

[Manuals.plus](#) /

- › [Bang & Olufsen](#) /
- › Bang & Olufsen Beoplay EX User Manual

Bang & Olufsen 1240602

Bang & Olufsen Beoplay EX User Manual

Wireless Bluetooth Earphones with Microphone and Active Noise Cancelling

INTRODUCTION

The Bang & Olufsen Beoplay EX are advanced wireless Bluetooth earphones designed to deliver exceptional sound quality, active noise cancellation, and a comfortable fit for all-day use. These earphones are built for versatility, offering robust features for music listening, calls, and active lifestyles, including IP57-rated water and dust resistance.

This manual provides essential information on setting up, operating, maintaining, and troubleshooting your Beoplay EX earphones to ensure optimal performance and longevity.

PACKAGE CONTENTS

- Bang & Olufsen Beoplay EX Earphones (Left and Right)
- Wireless Charging Case
- USB-C Charging Cable
- Various sizes of ear tips for optimal fit
- Quick Start Guide (physical copy)



Image: The Beoplay EX earphones, showing both earbuds and their sleek black wireless charging case. The case has a small green indicator light.

SETUP

1. Charging the Earphones and Case

Before first use, fully charge the Beoplay EX earphones and their charging case. The case can be charged via the included USB-C cable or wirelessly using a Qi-compatible charging pad.

- Connect the USB-C cable to the charging case and a power source.
- The indicator light on the case will show charging status. A full charge takes approximately 1.5 hours for the earphones and 2.5 hours for the case via wireless Qi charging.
- A 20-minute quick charge provides approximately 2 hours of playtime.



Image: The Beoplay EX charging case in a closed position, ready for charging or transport.

2. Pairing with a Device

1. Ensure the earphones are in the charging case and the case lid is open.
2. Press and hold the pairing button on the charging case (usually located inside or on the back) until the indicator light starts flashing blue, indicating pairing mode.
3. On your device (smartphone, tablet, computer), go to Bluetooth settings and select "Beoplay EX" from the list of available devices.
4. Once connected, the indicator light will turn solid blue or white.

The Beoplay EX can remember up to eight devices and connect to two devices simultaneously (multipoint connectivity).



Image: The Beoplay EX earphones resting in their open charging case, showing the charging contacts and the B&O logo on the earbud touch surfaces.

3. Choosing the Right Ear Tips

Selecting the correct ear tip size is crucial for optimal sound quality, noise cancellation, and comfort. Experiment with the different sizes provided to find the best fit for your ears. A good fit ensures a secure seal, enhancing bass response and passive noise isolation.

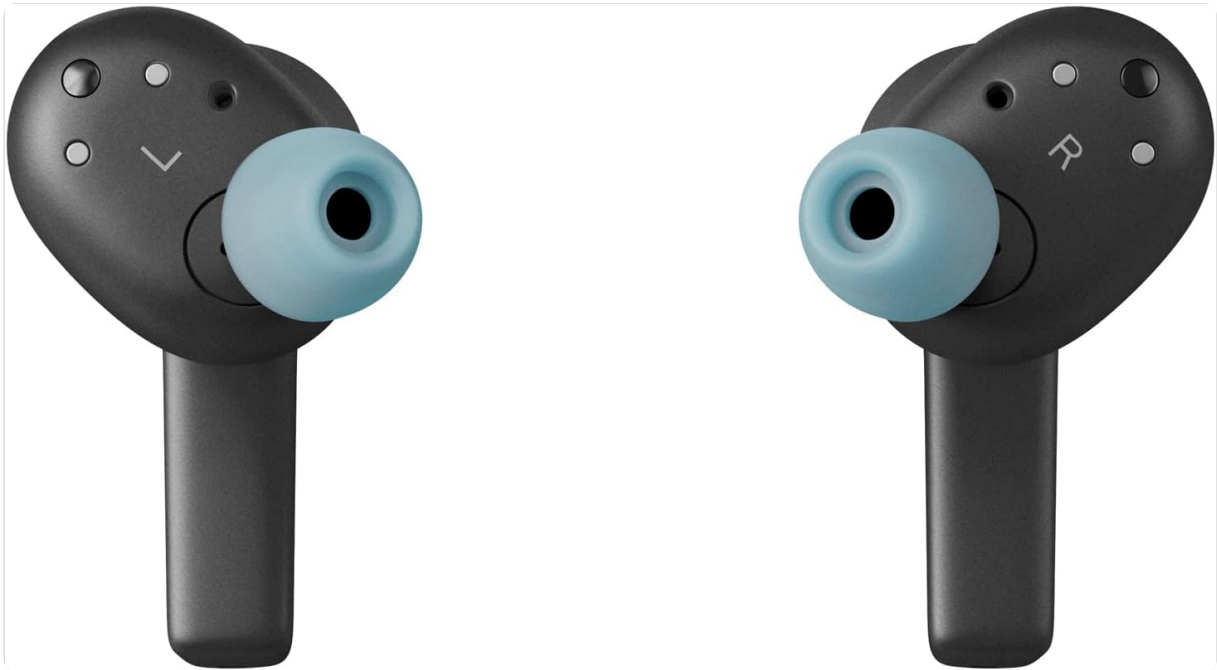


Image: A close-up rear view of the Beoplay EX earphones, highlighting the ear tips and the small acoustic vents on the earbud body.

