

LiveTalk Links, Features & Services FAQ

Frequently Asked Questions

This document is based on the Timekettle APP V4.1.0 - LiveTalk PRD series (Subscription Services, Zero-Friction Connection, Earbud Management), addressing frequently asked questions from users.

Section 1: Device Connection & Getting Started

Q1: Can I use LiveTalk without registering or logging in?

Yes. LiveTalk supports "Guest Mode (No Login Required)": after downloading the APP and agreeing to the Privacy Policy, you can connect devices and use core features such as translation without registering or logging in.

You can log in to your account at any time within the APP. After logging in, device information from the guest period will be automatically linked to your account, and connected devices remain connected.

Note: You need to log in before purchasing a Booster Pack or subscribing to a plan.

Q2: How do I download the Timekettle APP after unboxing?

After unboxing, scan the QR code on the quick start guide to quickly jump to the download page. You can also search "Timekettle" on the App Store (iOS) or Google Play / major Android app stores to download.

Q3: How do I connect LiveTalk to my phone?

Open the APP and log in (or enter as a guest), then follow these steps:

1. Open the pairing page: After login, the APP will automatically show the pairing page with a lid-opening animation of current Timekettle models.
2. Tap "To Pair" to start searching: This will trigger a system popup requesting Bluetooth permission. Select "Allow."
 - If you accidentally tap "Deny," the APP will show a "Get System Permission" prompt to guide you to system settings to enable Bluetooth.
 - Manual connection (optional): Tap "Manual Connect" to open the manual device pairing page.
3. Find your earbuds: The APP will automatically search for nearby Timekettle devices. Once found, the device icon and name will be displayed. If there are multiple devices nearby, swipe left/right to select.
4. Tap "Set Up" to complete:
 - Android: Tap "Set Up" to connect directly.
 - iOS: Tap "Set Up," then follow APP instructions to go to Settings - Bluetooth to manually pair the Timekettle device.
5. Connection successful: After connecting, you will enter the device home page and can start using translation.

Q4: What should I do if the device cannot be found during pairing?

- Ensure the earbud charging case lid is open (earbuds can only be detected when the lid is open);
- Confirm Bluetooth is enabled on your phone and the APP has Bluetooth permission;

- Keep your phone close to the earbuds (within 1 meter recommended);
- If still not found, try placing the earbuds back in the charging case, close and reopen the lid, or unpair the device in phone Bluetooth settings and search again;
- You can also tap "Manual Connect" on the page and follow the prompts.

Q5: How do I enter pairing mode and reset the earbuds?

Scenario	Action	LED Behavior
Enter Pairing Mode	With the charging case lid open, long-press the case button for 3 seconds	White light flashes slowly, indicating the earbuds have entered pairing mode and can be searched on the phone
Reset Earbuds	Place earbuds in the charging case, long-press the case button for 8 seconds	Light stays on for 3 seconds then turns off, indicating successful reset. After reset, left and right earbuds will automatically re-pair, then you can reconnect to your phone following normal steps

Q6: How do I check earbud battery, charging case battery, charge earbuds, and charge the case?

Scenario	Action	LED Behavior
Check case battery	Open the lid, or close the lid and briefly press the case button	White light stays on for a few seconds then turns off, indicating sufficient battery (>10%)
Check earbud battery	Pair earbuds and open the APP to view in-app	If red light flashes, battery is below 10%; charge soon
Charge earbuds and case	Place earbuds in the case and plug in the Type-C charging cable	Light flashes once when earbuds are properly placed and charging; white light flashes slowly while case is charging; white light stays on for ~8 seconds then turns off when fully charged

Section 2: Operation & Control

Q7: What are the earbud touch control operations?

Scenario	Action
Listening to music: Play/Pause	Double-tap left or right earbud
Listening to music: Previous track	Triple-tap left earbud
Listening to music: Next track	Triple-tap right earbud
Phone calls: Answer call	Double-tap left or right earbud

Scenario	Action
Phone calls: End call	Long-press left or right earbud for 2 seconds
Voice assistant: Wake phone voice assistant	Long-press left or right earbud for 2 seconds (when not in a call)

Q8: Can I customize the earbud touch controls?

