

**SAMSUNG**

# USER MANUAL

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[www.samsung.com](http://www.samsung.com)

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# Basics

## Read me first

Please read this manual before using this device to ensure safe and proper use.

- Descriptions are based on the device's default settings.
- Some content may differ from your device depending on the region, service provider, model specifications, or device's software. Images may differ in appearance from the actual product. Content is subject to change without prior notice.
- Before using other devices, make sure they are compatible with the Galaxy Buds. Visit [www.samsung.com](http://www.samsung.com) to see the specifications of compatible mobile devices.
- Prevent the device from being submerged in liquid or exposed to pressurised water jets, such as from a shower. Do not wear the device during activities, such as showering or swimming. Doing so can damage the device.
- Modifying the Galaxy Buds' operating system or installing softwares from unofficial sources may result in Galaxy Buds malfunctions and data corruption or loss. These actions are violations of your Samsung licence agreement and will void your warranty.
- Some functions may not work as described in this manual depending on the maker and model of the mobile device you connect to the Galaxy Buds.
- This product includes certain free/open source software. To see the instructions for viewing the open source licence, go to the Samsung website ([opensource.samsung.com](http://opensource.samsung.com)).

## Instructional icons



**Warning:** situations that could cause injury to yourself or others



**Caution:** situations that could cause damage to your device or other equipment



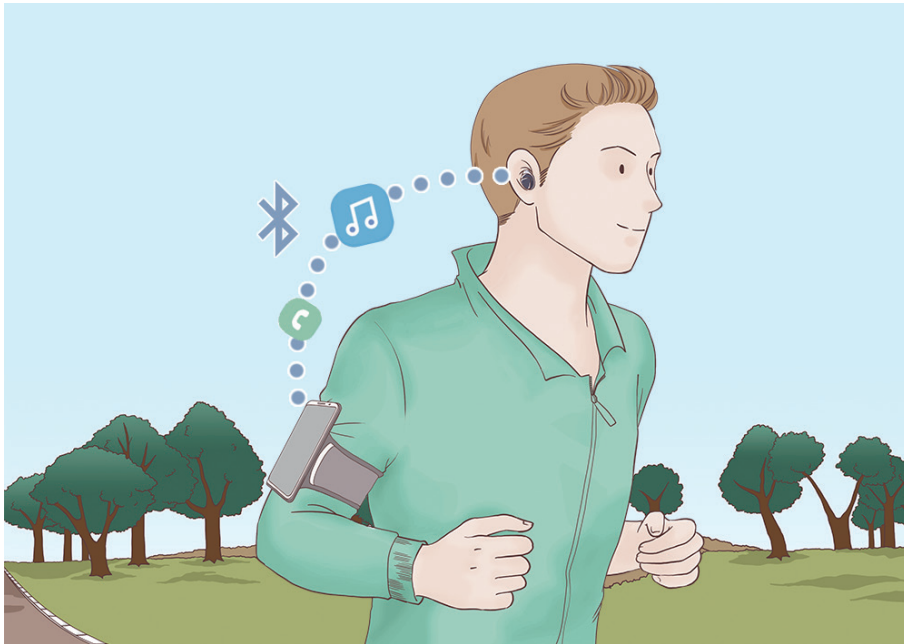
**Notice:** notes, usage tips, or additional information

## About the Galaxy Buds

Galaxy Buds are wireless earbuds which allow you to listen to music or answer incoming calls after connecting them to your device even while doing other activities, such as working out.



Do not wear the earbuds in high-traffic areas, such as roads or crosswalks. Doing so may result in accidents due to slowed reaction times.



## Package contents

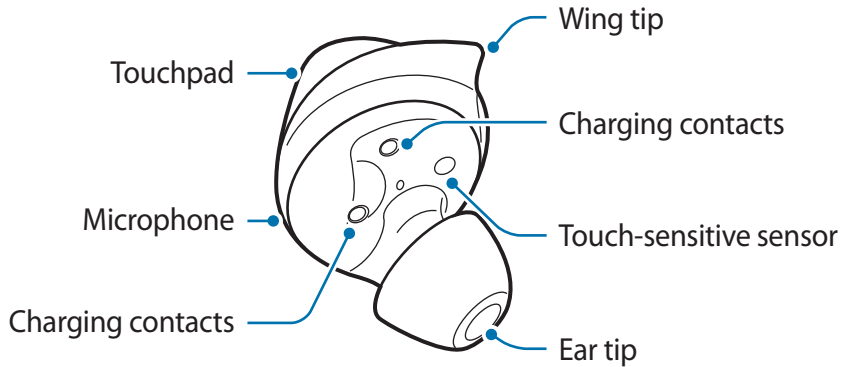
Refer to the quick start guide for package contents.




- The items supplied with the Galaxy Buds, available accessories, and their images may vary depending on the region or service provider.
- The supplied items are designed only for the Galaxy Buds and may not be compatible with other devices.
- Appearances and specifications are subject to change without prior notice.
- You can purchase additional accessories from the Samsung website. Make sure they are compatible with the models before purchase.
- Use only Samsung-approved accessories. Using unapproved accessories may cause the performance problems and malfunctions that are not covered by the warranty.
- Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, refer to the Samsung website.

# Device layout

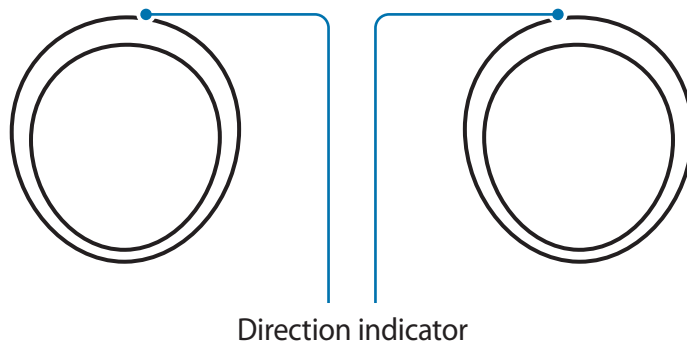
## Earbud



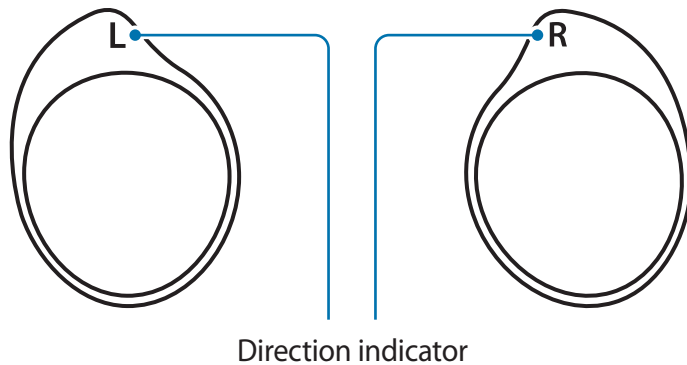
 If you use the Galaxy Buds when they are broken, there may be a risk of injury. Use the Galaxy Buds only after they have been repaired at a Samsung Service Centre.

