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Bang & Olufsen Beoplay Eleven

Bang & Olufsen Beoplay Eleven Wireless Earbuds User Manual

Model: Beoplay Eleven (1241102)

INTRODUCTION

This manual provides essential instructions for the Bang & Olufsen Beoplay Eleven wireless in-ear earbuds. It covers setup, operation, maintenance, and technical specifications to ensure optimal performance and longevity of your device. Please read this manual thoroughly before using your Beoplay Eleven earbuds.



Image: Beoplay Eleven earbuds alongside their charging case, showcasing the Natural Aluminium finish.

WHAT'S IN THE BOX

Verify that all components are present in the packaging:

- Beoplay Eleven Earphones
- Wireless Charging Case
- USB-C/USB-C cable for charging, 0.5 m
- COMPLY™ Medium size ear tips
- Silicone ear tips, 4 sizes
- User Manual (this document)



Image: The Beoplay Eleven earbuds, charging case, and included accessories laid out.

SETUP

1. Charging

Before first use, fully charge the Beoplay Eleven earbuds and their charging case. Place the earbuds into the charging case. Connect the USB-C cable to the charging case and a power source. The charging indicator light on the case will show charging status. A full charge takes approximately 1.5 hours.



Image: The Beoplay Eleven wireless charging case, closed, with its indicator light.

2. Pairing

1. Ensure the earbuds are in the charging case and the case is open.
2. Activate Bluetooth on your device (smartphone, tablet, laptop).
3. Select "Beoplay Eleven" from the list of available Bluetooth devices.
4. The earbuds will indicate successful pairing.

The Beoplay Eleven supports Bluetooth 5.2 with aptX Adaptive, AAC, and SBC codecs, and multipoint connectivity for up to 2 devices. Fast pairing is available for iPhone, Google, and Microsoft devices.



Image: Front view of the Beoplay Eleven earbuds, ready for pairing.

3. Fitting the Earbuds

Proper fit is crucial for optimal sound quality and Active Noise Cancellation (ANC) performance. Experiment with the included silicone tips (4 sizes) and the COMPLY™ Medium size tips to find the most comfortable and secure seal for your ears.

- Gently insert the earbud into your ear canal.
- Twist slightly to ensure a snug fit.
- The stem should point downwards, aligning with your jawline.



Image: A Beoplay Eleven earbud shown fitted in a person's ear, demonstrating proper placement.

OPERATING INSTRUCTIONS

Touch Controls

The Beoplay Eleven earbuds feature intuitive touch controls on their outer surface. Specific functions can be customized via the Bang & Olufsen App. Default controls typically include:

- **Single Tap:** Play/Pause music, Answer/End call.
- **Double Tap:** Skip track forward, Reject call.
- **Triple Tap:** Skip track backward.
- **Tap and Hold:** Adjust volume, toggle ANC/Transparency Mode (customizable).



Image: Side view of the Beoplay Eleven earbuds, highlighting the circular touch-sensitive area.

Active Noise Cancellation (ANC) and Transparency Mode

The Beoplay Eleven earbuds feature advanced Active Noise Cancellation to reduce ambient noise, allowing for an immersive listening experience. Transparency Mode allows you to hear your surroundings without removing the earbuds. Toggle between these modes using the touch controls or the Bang & Olufsen App.

Making Calls

The earbuds are equipped with microphones designed for clear voice pickup. An increased microphone inlet and wind filtering technology help ensure your voice is heard clearly, even in noisy or windy environments.

Bang & Olufsen App

Download the Bang & Olufsen App for additional features and customization options, including:

- Customizable Sound EQ presets.
- Adjusting ANC and Transparency levels.
- Updating earbud firmware.
- Personalizing touch controls.

MAINTENANCE

Cleaning

Regularly clean your earbuds and charging case to maintain performance and hygiene. Use a soft, dry, lint-free cloth. For ear tips, remove them from the earbuds and clean with a mild soap solution, then rinse and dry thoroughly before reattaching.

Storage

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

Water and Dust Resistance

The Beoplay Eleven earbuds have an IP57 rating, meaning they are protected against dust ingress and can withstand immersion in water up to 1 meter for 30 minutes. This makes them suitable for use during exercise and in various weather conditions. Ensure earbuds are dry before placing them back in the charging case.

TROUBLESHOOTING

If you encounter issues with your Beoplay Eleven earbuds, refer to the following common solutions:

- **No Sound:** Ensure earbuds are charged, properly paired, and volume is adjusted on both the earbuds and your connected device.
- **Connection Issues:** Try unpairing and re-pairing the earbuds. Ensure no other devices are interfering with the Bluetooth connection.
- **ANC Not Effective:** Verify that the ear tips provide a good seal in your ear canal. Adjust ANC settings in the Bang & Olufsen App.
- **Earbuds Not Charging:** Check that the charging cable is securely connected and the power source is active. Ensure the charging contacts on the earbuds and case are clean.
- **Unresponsive Touch Controls:** Ensure your fingers are clean and dry. Try restarting the earbuds by placing them in the case and closing it for a few seconds, then reopening.

For further assistance, consult the Bang & Olufsen support website or contact customer service.

TECHNICAL SPECIFICATIONS

Model Name	Beoplay Eleven
Item Model Number	1241102
Connectivity Technology	Wireless (Bluetooth 5.2)
Bluetooth Range	10 Meters
Audio Driver Type	Dynamic Driver
Audio Driver Size	9.2 Millimeters
Frequency Range	20 - 22,000 Hz
Noise Control	Active Noise Cancellation
Battery Life (Earbuds)	Up to 7 Hours (6 hours with ANC)
Total Playtime (with Case)	Up to 28 Hours (20 hours with ANC)
Charging Time	1.5 Hours
Water Resistance Level	IP57 (Water Resistant)
Material	Aluminium, Specialized toughened glass, Polymer, Silicone
Item Weight	2.4 ounces
Product Dimensions	0.89 x 0.89 x 1.37 inches

WARRANTY AND SUPPORT

Warranty Information

Your Bang & Olufsen Beoplay Eleven earbuds are covered by a limited warranty. Please refer to the warranty card included in your product packaging or visit the official Bang & Olufsen website for detailed terms and conditions.

Customer Support

For technical support, service, or additional product information, please visit the official Bang & Olufsen support page or contact their customer service department. Keep your proof of purchase and product model number (1241102) ready when seeking support.