

SAMSUNG

SAMSUNG

Level Active

EO-BG930

User Manual

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Read me first

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

- Images may differ in appearance from the actual product. Content is subject to change without prior notice.
- Before using the headset, make sure the mobile device you want to connect to is compatible with this headset.

Instructional icons



Warning: situations that could cause injury to yourself or others



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



Note: notes, usage tips, or additional information

Getting started

Package contents

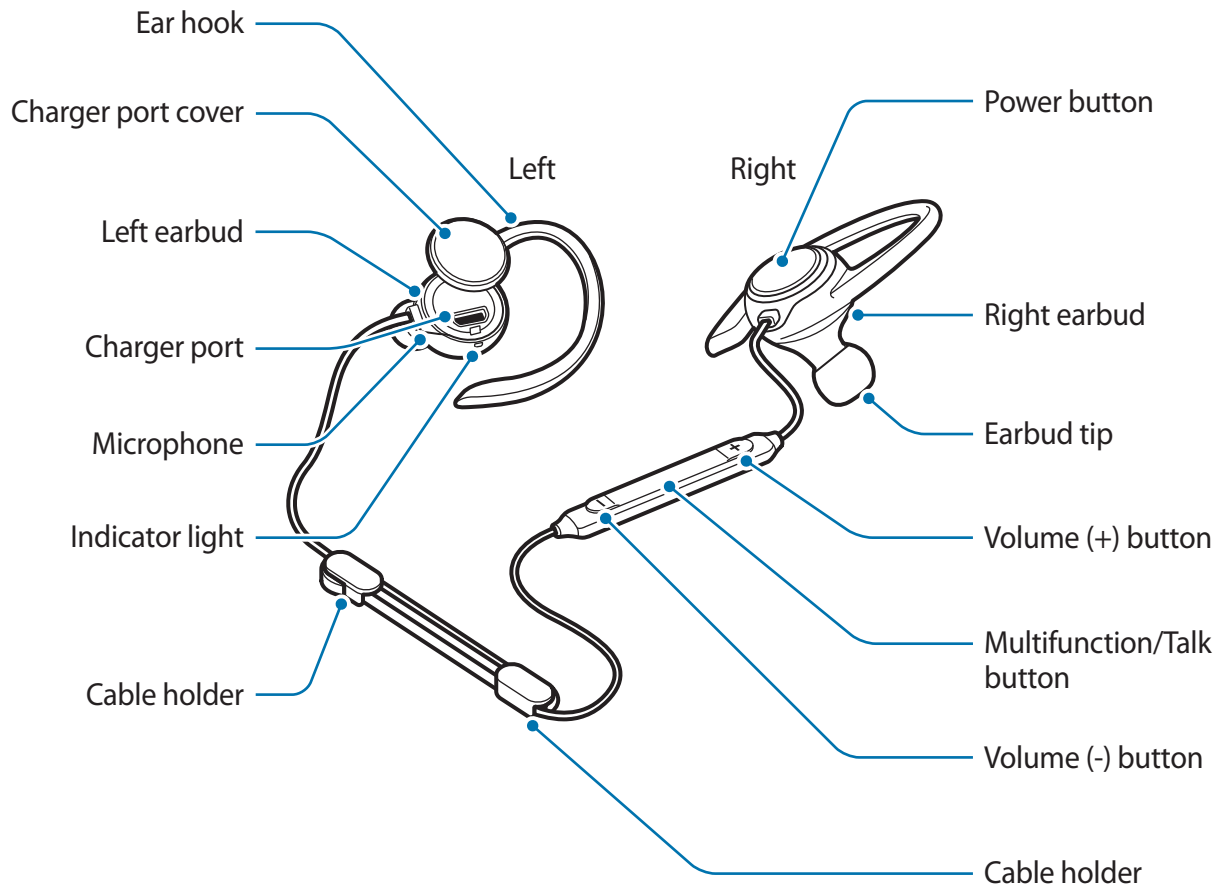
Check the product box for the following items:

- Headset
- Earbud tip (3 sets, S/M/L)
- Wingtip (2 sets, S/L)
- Quick start guide



- The items supplied with the device and any available accessories may vary depending on the region or service provider.
- The supplied items are designed only for this device and may not be compatible with other devices.
- Appearances and specifications are subject to change without prior notice.
- You can purchase additional accessories from your local Samsung retailer. Make sure they are compatible with the device 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



Buttons and functions

Name	Function
Power button	<ul style="list-style-type: none">• Press and hold for one second to turn the headset on.• Press and hold for approximately four seconds to turn the headset off.• Press to check the remaining battery power.

