SAMSUNG

SAMSUNG
Level BOX slim
EO-SG930

User Manual

English (EU). 09/2016. Rev.1.0

www.samsung.com

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Getting started

Read me first

Please read this manual before using the device to ensure safe and proper use.

- Images may differ in appearance from the actual product. Content is subject to change without prior notice.
- Before using the Bluetooth speaker, make sure it is compatible with your device.

Instructional icons

Warning: situations that could cause injury to yourself or others

Caution: situations that could cause damage to your device or other equipment

Notice: notes, usage tips, or additional information

Maintaining water resistance

Your device supports water-resistance. Follow these tips carefully to maintain the water-resistance of your device. Failure to do so may result in damage to your device.

- Do not immerse the device in water deeper than 1 m or keep it submerged for more than 30 minutes.
- Do not expose the device to **water moving with force**.
- If the device is exposed to clean water, dry it thoroughly with a clean, soft cloth. If the device is exposed to other liquids, such as salt water, ionised water, or alcoholic beverage, rinse it with clean water and dry it thoroughly with a clean, soft cloth. If you do not follow these instructions, the device's performance and appearance may be affected.
- **If the device has been immersed in water or the microphone or speaker is wet**, sound may not be heard clearly during a call. Wipe the device with a dry cloth or dry it thoroughly before using it.
- **Your device has been tested in a controlled environment and certified to be water-resistant in specific situations (meets requirements of classification IPX7 as described by the international standard IEC 60529-Degrees of Protection provided by Enclosures [IP Code]; test conditions: 15-35 °C, 86-106 kPa, 1 metre, 30 minutes). Despite this classification, it is still possible for your device to be damaged in certain situations.**

About the Level Box Slim

You can use this product as a Bluetooth speaker or as a battery pack for other devices.

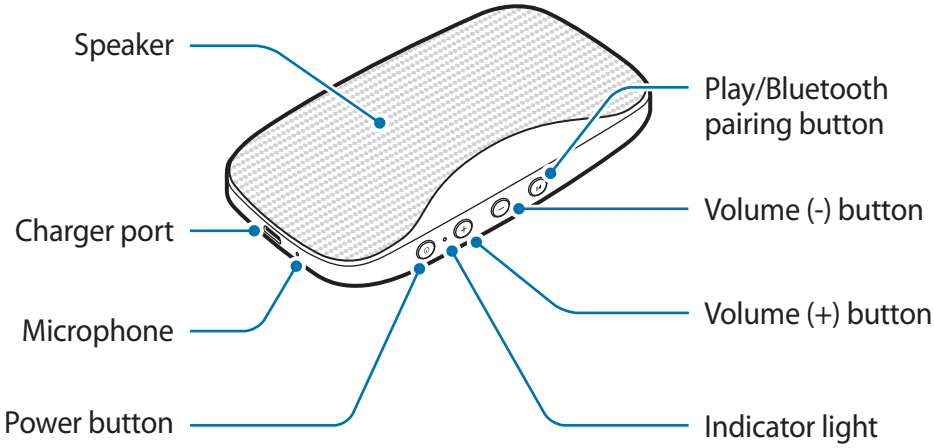
Package contents

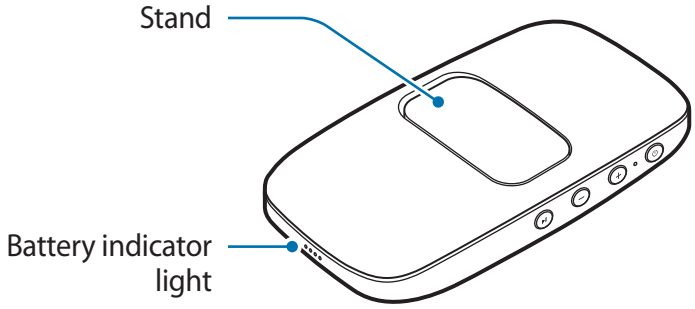
Check the product box for the following items:

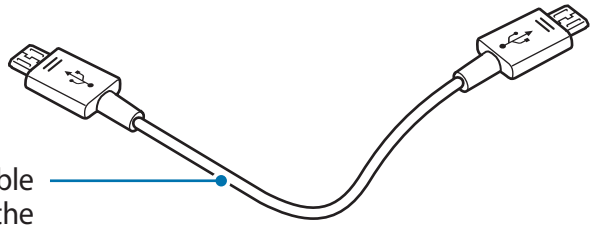
- Bluetooth Speaker
- Quick start guide
- Power sharing cable
- USB cable

