

Wearing the Galaxy Buds

In this section, we will give you guidance on how to wear your Galaxy Buds correctly and provide some information for customers who may be sensitive to materials used in Galaxy Buds.

The materials used in Galaxy Buds products

Materials used in Galaxy Buds products			
Model	The material used for the device	The material used for the device	The material used for the device
	Ear tip	Wing tip	Earbud unit
SM-R170 (Galaxy Buds)	Silicone	Silicone	Body: Polycarbonate (PC)
			Speaker Mesh: Stainless Steel
			Charging contacts: Brass (Palladium/gold plated) Body: Polycarbonate (PC)
SM-R175 (Galaxy Buds+)	Silicone	Silicone	Speaker Mesh: Stainless Steel
			Charging contacts: Brass (Palladium/gold plated) Body: Polycarbonate (PC)
SM-R180 (Galaxy Buds Live)	N/A	Silicone	Speaker Mesh: Stainless Steel
			Charging contacts: Brass (Palladium/gold plated) Body: Polycarbonate (PC)
SM-R190 (Galaxy Buds Pro)	Silicone (Mesh : PET)	N/A	Speaker Mesh: Stainless Steel
			Charging contacts: Brass (Palladium/gold plated) Body: Polycarbonate (PC)
SM-R177 (Galaxy Buds2)	Silicone (Mesh : PET)	N/A	Speaker Mesh: Stainless Steel
			Charging contacts: Brass (Palladium/gold plated) Proximity sensor window: Crystal Epoxy

Restrictions on materials used

Samsung Electronics does not use any internationally restricted materials or any other potentially harmful material in any component of the Galaxy Buds that comes into direct contact with the skin. Samsung Electronics also certifies its compliance with international environmental regulations by the authorised international test institutions, for certain materials that could be included in the silicone, plastic, and metal used in Galaxy Buds products.

Components which come into contact with skin

Components which come into contact with skin	
Item	Materials
Plasticiser	Phthalates
Surfactant	Alkylphenols (OP/NP), Alkylphenol ethoxylates (OPEO/NPEO) Chlorine, Bromine,
Flame retardant	Hexabromocyclododecane (HBCDD),
	Polybrominated biphenyls (PBBs),
	Polybrominated diphenyl ethers (PBDEs),
Poly nuclear aromatic	Tris(2-chloroethyl) phosphate (TCEP),
	Tris(1,3-dichloro-2-propyl) phosphate (TDCPP)
	Polynuclear aromatic hydrocarbons (PAHs) 2-Phenylphenol (OPP), 4-Chloro-3-methylphenol (CMC/CMK),
Preservative	2-octylisothiazol-3(2H)-on (OIT),
	2-(Thiocyanomethylthio) benzothiazol (TCMTB)
	Pentadecafluorooctanoic acid (PFOA),
Fluorine substitution	Perfluorooctane Sulfonates (PFOS)
Chlorine compounds	Short-chain chlorinated paraffins (SCCPs)
Colourants	Azo colourants, Allergenic & Carcinogenic dyestuffs Dibutyltin (DBT), Dioctyltin (DOT),
Organic tin compounds	Tributyltin (TBT), Triphenyltin (TPT)
Heavy metal and harmfulness elements	Copper, Lead, Nickel, Arsenic, Asbestos, Mercury, Antimony, Cadmium, Cobalt, Hexavalent chromium

Components which come into contact with skin	
Item	Materials
Phenols	Bisphenol A, Phenol, Pentachlorophenol(PCPs),
	Tetrachlorophenol (TeCP), Trichlorophenol (TriCP)
Other compounds	Formaldehydes, Dimethylfumarate (DMFu)

Guidance for users who are sensitive to certain materials

If your skin is exposed to skin irritants or substances that may cause skin trouble (such as soap, sweat, lotion and sun tan lotion etc.) for an extended period of time or if you are exposed to a certain environment, a hypersensitive skin reaction may occur.

Refer to the below information about the materials that are included in the Galaxy Buds if your skin is hypersensitive or if you have an allergy to any of these materials.

Remove your Galaxy Buds from your ears and consult a dermatologist if the skin where you wear the Galaxy Buds reddens or feels irritated.

Nickel

The speaker mesh (for all Buds products) and the air vent mesh (for Buds Live and Buds Pro) includes stainless steel. Stainless steel contains iron (Fe), nickel (Ni) and chrome (Cr). Although stainless steel is widely used for everyday products, some people may have an allergy to the nickel or other components.

Although the speaker mesh should be covered with silicon ear tips and the air vent mesh is designed not to touch your ear (so, neither should come in direct contact with the skin if properly used), and although Samsung manages the amount of nickel to be below the strict level set by the European REACH regulation, if you are sensitive to nickel, you should be aware of the possibility of redness, swelling, itchiness, or other irritation. If you experience skin irritation or discomfort, you should check that the tips are covering the mesh and that the buds are fitting properly. If the issue persists, you may want to consult a healthcare professional to identify an allergy and reduce use of the Buds.