Name	Function
Multifunction/ Talk button	<ul style="list-style-type: none"> • Press to answer or end calls. • Press to play or pause multimedia files. • When the Bluetooth connection ends, press to reconnect the devices. • During a call, press and hold for one second to turn the microphone on or off. • Press and hold for one second to reject a call or launch the S Voice app. • Press and hold for approximately three seconds to enter Bluetooth pairing mode. • Press twice to skip to the next file during media playback.
Volume buttons	<ul style="list-style-type: none"> • Press to adjust the volume during a call or media playback. • Press and hold the Volume (-) button for one second to skip to the next file during media playback. • Press and hold the Volume (+) button for one second to skip to the previous file during media playback.

Indicator light

The indicator light alerts you to the headset's status.

Colour	Status
Flashes blue three times	• Power on
Flashes red three times	• Power off
Flashes red and blue	• Bluetooth pairing mode
Quickly flashes blue three times	• Connected to mobile devices via Bluetooth
Flashes blue	• Incoming call
Red	• Charging
Blue	• Fully charged
Off	• During use or in sleep mode

Charging the battery

Charge the battery before using the headset for the first time or when the headset has been unused for extended periods.

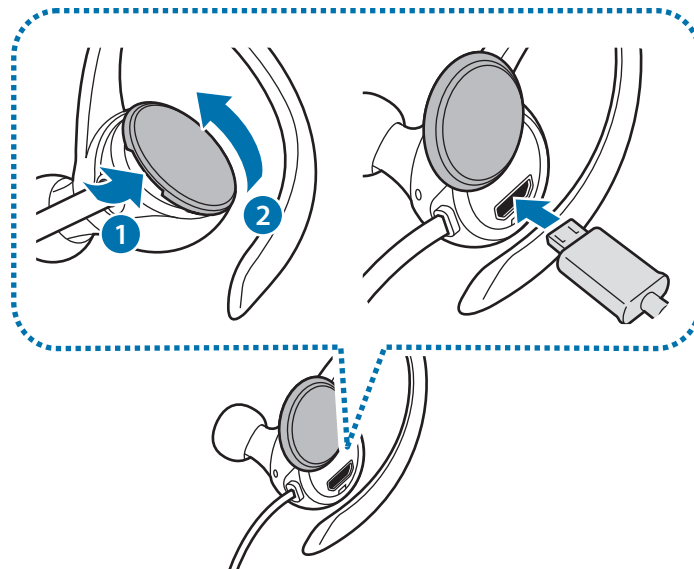


Use only Samsung-approved chargers. Unapproved chargers can cause the battery to explode or damage the headset.



- You can charge the headset using the charger (sold separately).
- 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.
- The headset can be used while it is charging, but it may take longer to fully charge the battery.
- While charging, the headset may heat up. This is normal and should not affect the headset's lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.
- If the headset is not charging properly, take the headset and the charger to a Samsung Service Centre.

1 Open the charger port cover and connect the headset to a charger.



- Do not pull the charger port cover excessively. This can damage the charger port cover.
- Connecting the charger improperly may cause serious damage to the headset. Any damage caused by misuse is not covered by the warranty.

2 After fully charging, disconnect the headset from the charger.



- 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 easily accessible while charging.
- The socket-outlet shall be installed near the equipment and shall be easily accessible.

Checking the remaining battery power

Press the Power button. The indicator lights will alert you to the remaining battery power.

Colour	Battery power
Flashes red three times	• Less than 30 %
Flashes violet three times	• 30-60 %
Flashes blue three times	• 60-100 %

Turning the headset on and off

To turn the headset on, press and hold the Power button for one second. The indicator light will flash blue three times.

To turn the headset off, press and hold the Power button for approximately four seconds. The indicator light will flash red three times.