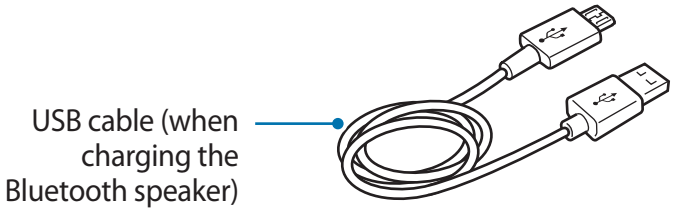
- The items supplied with the device and any available accessories may vary depending on the region or service provider.
- The supplied items are designed only for this device and may not be compatible with other devices.
- Appearances and specifications are subject to change without prior notice.
- You can purchase additional accessories from your local Samsung retailer. Make sure they are compatible with the device before purchase.
- Use only Samsung-approved accessories. Using unapproved accessories may cause the performance problems and malfunctions that are not covered by the warranty.
- Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, refer to the Samsung website.

Device layout









Use the stand to support the device.

Buttons

Button	Function
Power button	• Press and hold to turn the Bluetooth speaker on or off. • Press to check the remaining battery power. • Press to begin charging an external device when using the Bluetooth speaker as a battery pack.
Volume (+) button	• Press to increase the volume. • Press and hold to skip to the next song during music playback.
Volume (-) button	• Press to decrease the volume. • Press and hold to skip to the previous song during music playback.
Play/Bluetooth pairing button	• Press and hold to enter Bluetooth pairing mode. • Press for approximately one second to launch **S Voice** when the Bluetooth speaker is connected to another device via Bluetooth. • Press to reconnect devices when the Bluetooth connection is lost. • Press to pause or resume music during music playback. • Press to answer an incoming call. • Press and hold to reject an incoming call. • Press to end the current call.

Indicator light

The indicator light alerts you to the Bluetooth speaker status.

Colour	Status
Flashes blue three times	The Bluetooth speaker is powering on
Flashes red three times	The Bluetooth speaker is powering off
Flashes red and blue	The Bluetooth speaker is in Bluetooth pairing mode
Blue	Bluetooth is connected
Red	Bluetooth is not connected

Battery

Battery charging tips and precautions

- You can charge the Bluetooth speaker using the charger (sold separately).
- If the battery is completely discharged, the Bluetooth speaker cannot be turned on immediately when the charger is connected. Allow a depleted battery to charge for a few minutes before turning on the Bluetooth speaker.
- Using a power source other than the charger, such as a computer, may result in a slower charging speed due to a lower electric current.
- The Bluetooth speaker can be used while it is charging, but it may take longer to fully charge the battery.
- If the Bluetooth speaker receives an unstable power supply while charging, it may not function. If this happens, unplug the charger from the Bluetooth speaker.
- While charging, the Bluetooth speaker and the charger may heat up. This is normal and should not affect the Bluetooth speaker lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.

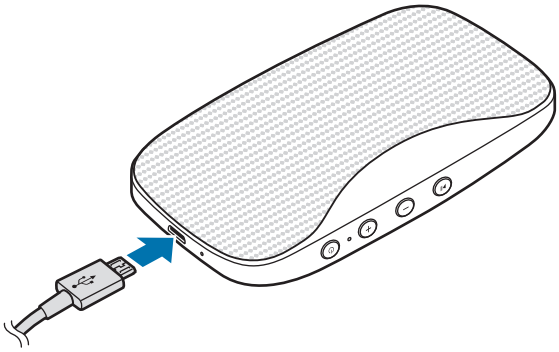
- Charging the Bluetooth speaker while the charger port is wet may damage the speaker. Dry the speaker thoroughly if it becomes wet.
- If the Bluetooth speaker is not charging properly, take the Bluetooth speaker and the charger to a Samsung Service Centre.
- The charging time may vary depending on the charger specification.

Charging the battery

Charge the Bluetooth speaker before using it for the first time or when it has been unused for extended periods.

Use only Samsung-approved chargers (5 V/2 A or higher). Unapproved chargers can cause the battery to explode or damage the Bluetooth speaker.