Acrylate

The main body of the Galaxy Buds includes acrylate (Methacrylic acid) which may act as an irritant. You may have a reaction if you have had reactions to adhesive bandages, which commonly include this substance.

Users who are sensitive to either of these materials, should take additional care when using Galaxy Buds for the first time or for a prolonged period.

Materials that meet the standards of the U.S Consumer Product Safety Commission (CPSC), the regulations of European countries, and other international standards are used in the Galaxy Buds. When using materials not explicitly covered in the regulations, we work hard for your safety by extensively and continuously having our own internal wearing tests, noxious material tests, and skin toxicity tests for all

materials that come in to contact with skin in cooperation with domestic and external certificate authorities.

How to wear and maintain the Galaxy Buds

Insert the earbuds in your left and right ear using a moderate amount of force comfortably, and be sure to always keep them clean and dry. Although the Galaxy Buds comply with international safety standards, if you use too much force to push the earbuds into your ears or wear them for an extended period of time, you may feel pain or your skin may become irritated. Also, when you listen to audio on your Galaxy Buds at a high volume for long periods, you may experience hearing loss, so remember to set volume levels appropriately.

If your Galaxy Buds are exposed to dust, sweat, ink, oil, or any chemical products, which may cause device damage (e.g. soap, shampoo, cosmetics, sun tan lotion, antibacterial spray, hand sanitiser, detergent, or insecticides etc.), try to soak a lint-free, soft dry cloth into clean water and lightly wipe off the material. Before use, dry the Galaxy Buds thoroughly. Keeping your Galaxy Buds clean helps prevent damage to the device from an extended period of use.

To clean the ear tip, wash it with clean water and lightly wipe it with a lint-free, soft dry cloth. Before use, dry it thoroughly.

Do not use soap, cleaning agents, abrasive materials, other chemicals, or compressed air when cleaning your Galaxy Buds, and do not clean it with ultrasonic waves or external heat sources. This may cause product damage such as discolouration or corrosion.

It is important to clean and dry your Galaxy Buds product after workouts or exposure to skin irritants such as dust, sweat, soap, shampoo, cosmetics, sun tan lotion, lotion and hand sanitiser.

Is it OK to clean my Galaxy Buds with an alcohol swab or disinfectant wipe?

You can lightly wipe on the exterior surfaces of each earbud with a lint-free, soft cloth that has been lightly soaked into 70 ~80 percent alcohol. After surface cleaning, dry it thoroughly before wearing it safely. Don't use the alcohol swab or disinfecting wipe on the speaker hole. Also, do not use bleach and detergent.

How can I use the Active Noise Canceling feature on Galaxy Buds Live?

Galaxy Buds Live is ideal for daily life as it reduces unnecessary disturbances while letting the important stuff through like voices and announcements. Active noise cancellation, or as we call it, ANC for open type gives you the power to tune in without tuning out.



Before you try out the below recommendations as to your solutions, be sure to check if your device's software and related apps are updated with the latest version. Please check how to update your mobile device's software in following order.

Step 1. Go to **Settings > Software update**.

Step 2. Tap on **Download and install**.

Step 3. Follow the on-screen instructions.

Experience the Active noise canceling feature

If you would like to listen to music or want to stay away from a noisy environment, use the Active Noise Canceling feature on your Galaxy Buds Live. You can block out the external noisy sounds around you and be able to concentrate on what matters to you. There's no need to raise the volume.

Use Active Noise Canceling when you want to avoid distractions, such as when listening to music. Inside Galaxy Buds Live are AKG tuned speakers that are specifically made to play it all. While the air duct lets air vent easily, so you can feel the vibration in every beat. With ANC for open type, there is less noise. Now, you can focus better on what you're hearing. ANC filters low-pitched sound, but allows high-pitched sounds like human voices.

Note: If the microphone and its area (the outer microphone while wearing the earbuds) are covered completely, feedback may occur when launching the Active noise canceling feature.

Simple tap-and-hold controls

As previously mentioned, you can reduce unnecessary disturbances while letting the important stuff through with single-touch controls. Simply touch and hold for a second. Then Active noise canceling will activate and block out the external sounds around you. If you want to deactivate the function, try once more to touch and hold your Galaxy Buds Live for a while again.



Note: To launch the feature with the earbuds, make sure that the preset touch-and-hold feature is set to active noise cancelling and then touch and hold the earbud.

How to use Galaxy Buds Live best in audio quality

Unlike most earbuds, Galaxy Buds Live is designed to fit ergonomically. You can simply maximize the sound quality by wearing it in the correct way. If you have problems regarding sound quality, try out the recommended solutions on improving audio quality.

Before you try out the below recommendations for solutions, please check to see if your device's software and related apps are updated with the latest version. Please check how to update your mobile device's software in following order.

Step 1. Go to **Settings > Software update**.

