UGREEN ClipBuds Pro2 Open Ear Earbuds Frequently Asked Questions and Answers

Q1: Why are the earbuds no longer charging?

1. We recommend that you place the earbuds in the charging case and observe whether the indicator light on the charging case is flashing.
2. We recommend that you confirm whether the contacts in the charging case and the copper pins on the earbuds are corroded or dirty. If they are dirty, please use an alcohol swab to clean them gently.

Q2: Why is there a delay between the audio and video?

1. After connecting your earbuds, open the "UGREEN App" and activate Game Mode.
2. Please confirm whether your internet connection is stable. Turn off your mobile data and then turn it back on, or restart your Wi-Fi and reconnect.

Q3: Why can't the earbuds reconnect to the phone?

1. The earbuds can only reconnect to the device last used, and the reconnection time is 10 seconds.
2. Please confirm whether the charging case has enough power. If the charging case is low on power, please fully charge it first.
3. Please clear the pairing history between your phone and the Bluetooth earbuds, and then pair them again.

Q4: Why does the headphone disconnect or stutter during use?

1. The effective stable transmission range for Bluetooth headphones is approximately 10 meters; when using them, keep the headphones and your phone within 10 meters of each other.
2. Electromagnetic interference in the environment may affect Bluetooth transmission, sound quality, and signal strength. We recommend that you avoid covering your phone's antenna while using it, stay away from sources of interference such as cell towers, airports, high-speed rail stations, traffic lights, and shopping malls, and keep a safe distance from objects that generate significant electromagnetic interference (such as routers, Bluetooth devices, Wi-Fi routers, and GPS devices).
3. Please restart your phone and then connect the headphones.

Q5: Why does only one earbud have sound?

1. Please place both earbuds in the charging case at the same time, close the lid, take them out again, and then reconnect via Bluetooth.
2. Please clear the pairing history between your phone and these earbuds. Keep the charging case lid open and place both earbuds inside the case. Press and hold the button on the charging case for 10 seconds until the white indicator light on the case flashes slowly. This will reset the earbuds to their factory settings.

Q6: In Dialogue translation, the language options are not displayed properly and the language cannot be switched.

This may be caused by the mobile network connection. Please switch to a different network and try again.

Q7: On the iQOO Neo8 Pro, no translated audio is played during Simultaneous translation

This phone model is currently not supported. Please use a a different compatible phone.

Q8: Force pair earbuds

Keep the charging case lid open and place both earbuds inside the case. Press and hold the button on the charging case for 10 seconds until the white indicator light on the case flashes slowly, indicating that the earbuds have been restored to factory settings and all pairing records have been cleared. You need to delete the earbuds' Bluetooth connection record on your Bluetooth device and then search for and reconnect to the earbuds.

Q9: Reset earbuds to factory settings

Please open the charging case (with the earbuds inside), press and hold the button on the charging case for 3 seconds. The indicator light on the charging case will flash rapidly 5 times, and the earbuds will enter pairing mode.

Q10: Earbuds battery life

With a full charge, the earbuds provide up to 10 hours of playback time in standard mode (tested at 30% volume, AAC format, using music playback in UGREEN's laboratory), and up to 46 hours of total playback time with the charging case. Standby time in standard mode: hours.

Q11: How to connect earbuds to the app

1. Ensure the headphones are in pairing mode (Follow the instructions for your specific model to force the earbuds into pairing mode or reset them to factory settings);
2. Open the app, tap "Add Device," search for the earbuds by their Bluetooth name, tap it to connect, and confirm pairing when the pairing request appears.

Q12: The app cannot find the Bluetooth headset name.

1. Uninstall and reinstall the app;
2. Check your mobile network connection, switch to a different network, or restart your Wi-Fi connection.

Q13: Equalizer + Custom EQ

1. Supports 8 preset EQ modes and 3 custom EQ profiles.
2. The 8 preset EQ modes are: Classic, Jazz, Pop, Electronic, Classical, Rock, Bass Boost, and Treble Boost.
3. The 3 custom EQ profiles allow user-defined settings with a frequency range of 62 Hz to 16 kHz and an adjustable gain of -6 to +6 dB. Settings can be saved after configuration.

Q14: Delay

1. Latency in Bluetooth earbuds is a normal phenomenon. During signal processing, Bluetooth earbuds undergo a series of steps including compression and packetization, wireless transmission, decompression, and digital-to-analog conversion (DAC). The most time-consuming step is the Bluetooth encoding and decoding process. This latency cannot be completely eliminated due to the nature of Bluetooth transmission.
2. After connecting, open the "UGREEN APP" to enable Game Mode, or press and hold the "ANC" button for 1 second to switch to Game Mode.
3. There is no audio latency when using wired mode.