## Wing tip

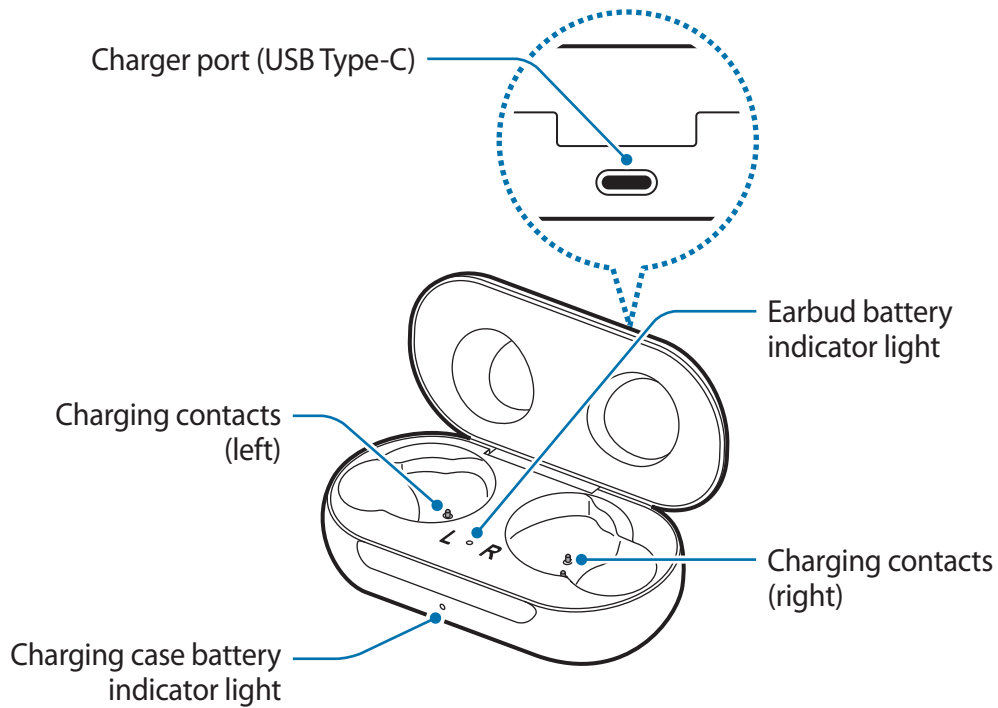
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M, L



## Charging case

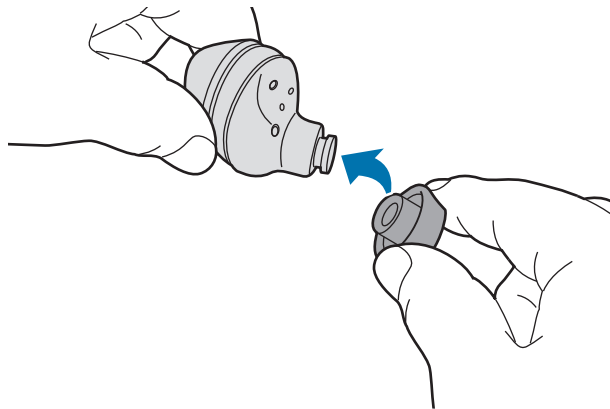



- If there is sweat or liquid on the charging contacts, corrosion may occur on the Galaxy Buds. When there is sweat or liquid on the charging contacts or earbuds, clean them before inserting the earbuds in the charging case.
- Close the charging case when you store or charge the earbuds.

## Preparing the earbuds for use

### Attaching an ear tip to the earbud

- 1 Select the ear tip that fits your ear.
- 2 Cover the latch at the bottom of the earbud with the ear tip.



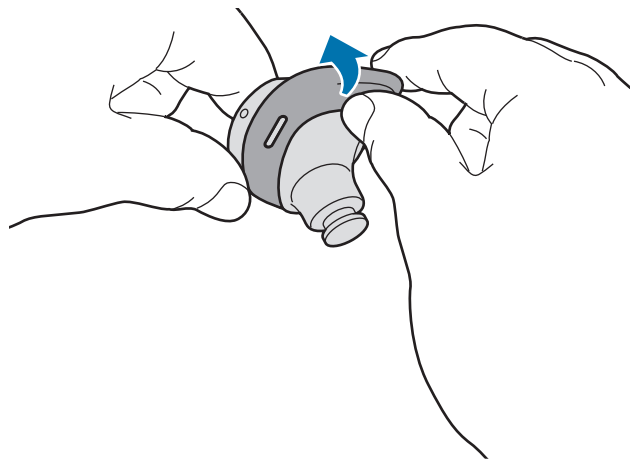
-  Do not put the earbuds in your ears without ear tips. Doing so may hurt your ears.
- Do not pull the ear tip excessively when you attach or detach it. The ear tip may tear.



- 3 Follow the same procedure for the opposite earbud.



## Attaching a wing tip to the earbud

- 1 Select the wing tip that fits your ear.
- 2 Select the wing tip for the left or right ear.
- 3 Hook the wing tip's groove to earbud's fixation hook and cover the earbud with the wing tip.



-  Do not put the earbuds in your ears without wing tips. Doing so may hurt your ears.
  - Do not pull the wing tip excessively when you attach or detach it. The wing tip may tear.
-  Do not put the wing tips on the earbuds in the wrong direction. The earbuds will not fit in your ears properly.

- 4 Follow the same procedure for the opposite earbud.

# Battery

## Charging the battery

Fully charge the battery before using the earbuds for the first time or when they have been unused for extended periods. The earbuds will power on while charging. When the battery is completely discharged, it needs at least 10 minutes to start to work.

Check the direction of each earbud, insert them into the corresponding slots, and then connect the charger.

The charging case, which has a built-in battery, is charged along with the earbuds.

You can charge the earbuds by placing them into the charging case without connecting it to an electric socket.



Use only Samsung-approved chargers and cables. Unapproved chargers or cables can cause the battery to explode or damage the Galaxy Buds.

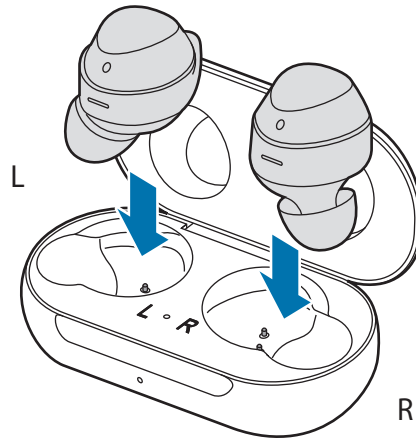


- Connecting the charger improperly may cause serious damage to the charging case. Any damage caused by misuse is not covered by the warranty.
- Use only USB Type-C cable supplied with the Galaxy Buds. The charging case may be damaged if you use Micro USB cable.