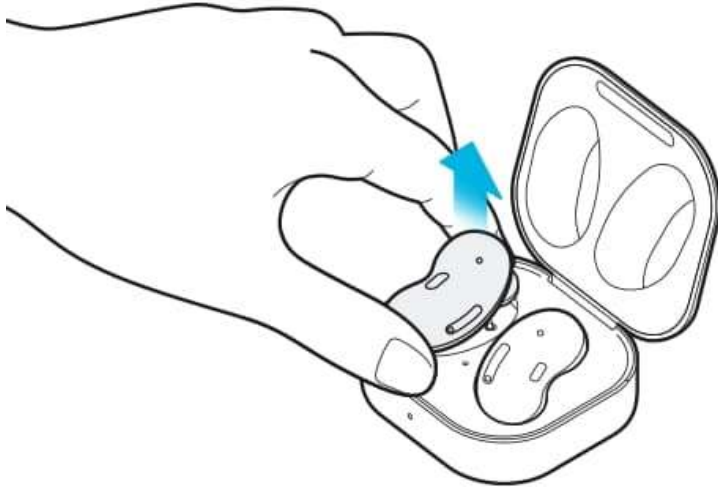
Step 2. Tap on **Download and install**.

Step 3. Follow the on-screen instructions.

How to wear Galaxy Buds Live properly

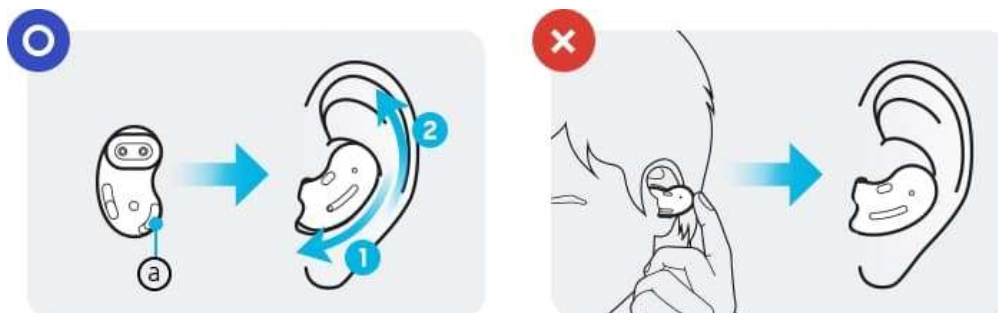
Inside Galaxy Buds Live are AKG tuned speakers that are specifically made to play it all. The ergonomic design delivers impressive sound, like you're front row at a concert. Ensure that you adjust the earbuds to fit your ears best to appreciate Galaxy Buds Live.

Step 1. Hold the upper and lower sides of each earbud and remove them from the charging case.



Step 2. Check the direction of each earbud and point their lower halves (speaker) in the direction of the lower part of your ear. Make sure you put the left and right earbud in the correct ear, with the speaker facing inward.

Step 3. Place the lower and upper halves into the corresponding parts of your ears, and then adjust the earbuds so they fit.



- If the earbuds are not positioned correctly in your ears, they may not work properly. If this is the case, use a pair of wing tips that fit your ears and wear the earbuds properly.
- If the touch-sensitive sensor does not contact with your ear, the earbud may not work. If you do not hear any sound use the wing tips (that fit your ears) to inform you that the earbud is detected.

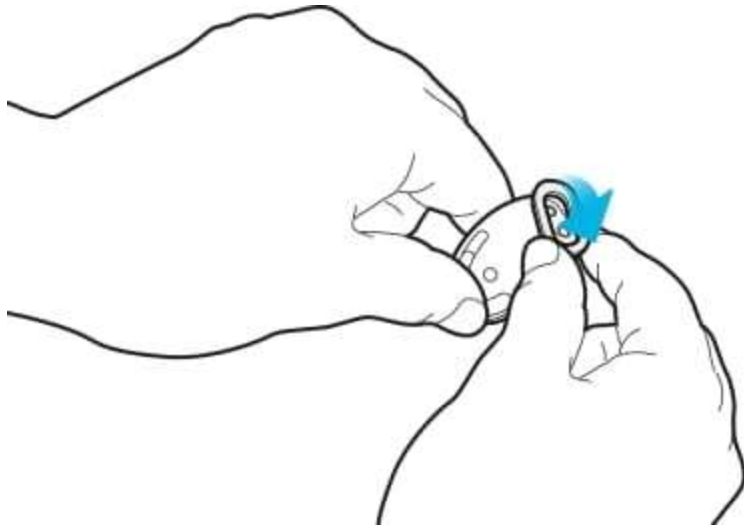
Attaching a wing tip to the earbud

Step 1. Select the wing tip that fits your ear.

Step 2. Select the wing tip for the left or right ear by checking for the L or R mark on the wing tips.

Step 3. Find the L or R mark on the bottom of wing tip's back side and ensure that it is facing the earbud. Hook the wing tip into the fixation hook.

- 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.



Step 4. Cover the rest of earbud with the wing tip.

