

Galaxy Buds

Training Repair Guide



Galaxy Buds

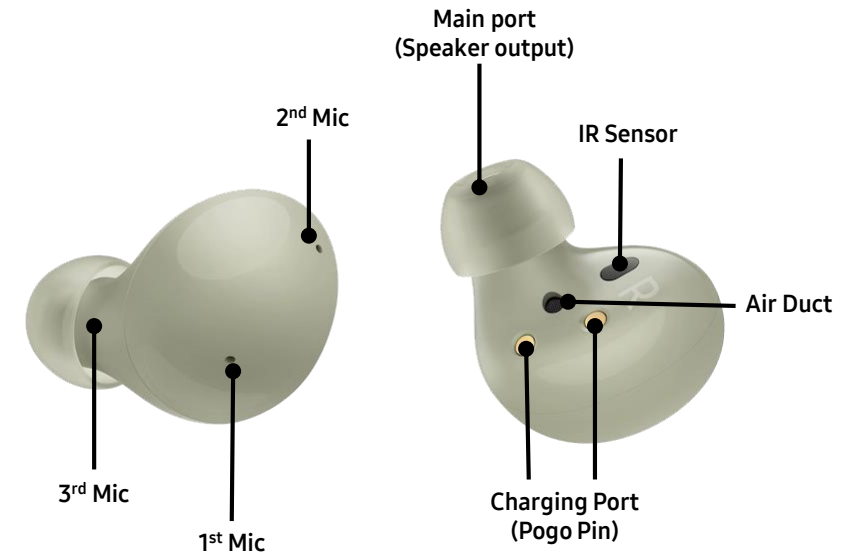
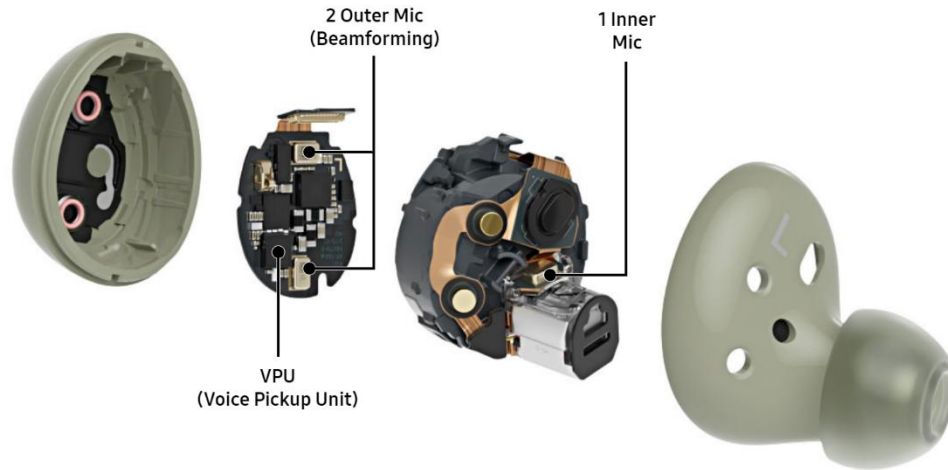
Anatomy:

