

FAQ

Summary

What is the battery life of Beoplay H9i?

Question

What is the battery life of Beoplay H9i?

Answer

If you play music at a moderate volume, the battery in your Beoplay H9i can support up to 18 hours of playback.

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

Summary

My Beoplay H9i is not working properly, what should I do?

Question

My Beoplay H9i is not working properly, what should I do?

Answer

- If you are wearing the headphones, remove them from your head and put them on again after 2 seconds.
- Remove the headphones, turn them off, and turn on again. Put on the headphones and check whether they work properly now.
- Alternatively restore to factory settings or remove the battery shortly
- Summary
- My Beoplay H9i remains on while the switch is in off position, what can I do ?
- Question
- My Beoplay H9i remains on while the switch is in off position, what can I do ?
- Answer
- There are 2 ways to power off your Beoplay H9i.
 - * Move switch to ON position and then move it to OFF position.
 - * Remove the battery from the battery compartment and re-insert it by following these steps:
 1. Turn the left earphone cap counter-clockwise to open the battery compartment.

 2. Remove the metal cover. If needed, press down on the cover's edge to release it. This

is most effective if the edge is pressed close to the microphone.

3. Remove the battery by pressing the button at the bottom of the compartment.

4. Re-insert the battery with the marker pointing upward. To close the cap, align the mark inside the headphones with the mark on the cap and turn clockwise to lock it.

5. Restart your Beoplay H9i and check whether the problem is solved.

Summary

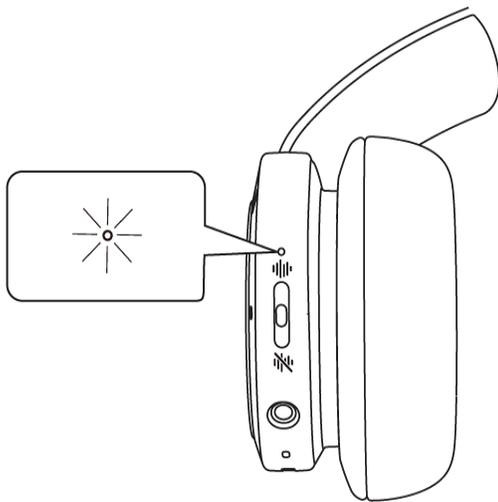
What do the indicator light colors mean?

Question

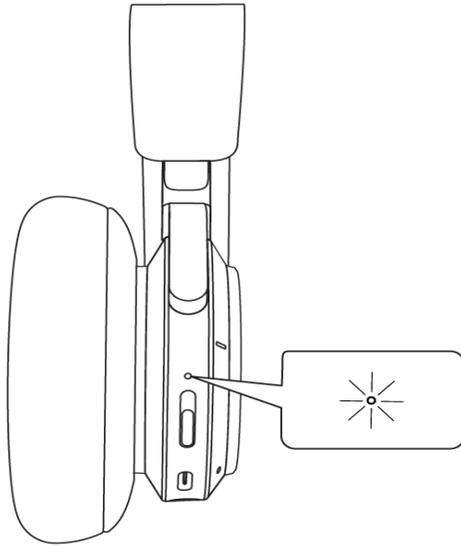
What do the indicator light colors mean?

Answer

Beoplay H8i



Beoplay H9i & H9 (3rd Gen)



White	Product is switched on, ANC is on
Green	Battery is fully charged
Orange	Battery is charging
Red (solid) with sound prompt	Battery is low (remaining play time approximately 30 minutes)
Red (flashing) with sound prompt	Battery is very low (remaining play time approximately 10 minutes)
Red (solid 5 seconds and then off)	Bluetooth pairing unsuccessful
Blue (flashing)	Bluetooth pairing mode
White (solid 5 seconds and then off)	Paired with Bluetooth device
Orange	Transparency is turn on

Summary

Why doesn't the automatic play/pause function work properly?