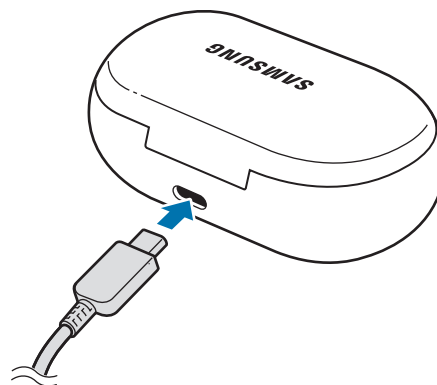



- Chargers are sold separately.
- To save energy, unplug the charger when not in use. The charger does not have a power switch, so you must unplug the charger from the electric socket when not in use to avoid wasting power. The charger should remain close to the electric socket and be easily accessible while charging.
- You cannot use your earbuds' wireless features while charging the battery.
- Close the charging case when you store or charge the earbuds.
- If there is sweat or liquid on the charging contacts, corrosion may occur on the Galaxy Buds. When there is sweat or liquid on the charging contacts or earbuds, clean them before inserting the earbuds in the charging case.
- Do not put the wing tips on the earbuds in the wrong direction. The earbuds will not be charged if they are not properly inserted into the charging case.

- 1 Open the charging case.
- 2 Check the direction of each earbud and correctly insert them into their corresponding slots in the charging case.



- 3 Close the charging case.
- 4 Connect the USB cable to the charger and then plug the USB cable into the charger port.



 Connecting the USB cable improperly may cause serious damage to the charging case. Any damage caused by misuse is not covered by the warranty.

- 5 Plug the charger into an electric socket.  
The batteries of the earbuds and the charging case are charged simultaneously.
- 6 After fully charging, disconnect the charging case from the charger. First unplug the USB cable from the charging case and then unplug the charger from the electric socket.

## Reducing the battery consumption

When you are not using the earbuds, store them in the charged charging case. The touch-sensitive sensor will continue to work while wearing the earbuds and reduce the usage time.

## Battery charging tips and precautions

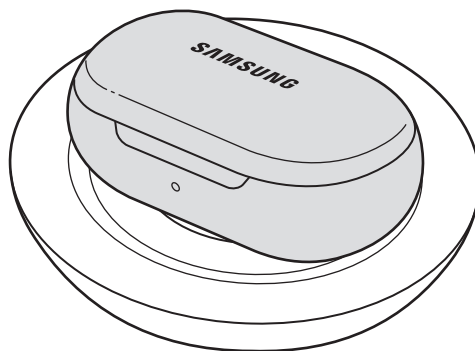
- If there is sweat or liquid on the charging contacts, corrosion may occur on the Galaxy Buds. When there is sweat or liquid on the charging contacts or earbuds, clean them before inserting the earbuds in the charging case.
- Using a power source other than the charger, such as a computer, may result in a slower charging speed due to a lower electric current.
- While charging, the earbuds and the charging case may heat up. This is normal and should not affect the earbuds' lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.
- If the earbuds and charging case are not charging properly, take them with the charger to a Samsung Service Centre.
- Avoid bending the USB cable. Doing so may damage or reduce the lifespan of the USB cable. Never use a damaged USB cable.

## Wireless charging

The charging case has a built-in wireless charging coil. You can charge the battery by using a wireless charger or another device that functions as a wireless charger.

### Charging the battery with a wireless charger

- 1 Open the charging case.
- 2 Check the direction of each earbud and correctly insert them into their corresponding slots in the charging case.
- 3 Close the charging case.
- 4 Place the centre of the charging case on the centre of the wireless charger.



- 5 After fully charging, disconnect the charging case from the wireless charger.



#### **Precautions for wireless charging**

Do not place the charging case on the wireless charger when conductive materials, such as metal objects and magnets, are placed between the charging case and the wireless charger.

The charging case may not charge properly or may overheat, or the charging case and the cards may be damaged.



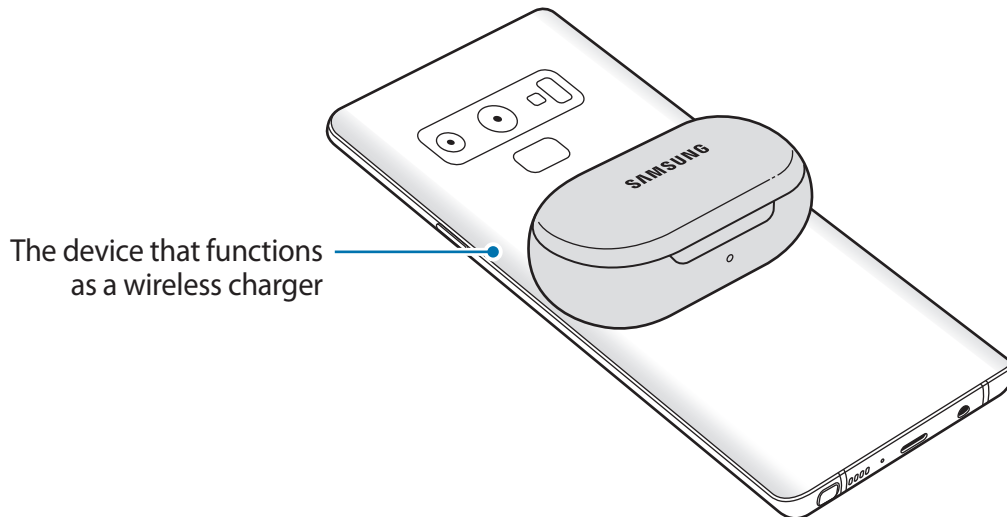
Use Samsung-approved wireless chargers. If you use other wireless chargers, the battery may not charge properly.

## Charging the battery using PowerShare

- 1 Open the charging case.
- 2 Check the direction of each earbud and correctly insert them into their corresponding slots in the charging case.
- 3 Close the charging case.
- 4 Place the centre of the charging case's back on the device that functions as a wireless charger.



The location of the wireless charging coil may vary by device. Adjust the device and the charging case to make a strong connection.



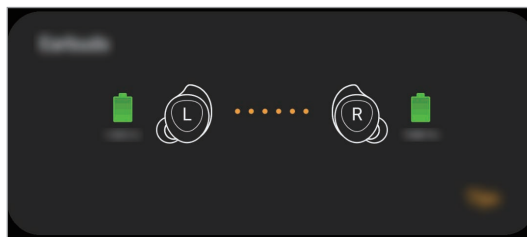
5 After fully charging, disconnect the charging case from the device.



- To charge properly, do not move or use the device or charging case while charging.
- If you charge the Galaxy Buds while charging the device that functions as a wireless charger, the charging speed may decrease or the Galaxy Buds may not charge properly, depending on the charger type.
- Charging speed or efficiency may vary depending on the device's condition or the surrounding environment.
- If the remaining battery power of the device that functions as a wireless charger drops below a certain level, power sharing will stop.

## Checking the battery level

Connect the earbuds to your mobile device, launch the **Galaxy Wearable** app on your mobile device, and view the battery status of each earbud on the **Earbuds** card. Refer to [Connecting the earbuds to a mobile device](#) for more information.