The technology behind Galaxy Buds



Galaxy Buds2

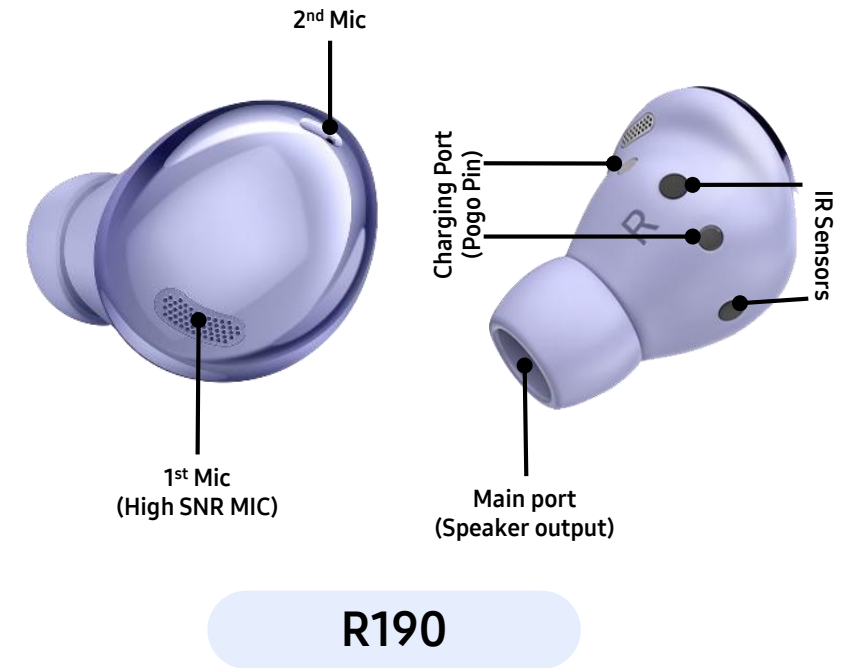
With three microphones, a curved design to cut down on wind noise and a machine-learning based solution to filter unwanted sound, Galaxy Buds2 are designed to deliver every word crisply and clearly.



R177

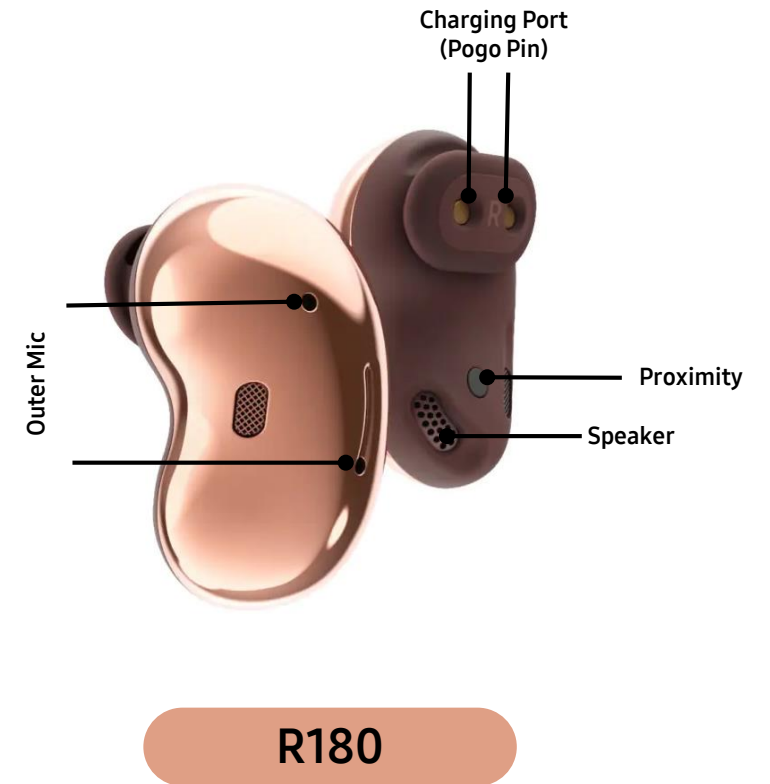
Galaxy Buds Pro

Experience the highs, mids and lows with 2-way speakers by AKG, an 11-mm woofer and 6.5-mm tweeter built into every earbud.



