

**BLUETOOTH CONNECTION**

*I have problem connecting the Beoplay E8 to my device. What do I do?*

For general info on how to connect the E8 to your device, [please watch this video](#).

If you have problems connecting the E8 to your device, the possible reasons and solutions are as follows:

- Interference with the Bluetooth signal: Bluetooth operates in the 2402 to 2480 MHz range and may be disturbed by other 2.4 GHz networks (e.g. WiFi routers and networks, wireless keyboards and mouse). Turn off or remove other Bluetooth connections in the surroundings and check if that solves the issue. Alternatively, go to another location, such as an elevator or outside, that has less Bluetooth noise from other products and check if the connection works.
- Distance between the E8 and Bluetooth device: Face the front towards the Bluetooth transmitting device (max distance is 10 meters and line-of-sight). Check if the problem is solved. See the illustration below for the ideal placement of your device relative to the E8. Note that the Bluetooth antenna is in the right earbud.
- E8 Bluetooth receiver in the right earbud: If you wear a sports watch (e.g. an Apple watch) on your left wrist and having dropout issues, then it is recommended to move the watch to your right wrist.
- Bluetooth antennas vary in quality on different PC and mobile units. Test with another type of Bluetooth device, for example, another mobile phone, and check if there is still a problem. If the problem persists, contact our support center for help. [Find the contact info here](#).

**PROBLEMS WITH SOUND DROPOUTS IN THE LEFT EARBUD ONLY**

*I have encountered sound dropouts in the left earbud. What do I do?*

Interference can affect truly wireless earphones like the E8 and can cause sound dropouts. This is very difficult to avoid completely, even though the E8 has been thoroughly tested for interference in accordance with the most stringent international standards. Possible reasons and solutions are:

- NFMI technology is used in the E8 to connect the two earbuds. This technology has been used in hearing aids for many years and is based on a short-range magnetic connection. The NFMI connection can be influenced by interference from nearby electromagnetic and magnetic signals. This can cause the sound in the left earbud to be dropped, because the connection in the right earbud is disrupted.
- Devices and signals that can cause this interference include (but are not limited to) some mobile phones, citizens band systems, shop alarm systems, power lines, electrostatic discharge, airport metal detectors, monitors, train control systems and EMC from a PC monitor.
- Increase the distance between the E8 and the interfering device/signal. The sound will resume in the left earbud as soon as you are away from the interfering device/signal.

**PROBLEMS WITH SOUND DROPOUTS IN BOTH EARBUDS**

*I have encountered sound dropouts in both earbud. What do I do?*

If you have problems with sound dropouts in both earbuds, the most likely explanation is interference in the Bluetooth signal. Possible solutions are:

- Play downloaded music from your mobile device with the device placed in front of you. Music downloaded locally is more stable for Bluetooth transmission to earphones because it does not depend on the stability of a 3G/4G mobile network, WiFi-network or Music App cloud service.
- Turn off or remove other nearby Bluetooth connections and check if the problem is solved. Alternatively, go to another location, such as an elevator or outside, that has less Bluetooth noise from other products and check if the connection works.
- Bluetooth antennas vary in quality on different PCs and mobile devices. Test with another type of Bluetooth device (e.g. another mobile phone) and check if the problem is solved.
- Face the front towards the Bluetooth transmitting device (max distance is 10 meters and line-of-sight). Check whether the problem is solved.
- Check for cross-body interference. The Bluetooth receiver in the E8 is in the right earbud. Your body or clothes may dampen Bluetooth signals to the right earbud when your mobile phone is in your left back or front pocket. Short dropouts can occur, for example, if you look over your right shoulder when your phone is in your front left pocket. This is also dependent on antenna quality in the mobile device.
- Ensure your clothes (e.g., a hoodie or hat) aren't causing the dropped sound by coming into contact with the right E8's on/pause function or the left E8's transparency mode.

**UNBALANCED SOUND BETWEEN LEFT AND RIGHT EAR**

*I have encountered unbalanced sound in both earbud. What do I do?*

When short disconnections in Bluetooth occur due to interference, the balance of the music may shift to the left earbud when it re-connects. This happens if some Bluetooth data packets are missing after the sound drops, causing a volume imbalance. Possible solutions are:

**BLUETOOTH CONNECTION TO SAMSUNG DEVICES**

*I am unable to pair the Beoplay E8 to my device. What do I do?*

- Update the E8 software to the latest version on the Beoplay App.
- Stop and restart the Bluetooth transmission.
- Press pause, wait 5 to 10 seconds and press play (from your mobile phone) to fix the issue.
- Alternatively, dock the E8 in the charger to reset and then connect again.

Some devices need to be paired with the E8 in a specific way. Here are the steps for Bluetooth pairing with these devices:

1. Enable the Bluetooth pairing mode on E8 - LED indicator flashes blue
2. Find the classic Bluetooth headphone icon on your device and select the pairing option.
3. Do not select the BLE symbol. Wait for the device to show the classic Bluetooth icon.
4. After pairing is successful, the white LED will remain ON for 20 seconds on the E8.
5. If the above steps don't work, restart the device and remove all other paired device through a factory reset. Then pair this device to the E8 only.

If you select the BLE symbol, remove the E8 from the Bluetooth settings and restart your device. After powering on the device, perform Bluetooth pairing by selecting the Bluetooth classic icon.

If you still have problems, this can be due to general Bluetooth interference. [See here for more info.](#)

**SELECTING THE RIGHT EARTIPS**

*How do I choose the right eartips?*

Selecting the right eartips for your E8 is very important for the best sound experience, which is achieved by fully inserting the E8 into your ear channels. Try out different sizes to get the best isolation. A correct size will give you complete isolation. Silicone eartips are good for sports.

Eartips from Comply Foam improve isolation and therefore the sound experience. They come with a wax filter that protects the sound channel from becoming filled with materials like earwax.

**SWITCH BACK AND FORTH BETWEEN PAIRED DEVICES**

*How many Bluetooth devices can I pair to my Beoplay E8?*

Beoplay E8 remembers up to 8 Bluetooth pairings, but only one device can be paired to the earphones at any given time. If you pair a 9th device with your E8, it will automatically delete the profile of the first Bluetooth device that was paired.

When you want to switch between paired devices, first disconnect from the currently paired device before connecting it to another paired device.

**ANSWERING CALLS WITH E8**

*How do I answer calls using my Beoplay E8?*

To receive a call when using the E8 to listen to music through your phone, tap the right or left E8 earbud to answer the call.

If you answer the call on your phone, it may not be heard on your E8. If this happens, open the sound mode (source selection) on your phone and select the setting that will transfer the call to the E8. Double-tap the right or left earbud to end the call.

Note: When using E8 in phone call mode, only the right microphone uses cVc Noise Cancellation Technology. You may notice that a little noise is allowed from outside to slip-into the call to make the sound of your own voice more natural rather than sounding as if your ears are blocked when you speak.

**HISSING OR CRACKING NOISE**

*I heard hissing or cracking sound when using my Beoplay E8. Is this normal?*

This is the "noise floor" coming from the Bluetooth circuit in the right earbud. It is normal and can only be heard when music is at a low volume level or paused.

**TRANSPARENCY MODE - EXPLANATION AND USE**

*What is Transparency mode on the Beoplay E8?*

It allows you to tune into your surroundings and let the world in without having to take your earphones out. Transparency mode can be customized by choosing between three levels of transparency in the Beoplay App:

- AMBIENT: microphones on - music off
- SOCIAL: microphones on - music 25% level (weak)
- COMMUTING: microphones on - music 50% level (medium)

You can easily activate your default mode with a quick tap on the left earphone.