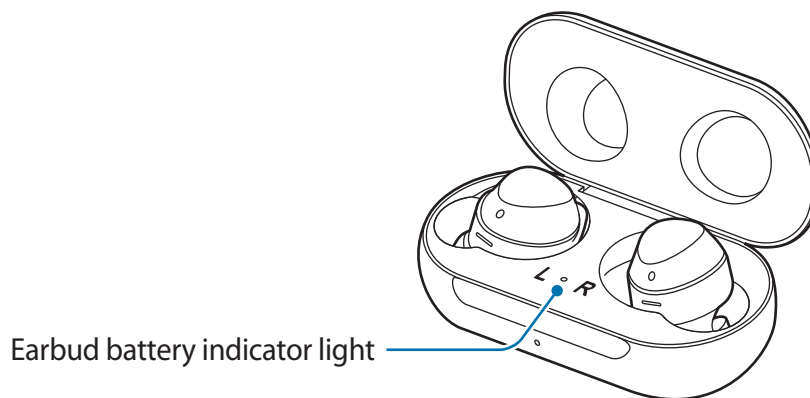
When the remaining battery level is low, a notification will appear on the mobile device's notification panel.

## Battery indicator lights identification

The battery indicator lights inform you of your earbuds and the charging case's charging status.

The earbud battery indicator light is located inside of the charging case and shows the charging status of the earbuds. The charging case battery indicator light on the front of the charging case indicates the charging status of the case itself.

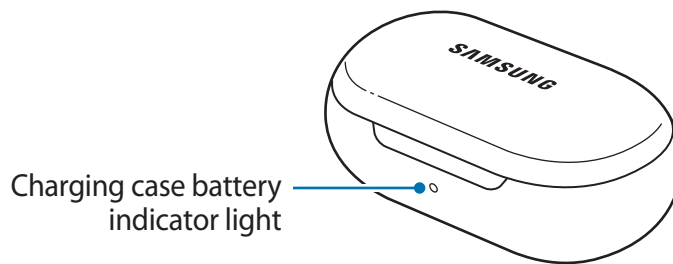
### Earbud battery indicator light



Colour	Status
Continuously red	• Charging
Continuously green	• Fully charged
Flashes red	• Charging blocked due to abnormal temperatures



## Charging case battery indicator light



Colour	Status
Continuously red	• Charging
Continuously green	• Fully charged
Flashes red (rapid pace)	• Charging blocked due to abnormal temperatures
Flashes red (slow pace)	• Low battery
Red (stays on for five seconds after closing the charging case)	• Battery power is low (lower than 30 %)
Yellow (stays on for five seconds after closing the charging case)	• Battery power is moderate (between 30 % and 60 %)
Green (stays on for five seconds after closing the charging case)	• Battery power is high (more than 60 %)



- The charging case battery indicator light flashes red when the external power is cut off during charging.
- If the battery indicator lights do not work as described, disconnect the charger from the charging case and reconnect it.

# Using the earbuds

## Connecting the earbuds to a mobile device

### Connecting the earbuds to a Samsung mobile device for the first time

- 1 Check the direction of each earbud, correctly insert them into their corresponding slots in the charging case, and then close it.

If the earbud battery indicator light does not flash, connect the charging case to the charger and charge them for more than 10 minutes.

- 2 Open the charging case.

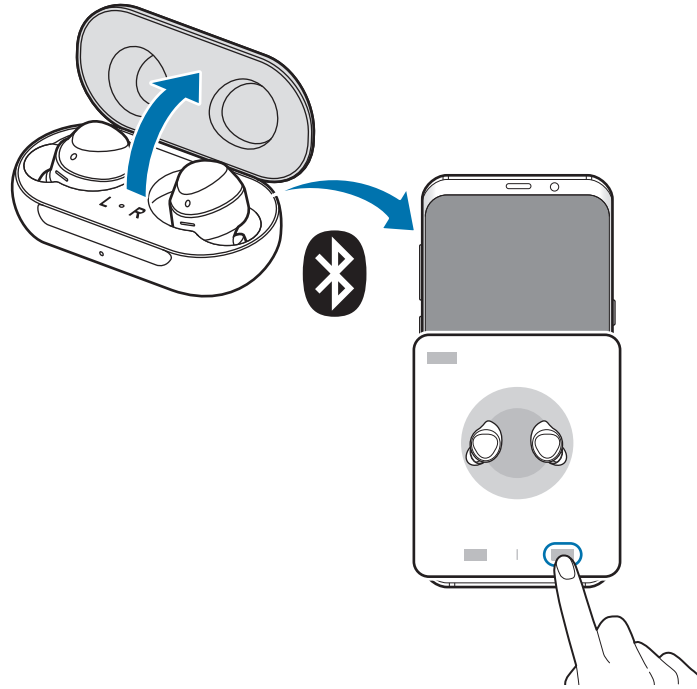
The earbuds will enter Bluetooth pairing mode automatically and a pop-up window will appear on your mobile device.

If the pop-up window does not appear or if you want to connect to a non-Samsung mobile device that also uses the Android OS, refer to [Connecting to a non-Samsung mobile device that also uses the Android OS \(or, the connection pop-up window does not appear\)](#).



When the charging case battery indicator light flashes in red, take out the earbuds from the charging case and insert them into the case again.

- 3 On your mobile device, tap **Connect** on the pop-up window.



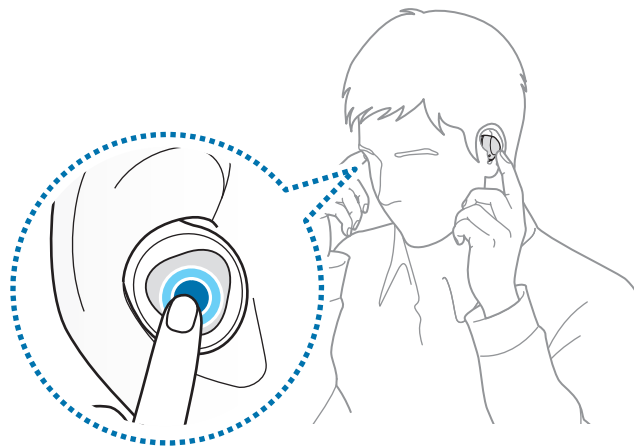
The connection pop-up window will appear only on Samsung mobile devices running Android 7.1.1 or later that have the SmartThings app installed. If the pop-up window does not appear, update the SmartThings app to the latest version.

#### 4 Follow the on-screen instructions to complete the connection.

Once the earbuds are connected to your mobile device, they will automatically attempt to connect to your mobile device whenever you open the charging case while the earbuds are inside it.



- If the earbuds do not connect to a mobile device within three minutes, Bluetooth pairing mode will be deactivated. Close the charging case again and open it. The earbuds will enter Bluetooth pairing mode.
- If you want to connect to another mobile device after a connection has been established, refer to [Connecting with other devices](#).
- If the earbuds do not connect to a mobile device, the connection pop-up window does not appear, or your mobile device cannot find the earbuds, tap and hold both earbuds' touchpads while wearing them to enter Bluetooth pairing mode manually. When Bluetooth pairing mode is entered, you will hear a sound. However, you cannot use this method when you are playing music after setting the volume adjustment as a preset tap-and-hold feature.