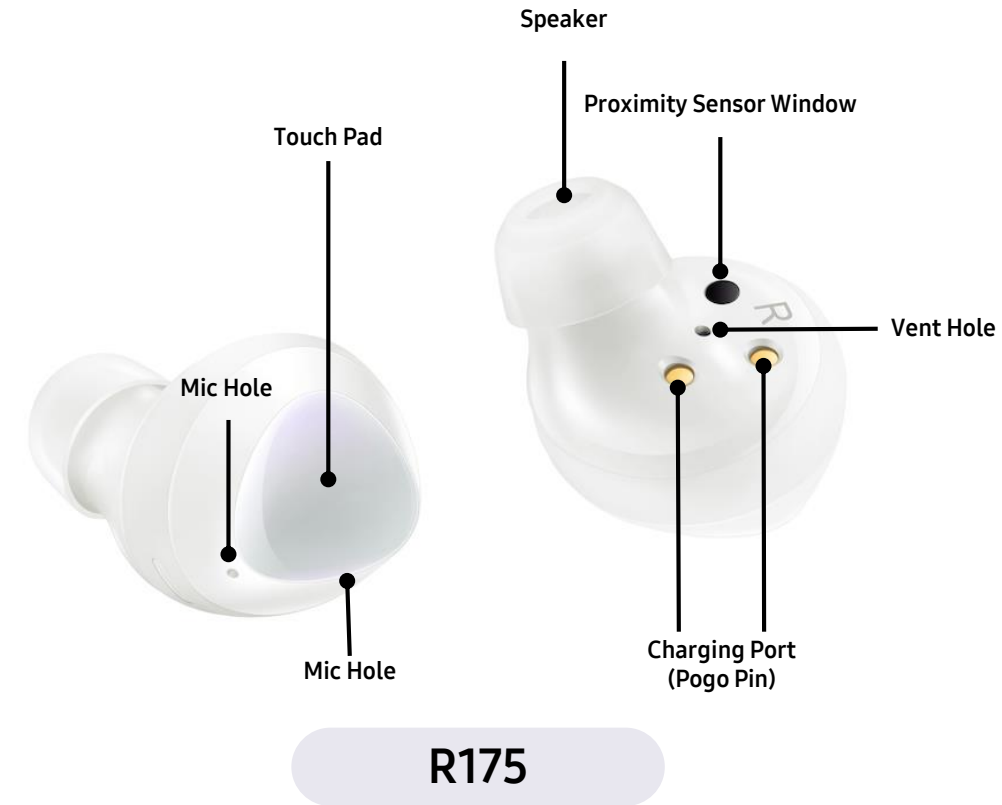
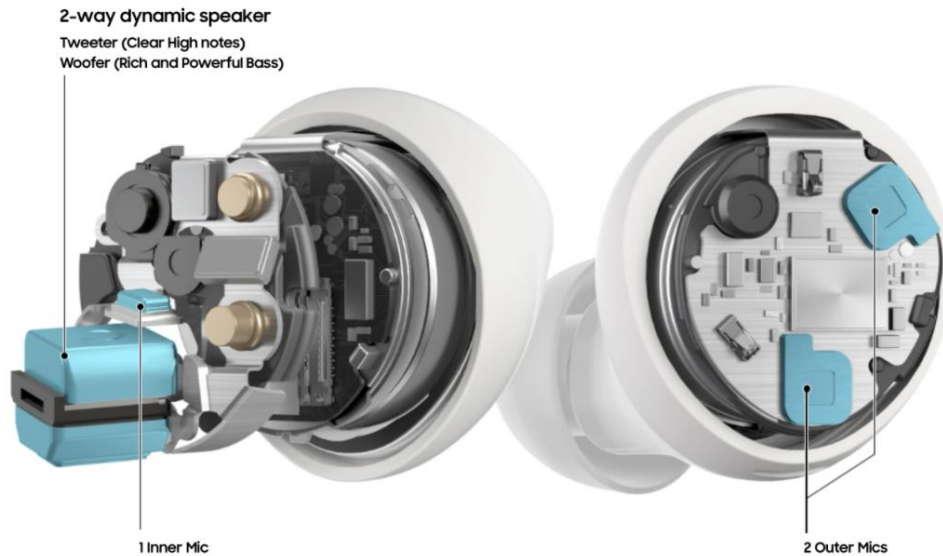
Galaxy Buds Live

With three built-in mics and a Voice Pickup Unit, you get the best call quality from true wireless earbuds. The Voice Pickup Unit senses when your jaw is moving, and as your jaw vibrates this data is converted into voice signals that enhanced your sound quality.