Q15: Tap sensitivity, tap not working

1. Incorrect tapping location – Guide the customer to refer to the user manual to identify the touch-sensitive areas of the earbuds, and start by tapping the logo area.
2. Use the pad of your finger (not the fingertip) with slight pressure to quickly double-tap or triple-tap – Practice the correct touch technique.
3. Water, sweat, or dirt on fingers may cause the touch controls to become unresponsive – Advise the customer to clean their fingers and ensure they are clean and dry before using the touch controls.
4. Try resetting the earbuds to check if the issue is caused by a software glitch.
5. Try switching to a different app or restarting the current app to see if the issue persists.
6. Close unused background apps to test functionality. (When multiple music apps are running on the phone, the earbuds' touch controls may interact with the app that started playback first. Therefore, it is recommended to close or pause other apps running in the background when using the current app.)

Q16: Correctly wear the earbuds, in-ear detection

1. The earbuds support in-ear detection. A tone will sound when the earbuds are properly worn and detected.
2. Incorrect wearing posture. Please ensure the earbuds are positioned correctly (refer to the earbud wearing video for guidance).

Q17: Volume balance between left and right ears

1. Phone Settings:
2. iOS: Go to Settings > Accessibility > Audio/Visual, and adjust the Left/Right Balance slider to the center to ensure balanced audio output between the left and right earbuds.

3. Android: Search for "Audio" in Settings, navigate to Audio Balance, and adjust the Left/Right Balance slider to the center to ensure balanced audio output between the left and right earbuds.

Q18: How to check the charging case battery level in the app

To connect the earbuds to the app and display the charging case's battery level, ensure that the case lid is open and at least one earbud is inside the case.

Q19: Charging case charging, earbuds charging

1. During the charging of the charging case, the indicator light remains solid white and turns off when fully charged. When the earbuds are charging inside the case, the indicator light on the case pulses and turns off when fully charged.
2. The charging case can be charged using a standard 5V/1A charger. Any charger with a voltage between 5V and 20V and a current of 1A or higher is compatible.

Q20: Do earbuds and Bluetooth devices have a volume memory function?

1. After the earbuds are connected to a Bluetooth device and music is played, the earbud volume synchronizes with the phone's volume. (For older Android versions, please go to Phone Settings > Bluetooth > Connected Bluetooth Device and enable "Sync Volume." The earbuds also feature volume memory.)
2. When the earbuds reconnect to the device, they will automatically recall the volume level from the last use.

Q21: How to connect two Bluetooth devices

1. Connect one mobile phone to the app. Once connected, enable Dual-Device Connection for the device.
2. Put the earbuds into pairing mode, then use a second Bluetooth device to search for and connect to them. Upon successful connection, the app will display that the earbuds are currently connected to two Bluetooth devices.

Q22: How to switch between dual-connected devices;

1. Determine the dual-connection status of the user's device. Switching between dual-connected devices requires manual operation: when Device A is playing, to switch to Device B, first manually start playback on Device B, then pause Device A. The audio output will then switch from Device A to Device B. (If necessary, force-close all audio-related applications on Bluetooth Device A; otherwise, if other background applications continue to use audio, the earbuds' audio output will remain on Bluetooth Device A, preventing the switch to the mobile device.)
2. Due to system differences among dual-connected Bluetooth devices, there is a switching delay of approximately ten seconds, which varies depending on the connected devices.

Q23: Intelligent HD Decoding (LDAC)

1. iOS does not support LDAC and only supports the AAC format; therefore, the app interface does not display the Smart HD Decoding feature.
2. When Smart HD Decoding is enabled, the earbuds can only connect to the currently active Bluetooth device, and Dual-Device Connection is not supported in this mode. To use Dual-Device Connection, disable Smart HD Decoding first, then enable Dual-Device Connection.
3. For Android devices: Connect the earbuds to the app and enable Smart HD Decoding within the app. After reconnecting the earbuds to the phone, check if the Bluetooth codec has switched to LDAC. If it has not, go to Phone Settings > Developer Options > Bluetooth Audio Codec and select LDAC. Additionally, navigate to Phone Settings > Bluetooth > Connected Device Settings and ensure LDAC is enabled.
4. Enabling LDAC on the earbuds delivers higher-quality audio but increases battery consumption and the likelihood of audio interruptions. It is recommended to use this feature in environments with minimal wireless interference (e.g., quiet indoor spaces or open outdoor areas).

Q24: How to find earbuds

The Find My feature is only available when the earbuds are connected to the app and are outside the charging case; it cannot be used if the earbuds are not connected to a Bluetooth device.

Q25: How to maintain earbuds

1. When using the earbuds daily, keep the nozzles and earbuds clean, especially the charging contacts, to prevent oxidation caused by sweat and moisture.
2. To prevent battery degradation or capacity loss, avoid storing the earbuds in extremely hot or cold environments, such as inside a closed car during summer or winter.
3. The recommended battery temperature range is 0°C to 45°C. The normal operating temperature range for the earbuds is also 0°C to 45°C. Temperatures below 0°C or above 45°C may affect battery performance and lifespan.
4. Do not leave the earbuds uncharged for extended periods (no longer than three months). If the product will not be used for a long time, it is recommended to fully charge both the earbuds and the charging case at least once every three months.
5. To prevent charging issues, keep the charging contacts on the earbuds clean and free of debris.