

Instructions Manual

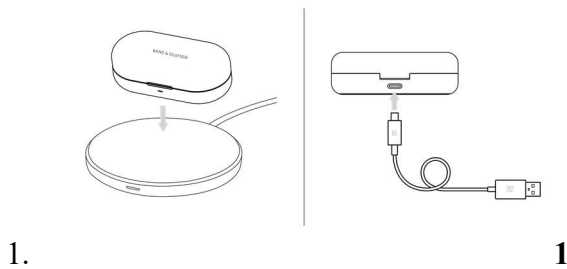
Beoplay EQ first-time setup

We recommend that you charge your Beoplay EQ before using them for the first time. Use the Google Fast Pair* feature to discover nearby Bluetooth devices, making it easier for you to get connected right from the start.

Also, we recommend you set up your Beoplay EQ in the Bang & Olufsen app. If not already installed, you can download the app below.

Note: Always remember to update your product to the latest software. We are committed to continuously work on improvements, so if you experience any issues with your Beoplay EQ, please try updating to the latest software. If the issue persists, please contact our [Customer Care](#) who is ready to help you 24/7.

*Supported from software version 6.1.2



Charge Beoplay EQ for at least 20 minutes

- Place both earphones in the charging case and close the case lid.
- Connect the included USB-A to USB-C cable to your charging case and to a charging adapter and connect the charging adapter to a power supply.
- After charging your Beoplay EQ for approximately 2 hours using the included USB cable or 2.5 hours using a Qi-certified wireless charging pad, they are now ready for the first-time setup.

Note: A charging adapter of a maximum of 5V / 3A can be used to charge your Beoplay EQ.

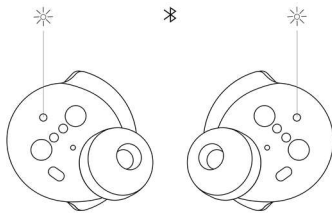


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Setup in the Bang & Olufsen app

- Download the Bang & Olufsen app if not already installed on your device. In the app, you can add Beoplay EQ and from there you can update the software, create your own sound profile in Beosonic, and more.



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Switch on Beoplay EQ

- Remove both earphones from the charging case to switch them on.
- The light indicator will turn white and then blue, and a sound is heard, which indicates that your Beoplay EQ are automatically entering Bluetooth pairing mode when being set up for the first time.



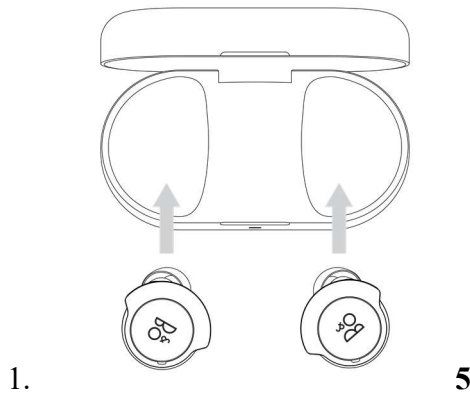
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Connect to your favourite device

- Turn on Bluetooth on your device (phone, computer, tablet, etc.) to scan for new devices.
- Beoplay EQ will appear as an available connection.
- Tap Beoplay EQ to connect.
- Your Beoplay EQ are now ready for use.

Note: When switched on, they will attempt to reconnect to previously paired devices automatically.