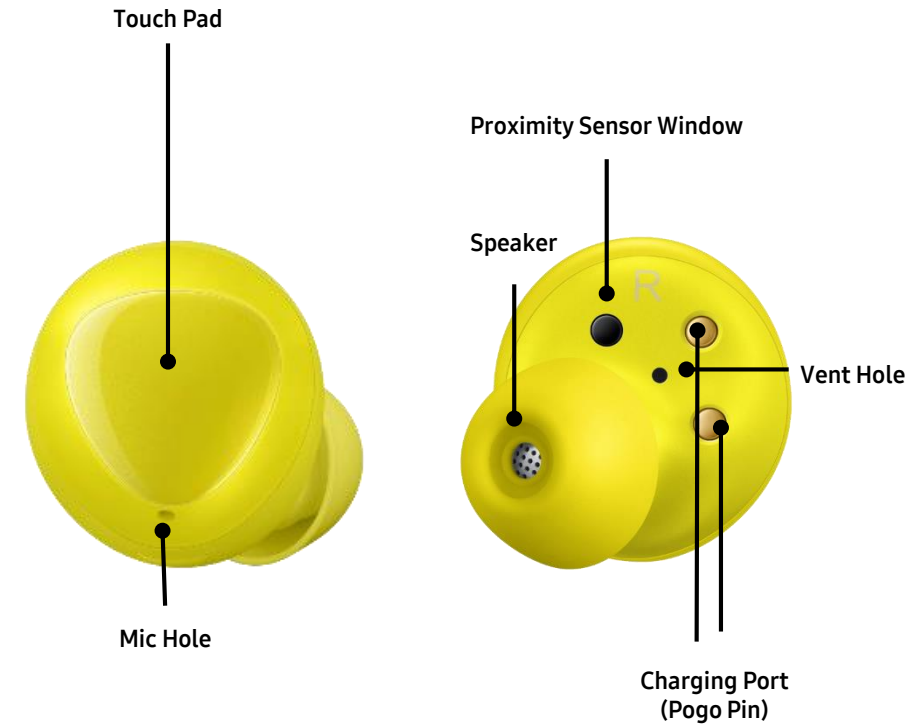
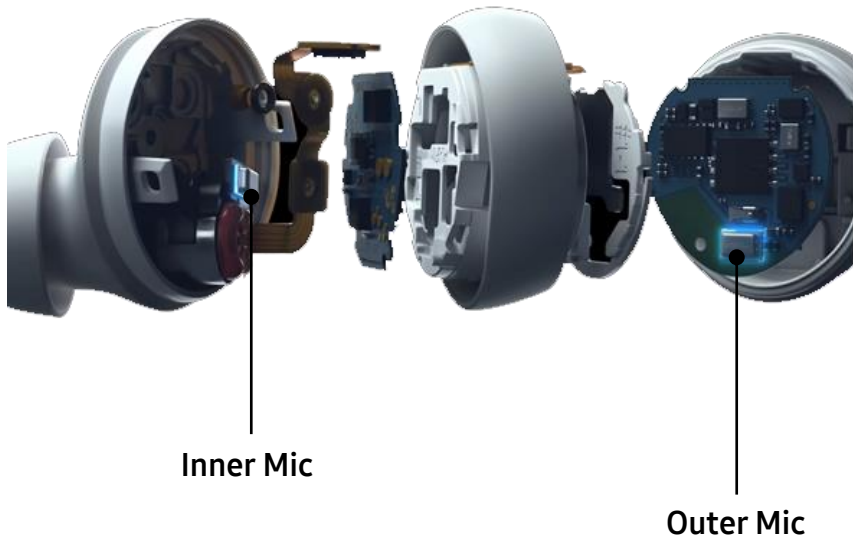
Galaxy Buds+

Be heard clearly with dedicated microphones that pick up your voice and isolate it from distracting outside noises. Perfect for phone calls in noisy places.



Galaxy Buds

With sound by AKG, Samsung Galaxy Buds provide a balanced and natural sound with superb dynamic range and exceptional accuracy, which means every word and note you listen to sound stellar.



