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Galaxy Buds & Pixel Buds

Samsung and Google earbuds: pairing, controls, noise canceling and finding a lost bud — explained in plain English

A plain-English guide for Android owners and their families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Samsung Galaxy Buds & Google Pixel Buds · facts current November 2026

What's Inside

This is your guide to the two families of earbuds made by the companies behind most Android phones: Samsung's **Galaxy Buds** and Google's **Pixel Buds**. Think of them as the Android cousins of Apple's AirPods. Read it in any order and at your own pace. Part 2 is just for Galaxy Buds and Part 3 is just for Pixel Buds, so skip the one you don't own. Every setting comes with what it actually does *for you*, and every job comes with slow, numbered steps. Menus shift a little with each update, so if a name on your screen is slightly different, look for the closest match.

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PART 1

Getting Started

Which earbuds are which, what's in the box, how the charging case works, and how to get a fit that is comfortable and sounds right.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe a new Galaxy or Pixel phone came with a pair of earbuds as a bonus. Maybe your family gave you a little case for your birthday and you're not sure which end goes in your ear. Or maybe you already use them, but one bud keeps going quiet and you'd like to know why. Whichever it is, this guide is for **you**.

I'm Bill. I've spent more than 30 years working with technology, and these days I help folks here in Portage County feel at home with theirs. Earbuds are tiny, but they're real computers: they have software, settings, an app and even a way to be found on a map when they go missing. I wrote this guide the way I'd explain it sitting at your kitchen table: patiently, in plain English, and without trying to sell you anything.

What this guide will do for you

- Help you tell which earbuds you have, and what the different models can do.
- Walk you through connecting them to your phone, one step at a time.
- Explain the taps, pinches and swipes, so you can pause music or answer a call without fumbling for the phone.
- Show you how noise canceling works, and how to hear the world around you when you need to.
- Help you find a lost earbud — on a map, or by making it ring.
- Keep them clean, charged and working, and steer you away from fake earbuds and online scams.

The big promise: you can't break it

Nothing you tap in the earbud settings will damage them. If a setting sounds wrong, you can change it back. If everything gets muddled, you can reset the earbuds and start fresh (Chapter 24 shows how). The only real ways to hurt earbuds are dropping them in water, washing them in a shirt pocket, or losing them — and this guide helps with all three.

WHAT THIS DOES FOR YOU

Why this matters

Good earbuds can make phone calls clearer, let you listen to an audiobook on a walk without disturbing anyone, and quiet a noisy waiting room or airplane cabin. Once they're set up the way you like, they just work every time you open the case.

And I'm only a phone call away

If anything in this guide leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question, especially about something small enough to lose in a couch cushion.

Let's start by working out which earbuds you have.

— Bill

CHAPTER 2

Which Earbuds Do You Have?

Samsung and Google both make several models, and they look a lot alike. Knowing yours helps, because a few features — head gestures, for example — are only on the more expensive "Pro" models.

Samsung Galaxy Buds

Samsung's current earbuds are the **Galaxy Buds4** and **Galaxy Buds4 Pro**, announced in February 2026 alongside the Galaxy S26 phones and sold since March 2026. Many people still use the earlier **Galaxy Buds3**, **Buds3 Pro** and **Buds3 FE**, and older Buds2, Buds Pro, Buds Live and Buds+ models are still around in drawers and pockets. They all work the same basic way.

Model	List price (U.S.)	Battery, noise canceling on	Worth knowing
Galaxy Buds4	About $180	Up to 5 hours (24 with the case)	Pinch-and-swipe controls on the stem
Galaxy Buds4 Pro	About $250	Up to 6 hours (26 with the case)	Adds head gestures: nod to answer a call

Google Pixel Buds

Google's current earbuds are the **Pixel Buds Pro 2** (from 2024) and the lower-priced **Pixel Buds 2a** (on sale since October 2025). Older Pixel Buds Pro and Pixel Buds A-Series models are still common, and much of this guide applies to them too.

Model	List price (U.S.)	Battery	Worth knowing
Pixel Buds Pro 2	About $229 (often on sale)	Up to 8 hours with noise canceling on (30 with the case)	Head gestures; Conversation Detection
Pixel Buds 2a	About $129	Up to 7 hours with noise canceling on (20 with the case)	Noise canceling at a lower price; no swipe volume

Prices are list prices as of November 2026. Stores put earbuds on sale often, and new phones are sometimes bundled with a discounted pair, so treat these as a rough guide, not a quote.

How to check which model you have

1. Look at the inside of the charging case lid, or the bottom of the case. The model name or a model number (Samsung's start with **SM-R**) is printed in small letters.
2. Or, with the earbuds connected, open the earbuds app on your phone (Chapter 6 for Samsung, Chapter 11 for Google). The model name is shown at the top.
3. Write the model on the Cheat-Sheet in Chapter 27.

GOOD TO KNOW

Do they work with any phone?

Yes. Both brands work as ordinary Bluetooth earbuds with almost any phone, tablet or computer. You get the **most** features with a phone from the same company — Galaxy Buds with a Samsung Galaxy, Pixel Buds with a Pixel — and nearly as many with any other Android phone. With an iPhone you get the basics. Chapter 17 explains.

WHAT THIS DOES FOR YOU

What this does for you

Knowing your exact model saves time whenever you look up help, order a replacement ear tip, or call someone for support. It's the first thing anyone will ask.

CHAPTER 3

The Box, the Case & Charging

The little case is more than a box. It's the charger, the on-off switch and the "connect" button all in one. Learning it first makes everything else easier.

What's in the box

- The two earbuds, marked **L** (left) and **R** (right), usually sitting in the case.
- The **charging case**.
- Spare **ear tips** in other sizes (a medium pair is usually already on the buds).
- A short **USB-C cable** on most models. A wall plug is usually *not* included; any phone charger with a USB-C socket works.
- A quick-start card and safety leaflet. Keep them in a drawer.

How the case works

What you do	What happens
Open the lid	The earbuds wake up and, if they've been paired before, reconnect to your phone.
Take them out	They're ready to use. Put them in your ears.
Put them back and close the lid	They disconnect, switch off and start charging.
The little light	Shows charging and pairing. Colors differ by model; the quick-start card explains yours.
The button (Pixel Buds)	Pixel Buds cases have a small button on the back, used for pairing and resetting (Chapters 10 and 24). Galaxy Buds pair by simply opening the lid (Chapter 5).