1 Connect the Bluetooth speaker to a charger.



Connecting the charger improperly may cause serious damage to the Bluetooth speaker. Any damage caused by misuse is not covered by the warranty.

2 After fully charging, disconnect the Bluetooth speaker from the charger.

- To save energy, unplug the charger when not in use. The charger does not have a power switch, so you must unplug the charger from the electric socket when not in use to avoid wasting power. The charger should remain close to the electric socket and be easily accessible while charging.
- The socket-outlet shall be installed near the equipment and shall be easily accessible.

Checking the remaining battery power

Press the Power button to check the remaining battery power.

Remaining battery power	Indicator light status
70-100 %	Four indicator lights on
40-70 %	Three indicator lights on
20-40 %	Two indicator lights on
10-20 %	One indicator light on
0-10 %	One indicator light blinking

Using the Bluetooth speaker

Turning the Bluetooth speaker on and off

Press and hold the Power button to turn the Bluetooth speaker on or off.

When you turn on the Bluetooth speaker for the first time, it enters Bluetooth pairing mode.

- If your Bluetooth speaker is frozen and unresponsive, press and hold the Power button more than eight seconds.
- Follow all posted warnings and directions from authorised personnel in areas where the use of wireless devices is restricted, such as aeroplanes and hospitals.

Connecting to another device

Notices for using Bluetooth

Bluetooth is a wireless technology standard that uses a 2.4 GHz frequency to connect to various devices over short distances. It can connect and exchange data with other Bluetooth enabled devices, such as mobile devices, computers, printers, and other digital home appliances, without connecting via cables.

- To avoid problems when connecting your Bluetooth speaker to another device, place the devices close to each other.
- Ensure that your Bluetooth speaker and the other Bluetooth device are within the maximum Bluetooth range (10 m). The distance may vary depending on the environment the devices are used in.
- Ensure that there are no obstacles between the Bluetooth speaker and a connected device, including human bodies, walls, corners, or fences.
- Do not touch the Bluetooth antenna of a connected device.

- Bluetooth uses the same frequency as some industrial, scientific, medical, and low power products and interference may occur when making connections near these types of products.
- Some devices, especially those that are not tested or approved by the Bluetooth SIG, may be incompatible with your Bluetooth speaker.
- Do not use the Bluetooth feature for illegal purposes (for example, pirating copies of files or illegally tapping communications for commercial purposes).

Connecting device via Bluetooth

Pair the Bluetooth speaker with an available Bluetooth device. Once the devices are paired, the Bluetooth speaker will automatically connect to the mobile device whenever you turn on the Bluetooth speaker.

1 **Bluetooth speaker** Press and hold the Play/Bluetooth pairing button for more than three seconds to enter Bluetooth pairing mode.

The indicator light will flash red and blue.

When you turn on the Bluetooth speaker for the first time, it enters Bluetooth pairing mode.

2 **Other device** Activate the Bluetooth feature and search for Bluetooth devices.

For more information, refer to the other device's user manual.

3 **Other device** Tap **Level Box Slim (0000)** from the list of available devices.

The indicator light will flash blue.

- The PIN for the Bluetooth speaker is the four-digit number in parenthesis displayed on the other device's Bluetooth settings screen. The number differs depending on the Bluetooth speaker.
- If the Bluetooth connection fails or the other device cannot locate the Bluetooth speaker, remove the device's information from the other device's list. Then, try to connect again.
- The Bluetooth connection range and sound quality may vary depending on the connected devices.

Disconnecting or reconnecting devices

Press and hold the Play/Bluetooth pairing button for more than three seconds. The current connection will end.

You can also end the connection by deactivating the Bluetooth feature on the connected device.

If the Bluetooth connection ends due to the distance between the devices, bring the devices closer together within a certain period of time. The devices will automatically reconnect.

- You can also end the connection by turning off the Bluetooth speaker or deactivating the Bluetooth feature on the connected device. When you turn on the Bluetooth speaker again and the devices are in range, or activate the Bluetooth feature on the connected device, the devices will automatically reconnect.
- If the Bluetooth connection ends because of a device malfunction, use the Bluetooth menu on the disconnected device to reconnect the devices.
- Noise may occur if the Bluetooth connection is disconnected improperly.

Connecting to other devices

After ending the connection between the Bluetooth speaker and the currently connected device, you can connect the Bluetooth speaker to another device.