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Galaxy Buds Charging Case

Each Galaxy Buds will come with its own charging case known as cradles or wireless charging docks. Charging cases will come equipped with battery charging lights that will illuminate to provide a state of charge status:

- Solid red means case is charging normally
- Solid green means fully charged
- Flashing/Pulsing red means charging blocked

Buds will establish contact with the charging case via pogo pins located on the left and right bud placement inside the charging case. These pins will also detect whether the buds are in or out of the case.



Buds



Buds+



Buds Live



Buds Pro



Buds2

Galaxy Buds

Systems:

Galaxy Wearable Application



Galaxy Wearable

The Galaxy Wearable application manages and monitors wearable device features and will be needed when servicing customer Galaxy Buds.

Galaxy Wearable application uses Bluetooth to connect and pair wearable devices.

With the Wearable application, you will be able to:

- Connect to and disconnect from a mobile device
- Perform software updates
- Perform hardware diagnostics

Download the Galaxy Wear app from the Google Play Store or Samsung Galaxy Store to your MOTP device.



Pairing the Buds

The Galaxy Wear Application allows you to pair the customer's buds to your MOTP device.

To pair the buds, ensure both buds are in their cradle with the lid open.

1. Launch Galaxy Wearable app and click **Start**
2. Wearable App will scan via Bluetooth for any available buds to pair. Once found, tap on the buds and allow them to pair
3. Once paired, allow for additional software to download
4. Upon completion, allow Wearables app permission to access photos, media, and files
5. It is optional to report diagnostic info. Click **agree** to continue
6. Click **OK** to link Galaxy Buds
7. Tailor the notification on the Buds (optional) then click **Next**
8. Click **Finish** to complete the setup

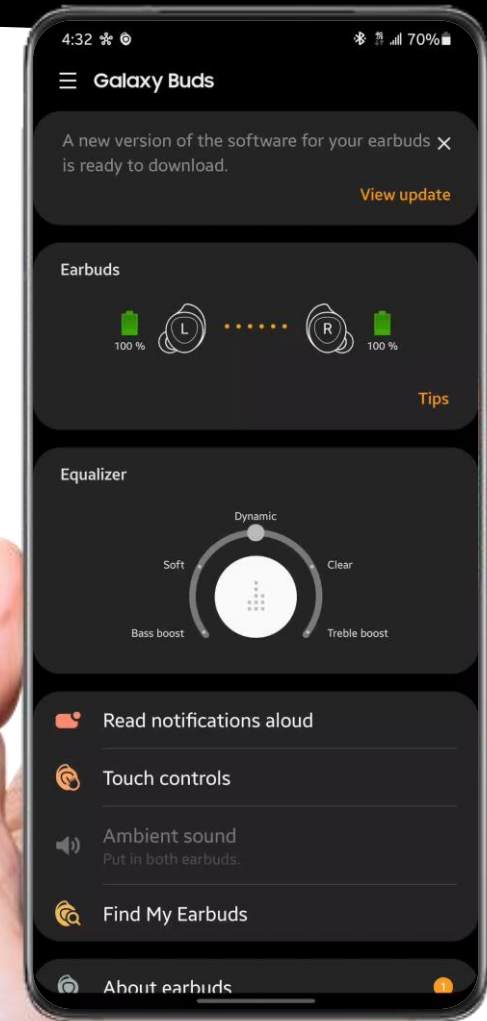


Updating Buds Software

In most cases, customers run into issues with their buds simply because their buds software is outdated.

To ensure optimal performance, and resolve any issues, perform a software update using Galaxy Wearable Application.

