mode 2. BassUp mode When playing music, long press the power and volume - button at the same time for 1 second to switch the EQ between Normal and BassUp mode.
How do I pair Life U2 with two devices?	1. Turn on Life U2, find "Soundcore Life U2" in the Bluetooth list on the first device and pair them. 2. Press and hold volume + and - simultaneously for 3 seconds to enter into pairing mode again. The LED light on Life U2 will be flashing fast. 3. Search for "Soundcore Life U2" on the second device and click it to pair them.
What should I know when switching between two devices to listen to music?	- Pause the music on the first device and then press "play" on the second device to listen to music. If you don't pause music on the first device, the music may skip. - When switching between the two devices, there will be a pause of about 10 seconds for music (or sometimes up to 1 minute for videos), depending on the devices.
What Bluetooth Codes does Life U2 support?	SBC