Step 5. Follow the same procedure for the opposite earbud.

Note:

- Your device contains magnets, which may affect medical devices, such as pacemakers or implantable cardioverter defibrillators. If you are using any of these medical devices, keep your device a safe distance from them and consult with your physician before you use the device.
- Keep a safe distance between your device and objects that are affected by magnets. Objects such as credit cards, passbooks, access cards, boarding passes, or parking passes may be damaged or disabled by the magnets in the device.
- Follow all posted warnings and directions from authorised personnel in areas where the use of wireless devices is restricted, such as airplanes and hospitals

How to make touch command on Galaxy Buds Live

With an iconic & ergonomic design, a fit that lets in natural surrounding, and a speaker optimised for a better sound experience. You can also remain connected as you seamlessly transition from podcast, to audiobook, to a video chat with a friend. Let's look at more closely on how to make touch command and some of the device malfunction cases when inputting the touch feature.

Before you try out below recommendations as to your solutions, be sure to check if your device's software and related apps are updated with the latest version. Please check how to update your mobile device's software in following order.

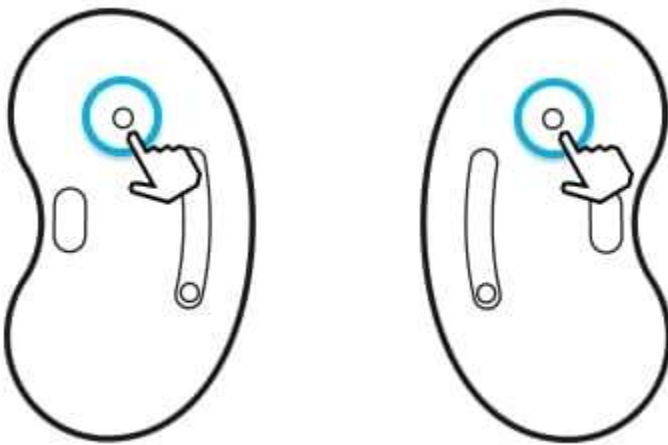
Step 1. Go to **Settings > Software update**.

Step 2. Tap on **Download and install**.

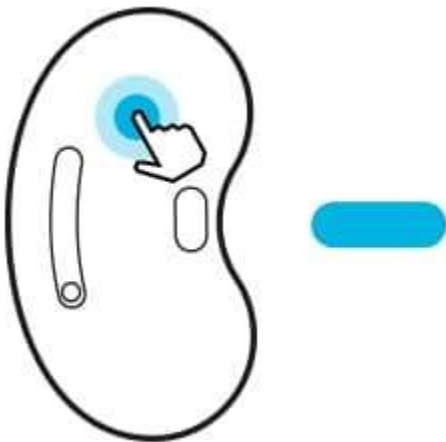
Step 3. Follow the on-screen instructions.

Using the earbud by touch

Touch the earbud to play or stop music or answer or reject calls. You can also set the earbuds to perform other actions by touch.



- **Single touch:** Tap the touchpad to play or pause track.
- **Double touch:** Double tap the touchpad to play next track, answer or end a call.
- **Triple touch:** Triple tap the touchpad to play previous track.
- **Touch and hold:** Activate a preset feature or decline a call.



Note:

- To avoid hurting your ears, do not apply excessive pressure to the earbuds with your fingertips.
- To avoid damaging the touch areas, do not touch the earbuds with anything sharp.

Helpful tips in case of device malfunctions regarding touch feature

- Please check and use the touch area of the earbud accurately.
- You may restart the earbuds in case of device malfunctions. To restart the earbuds, insert the earbuds into their corresponding slots in the charging case and remove them after seven seconds or more.
- Ensure that the Galaxy Wearable app installed on the mobile device, mobile device software and Galaxy Buds Live software are all latest version. To ensure the best experience, it is recommended to update each software including Galaxy Wearable app to the latest version.

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

What to do if the alarm, media volume, and ringtone are all muted on the Galaxy watch?

If your Galaxy watch doesn't make any notification sounds, or if you don't hear any sound from the speaker, the device may be muted. You may have a silent mode such as Do Not Disturb enabled. Follow the guide below to check these settings and turn off silent mode if necessary.

Before you try the recommendations below, be sure to check if your device's software and related apps are updated to the latest version. To update your mobile device's software, follow these steps:

Step 1. Go to **Settings > Software update**.

Step 2. Tap on **Download and install**.

Step 3. Follow the on-screen instructions.

Check 1. Make sure that the Vibrate or Mute mode is not on

When your Galaxy watch is set to the **Vibrate** or **Mute** mode, the device will not make any sound. Follow the steps below to see what sound mode is currently set on your watch and, if necessary, change the mode to the **Sound** option.

Step 1. From the Home screen, swipe from the top of the screen down to open **Quick panel**.

Step 2. Tap the **Sound** mode icon to change the mode to **Sound**.