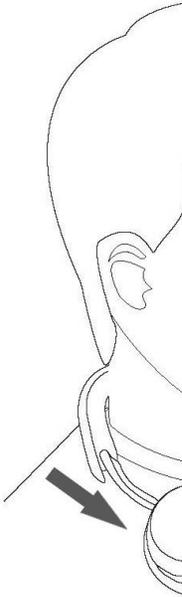
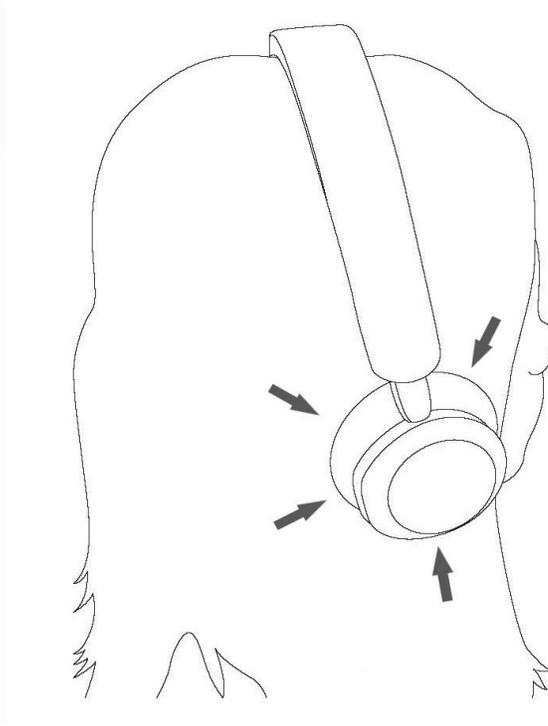
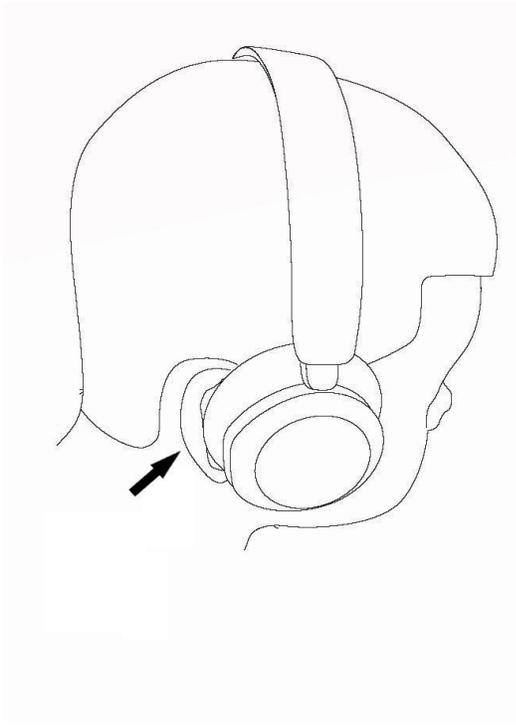
Question

Why doesn't the automatic play/pause function work properly?

Answer

- Some of the App do not support the automatic play/pause on the Beoplay H8i/H9i. Use the touchpad on H9i or the middle button on H8i to control the play/pause function.
- The way you wear the headphone (see below) will also affect the functionality of the automatic play/pause. For example, playback will not resume if we put it on with ear

expose outside of earcup, with hair blocking the earcup or hang the headphone on our neck.



- For Beoplay H9i : To disable the automatic play/pause function, move the switch to the top position and hold for 2 seconds until the indicator light flashes blue. Then, double tap the center of touchpad on the right headphone and the indicator light will turn red. To re-enable, repeat the same steps until the indicator light turns green.
- For Beoplay H8i : To disable the automatic play/pause function, press and hold the middle button on the right headphone for 5 seconds until the indicator light flashes blue and then double press the middle button. The indicator light will turn red. To re-enable, repeat the same steps until the indicator light turns green.

Summary

How do I update to latest software?

Question

How do I update to latest software?

Answer

To enjoy the latest features, it is advisable that you always install the latest software version. You can update it via the Bang & Olufsen app. Go to Product information and click “Product Settings -> Software -> Update Software”.

Summary

What is the Bluetooth range?

Question

What is the Bluetooth range?

Answer

Your Beoplay H4/H8i/H9i/H9 3rd Gen have a Bluetooth range of up to 10 meters (in line of sight). However, Bluetooth connectivity might be affected by other active Bluetooth devices in the nearby area (e.g., mouse, keyboard, mobile phone, laptops or 2.4 GHz routers). Try to keep the headphones away from other active devices.

Summary

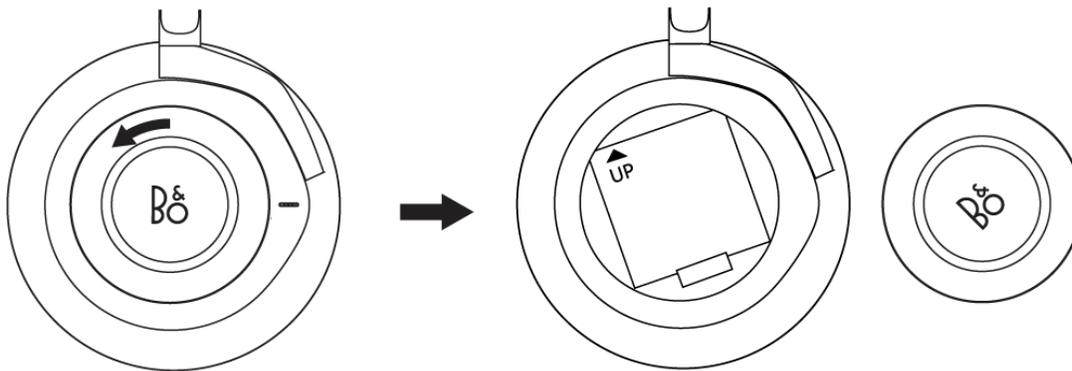
How do I exchange the battery?