Charging, step by step

1. Put both earbuds in the case and close the lid.
2. Plug the USB-C cable into the case and into a phone charger or a computer's USB port.
3. Watch the case light. It shows that charging has started; check your quick-start card for what each color means.
4. Many cases also charge on a wireless charging pad, the same flat pad some phones use. Set the case on the pad, lid side up.

TIP

Top up the case once a week

The case holds several extra charges for the earbuds, so you don't need to plug it in every night. Many people simply charge the case once a week, or whenever the app shows it getting low.

HEADS UP

Put them away, or they won't charge

Earbuds left loose on a table slowly run down, and they're much easier to lose. Make a habit of putting them straight back in the case and closing the lid.

WHAT THIS DOES FOR YOU

What this does for you

Once you know that "lid open" means "connect" and "lid closed" means "off and charging," there's nothing else to switch on or off. The case does it all.

CHAPTER 4

Getting a Comfortable Fit

The fit matters more than most people think. Earbuds that sit loosely sound thin, let in noise, fall out and make noise canceling weak. A good seal fixes all of that.

Putting them in

1. Check the **L** and **R** marks. Left goes in the left ear.
2. Hold the bud with the stem (or the flat outer side) pointing down toward your jaw.
3. Gently ease the tip into your ear canal and give the bud a small twist backward so it settles.
4. It should feel snug but not painful. Shake your head a little: it shouldn't move.

Trying a different ear tip size

Most people never change from the medium tips that come fitted, but many would be more comfortable with a different size — and your two ears may not be the same.

1. Grip the soft tip at its base and gently pull it straight off. Don't twist hard or pull on the thin edge.
2. Push the new size onto the bud until it clicks or sits flush all the way around.
3. Try them for a few minutes, with some music playing.
4. If music sounds thin and you hear lots of outside noise, try a **larger** tip. If they ache or pop out, try a **smaller** one.

TIP

Let the app test the fit

Many models have a fit check in their app that plays a short sound and tells you whether each bud is sealed. Look in the earbud settings (Chapter 6 for Samsung, Chapter 11 for Google) for an option with "fit" or "seal" in its name. The exact name varies by model.

GOOD TO KNOW

Hearing aids and glasses

Earbuds sit in the same spot as an in-the-ear hearing aid, so most hearing aid users can't wear both at once. Chapter 18 talks about what earbud hearing features can and can't do. Glasses are no problem with earbuds.

WHAT THIS DOES FOR YOU

What this does for you

A good fit makes the same earbuds sound fuller, block more noise, stay put on walks and last longer between charges, because you won't need the volume as high.

PART 2

Samsung Galaxy Buds

Connecting Galaxy Buds to your phone, a tour of the Galaxy Wearable app, the pinch and swipe controls, noise canceling, and moving between your Samsung devices.

CHAPTER 5

Connecting Galaxy Buds to Your Phone

Connecting earbuds to a phone for the first time is called **pairing**. You do it once; after that they reconnect by themselves every time you open the case. On a Samsung Galaxy phone it usually takes less than a minute.

The first time, on a Samsung Galaxy phone

1. Make sure the phone's **Bluetooth** is on (swipe down from the top of the screen and look for the Bluetooth button).
2. Hold the closed earbud case next to the phone, then **open the lid**. Brand-new earbuds go into pairing mode on their own when you open the case.
3. A card pops up on the phone's screen showing your earbuds. Tap **Connect**.
4. Follow the short steps on the screen. The phone may ask you to sign in to your Samsung account. On phones with **One UI 8** or later, that's all; on older Galaxy phones it will also ask to install the **Galaxy Wearable** app. Say yes; it's how you change the settings later.
5. When it says you're connected, put the earbuds in and play something to test.

Using the Galaxy Wearable app instead

If no card pops up, or you're using a non-Samsung Android phone, use the app. **Galaxy Wearable** is free in the Google Play Store. For the newest Galaxy Buds4, Samsung says the phone needs Android 12 or later, and you sign in with a Samsung account to change the settings.

1. Install and open **Galaxy Wearable**.
2. Tap **Start**.
3. Open the earbud case near the phone. Your earbuds appear in the list; tap them.
4. Follow the steps and allow the permissions it asks for.

If they don't show up

- Galaxy Buds only stay in pairing mode for a few minutes. Put them back in the case, close the lid, wait a few seconds and open it again.
- If they were paired with another phone before, they'll try to reconnect to that one instead. On that old phone, turn Bluetooth off for a moment, or remove the buds from its Bluetooth list. Your quick-start card also shows how to put your model into pairing mode by hand.

- Bring the case close to the phone and keep other Bluetooth gadgets switched off for a moment.

GOOD TO KNOW

Pairing is once; connecting is every day

After the first pairing you don't repeat these steps. Just open the case, and the buds reconnect to the last phone they used.

WHAT THIS DOES FOR YOU

What this does for you

One minute of pairing means every day after is simply "open the case and listen." No menus, no codes.

CHAPTER 6

A Tour of the Galaxy Wearable App

Galaxy Wearable is the control room for your Galaxy Buds. You don't need to open it every day, but it's where you change the controls, check the battery, and find a lost bud.

What you'll see

Section	What it's for
Battery	A percentage for the left bud, the right bud and the case (the case shows when it's open or a bud is in it).
Noise controls	Switch between noise canceling, ambient sound and off. Chapter 8 explains.
Earbud controls	Choose what a pinch-and-hold or a touch-and-hold does, and turn touch controls off if you keep bumping them. Chapter 7.
Find My Earbuds	Opens Samsung Find to ring the buds or see where they are. Chapter 19.
Earbud settings	The fuller list: sound quality, accessibility, software update, reset and more.

The exact layout differs by model, and Samsung moves things around in updates. If you can't find something, scroll down, or tap the three-line **Menu** button.

On a newer Galaxy phone you may not need the app

On Samsung Galaxy phones running **One UI 8** or later, many Galaxy Buds settings — including reset — can also be reached from the phone's own **Settings** app, without opening Galaxy Wearable. Open **Settings** > **Connections** > **Bluetooth** and tap the gear beside your earbuds.

Keeping the earbuds' software up to date

Galaxy Buds get updates that fix bugs and sometimes add features. They usually install on their own while the buds are connected. If you're chasing a problem, look in **Earbud settings** for a software update option and check by hand.

1. Put the buds in the case with the lid open, near the phone.
2. Make sure the phone is on Wi-Fi or has a good signal.
3. In Galaxy Wearable, open **Earbud settings** and look for the **software update** option.
4. Tap it and leave everything alone until it finishes.