## Connecting to a non-Samsung mobile device that also uses the Android OS (or, the connection pop-up window does not appear)

1 On your mobile device, launch **Galaxy Store** or **Play Store** and download the Galaxy Wearable app.



- You can download the Galaxy Wearable app only on mobile devices running Android operating system 5.0 (API 21), or later, and with 1.5 GB of RAM or more.
- You can change the language of the Galaxy Wearable app on your connected mobile device. On your mobile device, launch **Settings** → **General management** → **Language and input** → **Language**. English may appear by default if the selected language on the Settings screen is not supported on the Galaxy Wearable app.

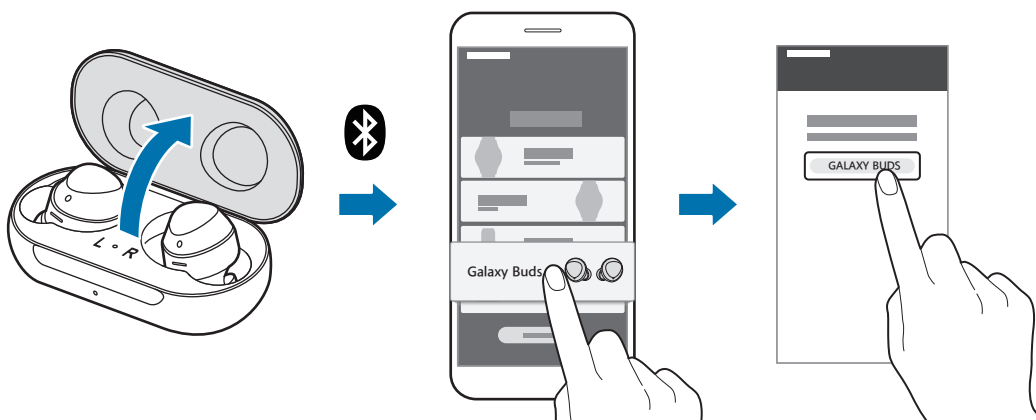
2 Check the direction of each earbud, correctly insert them into their corresponding slots in the charging case, and then close it.

If the earbud battery indicator light does not flash, connect the charging case to the charger and charge them for more than 10 minutes.

3 Open the charging case.

The earbuds will enter Bluetooth pairing mode automatically.

4 On your mobile device, launch the **Galaxy Wearable** app and follow the on-screen instructions to complete the connection.



## Tips and precautions when connecting to the mobile device

- If the earbuds do not connect to a mobile device within three minutes, Bluetooth pairing mode will be deactivated. Close the charging case again and open it. The earbuds will enter Bluetooth pairing mode.
- If you want to connect to another mobile device after a connection has been established, refer to [Connecting with other devices](#).
- If the earbuds do not connect to a mobile device, the connection pop-up window does not appear, or your mobile device cannot find the earbuds, tap and hold both earbuds' touchpads while wearing them to enter Bluetooth pairing mode manually. When Bluetooth pairing mode is entered, you will hear a sound. However, you cannot use this method when you are playing music after setting the volume adjustment as a preset tap-and-hold feature.
- Connection methods may vary depending on your device and software version.
- You can download the Galaxy Wearable app only on mobile devices running Android operating system 5.0 (API 21), or later, and with 1.5 GB of RAM or more.

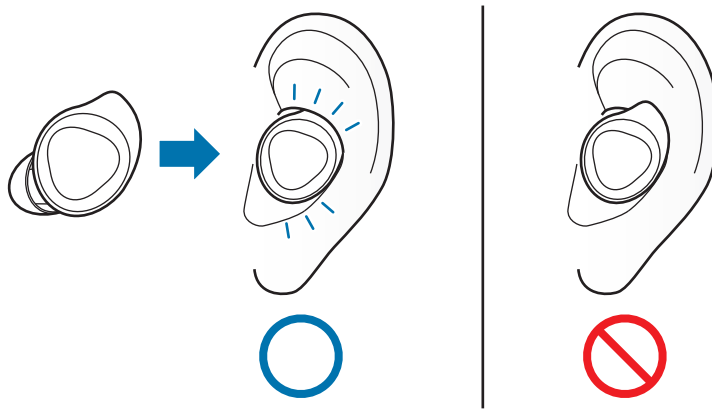
## Notices for using Bluetooth

Bluetooth is a wireless technology standard that uses a 2.4 GHz frequency to connect to various devices over short distances. It can connect and exchange data with other Bluetooth enabled devices, such as mobile devices, without connecting via cables.

- To avoid problems when connecting your earbuds to another device, place the devices close to each other.
- Ensure that your earbuds and the other Bluetooth device are within the Bluetooth connection range (10 m). The distance may vary depending on the environment the devices are used in.
- Ensure that there are no obstacles between the earbuds and a connected device, including human bodies, walls, corners, or fences.
- Do not touch the Bluetooth antenna of a connected device.
- Bluetooth uses the same frequency as some industrial, scientific, medical, and low power products and interference may occur when making connections near these types of products.
- Some devices, especially those that are not tested or approved by the Bluetooth SIG, may be incompatible with the earbuds.
- Do not use the Bluetooth feature for illegal purposes (for example, pirating copies of files or illegally tapping communications for commercial purposes).

## Wearing the earbuds

Insert the wing tips into your ears and adjust accordingly to fit your ears.



The device and some accessories (sold separately) contain magnets. The American Heart Association (US) and the Medicines and Healthcare Products Regulatory Agency (UK) both warn that magnets can affect the operation of implanted pacemakers, cardioverters, defibrillators, insulin pumps or other electro medical devices (collectively, “Medical Device”) within the range of 15 cm (6 inches). If you are a user of any of these Medical Devices, **DO NOT USE THIS DEVICE AND SOME ACCESSORIES (SOLD SEPARATELY) UNLESS YOU HAVE CONSULTED WITH YOUR PHYSICIAN.**



Do not store your device and some accessories (sold separately) near magnetic fields. Magnetic stripe cards, including credit cards, phone cards, passbooks, and boarding passes, may be damaged by magnetic fields.



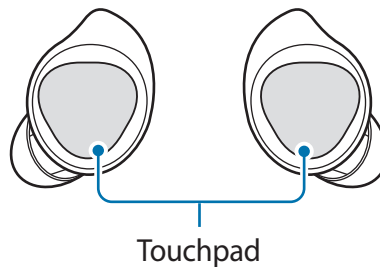
- If the touch-sensitive sensor does not make contact with your ear, the earbud may not work. Use the wing tips and ear tip that fit your ears if you do not hear a sound informing you that the earbud is detected.
- If you wear a single earbud in your ear, you will hear the sound in mono. It will automatically switch to stereo mode when you wear both earbuds in your ears.
- Follow all posted warnings and directions from authorised personnel in areas where the use of wireless devices is restricted, such as aeroplanes and hospitals.




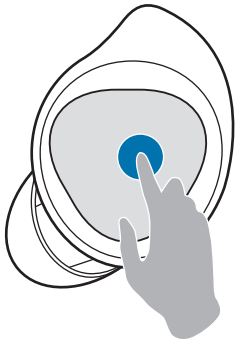
- 1 Check the direction of each earbud and put them in your ears with the wing tip facing upwards until they sit conformably in your ears.
- 2 Adjust the earbuds by rotating them to the left or right to fit your ears.  
The touch-sensitive sensor will automatically detect that you are wearing the earbuds when you put them on. Then, the earbud will emit a sound informing you that the earbud is detected.