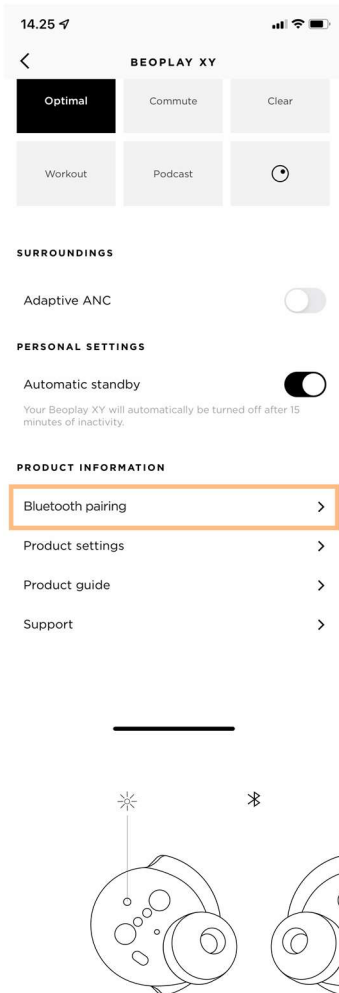


Alternative Bluetooth pairing procedure

- Place both earphones in the charging case and close the case lid.
- Now fully open the case lid.
- Allow for the battery status light indicator on the charging case to turn off after approx. 5 seconds. If the battery status light indicator does not turn off, close the case lid and open it fully again.
- Once the battery status light indicator has turned off, press and hold the touch field on both the left and right earphone for 6 seconds to trigger Bluetooth pairing mode.
- The light indicator on the charging case will flash blue until paired successfully. Beoplay EQ are ready to be connected to your device (phone, computer, tablet, etc.)
- If not paired with a device within 1 minute, Beoplay EQ will go out of pairing mode, and you will have to start over again.

Note: Make sure that the earphones are removed from the charging case to initiate the alternative Bluetooth pairing procedure.

If your device is already paired with and connected to Beoplay EQ, and you would like to Bluetooth pair with another device, you can initiate Bluetooth pairing from the Bang & Olufsen app. Once Beoplay EQ are added to the app and selected, you are directed to the product page as shown below.



There is no sound in one of my Beoplay EQ earphones. What can I do?

If you encounter this issue, please follow the below troubleshooting tips:

1. Check the software version

Make sure you are running the latest software version. Go to the Bang & Olufsen app and verify that you have the latest version of the app as well as the latest Beoplay EQ software installed. Please see [How do I add my Beoplay EQ to the Bang & Olufsen app?](#)

2. Check the fit

Make sure the earphones are fitted correctly in your ears. The wear sensor might register that the earphone is not in your ear, and this will result in the earphone being muted.

Please see [How to correctly fit your Beoplay EQ](#)

3. Reboot the earphones

Switch the earphones off by placing them in the charging case for at least 3 seconds. They will switch on again when removed from the charging case.

If none of the above tips resolved the issue:

External Bluetooth interference can cause such connection interruptions. Please see [How do I resolve issues connecting Beoplay EQ to my device?](#)

I hear hissing or cracking sound when using my Beoplay EQ. Is this normal?

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

What is Adaptive Active Noise Cancellation in Beoplay EQ, and how does it work?



Action		Gesture
Play/Pause	● ●	Right: Double press
Volume up	● —	Right: Double press and hold (+)
Volume down	● —	Left: Double press and hold (-)

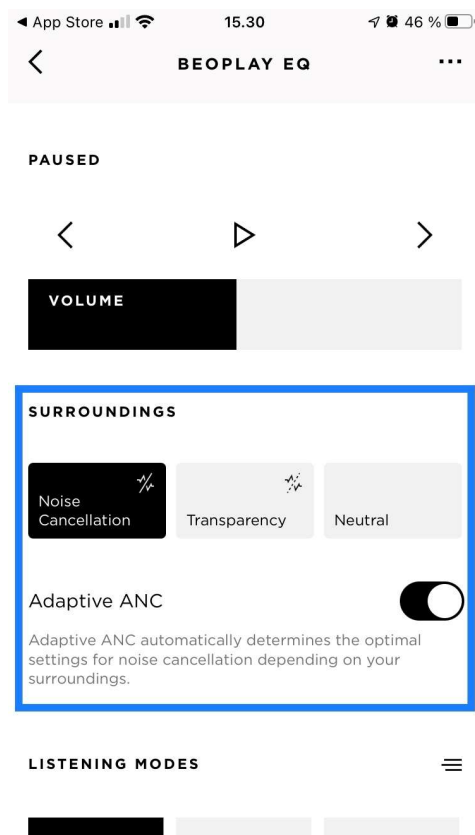
Bang & Olufsen offers noise cancellation capabilities that focus on sound aesthetics, letting you hear every detail in noisy environments without compromising on quality of the sound. Our advanced noise cancellation technology is expertly tuned by Bang & Olufsen sound engineers in close collaboration with our partners to reproduce the original sound material as authentically as possible, effectively blocking out ambient noise without adding unwanted effects to your music.

