How to use Galaxy Buds Live best in audio quality?
Unlike most earbuds, Galaxy Buds Live is designed by open type ergonomically. You can simply maximize the sound quality by wearing it in a correct way. If you have problems about sound quality, try out recommended solutions on improving audio quality.

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 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 spacious sound, like you're front row at a concert. Kindly adjust the earbuds to fit your ears best to take all that advantages Galaxy Buds Live is there for.

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. 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. Use the wing tips that fit your ears if you do not hear a sound informing 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.

Check 1. Make sure that the size of each earbud is suitable for the size of your ears or ear holes
As previously explained, unlike wearing method of previous Galaxy Buds products, you need to point their lower halves (speaker) in the direction of the lower part of your ear and place the lower halves into your ears. Thus, if you have ears or ear holes of larger size, the earbuds may go deep into ears so that the product's built-in antenna may be covered by the ear. This may affect to Bluetooth performance and may cause the poor audio quality as well.

To confirm if the size of each earbud is suitable for the size of your ears or ear holes, we recommend looking in the mirror your ears wearing the earbuds. If the air duct part of earbuds is hidden by your ears while wearing the earbuds, you may have larger ears or ear holes.

1. Large: If you are the case with larger ears or ear holes, please contact Samsung Customer Call Center for more support.
2. Medium
3. Small

Check 2. Check the wireless network environments of device connected wit galaxy buds live
In this case, you should ensure that similar symptoms appear when inspecting with another wireless device in the same location, and that symptoms disappear when moved elsewhere. Problems with the connected network environment may result in poor audio quality or Bluetooth performance. Below are some tips and precautions for using wireless networks.

- Wireless network services may be disabled due to issues with the service provider's network. Ensure to keep the earbuds away from electromagnetic waves.
- 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.
- Disconnect the current connected wireless network and reconnect again.

Check 3. Check if the speaker and air duct are clean
If earwax or debris builds up in the speaker and air duct, sounds from both earbuds may be different or audio quality may be degraded. Remove any earwax or debris with a clean, dry, and soft brush, cotton swabs, or other tools.

- Use a soft, dry cloth to clean the earbuds after use.
- Keep the earbuds dry. Prevent liquid from contacting or entering the earbuds.
- Clean the earbuds regularly to prevent earwax or debris from building up in the speaker and the air duct.

Check 4. Check volume or sound of connected device
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. For this, please adjust the setting options for both Volume and Sound properly.

Check 5. Check version of installed software
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's recommended to update each software including Galaxy Wearable app to the latest version.

Earbuds software update
Update your earbuds' software via the firmware over-the-air (FOTA) service.

Launch the Galaxy Wearable app on the mobile device and tap Earbuds software update.
• Download and install: Check for and install updates manually.
• Last update: View the information for the latest software update.

To update your mobile device's software,

Step 1. Go to Settings > Software update.
Step 2. Tap on Download and install.
Step 3. Follow the on-screen instructions.

How can I use the Active Noise Cancelling 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 below recommendations as to your solutions, be sure to check if your device's software and related apps are updated with 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 cancelling feature
If you would like to listen to music or want to stay away from a noisy environment, use the Active Noise Cancelling feature on your Galaxy Buds Live. You can block out the external noisy sounds around you and be able to concentrate on and there's no need to raise the volume.

Use Active Noise Cancelling 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.

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 cancelling will activate and blocks 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.

How to set ANC feature on galaxy mobile device
1. Launch the AR Doodle icon Galaxy Wearable app

2. Toggle on Active Noise Cancelling

Preset the tap-and-hold feature for ANC
You can select a preset tap-and-hold feature of each earbud to activate features quickly and conveniently. To preset the feature,

Step 1. Open the Galaxy Wearable app and tap Touch controls.
Step 2. Tap Left or Right under Touch and hold and select Active noise cancelling.

How to make touch command on Galaxy Buds Live?
With an iconic & ergonomic design, a fit that lets in natural surrounding, and a speaker optimized 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 latest version. Please check how to update your mobile device's software in following order.

Step 1. Go to Settings > Software update.
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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.

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

Step 1. Launch the Galaxy Wearable app on the mobile device.
Step 2. Tap Touch controls.
Step 3. Tap Left or Right under Touch and hold.

Step 4. Select a feature that you want to use as a preset touch-and-hold feature.

Active noise cancelling: Refer to 'How can I use the Active Noise Cancelling feature on Galaxy Buds Live' for more information.
Voice command: Start a conversation with an intelligent voice assistant service.
Volume down/Volume up: Adjust the volume.

Locking the earbuds touch feature
You can prevent unintended actions by locking the earbuds' touch feature.

Step 1. Launch the Galaxy Wearable app on the mobile device.
Step 2. Tap Touch Controls.
Step 3. Tap the Block touches switch to activate it.

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.

If you are experiencing unusual behaviour on Samsung mobiles, tablets or wearables, you can send us a question in the Samsung Members app.
This allows us to take a closer look at what is happening. The data is anonymized and only held for the duration of the investigation. Find out more about sending an error report through the 'How to use the Samsung Members app'.
Note: Device screenshots and menu may vary depending on the device model and software version.

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