## Using the touchpad

You can control music playback, answer or reject calls, and start talking to the intelligent voice assistance service using the touchpad.



-  To avoid hurting your ears, do not apply excessive pressure to the touchpad with your fingertips.
- To avoid damaging the touchpad, do not tap it with anything sharp.



### Single tap

- Play or pause track.



### Double tap

- Play next track.
- Answer or end a call.
- Place the current call on hold and answer the second call.
- Switch between the current call and the held call.



### Triple tap

- Play previous track.
  - If you triple-tap three seconds after a track begins playing, it will start the track from beginning. Triple-tap the touchpad within three seconds of when a track begins playing to play the previous track.



### Tap and hold

- Activate a preset feature.
  - The voice command feature is set by default. Refer to [Setting a preset tap-and-hold feature](#) for more information about changing preset menus.
- Decline call.
- Turn the microphone on or off during a call.
  - This will not display anything on the mobile device.
- Retrieve a held call after ending a current call.



If the earbuds do not connect to a mobile device, the connection pop-up window does not appear, or your mobile device cannot find the earbuds, tap and hold both earbuds' touchpads while wearing them to enter Bluetooth pairing mode manually. When Bluetooth pairing mode is entered, you will hear a sound. However, you cannot use this method when you are playing music after setting the volume adjustment as a preset tap-and-hold feature.

### Using the touchpad lock feature

You can prevent unintended actions by using the touchpad lock feature.

- 1 Launch the **Galaxy Wearable** app on the mobile device.
- 2 Tap **Touchpad**.
- 3 Tap the **Lock touchpad** switch to activate it.

### Setting a preset tap-and-hold feature

You can select a preset tap-and-hold feature of each earbud to activate features quickly and conveniently.

- 1 Launch the **Galaxy Wearable** app on the mobile device.
- 2 Tap **Touchpad**.
- 3 Tap **Left** or **Right** under **Touch and hold touchpad**.

#### 4 Select a feature that you want to use as a preset tap-and-hold feature.

- **Voice command:** Start talking to the intelligent voice assistance service.
- **Quick ambient sound:** Temporarily hear external sounds around you for up to one minute while decreasing the music volume.
- **Volume down/Volume up:** Adjust the volume.



- If you select the volume adjustment feature as one side's preset tap-and-hold feature, the other side's preset tap-and-hold feature is also automatically set to the volume adjustment feature.
- When the volume adjustment feature has been already selected and you try to change the one side's preset tap-and-hold feature, the other side's preset tap and hold feature is automatically set to the voice command feature.

## Using intelligent voice assistance service



- This feature is available only when a mobile device that supports the intelligent voice assistance service is connected. The intelligent voice assistance service set on your mobile device will be called.
- Only some languages are available depending on the intelligent voice assistance service set on your mobile device. Certain features may not be available depending on your region.
- When you select the volume adjustment feature as one side's preset tap-and-hold feature, the other side's preset tap-and-hold feature is also automatically set to the volume adjustment feature, and you cannot call the intelligent voice assistance service and launch the voice command feature. Refer to [Setting a preset tap-and-hold feature](#) for more information about changing preset menus.

#### 1 Tap and hold the touchpad.

**2** Say a voice command and release your finger from the touchpad.

If the Galaxy Buds recognise the command, the Galaxy Buds will perform the corresponding action.

To repeat a voice command or say different command, tap and hold the touchpad.

## **Tips for better voice recognition**

- Speak clearly.
- Speak in quiet places.
- Do not use offensive or slang words.
- Avoid speaking in dialectal accents.

The Galaxy Buds may not recognise your commands or may perform unwanted commands depending on your surroundings or how you speak.

## **Listening to music**

Listen to music saved in your mobile device by connecting the earbuds to the mobile device. You can stream music played from the connected mobile device.

On your mobile device, launch a music player app and play music.

You can listen to music through your earbuds.

### **Playing or pausing the track**

Tap the touchpad to play and pause the track.

### **Playing the next track**

Double-tap the touchpad to play the next track during playback.

## Playing the previous track

Tap the touchpad three times to play the previous track during playback.



If you triple-tap three seconds after a track begins playing, it will start the track from beginning. Triple-tap the touchpad within three seconds of when a track begins playing to play the previous track.

## Adjusting the volume

Adjust the volume with your connected mobile device.

Or, you can adjust the volume with the touchpad after setting it as a preset tap-and-hold feature. Refer to [Setting a preset tap-and-hold feature](#) for more information about preset menus.

To increase the volume, tap and hold the right earbud and release your finger when you reach the desired volume.


To decrease the volume, tap and hold the left earbud and release your finger when you reach the desired volume.



- Adjust the volume via your connected mobile device if a sound is low in your earbuds while at full volume.
- If you connect the earbuds to your mobile device while listening to music, the volume may change.

## Using the equaliser

You can select from five different equaliser presets.

- 1 Launch the **Galaxy Wearable** app on the mobile device.
- 2 Tap  on the **Equaliser** card.
- 3 Select a preset you want to use.

## Using call features

When the earbuds are connected to a mobile device, you can answer and control calls from the connected mobile device.

### Answering or declining a call

When a call comes in while you are wearing the earbuds, they will emit a sound and a voice notification will inform you of the incoming call's phone number or the name saved in your contacts.

To answer the call, double-tap the touchpad.

To decline the call, tap and hold the touchpad.



If you are not notified of the incoming call's phone number via voice notification, launch the **Galaxy Wearable** app on the mobile device, tap **Notifications** → **Manage notifications**, and then tap the **Incoming call** switch to activate the feature.

### Answering a second call

When a second call comes in during a call, the earbuds will emit a sound.

To end the current call and answer the second call, tap and hold the touchpad.

To place the current call on hold and answer the second call, double-tap the touchpad.

To switch between the current call and the held call, double-tap the touchpad during a call.

### Turning off the microphone

Tap and hold the touchpad during a call to turn off the microphone so that the other party cannot hear you.

### Ending a call

Double-tap the touchpad to end the current call.

## Using ambient sound mode

Hear your surroundings while you are listening to music outdoors, so you can quickly detect any potentially dangerous situations.

Launch the **Galaxy Wearable** app on the mobile device, tap **Ambient sound**, and then tap the switch to activate the feature.

The ambient sound mode is activated and you can hear external sounds around you.



When you activate ambient sound mode, you may hear sudden loud external sounds.



- If you use the ambient sound volume feature in ambient sound mode, you can control the volume depending on the situation or place. Refer to [Ambient sound](#) for more information.
- If you use the voice focus feature in ambient sound mode, you can make voices stand out more clearly. Refer to [Ambient sound](#) for more information.
- During a call, ambient sound mode will turn off automatically. After the call, the mode returns to the previous state.
- In ambient sound mode, feedback may occur when adjusting the volume or touching the microphone.
- The feature can be used after you connect your earbuds to the Galaxy Wearable app for the first time.