1. Press and hold the Play/Bluetooth pairing button for more than three seconds.

   The Bluetooth speaker will end the current Bluetooth connection and enter Bluetooth pairing mode.

2. Connect the Bluetooth speaker to another device.

Connecting additional devices

The Bluetooth speaker can connect to a maximum of two Bluetooth-enabled devices at the same time. When you connect the Bluetooth speaker to two devices, the last device you connect is recognised as the primary device. The other device is recognised as the secondary device.

1 Connect the Bluetooth speaker and a device via Bluetooth. Refer to Connecting device via Bluetooth for more information.

2 Press and hold the Play/Bluetooth pairing button for approximately three seconds to enter Bluetooth pairing mode.

The indicator light will flash red and blue and the first device will be disconnected.

3 Follow the same connection procedure used for connecting the first device to connect the Bluetooth speaker to second device.

4 Tap **Level Box Slim (0000)** from the first device's list to reconnect the Bluetooth speaker to the first device.

This feature may not be supported on some devices.

Listening to music

Listen to music played on the connected device.

Press the Play/Bluetooth pairing button to play music.

Pausing or resuming playback

Press the Play/Bluetooth pairing button to pause or resume music playback.

Adjusting the volume

Press the Volume (+) button or Volume (-) button to adjust the volume.

Skipping to other songs

Press and hold the Volume (+) button to skip to the next song during music playback.

Press and hold the Volume (-) button to skip to the previous song during music playback.

Using call features

When the Bluetooth speaker is connected to a mobile device, you can answer and control calls from the connected mobile device.

Answering or rejecting a call

Press the Play/Bluetooth pairing button to answer a call.

Press and hold the Play/Bluetooth pairing button to reject an incoming call.

Adjusting the volume

Press the Volume (+) button or Volume (-) button to adjust the volume during a call.

Answering a second call

When a second call comes in during a call, the Bluetooth speaker will emit a beep.

Press and hold the Play/Bluetooth pairing button to reject an incoming second call during a call.

Press the Play/Bluetooth pairing button to place a call on hold and answer a second call.

Press the Play/Bluetooth pairing button to switch between two calls.

Ending a call

Press the Play/Bluetooth pairing button to end a call.

Press and hold the Play/Bluetooth pairing button to end a current call and answer the held call.

Using the Samsung Level

On the connected device, download the **Samsung Level** app from Play Store or Galaxy Apps. With the **Samsung Level** app, you can check the remaining battery power and adjust the volume. You can also set the Bluetooth speaker to notify you via voice notification when you have notifications on the connected device.

Also, on the connected mobile device, launch the **Samsung Level** app to share audio with another Bluetooth speaker. If you activate the sound separation feature with the **Samsung Level** app, you can also use two speakers to separate the left and right speaker into different channels. Refer to Using the dual sound feature for more information.

For more information, refer to the help menu of the **Samsung Level**.

The **Samsung Level** app is compatible with Samsung mobile devices running Android 4.2.2 or higher. Some features may differ or may not work on your Bluetooth speaker depending on the connected device or the operating system.

Using the dual sound feature

This Bluetooth speaker supports the Dual Sound feature. You can connect two Bluetooth speakers to share the same audio. You can also use two speakers to separate the left and right speaker into different channels.

Ensure that the Bluetooth speaker that you want to share audio with is turned on.

- Your Bluetooth speaker must be connected to a mobile device. If your Bluetooth speaker is not connected to a mobile device, or is connected to more than two mobile devices, you cannot activate the Dual Sound feature.
- If the distance between your Bluetooth speaker and the connected devices is too great, there is an obstacle obstructs the signal, or the Wi-Fi signal is strong, the audio quality may be poor.
- If you restart your Bluetooth speaker while using the Dual Sound feature, it will try to reactivate the Dual Sound feature automatically. However, if your other Bluetooth speaker is connected to another mobile device, the Dual Sound feature will not reactivate automatically.
- If your other Bluetooth speaker is turned off while using the Dual Sound feature, the connection between the two Bluetooth speakers will end. When you turn it on again, it will automatically reconnect to the mobile device that it was connected to before activating the Dual Sound feature.
- While sharing audio, the voice notification feature will be disabled.
- Visit www.samsung.com to view the product specifications for the other Bluetooth speaker to confirm that it supports the Dual Sound feature.