Yes. In the LiveTalk device home page - Touch Settings, you can separately configure double-tap, triple-tap, and long-press gestures for the left/right earbud, including Play/Pause, Previous/Next track, Volume up/down, No action, etc. You can also disable all touch controls globally.

Note: Call-related gestures (answer, end call) are default settings and cannot be changed.

Section 3: Translation Features & Usage Modes

Q9: What translation/usage modes does LiveTalk support?

Mode	Applicable Scenario
Face-to-Face (One-on-One)	Cross-language communication face-to-face, such as chatting, traveling, shopping, ordering; auto-identifies speaker and language
Live Listening	Listening to one-way content such as classes, lectures, and academic conferences
Call Translation	Real-time translation for cross-language phone/voice calls
Media Translation	Real-time translation for audio/video content

Additionally, translation supports AI Refine (precision translation) for optimizing translations; Live Listening mode also supports "AI Live Summary."

Q10: Can Live Listening mode automatically organize key points for me?

Yes. In Live Listening mode, "AI Live Summary" will, based on the content you are listening to, organize topics and summaries in real time along a timeline. After the translation ends, you can also review it in Translation History for easy post-class or post-meeting review.

Q11: How many languages does translation support?

Supports 53 languages, 107 accents, and 25 offline language pairs. See the detailed table at: <https://www.timekettle.co/pages/language-supported>

Q12: Will environmental noise affect translation quality? How can I improve it?

It is recommended to keep your phone and earbuds close to the speaker to reduce environmental noise interference and improve translation accuracy.

Q13: Can I use translation features with dual-device connection?

Media Translation mode and Call Translation mode support cross-device translation. Simply open the corresponding feature in the APP, and the other device without the APP installed can still access translation functionality.

Q14: Can translation modes be used with a single earbud?

Translation modes require both earbuds to be simultaneously connected via Bluetooth to function properly. Single-earbud standalone use is not supported.

Section 4: Subscription Services

Q15: What service plans does LiveTalk offer? What do they include?

LiveTalk offers four service plans to cover different usage needs from light to heavy. See the pricing table below for details.

Simply put: The Free Plan is sufficient for occasional use; choose Pro Plan for regular use; choose Unlimited Plan for high-frequency, heavy-usage scenarios; purchase a Booster Pack separately when you occasionally need extra time.

Plan	Monthly Price	Annual Price	Duration Allowance	Key Features
Free Plan	Free	Free	200 min/month per device	All translation modes; resets on the 1st of each month; non-cumulative
Pro Plan	¥38/month (\$5.99)	¥398/year (~\$59.99, ~\$4.99/month)	500 min per subscription cycle	All AI features; resets on subscription date; non-cumulative
Unlimited Plan	¥68/month (\$9.99)	¥698/year (\$95.99, ~\$7.99/month)	Unlimited per cycle	All features unlocked; no duration limit
Booster Pack	¥88/one-time (\$12.99)	-	600 min, permanently valid	One-time purchase; no expiry; stackable with any plan

Q16: Is the Free Plan sufficient? How much time do I get per month?

The Free Plan is activated by default for all LiveTalk devices at no cost. Each device receives 200 minutes of online translation time per month, usable across all translation modes (Face-to-Face, Live Listening, Call Translation, Media Translation).

Free time is automatically reset to 200 minutes on the 1st of each month (overwriting reset; unused time does not carry over to the next month).

Note: Free time is bound to the device itself, so each of your LiveTalk devices has its own independent 200 min/month allowance.

Q17: What is the difference between free, subscription, and booster pack time? Which is consumed first?

LiveTalk uses a three-tier duration system: Free + Subscription + Booster Pack. See the table below for details.