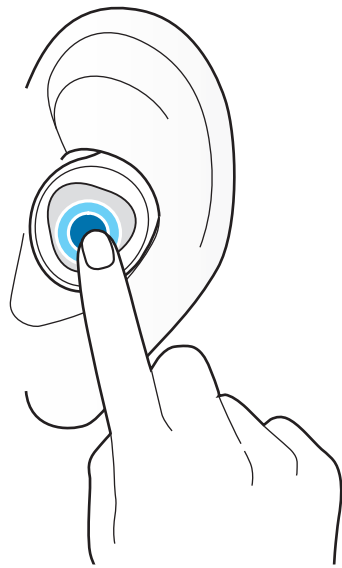


## Activating the quick ambient sound mode

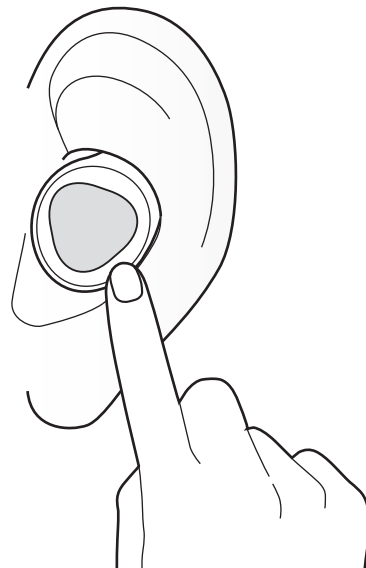
You can activate the quick ambient sound mode, for up to one minute with the touchpad after setting it as a preset tap-and-hold feature, even if you have not activated ambient sound mode from your mobile device. Refer to [Setting a preset tap-and-hold feature](#) for more information about preset menus.

Tap and hold the touchpad to activate the quick ambient sound mode and hear external sounds around you. If you are listening to music, its volume will be turned down.

When you release your finger from the touchpad, the quick ambient sound mode will be deactivated and music volume will be turned up again.



Activating the quick ambient sound mode



Deactivating the quick ambient sound mode

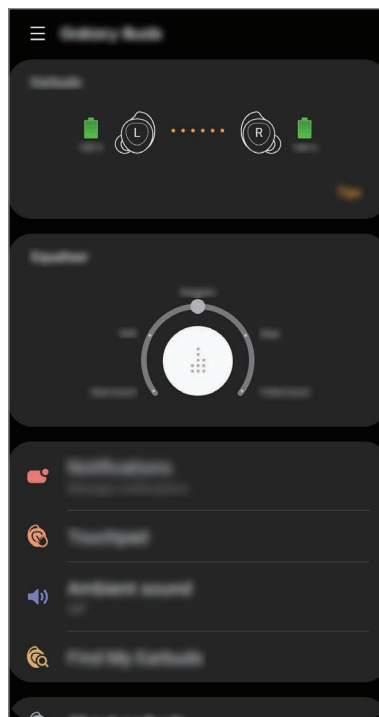
# Galaxy Wearable App

## Introduction

To connect the earbuds to a mobile device, you must install the Galaxy Wearable app on your mobile device. Using the Galaxy Wearable app, you can customise your earbud settings.

Launch the **Galaxy Wearable** app on the mobile device.

If it is the first time connecting the earbuds and a mobile device, refer to [Connecting the earbuds to a mobile device](#) for more information.




Some features may not be available depending on the type of connected mobile device.

# Connecting and disconnecting the earbuds

## Disconnecting devices from the earbuds

Insert the earbuds into the charging case. The Bluetooth connection will end.

To manually disconnect the earbuds from your mobile device, launch the **Galaxy Wearable** app on the mobile device and tap  → **Disconnect**. Or, on your mobile device, tap **Settings** → **Connections** → **Bluetooth** and unpair the earbuds and your mobile device.



The earbuds do not have a power-on/off function. If the earbuds are not used for a predefined length of time after removed from your ears, the earbuds will enter sleep mode and the mobile device will be disconnected. To enter Bluetooth pairing mode close the charging case again and open it.

## Reconnecting devices with the earbuds that temporarily disconnected

To reconnect the earbuds that temporarily disconnected from a device, insert them into the charging case and close it. Then, open the charging case again. Alternatively, tap **CONNECT** on the top right of the **Galaxy Wearable** app on your mobile device.

## Connecting with new earbuds

You can temporarily disconnect the earbuds from your mobile device and connect additional ones.

Launch the **Galaxy Wearable** app on the mobile device and tap  → **Connect new device**.

## Connecting with other devices

Launch the **Galaxy Wearable** app on the mobile device and tap  → **Disconnect**. Or, on your mobile device, tap **Settings** → **Connections** → **Bluetooth** and unpair the earbuds and your mobile device.

The connection between the earbuds and previous mobile device will end.

Close the charging case again and open it to enter the Bluetooth pairing mode. Launch the **Galaxy Wearable** app and follow the on-screen instructions to complete the connection.

# Viewing earbud status and customising settings

View and customise the status and settings of the earbuds connected to your mobile device.

Launch the **Galaxy Wearable** app on the mobile device.

## Earbuds

View the connection status and the remaining battery level.

To view how to control the touchpad, tap **Tips**.

## Equaliser

Turn the equaliser mode off and on and select a preset you want to use.

## Notifications

You will receive notifications from the mobile device's apps via the earbuds. If you want to use this feature, tap the switch to activate it.

- **Manage notifications:** Select the apps you want to receive notifications from and change the notification settings for each app.
- **Read aloud while using phone:** You can set the earbuds to receive notifications of the mobile device even when you are using the mobile device.

## Touchpad

Change the touchpad usage settings.

- **Lock touchpad:** Activate the lock feature. To use the touchpad lock feature, tap the switch to activate it. Refer to [Using the touchpad lock feature](#) for more information.
- **Touch and hold touchpad:** Select a feature to be used as a preset tap-and-hold feature. Refer to [Setting a preset tap-and-hold feature](#) for more information.

## Ambient sound

Hear your surroundings while you are listening to music outdoors, so you can quickly detect any potentially dangerous situations. If you want to use this feature, tap the switch to activate it.



You can temporarily activate the ambient sound mode with the touchpad, for up to one minute, even if you do not activate the ambient sound mode on your mobile device. Refer to [Activating the quick ambient sound mode](#) for more information.

- **Ambient sound volume:** You can control the volume depending on the situation or place.
- **Voice focus:** You can make voices stand out more clearly. To use the voice focus feature, tap the switch to activate it.

## Find My Earbuds

If you misplace your earbuds, use the Galaxy Wearable app on your mobile device to find it.

1 Launch the **Galaxy Wearable** app on the mobile device and tap **Find My Earbuds**.

2 Tap .

Your earbuds will start beeping.

3 Tap  on your mobile device to stop the beeping sound.



Do not use this feature when wearing the earbuds as it may result in hearing damage.

## About earbuds

View the information of the earbuds.