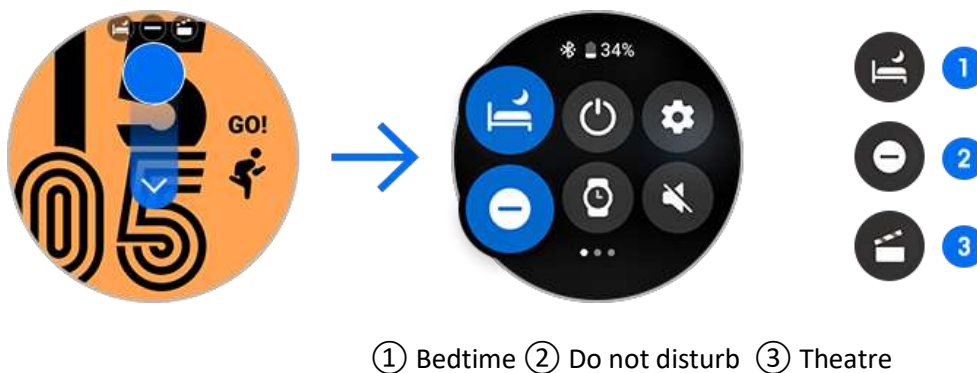


Check 2. Disable the Bedtime, Do not disturb, or Theatre mode

When your Galaxy watch is set to **Bedtime**, **Do not disturb**, or **Theatre** mode, it blocks all unwanted sounds. All sounds on your watch may be muted if at least one mode is active. To check if **Bedtime**, **Do Not Disturb**, or **Theatre** mode are currently active, look at the icons at the top of the watch face. Follow the steps below to disable one or all of the modes mentioned above.

Step 1. From the Home screen, swipe from the top of the screen down to open **Quick panel**.

Step 2. Tap the **Bedtime**, **Do not disturb**, or **Theatre** mode icon to deactivate it.



Check 3. Turn off the Mute all sounds feature

You may have accidentally turned on the **Mute all sounds** feature. This feature mutes all of the sounds from the Galaxy watch, which can be turned on or off on your watch and in the Galaxy Wearable app as well. Follow the steps below to disable the **Mute all sounds** feature.

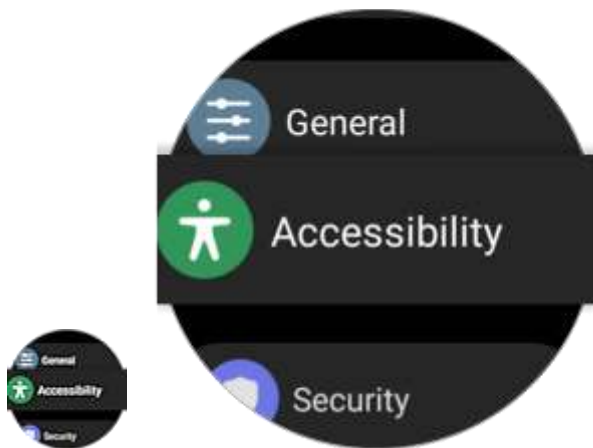
- **On the Galaxy watch**



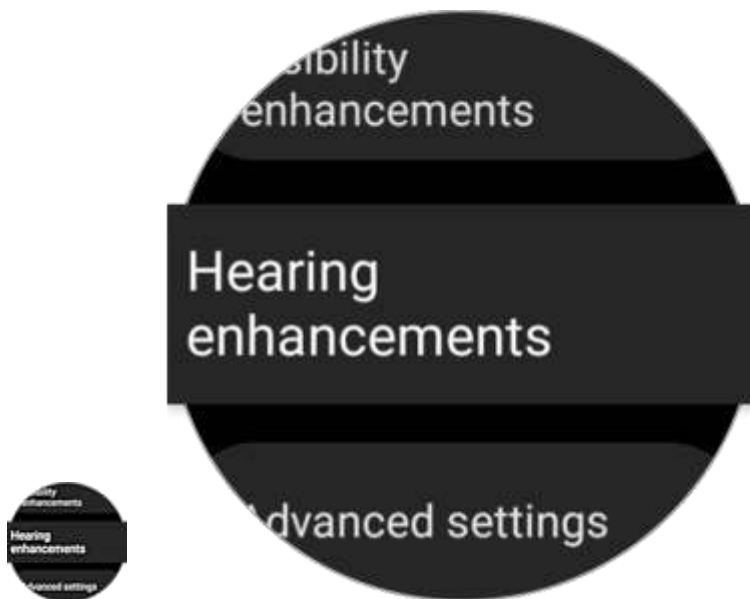
Step 1. From the watch screen, swipe up from the bottom of the screen to open the Apps **screen**.