TIP

Battery at a glance

On a Galaxy phone, a battery card for your buds usually pops up when you open the case near the phone. That's the quickest way to check before you head out.

WHAT THIS DOES FOR YOU

What this does for you

The app turns a pair of tiny buttons into earbuds set up the way *you* like — and it's your lifeline if one goes missing.

CHAPTER 7

Galaxy Buds Controls: Pinch, Swipe & Nod

You can pause music, skip a song, change the volume and answer a call right from the earbud. How you do it depends on the model. Newer Galaxy Buds with a stem use **pinches** and **swipes**; older round models use **taps** on the outside of the bud.

Galaxy Buds4 and Buds4 Pro

The stem has a **pinch area** and a **swipe area**. Pinch the stem between your thumb and finger until you hear a faint click.

Do this	What happens
Pinch once	Play or pause. Answer or end a call.
Pinch twice	Next song.
Pinch three times	Previous song.
Pinch and hold	Switch noise control mode (the standard setting). During an incoming call: decline it.
Swipe up or down	Volume up or down.

You can change what pinch-and-hold does, and set the left and right buds to do different things, in the Galaxy Wearable app under the earbud controls.

Head gestures on Galaxy Buds4 Pro

When a call comes in, you can **nod** your head to answer or **shake** it to decline — useful when your hands are full or wet. If it doesn't seem to work, check that head gestures are turned on in the earbud settings.

Older Galaxy Buds with touchpads

On round models like the Buds2, Buds2 Pro and Buds FE, you tap the flat outside of the bud: once to play or pause, twice for the next song or to answer a call, and touch and hold for noise controls. Your quick-start card has the full list for your model.

TIP

Bumping them by accident?

If adjusting the buds keeps pausing your music, you can turn touch or pinch controls off — or lock them — in the earbud controls section of Galaxy Wearable. Turn them back on any time.

WHAT THIS DOES FOR YOU

What this does for you

Answering a call or pausing a podcast without digging the phone out of a pocket or purse is the single most useful thing earbuds do. Learn "pinch once" and you've got most of it.

CHAPTER 8

Noise Canceling & Ambient Sound on Galaxy Buds

Most Galaxy Buds have three listening modes. Switch between them with a pinch-and-hold (or touch-and-hold) on the bud, or in the Galaxy Wearable app.

Mode	What it does
Noise canceling (ANC)	Tiny microphones listen to the noise around you and play the opposite sound to cancel it. Great on buses, planes, mowing, or near a loud furnace.
Ambient sound	The microphones let outside sound in, so you can hear traffic, announcements, or someone talking to you, while still listening.
Off	Neither. Saves a little battery.

Changing the mode in the app

1. Open **Galaxy Wearable** with the earbuds connected (or tap your buds in the phone's Settings on One UI 8).
2. Near the top, find the noise controls.
3. Tap **Noise canceling**, **Ambient sound** or **Off**.

STAY SAFE

Hear the traffic

When you're walking near roads, crossing parking lots or riding a bike, use **Ambient sound**, or take one bud out. Noise canceling is very good at hiding car engines.

GOOD TO KNOW

That "pressure" feeling

Some people feel a slight fullness in the ears with noise canceling on, a bit like going up in an elevator. It's harmless. If it bothers you, try ambient sound or off.

WHAT THIS DOES FOR YOU

What this does for you

Noise canceling lets you hear an audiobook at a *lower* volume in a noisy place, which is kinder to your ears. Ambient sound lets you keep the buds in and still hear the grandkids.

CHAPTER 9

Galaxy Buds with More Than One Device

If you have a Galaxy tablet, a Samsung TV or a Galaxy Book laptop as well as your phone, Galaxy Buds can move between them. With other devices you switch by hand.

Auto Switch between Samsung devices

Auto Switch moves the sound to whichever Samsung device you start using. Start a video on the tablet and the buds follow; a call comes in on the phone and they switch back.

- Each device must be signed in to the **same Samsung account**.
- The buds must have connected to each device at least once.
- It works with Samsung Galaxy phones and tablets on recent One UI versions, and some Samsung TVs.

Look for **Auto Switch** or a similar option in the earbud settings. If the buds jump between devices when you don't want them to, turn it off there.

Adding a device that isn't a Samsung

1. In **Galaxy Wearable** on your phone, tap the **Menu** button, then **Add new device**. This puts the buds into pairing mode.
2. On the other device (a computer, a non-Samsung tablet, an iPad), open its Bluetooth settings.
3. Choose your Galaxy Buds from the list.

GOOD TO KNOW

One at a time

Galaxy Buds remember several devices, but they play from one at a time. Samsung's support pages say they switch between devices quickly, not that they connect to two at once. To move them to another device, select the buds in that device's Bluetooth list.

WHAT THIS DOES FOR YOU

What this does for you

With Auto Switch set up, the same earbuds work for phone calls, a show on the tablet and the Samsung TV, without re-pairing anything.

PART 3

Google Pixel Buds

Connecting Pixel Buds with Fast Pair, where their settings live, the taps and swipes, noise canceling and Conversation Detection, and using two devices at once.

CHAPTER 10

Connecting Pixel Buds to Your Phone

Pixel Buds use Google's **Fast Pair**, which makes the first connection almost automatic on a Pixel or any other Android phone running Android 6.0 or later. You'll need to be signed in to a Google account and have an internet connection for the full setup.

The first time, with Fast Pair

1. On the phone, make sure **Bluetooth** and **Location** are both on. (Location lets the buds be found later if they're lost; Chapter 20.)
2. Unlock the phone. Hold the Pixel Buds case next to it and **open the lid**, with the buds inside.
3. A notification or card pops up showing your Pixel Buds. Tap it.
4. Follow the steps on the screen. When it offers to add the buds to **Find Hub**, say yes.
5. Put the buds in and play something to test.

If no notification appears

1. Put the buds in the case and leave the lid open.
2. Press and hold the **pairing button** on the back of the case until the light starts pulsing.
3. On the phone, open **Settings** > **Connected devices** > **Pair new device** (on a Samsung phone, **Settings** > **Connections** > **Bluetooth**).
4. Tap your Pixel Buds' name in the list.

GOOD TO KNOW

Pixel Buds and a Samsung phone

Pixel Buds work well with a Samsung Galaxy, and Galaxy Buds work well with a Pixel. You'll just use the other company's app for settings: the Pixel Buds app on a Samsung, or Galaxy Wearable on a Pixel.

