

I am unable to pair the Beoplay E8 to my device, or it does not auto-connect as it used to do.  
What do I do?

Question


I am unable to pair the Beoplay E8 to my device, or it does not auto-connect as it used to do.  
What do I do?

Answer


Some devices need to be paired with the E8 in a specific way. Here are the steps for Bluetooth pairing with these devices:

1. Enable the Bluetooth pairing mode on E8 - LED indicator flashing blue



2. Find the classic Bluetooth headphone icon (eg,  for Samsung phone) on your device and select to pair with it.



3. Do not select BLE symbol (eg.  for Samsung phone). Wait for the device to show the classic Bluetooth icon.
4. After pairing successful, the white LED will be solid ON for 20 seconds on the E8.
5. If the above steps don't work, restart the device and remove all other paired device through a factory reset. Then pair this device to the E8 only.

To do a factory reset, touch and hold the left and right earphone simultaneously until the product indicator is flashing red (approximately 10 seconds). E8 will turn off once the reset is completed

If you select the BLE symbol, remove the E8 from the Bluetooth settings and restart your device. After powering on the device, perform Bluetooth pairing by selecting the Bluetooth classic icon.

If problems persist, this can be due to general Bluetooth interference