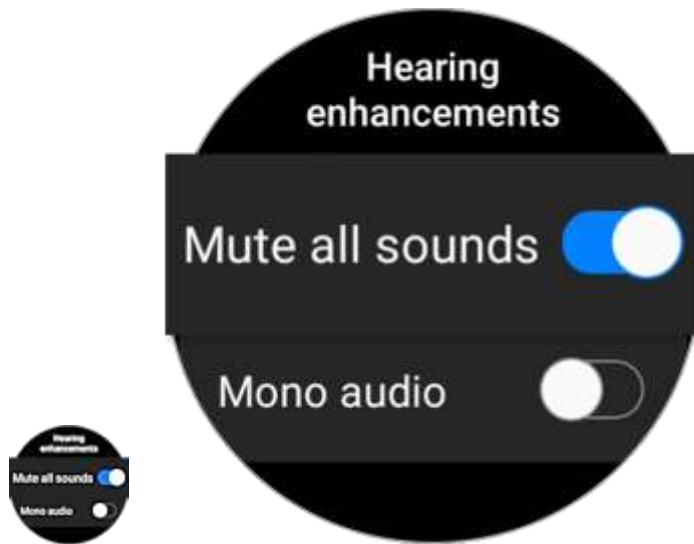
Step 2. Tap the **Settings** app



Step 3. Select **Accessibility**.

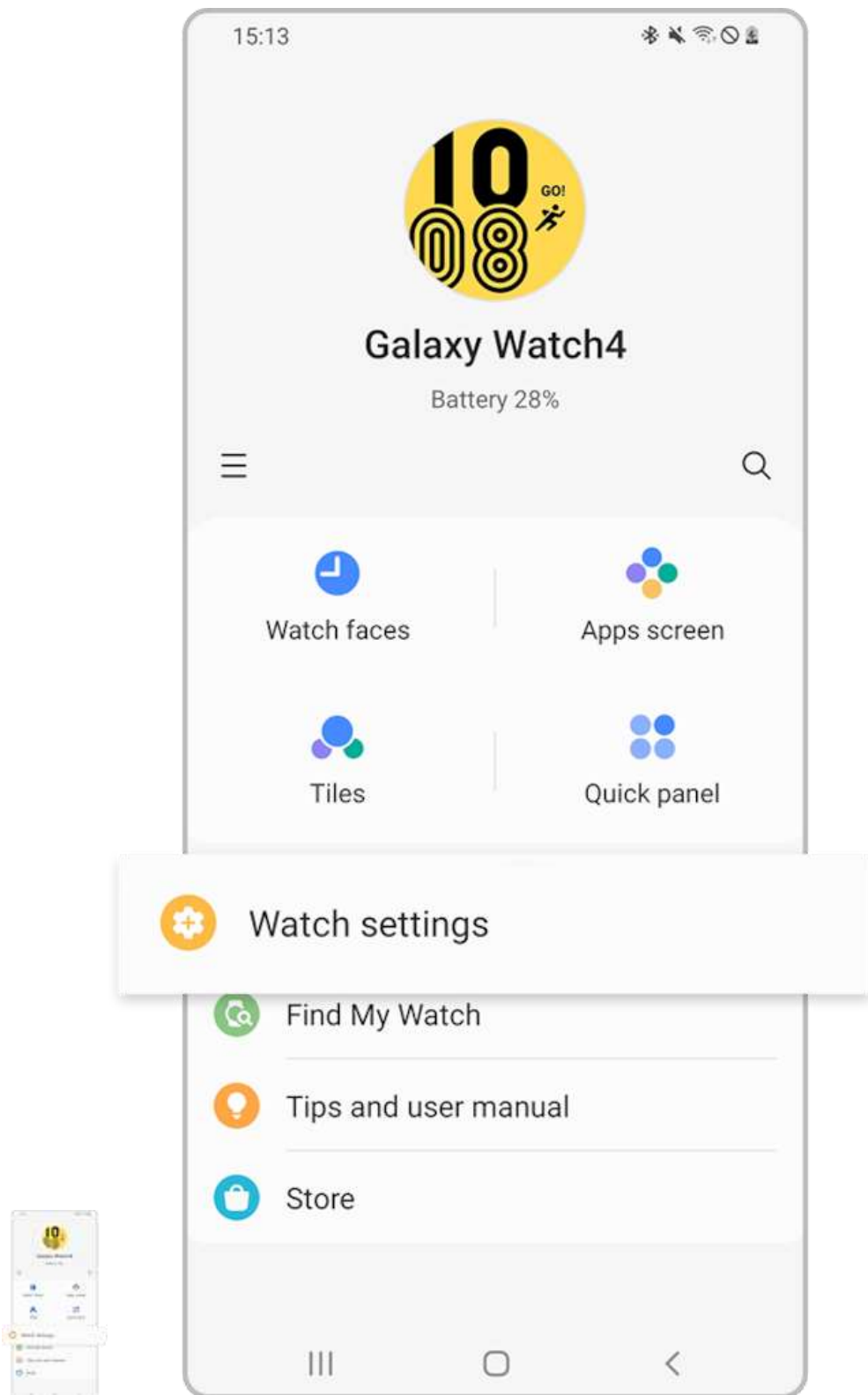


Step 4. Select **Hearing enhancements**.