WHAT THIS DOES FOR YOU

What this does for you

Fast Pair turns setup into "open the case, tap the card." It also signs the buds up for Find Hub in the same step, which is the best protection against losing them.

CHAPTER 11

Where Pixel Buds Settings Live

Where you change Pixel Buds settings depends on your phone. Both places offer the same switches.

On a Google Pixel phone

1. Open **Settings** > **Connected devices**.
2. Find your Pixel Buds in the list and tap the **Settings** gear beside them.
3. You'll see the battery for each bud and the case, noise control, touch controls, Find device, and more settings.

On any other Android phone

Install the free **Pixel Buds** app from the Google Play Store and open it with the buds connected. It has the same settings.

What's in there

Setting	What it's for
Noise control	Active Noise Cancellation, Transparency, or off. Chapter 13.
Touch controls	Change what the gestures do, or turn touch off. Chapter 12.
Find device	Ring the buds, or turn on Find when disconnected. Chapter 20.
More settings	Multipoint (two devices at once, Chapter 14), sound and other options.

TIP

Updates happen on their own

Pixel Buds update their software automatically while they're connected to your phone. Keeping the buds' charging contacts clean helps updates finish; Google says so in its cleaning advice (Chapter 22).

WHAT THIS DOES FOR YOU

What this does for you

Knowing where the settings are means a two-minute fix instead of a frustrating search, whether you're on a Pixel or a Samsung.

CHAPTER 12

Pixel Buds Controls: Tap, Swipe & Nod

The flat outer side of each Pixel Bud is a touch pad. Tap it with one finger; you don't need to press hard. The gestures work on either bud.

Do this	What happens
Tap once	Play or pause. Answer a call.
Tap twice	Next song. End or reject a call. Stop Gemini.
Tap three times	Previous song.
Swipe forward	Volume up (not on Pixel Buds 2a or A-Series).
Swipe backward	Volume down (not on Pixel Buds 2a or A-Series).
Touch and hold	Switch noise control modes (the standard setting). You can change it to talk to Gemini (Chapter 15).

Head gestures on Pixel Buds Pro 2

Pixel Buds Pro 2 can also respond to **head gestures**, such as nodding to answer a call. Look for head gestures in the Pixel Buds settings to turn them on or off.

Changing or turning off the controls

On Pixel Buds 2a, Pro and Pro 2 you can customize the gestures — for example, set touch-and-hold on one bud to switch noise control and on the other to talk to Gemini. On the 2a, which has no volume swipe, use the phone's volume buttons.

1. Open the Pixel Buds settings (Chapter 11).
2. Tap **Touch controls**.
3. Change a gesture, or turn **touch controls** off if you keep pausing music when you adjust the buds.

TIP

Practice with music playing

Spend two minutes tapping and swiping with a song on. You'll hear exactly what each gesture does, and it soon becomes second nature.

WHAT THIS DOES FOR YOU

What this does for you

A single tap to answer a call means you never miss one while your phone is across the room or deep in a coat pocket.

CHAPTER 13

Noise Canceling, Transparency & Conversation Detection

Pixel Buds Pro 2 and Pixel Buds 2a have **Active Noise Cancellation**, which quiets the world around you, and **Transparency** mode, which lets it back in. Older Pixel Buds A-Series have neither.

Mode	What it does
Active Noise Cancellation	Quiets engines, fans and crowd noise so you can listen at a lower volume.
Transparency	Uses the microphones to let outside sound in — traffic, announcements, someone talking to you.
Off	Neither. Saves a little battery.

Switching modes

- On the earbud: touch and hold either bud. That's the standard setting on Pixel Buds Pro, Pro 2 and 2a; if you've changed it, check **Touch controls** in the settings to see what each side does.
- On the phone: open the Pixel Buds settings (Chapter 11) and tap the mode you want under noise control.

Conversation Detection on Pixel Buds Pro 2

With **Conversation Detection** on, Pixel Buds Pro 2 notice when you start talking, pause your music and let outside sound in so you can hear the other person. A few seconds after you stop talking, they go back to what you were listening to. Turn it on or off in the Pixel Buds settings.

STAY SAFE

Hear the traffic

Use Transparency, or take one bud out, when you're walking near roads or in a parking lot. Noise canceling can hide the sound of a car backing up.

WHAT THIS DOES FOR YOU

What this does for you

Conversation Detection means you can answer the cashier or a neighbor without fumbling with the buds — and noise canceling lets you enjoy a flight or a noisy waiting room at a gentle volume.

CHAPTER 14

Pixel Buds with Two Devices at Once

Multipoint lets Pixel Buds stay connected to two devices at the same time — say, your phone and a laptop or tablet. Play a video on the tablet, and when a call comes in on the phone, the buds switch over.

Turning on Multipoint

1. Open the Pixel Buds settings (Chapter 11).
2. Tap **More settings** > **Multipoint** and turn it on.
3. On the second device, put the buds in pairing mode (lid open, hold the case's pairing button) and choose them in that device's Bluetooth list.

Multipoint is available on Pixel Buds Pro, Pro 2 and 2a. A related setting, **Audio switch**, is on by default; leave it alone unless the sound keeps moving when you don't want it to.

TIP

Too much switching?

If the buds keep jumping to the laptop when you don't want them to, turn Multipoint off, or disconnect the buds from the device you aren't using.

WHAT THIS DOES FOR YOU

What this does for you

You can watch a show on the tablet and still catch a call from the doctor's office on your phone, without touching any settings.

PART 4

Everyday Listening

Phone calls and talking to your assistant, battery and charging habits, using the buds with an iPhone, computer or TV, and looking after your hearing.

CHAPTER 15

Phone Calls & Talking to Your Assistant

Both brands make good phone-call earbuds. The microphones are in the buds themselves, so you just talk normally.

Answering and ending calls

Earbuds	How
Galaxy Buds4 / Buds4 Pro	Pinch once to answer or end. Pinch and hold to decline. Buds4 Pro: nod to answer, shake to decline.
Pixel Buds	Tap once to answer. Tap twice to end or reject. Pixel Buds Pro 2 can also answer with head gestures.
Older Galaxy Buds	Usually a double tap to answer or end. Check your quick-start card.

Tips for clearer calls

- Wear **both** buds if you can. On some models the main microphones work best that way.
- Keep the fit snug (Chapter 4); a loose bud makes your voice sound far away to the other person.
- In wind, turn your back to it or cup a hand near your ear.
- If the other person can't hear you, check that the phone hasn't switched the call to its own speaker. During a call, tap the audio button on the call screen and pick your earbuds.