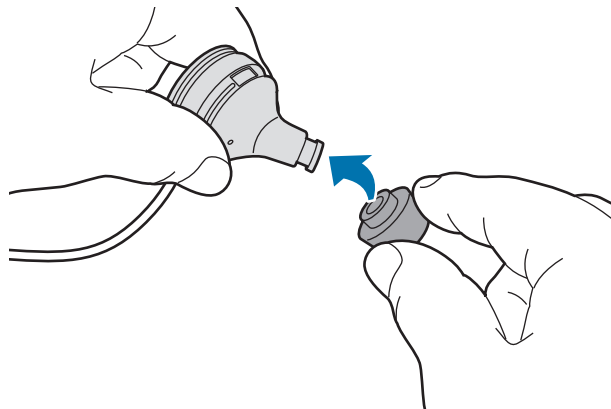


Follow all posted warnings and directions from authorised personnel in areas where the use of wireless devices is restricted, such as aeroplanes and hospitals.

Preparing and wearing the headset

Attaching an earbud tip to the earbud

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



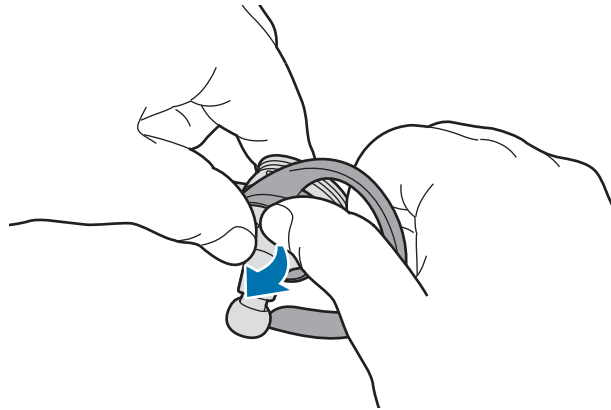
- Do not put the earbuds in your ears without earbud tips. Doing so may hurt your ears.
- Do not pull the earbud tip excessively. The earbud tip may tear.

- 3 Follow the same procedure for the other earbud.

Replacing the ear hooks with wingtips

Ear hooks are attached to the earbuds by default. You can replace them with wingtips.

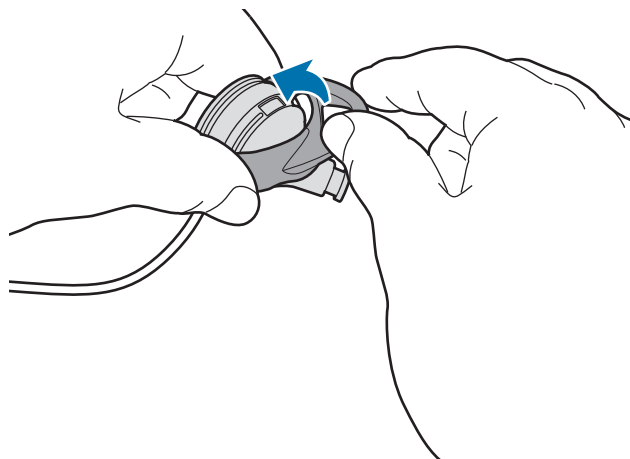
- 1 Remove the ear hook by holding the hook as shown in the image below, slightly pulling it upwards, and then pulling it towards the earbud tip.



- Do not pull the ear hook in the wrong direction. This can damage the ear hook.
- Do not pull the ear hook excessively. This can damage the ear hook.

- 2 Select the wingtip that fits your ear.
The left wingtip has microphone holes in it.

- 3 Cover the earbud with the wingtip. Then, adjust the left wingtip so that the microphone holes are not blocked.



- Do not put the wingtip in the wrong direction. This can damage the wingtip.
- Do not put the earbuds in your ears without wingtips. Doing so may hurt your ears.
- Do not pull the wingtip excessively. The wingtip may tear.

Wearing the headset



- Do not bend or twist the headset excessively.
- Do not apply excessive pressure to the headset.
- Do not pull on any part of the headset excessively.

Wear the headset as shown in the image below by placing each ear hook over your ears.