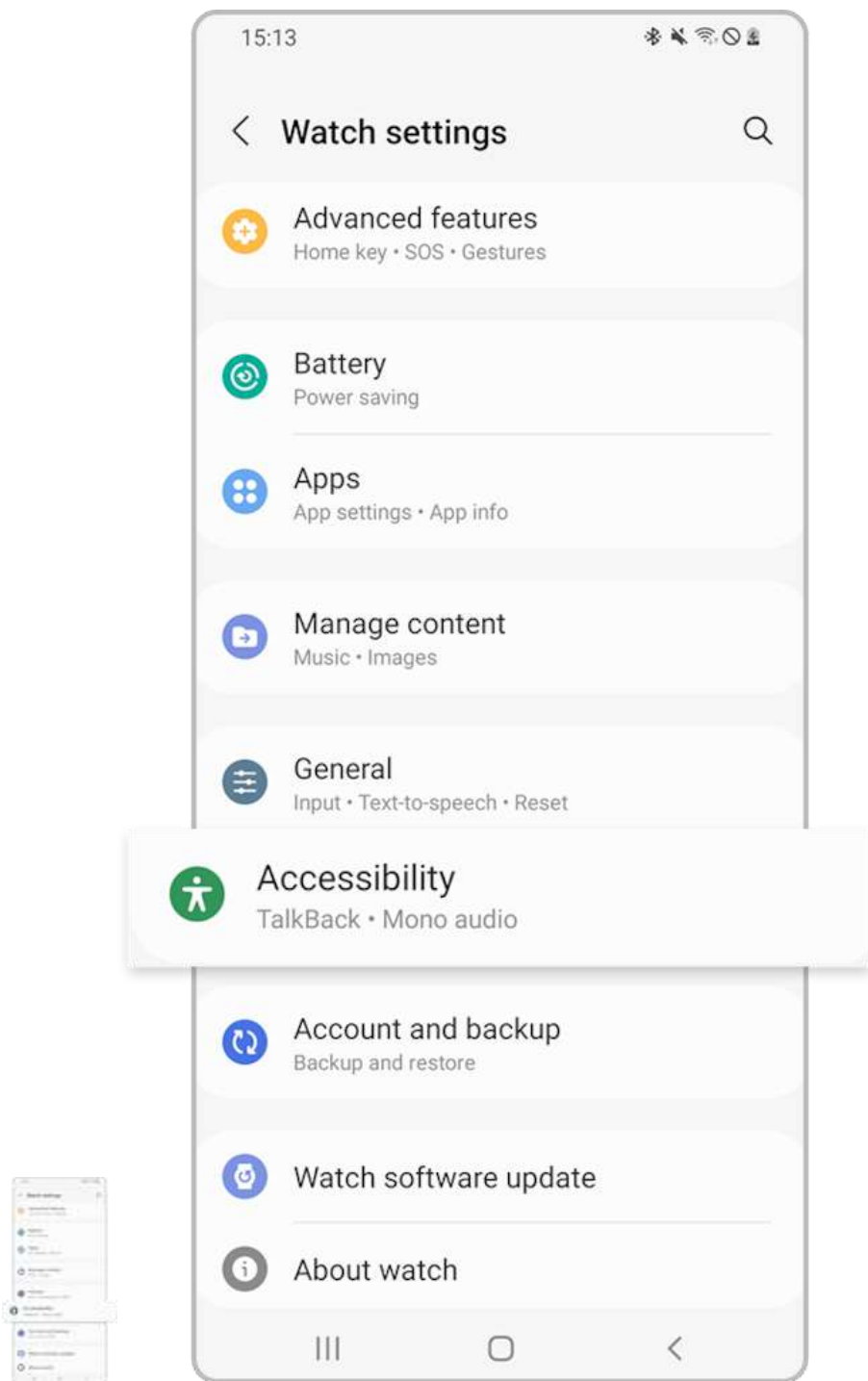


Step 5. Tap the switch next to **Mute all sounds** to disable it.