Talking to Gemini with Pixel Buds

On Pixel Buds, touch-and-hold switches noise control by default. To talk to Gemini instead, open **Touch controls** in the Pixel Buds settings (Chapter 11) and set touch-and-hold on one bud to the assistant. Then touch and hold that bud and speak after the tone — for example, ask for the weather or to call someone. Gemini needs an Android phone with a data connection; it isn't available through the buds on an iPhone.

Voice assistants with Galaxy Buds

On Galaxy Buds, look in the earbud controls in Galaxy Wearable to see whether pinch-and-hold (or touch-and-hold) can call up your phone's voice assistant on your model. You can also simply say the assistant's wake word to your phone while the buds are in.

WHAT THIS DOES FOR YOU

What this does for you

Hands-free calls mean you can talk while you cook, garden or walk the dog, and hear the caller clearly in both ears instead of pressing a phone to one.

CHAPTER 16

Battery & Charging Habits

Each earbud holds a few hours of listening, and the case holds several more full charges. Here's what the makers say their current models last, as of November 2026.

Model	Buds alone	With the case
Galaxy Buds4	Up to 6 hours (5 with noise canceling)	Up to 30 hours (24 with noise canceling)
Galaxy Buds4 Pro	Up to 7 hours (6 with noise canceling)	Up to 30 hours (26 with noise canceling)
Pixel Buds Pro 2	Up to 8 hours with noise canceling	Up to 30 hours
Pixel Buds 2a	Up to 7 hours with noise canceling	Up to 20 hours

Real life is usually a little less: loud volume, phone calls, noise canceling and cold weather all use more power. And like every rechargeable battery, earbud batteries slowly hold less over the years.

Checking the battery

- Open the case near your phone — a battery card usually pops up.
- Or open the earbuds app (Chapter 6 for Samsung, Chapter 11 for Google).
- Most Android phones also show a small earbud battery level in the Bluetooth settings.

Good habits

- Put the buds back in the case whenever you take them out.
- Charge the case every few days, or when the app shows it getting low.
- Don't leave the case in a hot car or on a sunny windowsill. Heat is hard on batteries.
- If one bud always dies first, that's common. Swap which bud you use for one-ear calls.

TIP

Forgot to charge them?

A few minutes in the case gives a useful amount of listening on most models, so drop them in while you get your coat and shoes on.

HEADS UP

A bud that won't charge

If one bud won't charge, the charging contacts on the bud or inside the case are probably dirty. Chapter 22 shows how to clean them safely.

WHAT THIS DOES FOR YOU

What this does for you

With the simple "back in the case" habit, you'll almost never pull out dead earbuds when you need them.

CHAPTER 17

Using Them with an iPhone, Computer or TV

Galaxy Buds and Pixel Buds are ordinary Bluetooth earbuds underneath, so they'll work with nearly anything that has Bluetooth. You just get fewer extras away from Android.

With an iPhone or iPad

1. Put the buds in pairing mode: for Pixel Buds, open the case and hold the pairing button on the back; for Galaxy Buds, see Chapter 5.
2. On the iPhone, open **Settings** > **Bluetooth**.
3. Tap the buds' name under **Other Devices**.

What still works and what doesn't:

	Works on iPhone	Doesn't
Galaxy Buds	Music, calls, and the pinch or touch controls	No Galaxy Wearable app for recent models, so no setting changes or Samsung Find
Pixel Buds	Music, calls, gestures and noise canceling	No Fast Pair, no Pixel Buds app, no Gemini

TIP

Set them up on Android first

If you'll use the buds mostly with an iPhone, it's worth setting them up once on an Android phone (a family member's will do) to choose the controls and noise mode. Those settings are stored in the buds and carry over.

With a Windows computer

1. Put the buds in pairing mode.
2. On the computer, open **Settings** > **Bluetooth & devices** > **Add device** > **Bluetooth**.
3. Choose the buds from the list.

With a Mac

Open **System Settings** > **Bluetooth**, put the buds in pairing mode, and click **Connect** beside them.

With a TV

Many newer TVs and streaming boxes accept Bluetooth earbuds in their Bluetooth or sound settings. Samsung TVs from recent years can work with Galaxy Buds Auto Switch (Chapter 9). Expect a slight delay between picture and sound on some TVs; it's a Bluetooth limit, not a fault.

WHAT THIS DOES FOR YOU

What this does for you

One pair of earbuds for everything: your phone, a borrowed iPad on vacation, the computer for video calls with the family, and the TV late at night without waking anyone.

CHAPTER 18

Protecting Your Hearing & Hearing Features

Earbuds sit right in the ear canal, so volume matters. And some Galaxy Buds have features that make voices and the world around you a little louder. Here's what those features can and can't do.

A safe volume

The World Health Organization's safe-listening guidance for adults is up to about **80 decibels for 40 hours a week**; louder than that, the safe time drops quickly. A simple rule: if someone at arm's length can hear your music, or you can't hear a person talking right next to you, it's too loud.

- Use noise canceling in noisy places instead of turning the volume up.
- Take breaks during long listening sessions.
- Many Android phones warn you when the headphone volume is high. Don't brush the warning aside.

Amplify ambient sound on Galaxy Buds

Many Galaxy Buds Pro models have an accessibility setting called **Amplify ambient sound**. It turns up the outside sound that ambient sound mode lets in, so voices across the table can be easier to follow. Some models also let you adjust the tone (softer or clearer) and set each ear separately.

1. Open **Galaxy Wearable** with the buds connected.
2. Tap **Earbud settings** > **Accessibility**.
3. Turn on **Amplify ambient sound**, then adjust the level while wearing the buds.

Transparency on Pixel Buds

Pixel Buds' Transparency mode (Chapter 13) lets outside sound in so you can hear around you. It's for awareness, not amplification.

Samsung's Hearing Aid feature is on the way

In August 2026 the U.S. Food and Drug Administration cleared a Samsung **Hearing Aid** feature, with a matching **Hearing Test**, for **Galaxy Buds3 Pro** and **Galaxy Buds4 Pro**. It's an over-the-counter hearing aid feature for adults 18 and older with *perceived mild to moderate* hearing loss, and it needs a Galaxy phone running One UI 8 or later. It arrives by a software update; Samsung first said late 2026, and later reports say early 2027 for U.S. owners. Until it shows up in your Galaxy Wearable or phone settings, it isn't available to you yet.