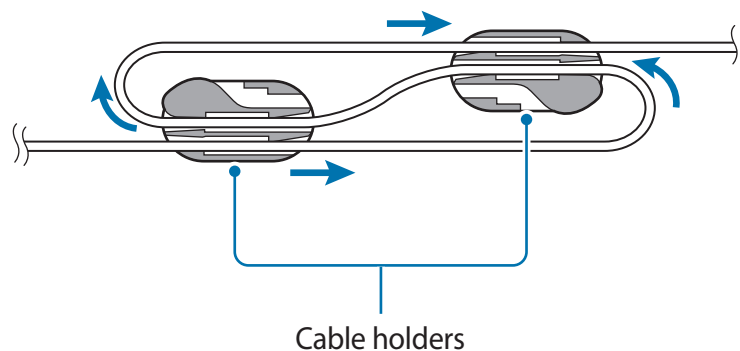
Adjusting the cable's length and managing the cable

You can adjust the headset's cable length using the cable holders and keep the cable neat.

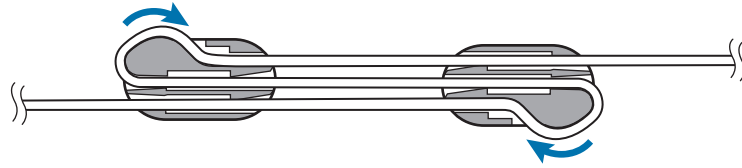


- Do not pull on any part of the headset excessively while using cable holders. This may damage the headset.

Insert the headset cable into the cable holders as shown in the image below. Then, hold the cable holder and gently pull the cable to adjust its length.



When you finish adjusting the cable length, insert the headset cable into the holders as shown in the image below to keep the cable neat.



Connecting via Bluetooth

Bluetooth

About 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, computers, printers, and other digital home appliances, without connecting via cables.

Notices for using Bluetooth

- To avoid problems when connecting your headset to another device, place the devices close to each other.
- Ensure that your headset 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 headset 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 headset.
- Do not use the Bluetooth feature for illegal purposes (for example, pirating copies of files or illegally tapping communications for commercial purposes).

Connecting to a mobile device

To use the headset, pair it with a mobile device. When the devices are paired, the headset will try to connect to the mobile device whenever you turn it on.

- 1 **Headset** Press and hold the Multifunction/Talk button for approximately three seconds to enter Bluetooth pairing mode.

The indicator light will flash red and blue.

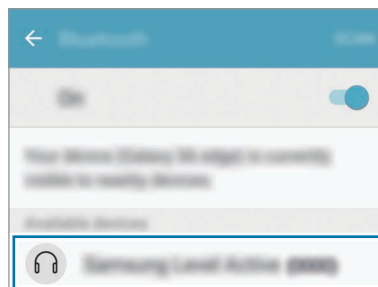


When you turn on the headset for the first time, it automatically enters Bluetooth pairing mode.

- 2 **Mobile device** Activate the Bluetooth feature and search for Bluetooth devices.

For more information, refer to the mobile device's user manual.

- 3 **Mobile device** Tap **Samsung Level Active (0000)** from the list.



- The PIN for the headset is the four-digit number in parenthesis displayed on the mobile device's Bluetooth settings screen. The number differs depending on the headset.
- If the Bluetooth connection fails or the mobile device cannot locate the headset, remove the device's information from the mobile device's list. Then, try to connect again.
- If the headset does not work properly, restart it or try to pair the devices again.
- The Bluetooth connection range and sound quality may vary depending on the connected devices.

Connecting additional mobile devices

The headset can connect to up to two mobile devices at the same time. When you connect the headset to two devices, the last device you connect is recognised as the primary device.

- 1 Connect the headset to a mobile device via Bluetooth.
- 2 Press and hold the Multifunction/Talk button for approximately three seconds to enter Bluetooth pairing mode.
The first mobile device will be disconnected.
- 3 Connect the headset to a second mobile device.
- 4 Reconnect the headset to the first mobile device.



This feature may not be supported on some devices.

Reconnecting or disconnecting the devices

Reconnecting the devices

If the Bluetooth connection ends due to the distance between the devices, bring the devices closer together within a certain period of time. The devices will automatically reconnect.

If the Bluetooth connection ends because of the connected mobile device, access the Bluetooth menu on the mobile device to pair the devices again.

Disconnecting the devices

Press and hold the Multifunction/Talk button for approximately three seconds. Then, the connection ends and the headset enters Bluetooth pairing mode.

You can also end the connection by turning off the headset. When you turn on the headset again and the devices are in range, the headset automatically connects with the most recently paired device.



Noise may occur if the Bluetooth connection is disconnected improperly.

Using the headset

Using the headset

Various features are available when the headset is connected to another device.