OPERATING INSTRUCTIONS

Touch Controls

Action	Function (Default)
Single Tap (Left/Right)	Play/Pause, Answer Call/End Call
Double Tap (Right)	Next Track
Double Tap (Left)	Previous Track
Triple Tap (Right)	Volume Up
Triple Tap (Left)	Volume Down
Tap and Hold (Left)	Toggle Active Noise Cancellation (ANC) / Transparency Mode
Tap and Hold (Right)	Voice Assistant

Active Noise Cancellation (ANC) and Transparency Mode

The Beoplay EX features adaptive Active Noise Cancellation to reduce ambient noise and Transparency Mode to allow you to hear your surroundings without removing the earphones.

- **ANC:** Reduces external noise, ideal for travel or noisy environments.
- **Transparency Mode:** Amplifies ambient sounds, useful for awareness in urban environments or conversations.
- Toggle between modes using the touch control on the left earbud or through the Bang & Olufsen app.



Image: A woman wearing a Beoplay EX earphone, demonstrating its ergonomic fit and discreet design.

Making and Receiving Calls

The earphones are equipped with six omni-directional microphones for clear call quality. Adjustable Own Voice technology ensures your voice is balanced during calls.

- **Answer/End Call:** Single tap on either earbud.
- **Reject Call:** Tap and hold on either earbud.

MAINTENANCE

Cleaning

- Regularly clean the ear tips and the mesh filters to prevent wax buildup, which can affect sound quality.
- Use a soft, dry, lint-free cloth to wipe the earphones and charging case.
- For stubborn dirt, slightly dampen the cloth with water. Avoid using harsh chemicals or abrasive materials.

Storage

Always store the earphones in their charging case when not in use to protect them and keep them charged. Store in a cool, dry place away from direct sunlight and extreme temperatures.

Water and Dust Resistance (IP57)

The Beoplay EX earphones are IP57-rated, meaning they are protected against dust ingress and can withstand immersion in up to 1 meter of water for 30 minutes. While they are designed to be durable, avoid intentional submersion or exposure to high-pressure water jets.



Image: A detailed view of the Beoplay EX earphone's touch surface, showing water droplets, emphasizing its IP57 waterproof rating.

TROUBLESHOOTING

- **No Sound or Low Volume:**
 - Ensure earphones are charged.
 - Check device volume and earphone volume.
 - Verify Bluetooth connection. Try re-pairing.
 - Clean ear tips and mesh filters for obstructions.
 - Ensure ear tips provide a proper seal in your ear canal.

- **Earphones Not Pairing:**
 - Ensure earphones are in pairing mode (flashing blue light).
 - Turn off and on Bluetooth on your device.
 - Forget "Beoplay EX" from your device's Bluetooth list and re-pair.
 - Ensure earphones are sufficiently charged.
- **Active Noise Cancellation Not Effective:**
 - Ensure ANC is activated via touch control or the app.
 - Verify proper fit of ear tips to create a good seal.
 - Update earphone firmware via the Bang & Olufsen app.
- **Call Quality Issues:**
 - Ensure microphones are not obstructed.
 - Check network signal on your phone.
 - If facing Bluetooth connectivity issues, turn off Bluetooth for a few minutes, then turn it back on.
- **Earphones Not Charging:**
 - Ensure the USB-C cable is properly connected to both the case and power source.
 - Check the charging contacts on both the earphones and inside the case for debris.
 - If using wireless charging, ensure the case is correctly placed on a compatible Qi charger.

SPECIFICATIONS

Feature	Detail
Model Name	Beoplay EX
Model Number	1240602
Connectivity	Bluetooth 5.2
Bluetooth Range	Up to 10 meters (33 feet)
Noise Control	Active Noise Cancellation (ANC)
Battery Life (Earphones)	Up to 6 hours with ANC, 8 hours without ANC
Total Playtime (with Case)	Up to 20 hours
Charging Time	Earphones: 1.5 hours; Case (Qi): 2.5 hours
Water Resistance	IP57 (dustproof, waterproof up to 1m for 30 min)
Microphones	6 omni-directional microphones
Driver Type	Dynamic Driver
Frequency Range	20 - 20,000 Hz
Materials	Anodized Aluminum, Glass, Silicone, Plastic

Feature	Detail
Earphone Weight	Approx. 6g per earbud
Case Weight	Approx. 50g

WARRANTY AND SUPPORT

Bang & Olufsen products are covered by a limited warranty. For detailed warranty information, product registration, and technical support, please visit the official Bang & Olufsen website or refer to the warranty card included with your product.

You can also find additional support and frequently asked questions on the [Bang & Olufsen Amazon Store](#). For a comprehensive user guide, you may refer to the official PDF documents:

- [User Guide \(PDF\)](#)
- [User Manual \(PDF\)](#)