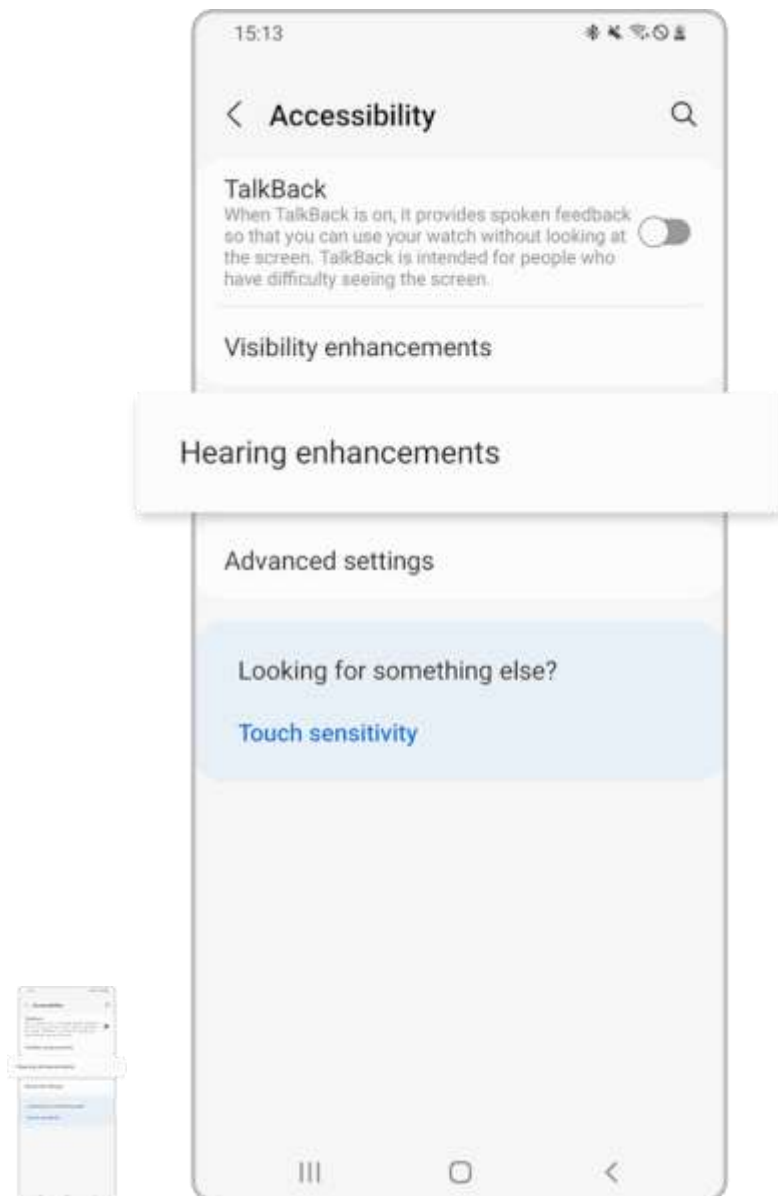
- On the Galaxy Wearable app



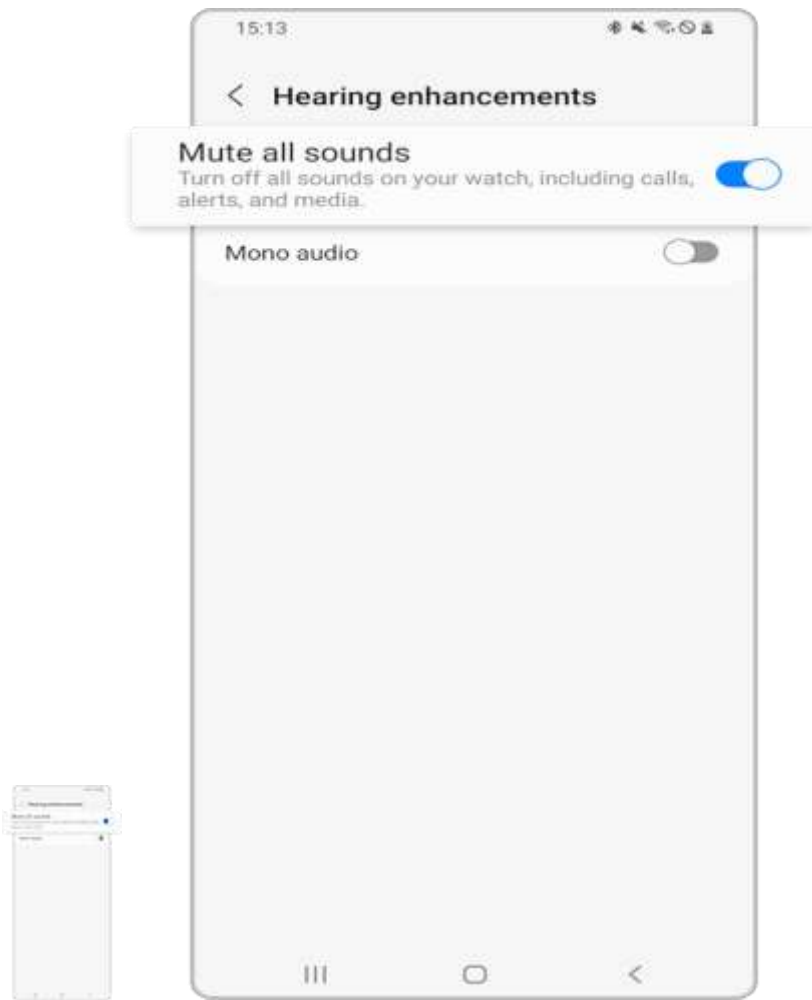
Step 1. Launch the **Galaxy Wearable** app and tap **Watch settings**.



Step 2. Select **Accessibility**.



Step 3. Select **Hearing enhancements**.



Step 4. Tap the switch next to **Mute all sounds** to disable it.