Duration Type	How Obtained	Bound To	Validity	Priority
Free Duration	Auto-issued 200 min/month per device	Device	Resets on 1st of each month; non-cumulative	1st (Free users)
Subscription Duration	Granted upon subscription (e.g., 500 min for Pro)	Account	Resets per subscription cycle; non-cumulative	1st (Subscribers)
Booster Pack Duration	Purchased separately (600 min)	Account	Permanently valid until depleted	Last (always consumed last)

Consumption order:

- Free users: Free time - Booster Pack time
- Subscribers: Subscription time - Booster Pack time (subscribers have no free time)

Q18: What are the prices? How to choose between monthly and annual?

See the pricing table above. Additional notes:

- Monthly: One-time payment for the current month; subscription time auto-refreshes every natural month.
- Annual: One-time payment for the full year with a discount (Pro annual saves ~\$11.88, Unlimited annual saves ~\$23.88); subscription time also auto-refreshes monthly.
- CNY and USD prices are fixed; prices for other countries/regions are automatically adjusted by Apple/Google based on local exchange rates and tax rates. Actual amounts are subject to App Store/Google Play display.

Q19: If I run out of time mid-translation, will it be interrupted?

No. LiveTalk provides "Translation Non-Interruption Protection": when you are in the middle of a translation, even if all time (free + subscription + booster pack) has been used up, the current translation will not be interrupted, ensuring a complete translation experience.

- When time runs out while still translating, a persistent reminder bar appears at the top of the APP: "Time exhausted. To ensure your experience, this translation will not be interrupted."
- Only when you actively exit the translation, or attempt to start a new translation with no available time, will a Paywall be shown.

Q20: What happens when my subscription expires or I cancel?

- After subscription expires: User automatically reverts to free user status, and the current month's 200-minute free time is immediately reset. Thereafter, the free time reset date returns to the 1st of each month.
- If you cancel future subscription: Time benefits for the current subscription cycle remain valid until the expiration date. Only after expiry does it revert to the Free Plan with free time recalculated.

Example: User subscribes to Pro Plan on the 15th, cancels future renewal on the 30th of this month.

- Canceling on the 30th does not affect the current cycle; Pro Plan benefits continue until the 15th of the next month when it expires;
- On the 15th when it expires, reverts to Free Plan, time resets to 200 minutes;
- Thereafter, free time resets on the 1st of each month (i.e., the 15th to the 1st is Free Plan period, resets normally on the 1st).

Q21: I have multiple LiveTalk devices. Can subscription and time be shared?

Yes, but it depends on the time type:

- Subscription time and Booster Pack time are bound to your account and shared across all LiveTalk devices under that account; switching devices will automatically carry over with no need for migration.
- Free time is bound to the device; each LiveTalk has its own independent 200 min/month allowance.

Note: One account can bind multiple LiveTalk devices. Subscription/Booster Pack is shared within the account, while free time is independent per device.

Q22: How do I activate a subscription? What payment methods are supported?

Activation steps: Open Timekettle APP - Go to LiveTalk device home page or subscription management page - Tap "Upgrade Plan," or select a plan from the Paywall popup - Complete payment.

Payment methods are automatically matched based on your device and region:

Payment Channel	Applicable Users	Management Location
Apple IAP	iOS users	Settings - Apple ID - Subscriptions
Google IAP	Overseas Android users	Google Play - Subscriptions
WeChat	Mainland China Android users	WeChat - Subscription Management; only per-time purchase available (one month or one year at a time)

Note: You can use free time without logging in, but you need to log in to your account before purchasing a Booster Pack or subscription to bind benefits to your account.

Q23: How do I upgrade my plan (e.g., Pro - Unlimited, Monthly - Annual)?

The APP provides "Upgrade Plan" and "Upgrade Billing Cycle" options:

- Upgrade plan (e.g., Pro - Unlimited): Takes effect immediately on Apple/Google channels; platform automatically handles prorated difference.
- Upgrade cycle (Monthly - Annual): Apple/Google switches to annual billing after the current monthly period expires.
- Booster Packs can be purchased at any time as an add-on.

Q24: How do I cancel? Can I downgrade?

You can cancel at any time with no penalty. After cancellation, benefits remain active for the current paid period; after expiry, it automatically reverts to the Free Plan with no further charges.