The following descriptions are based on a Samsung mobile device running Android 6.0. Some features may not be available depending on the connected device.

Calling features

Answering a call

When a call comes in while you are wearing the headset, the headset will beep. Press the Talk button to answer the call.



- When the headset is connected to two devices and both devices receive calls simultaneously, you can only answer the primary device's call.
- When you play a multimedia file from one device, you can still answer calls from the other device.

Rejecting a call

Press and hold the Talk button for one second.

Adjusting the volume

Press the Volume button.

Turning off the microphone

To turn off the microphone so that the other party cannot hear you, press and hold the Talk button for one second. The headset will emit a sound when turning the microphone on or off.

Switching sound output

Use the connected device's call features to switch call audio between the headset and the device.

Ending a call

Press the Talk button.

Playing multimedia files

Control media playback, such as music and videos, using the Multifunction button.

Playing and pausing a multimedia file

Press the Multifunction button. The most recently-played music file will play automatically in the default music app installed on the connected device.

During playback, press the Multifunction button to pause playback. To resume playback, press the Multifunction button again.



When two connected devices are simultaneously playing multimedia files, the headset will stream from the device that started playing a file first. When you pause the currently-playing file, the file playing on the other device will play automatically.

Skipping to the next multimedia file

Press and hold the Volume (-) button for one second to skip to the next file during playback. Alternatively, press the Multifunction button twice.

Skipping to the previous multimedia file

Press and hold the Volume (+) button for one second to skip to the previous file during playback.

Adjusting the volume

Press the Volume button.

Using Samsung Level

On the connected device, download the Samsung Level app from Google Play Store or Galaxy Apps. With the app, you can check the remaining battery power and adjust the volume.

For more information, refer to the app's help menu.



The Samsung Level app is compatible with Samsung mobile devices running Android operating system 4.2.2 or later. Some features may differ or may not work on your headset depending on the connected device or the operating system.

Appendix

Troubleshooting

Before contacting a Samsung Service Centre, please attempt the following solutions.

Your headset does not turn on

When the battery is completely discharged, your headset will not turn on. Fully charge the battery before turning on the headset.

Your headset freezes

If the headset's audio experiences any problems, such as freezing or distorting, try to resolve it by turning off the headset and then turning it on again.

If the headset is still unresponsive, end the Bluetooth connection and reconnect it. To do this, press and hold the Multifunction/Talk button for approximately three seconds to enter Bluetooth pairing mode. When the headset enters Bluetooth pairing mode, connect the devices again, and then check the operation of the headset.

If the problem is still not resolved, contact a Samsung Service Centre.

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

Ensure that the charger is connected properly.

If the problem is still not resolved, contact a Samsung Service Centre.

Another Bluetooth device cannot locate your headset

- Ensure that your headset is in Bluetooth pairing mode.
- Restart your headset and search for the headset again.
- Ensure that your headset and the other Bluetooth device are within the Bluetooth connection range (10 m).

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

Your headset cannot connect to another Bluetooth device

- Ensure that your headset and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- On the device you want to connect with, disconnect all paired devices and try to connect again.

Bluetooth connection is often disconnected

- If there are obstacles between the devices, the operating distance may be reduced.
- Ensure that your headset and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- When using the headset with other Bluetooth devices, the connection may be affected by electromagnetic waves. Use the headset in environments with fewer wireless devices present.

You cannot hear others speaking

- Adjust the device volume.
- Adjust the volume on the connected device when you cannot hear sounds on your headset at full volume.

Sound echoes during a call

Adjust the volume by pressing the Volume button or move to another area.

Others cannot hear you speaking on a call

- Ensure that the microphone is turned on.
- Ensure that you are not covering the built-in microphone.

Audio quality is poor

- Wireless network services may be disabled due to issues with the service provider's network. Ensure to keep the headset away from electromagnetic waves.
- Ensure that your headset and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- 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.

The headset works differently as described in the manual

- Available functions may differ depending on the connected device.
- Some features cannot be used when two devices are connected with the headset at the same time.

The battery depletes faster than when first purchased

- When you expose the headset 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.

Removing the battery

- To remove the battery, you **must** visit an authorised service centre with the provided instructions.
- 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.

- 1 Open the body by using a flat-edged tool.
- 2 Pull the battery away from the circuit board and cut the connections between them.
- 3 Remove the battery.

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