GOOD TO KNOW

Pixel Buds and AirPods

As of November 2026, Pixel Buds don't have a hearing aid feature. Apple's AirPods Pro 2 and Pro 3 do, for the same kind of mild to moderate hearing loss. Bill's separate AirPods guide covers them.

STAY SAFE

Earbuds don't diagnose anything

Amplify ambient sound and Transparency are **not hearing aids**, and nothing in Galaxy Buds or Pixel Buds diagnoses hearing loss. A hearing test in an app is not a substitute for a visit to a hearing professional. If you've noticed you're turning the TV up, asking people to repeat themselves, or hearing ringing in your ears, talk to your doctor or a hearing professional. Over-the-counter hearing aids are also sold without a prescription for adults with perceived mild to moderate hearing loss, and a hearing professional can help you decide what's right for you.

WHAT THIS DOES FOR YOU

What this does for you

Sensible volume today means you'll keep enjoying music, birdsong and conversation for years to come. And knowing what earbud features can't do keeps you from putting off a real hearing check.

PART 5

Finding a Lost Earbud

Making a missing bud ring, seeing it on a map with Samsung Find or Google's Find Hub, and what to do if one is gone for good.

CHAPTER 19

Finding Lost Galaxy Buds with Samsung Find

Samsung's finding service is called **Samsung Find**. (You may still see its old name, **SmartThings Find**, on older help pages.) It can make your Galaxy Buds ring when they're nearby and show where they were last seen on a map. The best time to set it up is *before* anything goes missing.

Set it up now, while you have them

1. Make sure you're signed in to your **Samsung account** on the phone.
2. Open **Galaxy Wearable** (or your buds' settings on a One UI 8 phone, Chapter 6) and tap **Find My Earbuds**.
3. Turn on the option that lets the earbuds be found when they're **offline** (not connected). Samsung's Galaxy network then lets other people's Galaxy phones nearby quietly and anonymously report where your buds are.
4. While you're there, look for **Notify when left behind**. With it on, your phone can warn you if you walk away and leave the buds behind.

When a bud goes missing nearby

1. Open the **Samsung Find** app on your phone (or **Find My Earbuds** in Galaxy Wearable).
2. Choose your earbuds from the list.
3. Tap **Ring**. The buds play a loud beeping sound that gets louder.
4. Walk around and listen. Check couch cushions, coat pockets, the car seat and the laundry basket.
5. Tap **Stop** when you find them.

> STAY SAFE
>
> **Take them out of your ears first**
>
> The ring sound is loud on purpose. Never start it while anyone is wearing the buds.

When they're farther away

If the buds aren't connected to your phone, the Ring button may not work, because ringing needs a Bluetooth connection. Instead, look at the **map** in Samsung Find for their last known location, or the latest spot another Galaxy phone noticed them. Go there, then try ringing again once you're close.

- The map is an estimate. Samsung says it can be off by up to about 100 meters (a city block or so), and indoors it's less exact.
- Buds with a **completely flat battery** can't be found, and neither can a case that's empty — the case isn't tracked on its own.
- Older models (the original Galaxy Buds and Buds+) can't be found by the Galaxy network once they're disconnected.

TIP

Wrong left or right?

If one bud is in the case and the other is missing, close the lid on the one you have so it stays quiet, and ring again. It's much easier to follow one sound.

WHAT THIS DOES FOR YOU

What this does for you

A lost earbud doesn't have to mean buying a new pair. Two minutes of setup today turns a frantic search into "tap Ring and follow the beep."

CHAPTER 20

Finding Lost Pixel Buds with Find Hub

Google's finding service is called **Find Hub** (it used to be called Find My Device). It works with Pixel Buds that were set up with Fast Pair on an Android phone, and it can ring them or show where they were last.

Make sure it's switched on

1. On your phone, make sure **Location** is on.
2. Open the Pixel Buds settings (Chapter 11) and look for **Find device**.
3. If you skipped it during setup, follow the steps there to add the buds to **Find Hub**.

Ringing them when they're nearby

1. Open the Pixel Buds settings and tap **Find device**, or open the **Find Hub** app.
2. Choose your Pixel Buds. If the buds are out of the case, you can pick the left bud, the right bud, or both.
3. Tap **Play sound** (sometimes shown as **Ring**). Follow the sound.
4. Tap **Stop** when you find them.

> HEADS UP
> **The case lid must be open**
> Buds sitting in a closed case can't ring. If you think they're in their case somewhere, look for the case itself — and check the map.

When they aren't connected

If the buds are out of range, open **Find Hub**, choose your Pixel Buds, and look at the map for their **last known location**. On the newer **Pixel Buds Pro 2** and **Pixel Buds 2a**, Google's Find Hub network can also use other Android phones nearby to help spot them, much like Samsung's Galaxy network.

> TIP
> **From someone else's phone or a computer**
> If your phone is the thing that's lost too, you can sign in to Find Hub on a computer or a family member's phone with your own Google account. Sign out again when you're done.

WHAT THIS DOES FOR YOU

What this does for you

Find Hub can show you where the buds are on a map and ring them once you're close, so a missing bud is usually a short hunt instead of a lost cause.

CHAPTER 21

When a Bud Is Gone for Good

Sometimes a bud really is lost: dropped at the park, left on a plane, or through the washing machine. Before you buy a whole new pair, know your options.

Buying a single replacement bud

Both Samsung and Google can usually supply a single left bud, right bud or case for current models, through their own support or authorized service. Prices vary by model and change often, so ask before you decide; for an older or less expensive pair, a new pair can be the better deal.

1. Write down your model (Chapter 2) and the serial number. It's usually printed in small letters on the case or the box.
2. Contact the maker's official support: Samsung through samsung.com/us/support, Google through the Pixel Buds help pages or the Google Store.
3. Ask whether your warranty or any protection plan you bought covers a lost or broken bud.

Getting a new bud to work with your old one

A replacement bud has to be **coupled** (linked) with the bud you still have before they work as a pair. Samsung's support pages give the steps for each Galaxy Buds model, and a replacement from Google comes with its own instructions. Follow the steps for your exact model, then pair the set with your phone again.

SCAM ALERT

Cheap "single replacement buds" online

Marketplace listings selling one Galaxy or Pixel bud for a few dollars are often used, damaged or fake, and a fake bud won't couple with your real one. Buy replacements only from the maker or a store you trust. Chapter 25 has more on fakes.

TIP

Remove lost buds from your phone

If a whole pair is gone for good, remove it from your phone's Bluetooth list so it stops trying to connect. Samsung notes that buds you no longer have can't be reset in Galaxy Wearable, but you can still remove them in the Bluetooth menu.