1. Ensure the buds are connected to your Wi-Fi enabled MOTP device and launch Wearable App
2. Scroll to the bottom and tap **About earbuds**
3. Tap **Update earbuds software** then tap **Download and install**
4. Wearable app will search for any software updates available. When found, tap **DOWNLOAD** to proceed
5. When ready, tap **INSTALL NOW**. The software update will begin to copy the data to the buds. This process will take a few minutes
6. Upon completion, the buds will disconnect from the Mobile GSPN device to perform the update. Keep the case open until the update is complete and the buds reconnect to the device



Galaxy Buds

Systems:

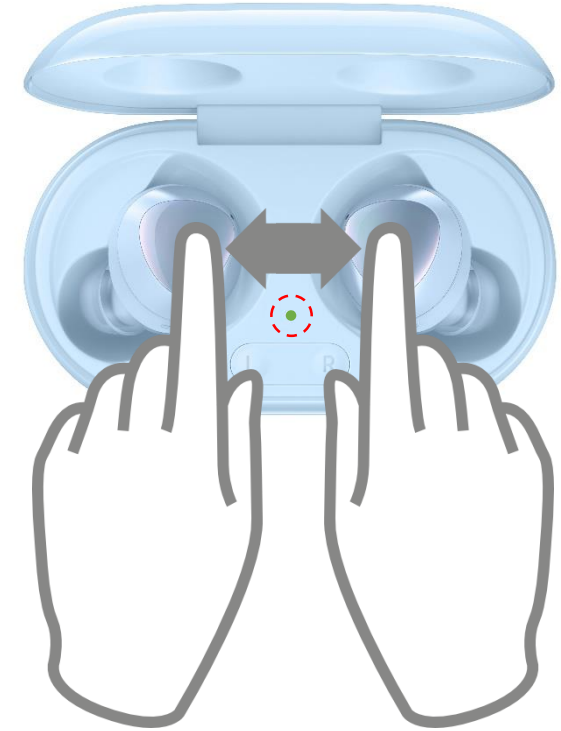
Coupling The Buds



Buds Coupling (Cont.)

When it is determined that both earbuds need to be replaced, perform the following commands to couple the new buds with the charging cradle:

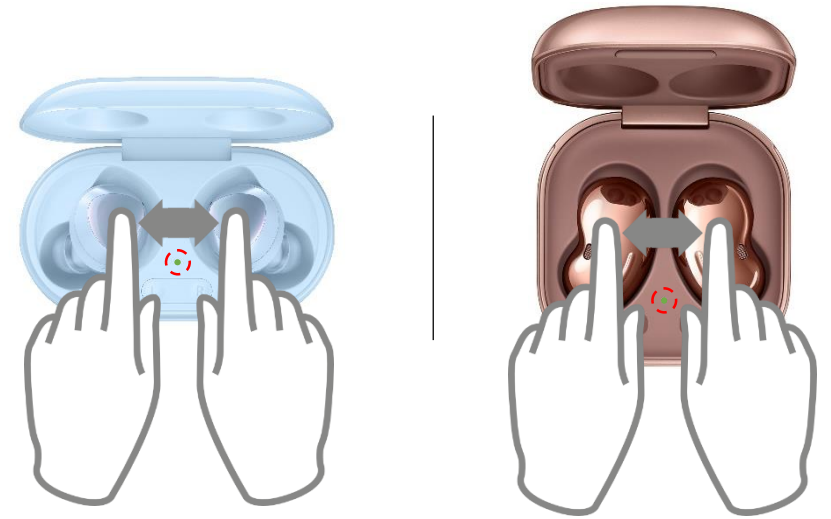
1. Open the charging case (cradle) and place the replacement buds inside
2. Press and hold both earbud's touch panels for about 7 sec. The green indicator light on the cradle will begin to pulse
3. When the indicator light stops pulsing, the coupling process has been completed



Buds Coupling (Cont.)

When it is determined that only one (1) earbud needs to be replaced, perform the following commands to couple the new bud with the charging cradle and opposite bud:

1. Open the charging case (cradle) and place the replacement bud along with current bud inside
2. Press and hold both earbud's touch panels for about 7 sec. The green indicator light on the cradle will begin to pulse
 - Buds Live indicator light will rapidly blink three times
3. When the indicator light stops blinking, the coupling process has been completed