- **Update earbuds software:** Update the Galaxy Buds to the latest software when they have more than 30 % of remaining battery power.
- **Legal information:** View the legal information for the Galaxy Buds.
- **Device name:** Check the name of the Galaxy Buds.
- **Reset earbuds:** Return the Galaxy Buds to the default settings.
- **Tips:** Check the tips for the Galaxy Buds.
- **Battery information:** Check the earbuds and charging case's battery information.

## About Galaxy Wearable

View the Galaxy Wearable app's version information. If necessary, tap **Updates available** to update the Galaxy Wearable app to the latest version.

## Checking the user manual

You can check the earbuds' user manual on your mobile device.

Launch the **Galaxy Wearable** app on the mobile device and tap  → **User manual**.

# Appendix

## Troubleshooting

Before contacting a Samsung Service Centre, please attempt the following solutions. Some situations may not apply to your earbuds.

### Your earbuds do not work

- The battery may be completely discharged. Charge the battery completely before using the earbuds.
- If an earbud's touch-sensitive sensor does not make contact with your ear, the earbud may not work. If you do not hear a sound informing you that the earbuds are detected, remove the earbuds from your ears and put them in again.
- If the touchpad does not recognise the earbuds or the earbuds do not work, insert the earbuds into their corresponding slots in the charging case, close the charging case, and then remove them after seven seconds or more.

### Bluetooth device cannot locate your earbuds

- Close the charging case again and open it to enter the Bluetooth pairing mode.
- Ensure that your earbuds and the other Bluetooth device are within the Bluetooth connection range (10 m). The distance may vary depending on the environment the devices are used in.

If the tips above do not solve the problem, contact a Samsung Service Centre.

## **A Bluetooth connection is not established or your earbuds and the mobile device are disconnected**

- Ensure there are no obstacles, such as walls or electrical equipment, between the devices.
- Ensure that the latest version of the Galaxy Wearable app is installed on the mobile device. If necessary, update the Galaxy Wearable app to the latest version.
- Ensure that your earbuds and the other Bluetooth device are within the Bluetooth connection range (10 m). The distance may vary depending on the environment the devices are used in.
- Restart the mobile device and relaunch the Galaxy Wearable app.

## **The battery does not charge properly (For Samsung-approved chargers)**

- Ensure that the charging contacts of the earbuds and the charging case are in contact with each other.
- Ensure that the charger is connected properly to the charging case.
- If the battery contacts are dirty, the battery may not charge properly. Wipe both gold-coloured contacts with a dry cloth and try charging the battery again.
- Visit a Samsung Service Centre and have the battery replaced.

## **The charging time and the battery life is different between the earbuds**

- The charging time may differ between the two earbuds even if they started charging at the same time.
- The charging time and the remaining battery may differ between the two earbuds due to different inner components.

## **The battery depletes faster than when first purchased**

- When you expose the Galaxy Buds or the battery to very cold or very hot temperatures, the useful charge may be reduced.
- The battery is consumable and the useful charge will get shorter over time.



## You cannot hear others speaking

Adjust the volume on the connected mobile device.

## Sound echoes during a call

Adjust the volume with the connected mobile device or move to another area.

## Audio quality is poor

- Wireless network services may be disabled due to issues with the service provider's network. Ensure to keep the earbuds away from electromagnetic waves.
- Ensure that your earbuds and the other Bluetooth device are within the maximum Bluetooth range (10 m). The distance may vary depending on the environment the devices are used in.
- You may experience drops in volume or noise depending on the connected device's volume. To avoid this, appropriately adjust the connected device's sound.

## Your earbuds sound comes slower than the screen when playing videos and games

The earbuds may have a time lag between the video and sound output when playing videos or games when connected to a mobile device.

## Your Galaxy Buds are hot to the touch

When you use the Galaxy Buds for an extended period of time, it may feel hot to the touch. This is normal and should not affect your Galaxy Buds' lifespan or performance.

If the Galaxy Buds overheat or feel hot for a prolonged period, do not use them for a while. If the Galaxy Buds continue to overheat, contact a Samsung Service Centre.

## A small gap appears around the outside of the Galaxy Buds

- This gap is a necessary manufacturing feature and some minor rocking or vibration of parts may occur.
- Over time, friction between parts may cause this gap to expand slightly.

## Managing the earbuds

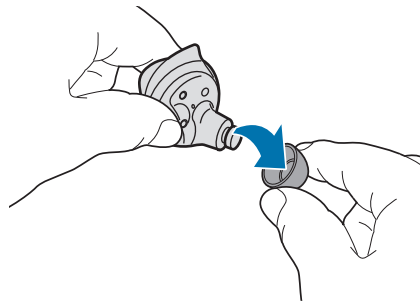
### Basic maintenance

- Use a soft, dry cloth to clean the earbuds after use.
- Keep the earbuds dry. Prevent liquid from contacting or entering the earbuds.

### Cleaning the receiver

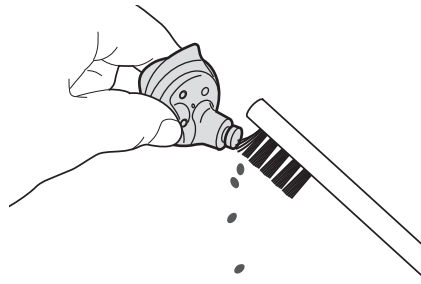
If the volume is lower than it should be with the current setting, clean the receiver.


- 1 Remove the ear tip from the protruding part at the bottom of the earbud.



Do not pull the ear tip excessively when you attach or detach it. The ear tip may tear.

- 2 Remove any earwax or debris from the receiver with the brush or other tools.

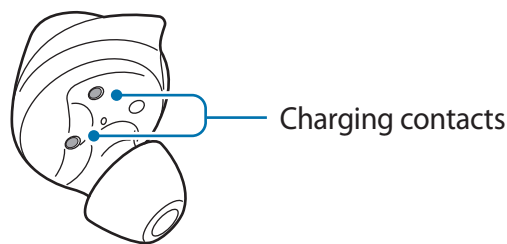


 Do not use excessive force while removing earwax or debris. The receiver may be damaged.

- 3 Cover the earbud with the ear tip.

## Cleaning the charging contacts

If the battery does not charge properly, wipe both gold-coloured contacts with a dry cloth.



## Restarting the earbuds

If the touchpad becomes unresponsive or the earbuds do not work properly, restart the earbuds.

To reset and restart the earbuds, insert the earbuds into their corresponding slots in the charging case and remove them after seven seconds or more.

 If the charging case has low battery, connect the charging case to the charger first.

## Removing the battery

- **To remove the battery, contact an authorised service centre. To obtain battery removal instructions, please visit [www.samsung.com/global/ecodesign\\_energy](http://www.samsung.com/global/ecodesign_energy).**
- For your safety, you **must not attempt to remove** the battery. If the battery is not properly removed, it may lead to damage to the battery and device, cause personal injury, and/or result in the device being unsafe.
- Samsung does not accept liability for any damage or loss (whether in contract or tort, including negligence) which may arise from failure to precisely follow these warnings and instructions, other than death or personal injury caused by Samsung's negligence.

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Model: SM-R170

Rated voltage/current: 5 V / 100 mA (earbuds), 5 V / 400 mA (charging case)

Made in Vietnam by Samsung

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