WHAT THIS DOES FOR YOU

What this does for you

Replacing one bud is often much cheaper than a new pair, and you keep the case and the settings you already know.

PART 6

Care & Fixes

Cleaning the buds and case safely, fixing the most common problems, and resetting the earbuds when nothing else works.

CHAPTER 22

Cleaning Your Earbuds & Case

Earwax and pocket lint build up faster than you'd think. A little mess on the speaker mesh makes music sound muffled, and dirt on the charging contacts can stop a bud from charging. A gentle clean every few weeks keeps them working like new.

Galaxy Buds, the Samsung way

1. Take the soft ear tip off the bud (Chapter 4 shows how).
2. Use a **dry** cotton swab or a dry, soft brush to clear wax from the speaker mesh and the tip. Hold the bud mesh-side down so loose bits fall out, not in.
3. Wipe the bud with a soft, dry cloth.
4. With a dry cotton swab, gently clean the small metal **charging contacts** on each bud and inside the case.
5. Wipe the outside of the case with a soft, dry cloth, and put the tips back on.

HEADS UP

What Samsung says not to use

No liquids, and no alcohol, acetone or other solvents on Galaxy Buds. Nothing sharp (no pins or toothpicks) and no metal brushes: they can damage the speaker and the tiny microphone holes.

Pixel Buds, the Google way

1. Take the buds out of the case, and make sure nothing is charging.
2. Wipe the outside of the case with a soft, dry, lint-free cloth.
3. Use a dry cotton swab or cloth to clean the little pockets where the buds sit and the charging contacts. Don't put any liquid inside the case — not even water.
4. For the buds and their speaker mesh, follow Google's "Clean your Pixel Buds" help page for your model. For Pixel Buds Pro 2, Google describes a careful method with micellar water and a soft toothbrush, then letting the buds air-dry for up to 2 hours before they go back in the case.

TIP

Clean contacts help updates too

Google notes that clean charging contacts help the buds charge reliably and finish their software updates. If an update keeps failing, give the contacts a gentle wipe.

GOOD TO KNOW

Ear tips wear out

Soft tips get loose and grubby over time. If they no longer seal or won't come clean, a fresh set from the maker is inexpensive and makes the buds sound new again.

WHAT THIS DOES FOR YOU

What this does for you

Five minutes of cleaning fixes a surprising number of "broken" earbuds: muffled sound, one quiet side and a bud that won't charge.

CHAPTER 23

Fixing Common Problems

Most earbud trouble has a simple cause. Work down the list for your problem, trying one thing at a time. If nothing helps, Chapter 24 shows how to reset them.

They won't connect

1. Put both buds in the case, close the lid, wait 10 seconds and open it again near the phone.
2. Check that the phone's Bluetooth is on.
3. Make sure the buds aren't connected to another device — a tablet, laptop or a second phone. Turn Bluetooth off on that device for a moment.
4. Charge the case and buds for 15 minutes, then try again.
5. Restart the phone.
6. Remove the buds from the phone's Bluetooth list (tap the gear beside them, then **Unpair** or **Forget**) and pair them again from scratch (Chapter 5 or 10).

Only one bud plays

- Put both buds back in the case for a minute, then take them out together.
- Check that the quiet bud is charging: clean its charging contacts and the case pocket (Chapter 22).
- Look at the mesh. Wax on the silent side is the most common cause of a quiet bud.
- On the phone, open **Settings** > **Accessibility** and look for the left-right audio **balance** setting (the exact spot varies by phone). It should be in the center.

Sound is muffled, crackly or cuts out

- Clean the mesh and tips (Chapter 22) and check the fit (Chapter 4).
- Keep the phone on the same side of your body as your earbuds, or out in the open. Phones in a back pocket and thick walls both weaken Bluetooth.
- Move away from microwave ovens and crowded Wi-Fi areas for a moment to see if it improves.
- Check for an earbud software update (Chapter 6 or Chapter 11).

People can't hear me on calls

- Make sure the call is actually using the earbuds: tap the audio button on the call screen and choose them.
- Gently clean the tiny microphone holes with a dry, soft brush. Nothing sharp.
- Try wearing both buds, and step out of the wind.

Touch controls act up

- Music pauses whenever you adjust the buds? Turn touch controls off, or lock them, in the earbud settings (Chapter 7 or 12).
- Taps not registering? Dry your fingers and the bud. Wet or gloved fingers often don't work.

TIP

Keep a short list

When something goes wrong, jot down the date and what happened. If you need help from Samsung, Google or Bill, that note saves a lot of time.

WHAT THIS DOES FOR YOU

What this does for you

Nine times out of ten one of these steps fixes the problem in a few minutes, with no repair shop and no new purchase.

CHAPTER 24

Resetting Your Earbuds

A **reset** (also called a factory reset) puts the earbuds back the way they came from the factory. It erases your settings and the list of devices they know. It's the last step when nothing else works, and the first step before giving them to someone else.

GOOD TO KNOW

Before you reset

Write down any settings you'd like to keep, such as custom touch controls. Afterward you'll pair the buds with your phone again, and you may need to add them back to Samsung Find or Find Hub.

Resetting Galaxy Buds

1. Put the buds in the case with the lid open, near the phone, and make sure they're connected.
2. Open **Galaxy Wearable** and tap **Earbud settings**. (On a Galaxy phone with One UI 8 or later, you can instead open **Settings** > **Connections** > **Bluetooth** and tap the gear beside your buds.)
3. Tap **Reset**, then tap **Reset** again to confirm.
4. When it's done, pair the buds again (Chapter 5).

The buds must be connected to reset them in the app. If they won't connect at all, Samsung's support pages for your model explain other options, or call Samsung support.

Resetting Pixel Buds

1. Put both buds in the case and leave the lid **open**.
2. Press and hold the **button on the back of the case** for about **30 seconds**, until the light on the case changes and then starts pulsing again. Google's Pixel Buds help page shows the exact light pattern for your model.
3. On your phone, remove the old Pixel Buds entry from the Bluetooth list.
4. Pair them again as new (Chapter 10), and add them back to Find Hub when asked.

HEADS UP

A short press is not a reset

Holding the Pixel Buds case button for about 3 seconds only starts pairing mode. A full reset takes a much longer hold. If the case light blinks orange quickly, the pairing or reset didn't work; close the lid, wait a moment and try again.