The APP does not provide downgrade, cancel, or refund options. Please use the corresponding platform's subscription management:

- iOS: Settings - Apple ID - Subscriptions
- Overseas Android: Google Play - Subscriptions
- Mainland China Android: For one-time purchases, no manual cancellation needed; benefits auto-expire at the end of the period.

To switch to a lower-tier plan, first cancel, wait for the current period to expire, then re-subscribe to the lower plan.

Q25: If I change my phone, reinstall the APP, or switch accounts, is my subscription still there?

Subscriptions are bound to your account. After changing devices or reinstalling the APP, log in with the same account and benefits will be automatically restored.

- iOS users: After switching login accounts, tap "Restore Purchase" on the subscription page; the system will automatically restore based on your Apple ID subscription history.
- One subscription can only belong to one account at a time; if prompted "This Apple ID's subscription is already bound to another account," please switch back to the original account.
- Android: No "Restore Purchase" button needed (iOS subscriptions are automatically restored server-side by account).

Note: Cross-platform management: Manage subscriptions on the platform where you purchased. If not on the original platform, the APP will prompt you, e.g., "This subscription was purchased via App Store; please manage on iPhone."

Q26: Are subscriptions or Booster Packs refundable?

Subscriptions and Booster Packs are virtual goods. Refund rules vary by channel:

Channel	Refund Policy
Apple	Decided by Apple; apply via reportaproblem.apple.com
Google	Auto-refundable within 48 hours of purchase; contact Google support beyond that
WeChat	Virtual goods; no refunds after purchase (clearly stated on the purchase page)

After refund takes effect: Subscription terminates immediately, remaining subscription time is cleared, auto-renewal is simultaneously canceled; already-reset free time is not recovered.

Q27: What happens to my subscription if I delete my account?

If you have an active subscription when deleting your account, the APP will first show a popup:

- Tap "Manage Subscription" - Redirects to App Store (or corresponding platform) to handle the subscription first;

- Tap "Continue Deletion" - Proceeds with identity verification to complete account deletion.

It is recommended to cancel your subscription before deleting your account to avoid continued charges.

Section 5: Earbud Management

Q28: How do I adjust LiveTalk's sound effects (EQ)?

Go to LiveTalk device home page - Sound Effects, where you can choose:

- Default (Balanced): Factory balanced sound profile.
- Preset EQ: Provides Bass Boost, Treble Boost, Dynamic, Soft, Translation-dedicated EQ, and more styles. One-tap to switch; takes effect immediately.
- Custom EQ: Enter the "Custom EQ" page to adjust each frequency band within +/-6dB range in 1dB steps, save as your own presets. Up to 10 presets can be saved.

Note: Adjusting sound effects requires the earbuds to be connected via Bluetooth; if settings fail, check Bluetooth connection and retry.

Q29: Can LiveTalk connect to two devices simultaneously?

Yes. LiveTalk supports Bluetooth dual-device connection (Bluetooth Multipoint):

- Enable the toggle in Device Home - Dual-Device Connection (off by default).
- Up to 2 devices can be connected simultaneously; the list shows each device's name and status (Playing / Connected - Idle).
- Tap "Add New Device" to follow the pairing guide; when 2 devices are already connected, disconnect one before adding another.

Q30: What should I do if I can't find my earbuds?

With earbuds connected via Bluetooth, go to LiveTalk device home page - Find Earbuds:

- Provides "Find Left" and "Find Right" separately. After tapping, the corresponding earbud will buzz continuously at maximum volume with the indicator light flashing continuously to help you locate it.
- Tap "Stop" again, or when Bluetooth disconnects, the buzzing stops.

Q31: What can I do in the APP when earbuds are not connected via Bluetooth?

Even without LiveTalk connected via Bluetooth, you can still open the device detail page (e.g., if you want to switch devices). At this point:

- Only cached "Earbud Info" is displayed;
- Battery, sound effects, dual-device connection, touch settings, find earbuds, and other features requiring connection are temporarily hidden.

Once Bluetooth is reconnected, these features become available again.

(Note: Some content may be AI-generated)