Beoplay EQ feature a new generation of Adaptive Active Noise Cancellation (ANC) technology. Beoplay EQ have a total of 6 microphones, allowing for the use of the best directional beamforming technology with significant improvements to call and speech quality. The noise cancellation is processed through a hybrid ANC system which is a combination of a feed-forward ANC and a feed-back ANC. The outside microphone employs the feed-forward technology, which measures incoming, ambient noise and suppresses the mid to upper frequencies – an example being the main part of human voices. The inside microphones utilise feedback technology. They sense the music from the speaker as well as the lower to mid frequencies of the ambient noise. They then separate the two and generate an anti-noise signal

that blocks out humming noise from e.g. airplanes, trains and buses. When the adaptive feature is activated in the Bang & Olufsen app, the headphones will analyse surrounding sounds and automatically select the most suitable noise cancellation algorithm. If the background noise changes, the ANC will adapt.

Thanks to a snug design, Beoplay EQ seal out unwanted noise, blocking out high frequency sounds through passive noise cancellation. Combined with the Adaptive Active Noise Cancellation technology, Beoplay EQ allow you to immerse yourself completely in the listening experience, and these features also make it possible to enjoy music without increasing the volume excessively.

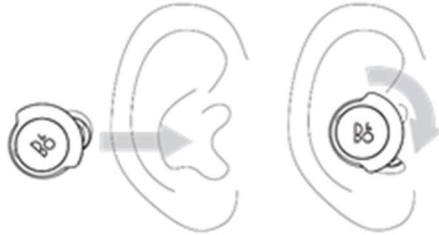
The ANC level can be adjusted in the Bang & Olufsen app, provided that the Beoplay EQ and the app are updated to the latest version.



How to correctly fit your Beoplay EQ

Finding the perfect fit is one of the most important aspects of using your Beoplay EQ. A perfect fit will provide you with the most comfort, security, sound quality, passive noise cancellation, and great bass.

Insert the earphones in your ear, then rotate them until the B&O logo is facing up.



Make sure to try out the different ear tips provided with the Beoplay EQ. Included are 4 different silicone tips and 1 pair of Comply Foam ear tips with a built-in wax guard. The earphones should be worn properly to ensure that nothing covers the earphones. If not fitted properly, it can impact the sound quality, the microphones and thereby also the ANC performance. Moreover, if not fitted properly, due to the built-in wear sensor in the earphones, the touch controls may be affected.

What is the battery life of Beoplay EQ?

If you play music at moderate volume levels, the battery in your Beoplay EQ can support up to 6.5 hours of playtime with ANC on and 7.5 hours with ANC off. For the Beoplay EQ, a fully charged case provides up to 2 extra earphone charges. This means that you will have up to 3 charges (including the first charge) and the equivalent of up to 20 hours (ANC on) / 24 hours (ANC off) of playtime when on-the-go.

In general, the battery life depends on the volume, intensity of music and equalizer settings. This means that the battery drains faster at higher volume when playing higher intensity music like rock or heavy metal.

How long does it take to charge Beoplay EQ?

It takes approximately 1.5 hours to charge the earphones in the charging case when on the move. It takes around 2 hours to fully charge the earphones and the charging case at the same time via USB-C and 2.5 hours using the (Qi) wireless charging pad. If the battery charge of the earphones is low, 20 minutes in the charging case gives you up to 2 hours of playback.

A fully charged case provides two-three additional earphone charges, depending on whether ANC is on or off.

Please note that the charging time depends on the charging adapter that is used. The maximum recommended charger is 5V / 3A.