TIP

Giving them away or selling them

Reset the buds first, remove them from your phone's Bluetooth list, and remove them from Samsung Find or Find Hub so the next owner can set them up as their own.

WHAT THIS DOES FOR YOU

What this does for you

A reset clears out tangled connections and odd behavior, and lets you start fresh in a few minutes, without a trip to a store.

PART 7

Staying Safe & Getting Help

Spotting fake earbuds and online scams, an honest word about when a hand is worth it, and a one-page summary to keep handy.

CHAPTER 25

Fake Earbuds & Scams

Popular earbuds are copied a lot. Fakes look almost identical in photos, but they sound worse, don't work with the real apps, can't be found on a map and have no warranty. And scammers use earbuds as bait in fake deals and fake support calls.

Signs of fake Galaxy Buds or Pixel Buds

- **A price far below everyone else's.** A pair of current Pro earbuds for $30 is not a lucky find.
- **Sellers you've never heard of**, especially on marketplace sites and social media ads.
- **The real app can't see them.** Real Galaxy Buds show up in Galaxy Wearable or your Galaxy phone's settings, and real Pixel Buds in the Pixel Buds settings or app.
- **Blurry, rough printing** on the box or the case. Samsung says genuine Galaxy Buds labels are laser-printed, clear and smooth.
- **No warranty card**, or a case that comes apart easily. Samsung notes genuine buds are hard to take apart.

TIP

Buy from the source

The safest places are Samsung.com, the Google Store, your phone carrier, and big stores you already know. If you're unsure about a pair you have, Samsung or Google support can check the serial number.

Scams to watch for

SCAM ALERT

"You've won free earbuds"

Texts, emails and pop-ups saying you've won Galaxy Buds or Pixel Buds and just need to pay "shipping" are fishing for your card number. Real prizes don't ask for a fee. Don't tap the link.

SCAM ALERT

Fake support numbers

Searching "Samsung support phone number" can turn up look-alike ads. A real Samsung or Google support agent will never ask you to pay with gift cards or to let them control your computer to "fix" your earbuds. Go to samsung.com or support.google.com yourself to find the real contact.

SCAM ALERT

"Your earbuds were found" messages

If you lose your buds, be wary of a stranger who contacts you asking for a reward up front, or a message with a link to "see where they are." Use only the Samsung Find or Find Hub app on your own phone to see their location.

SCAM ALERT

Marketplace deals that move off the site

If a seller wants you to pay by Zelle, gift card or wire, or to take the chat to text, walk away. Those payments can't be reversed.

STAY SAFE

If you already paid or shared your card

Call your bank or card company right away, using the number on the back of your card. Change any password you typed into the link. Then tell a family member or call Bill; there's no shame in it.

WHAT THIS DOES FOR YOU

What this does for you

Buying the real thing from a real store means the apps, the warranty and the finding features all work — and you keep your money and card details safe.

CHAPTER 26

When to Call Bill

Most of what's in this guide you can do yourself, at your own pace. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice, with no pressure.

Times it's well worth a call

- **Setting up new earbuds** with your phone and the app, choosing comfortable controls, and turning on Samsung Find or Find Hub so they can be found later.
- **Earbuds that won't connect** or keep dropping out, after you've tried Chapter 23.
- **Using them with more than one device** — a phone, a tablet, a computer for video calls, or the TV.
- **Hearing features**: showing you the settings that are on your model, and how to get to them quickly. (For your hearing itself, see a hearing professional.)
- **A message or a seller you're not sure about** — a "free earbuds" text, a support number you found online, or a deal that seems too good.
- **Helping a parent** with earbuds a family member gave them: setting them up simply and writing out easy instructions.

What I don't do

I'm a technology helper, not a repair shop or a hearing professional. If an earbud is physically broken, Samsung or Google support is the place for a repair or replacement. Questions about your hearing belong with your doctor or a hearing professional.

What working with me is like

I work at your pace, explain what I'm doing in plain words, and never talk down to anyone. I'll tell you honestly when something isn't worth your money. I've been doing this kind of work for more than 30 years, and I serve Portage County, Ohio, in person, and folks farther away by remote help.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is yours to keep for free; if you'd like a hand, I'm only a phone call away.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you might be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time. A real person — me — does the actual help.

Thank you for taking the time to learn your earbuds. Keep them in the case, keep them clean, and enjoy the music, the audiobooks and the clearer calls.

— Bill

CHAPTER 27

Your Earbuds Cheat-Sheet

Keep just this page handy. The whole guide, boiled down.

The essentials

Topic	Remember
Turn on / off	Open the case to connect. Put them back and close the lid to switch off and charge.
First pairing	Open the case next to your phone and tap the card that pops up (Chapters 5 and 10).
Galaxy Buds settings	Galaxy Wearable app, or Settings > Connections > Bluetooth on One UI 8.
Pixel Buds settings	Settings > Connected devices on a Pixel; the Pixel Buds app on other Android phones.
Galaxy Buds4	Pinch once: play, pause, answer. Twice: next. Pinch and hold: noise mode. Swipe: volume.
Pixel Buds	Tap once: play, pause, answer. Twice: next, end call. Touch and hold: noise mode.
Hear around you	Ambient sound (Samsung) or Transparency (Google), or take one bud out.
Lost bud	Samsung Find or Find Hub: ring it if nearby, check the map if not.
Won't charge	Clean the contacts on the bud and in the case with a dry cotton swab.
Muffled sound	Clean the mesh gently; check the ear tip fit.
Last resort	Reset (Chapter 24), then pair again.
"Free earbuds" text	Don't tap. Real prizes don't ask for a shipping fee.

Write it down once

Keep handy	
Earbud brand & model	_____
Serial number (on the case or box)	_____
Date bought & where	_____
Samsung or Google account email	_____
Ear tip size that fits me	_____
Finding turned on? (Samsung Find / Find Hub)	_____
Devices they're paired with	_____

When something's wrong, in order

1. Put both buds in the case, close the lid, wait 10 seconds, and open it again.
2. Charge the case and buds for 15 minutes.
3. Check that Bluetooth is on and the buds aren't connected to another device.
4. Clean the mesh and the charging contacts (Chapter 22).
5. Restart the phone.
6. Forget the buds in Bluetooth settings and pair them again.
7. Reset the buds (Chapter 24).
8. Still stuck? Call Bill at (330) 200-8042.

STAY SAFE

A hot, swollen or smelly case?

Stop using it, don't charge it, and set it on a non-flammable surface away from anything that can burn. Contact the maker. If there's smoke or fire, get away from it and call 911.