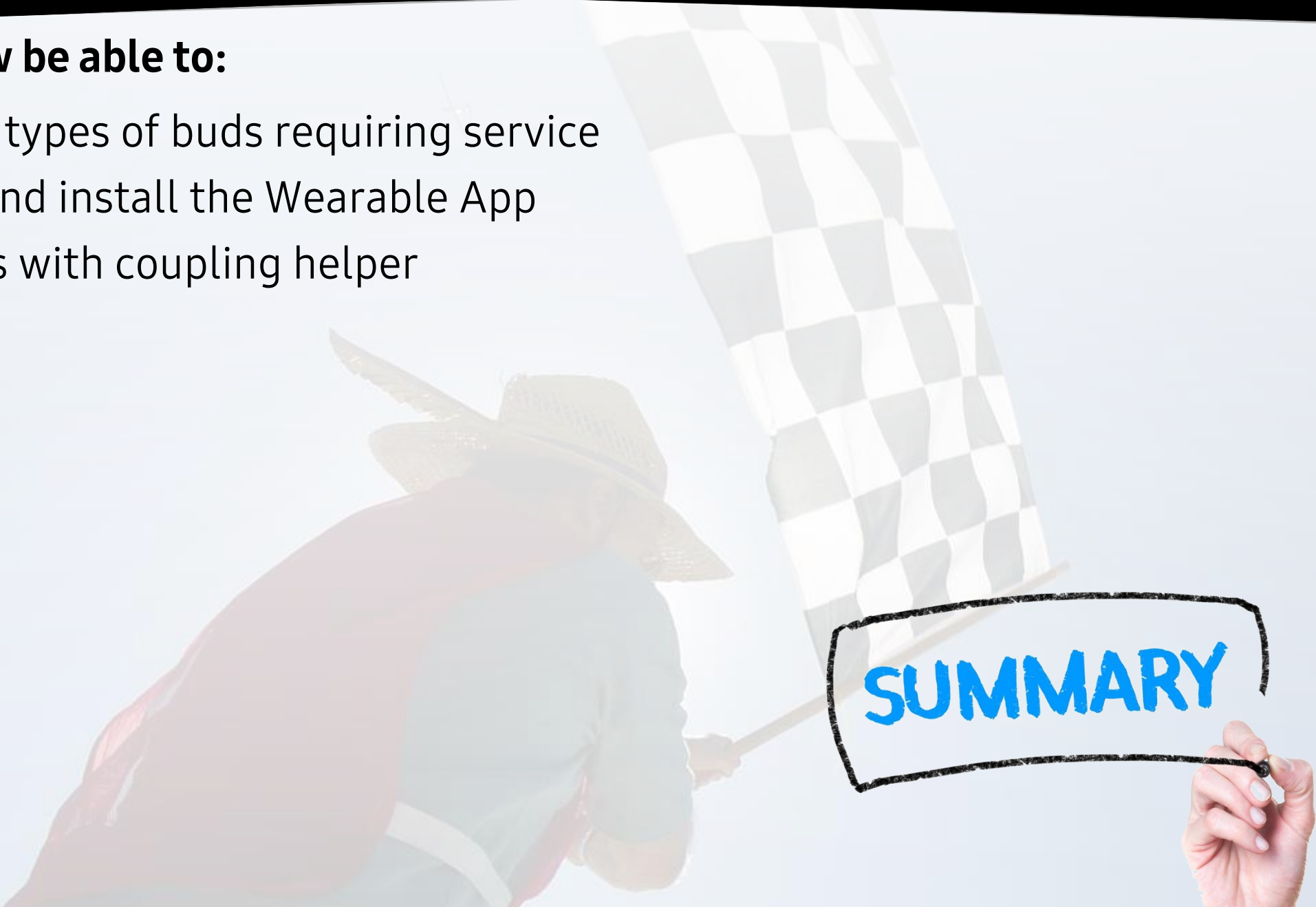


Note: If one earbud requires replacement, insert the old bud into another cradle and close the lid. This will prevent it from trying to connect with the previous bud. Ensure it stays in the cradle until the coupling process is complete.

Summary

You should now be able to:

- Identify the types of buds requiring service
- Download and install the Wearable App
- Couple buds with coupling helper



SUMMARY