Question

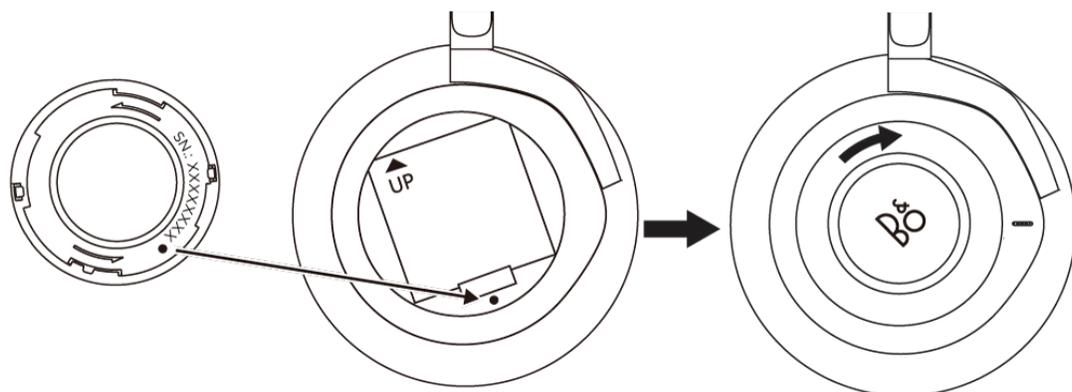
How do I exchange the battery?

Answer

Turn the left earphone cap anti-clockwise to open the battery compartment. Remove the battery by pressing the button at the bottom of the compartment. Insert the new battery with the marker pointing upward.



To close the cap, align the mark inside the headphones with the mark on the cap and turn clockwise to lock it.



Summary

How do I clean my headphones?

Question

How do I clean my headphones?

Answer

To clean your headphones, you should only use a soft, damp cloth.

Leather is a natural material and is therefore subject to change over time and with daily use. Irregularities in the consistency and depth of the colour should not be considered a fault but inherent to the natural beauty of the leather. Changes in the colour of the leather and signs of wear are normal. While occasional exposure to water is not a problem, leather is not waterproof and therefore a periodic treatment with neutral coloured leather grease can improve appearance and longevity.

Summary

How do I replace the ear cushions?

Question

How do I replace the ear cushions?

Answer

To remove the ear cushion, turn it counter-clockwise. To mount it again, turn it clockwise. Make sure to align the mark inside the headphone with the mark on the cushion. Ear cushions are specifically designed for the right and left side, respectively.





Summary

Why did the software update stop during updating?

Question

Why did the software update stop during updating?

Answer

Software update may stop when the Bang & Olufsen App is in the background. To continue the update, return to the App. It is also advisable to charge the headphones fully before you initiate any software updates.

Summary

What materials are used for the leather treatment?

Question

What materials are used for the leather treatment?

Answer

The earpads are made from New Zealand lambskin, and the colour treatment process is conform with all legislation.

We have not received any customer feedback on allergic reactions due to the leather or colourants used.

Summary

Why does the color of my ear cushions change?

Question

Why does the color of my ear cushions change?

Answer

The ear cushions are made out of genuine leather, leather is a natural material and therefore subject to change over time and with daily use. Changes in the color of the leather and signs of fading are normal.

Summary

Is the battery fully charged when I unpack my headphone?

Question

Is the battery fully charged when I unpack my headphone?

Answer

No, because IATA air freight regulations do not allow battery capacity to exceed 30% during shipment. It is advisable to first charge your headphone before using it.

Summary

Can I stream music or accept a call during the software update?

Question

Can I stream music or accept a call during the software update?

Answer

It is not advisable to do so as this will slow down the software update.

Summary

Can I use a flight adaptor when I am not on a plane?

Question

Can I use a flight adaptor when I am not on a plane?

Answer

The flight adaptor is designated for use on planes only.

Summary

What is the lifespan of a lithium-ion rechargeable battery in my Beoplay products?

Question

What is the lifespan of a lithium-ion rechargeable battery in my Beoplay products?

Answer

A lithium-ion rechargeable battery has a specific number of charges. If you drain up your battery completely every time you use a product, you can expect approximately 400 charges before the capacity goes below 80% compared to its original.

However, a partial discharge reduces stress and prolongs battery life. Hence, if you do not discharge the battery completely, the charges can go up to several thousand cycles.

Therefore it is recommended to charge your Beoplay products when necessary, e.g. every second day and store in normal room temperature when not in use.

Summary

What happens if I accidentally turn off the Bang & Olufsen App during the software update?

Question

What happens if I accidentally turn off the Bang & Olufsen App during the software update?

Answer

You can always turn on the Bang & Olufsen App again, and follow the steps to resume the software update from where you have stopped:

Click “Product settings -> Software -> Update Software” under “Product information”