1 **Other Bluetooth speaker** Press and hold the Play/Bluetooth pairing button and Volume (-) button simultaneously for approximately one second.

2 **Bluetooth speaker** Press and hold the Play/Bluetooth pairing button and Volume (+) button simultaneously for approximately one second.

The audio will be shared.

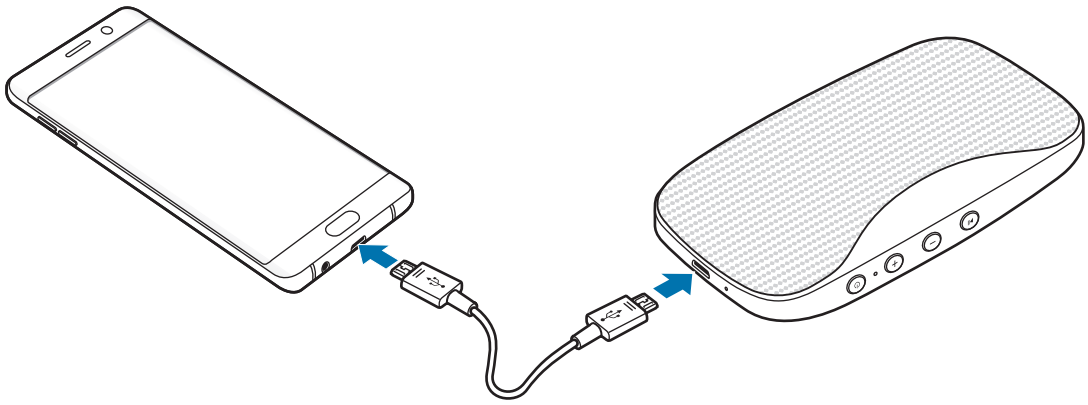
Press and hold the Volume (+) and Volume (-) button on Bluetooth speaker simultaneously for approximately one second to stop sharing audio.

Using as a battery pack

Use the Bluetooth speaker as a battery pack while connecting to another device via the power sharing cable.

1 **Bluetooth speaker** Insert the power sharing cable into the charger port.

2 **Charged device** Insert the other end of the power sharing cable into the multipurpose jack.



3 **Bluetooth speaker** Press the Power button to start charging the battery.

4 After fully charging, disconnect the power sharing cable from the Bluetooth speaker and other device for charging.

- You can use the Bluetooth speaker while charging the other device. However, if the battery power is low, some features may be limited.
- The actual capacity (Wh) is measured based on the battery's output current and voltage. It may differ from the capacity (Wh) indicated on the device, depending on the output power condition, the connected device's circuit configuration, and the operation environment.

Appendix

Troubleshooting

Before contacting a Samsung Service Centre, please attempt the following solutions.

Your Bluetooth speaker does not turn on

When the battery is completely discharged, your Bluetooth speaker will not turn on. Charge the battery completely before turning on the Bluetooth speaker.

Your Bluetooth speaker freezes

If the Bluetooth speaker freezes or hangs, try to resolve it by turning off the Bluetooth speaker and then turning it on again.

If the Bluetooth speaker is still unresponsive, end the Bluetooth connection and reconnect it. To do this, press the Play/Bluetooth pairing button for approximately three seconds. When the Bluetooth speaker enters Bluetooth pairing mode, connect the devices again, and then check the operation of the Bluetooth speaker.

If the problem is still not resolved, contact a Samsung Service Centre.

The battery does not charge properly (For Samsung-approved USB cables and chargers)

- Ensure that the USB cable or the charger is connected properly.
- Check whether your speaker has enough battery power before using it as a battery pack.

If the tips above do not solve the problem, contact a Samsung Service Centre.

Another Bluetooth device cannot locate your Bluetooth speaker

- Ensure that your Bluetooth speaker is in Bluetooth pairing mode.
- Restart your Bluetooth speaker and search for the Bluetooth speaker again.
- Ensure that your Bluetooth speaker and the other Bluetooth device are within the maximum Bluetooth range (10 m).

If the tips above do not solve the problem, contact a Samsung Service Centre.

Your Bluetooth speaker cannot connect to another Bluetooth device

- Ensure that your Bluetooth speaker and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- On the device you want to connect with, disconnect all paired devices and try to connect again.

Bluetooth connection is often disconnected

- If there are obstacles between the devices, the operating distance may be reduced.
- Ensure that your Bluetooth speaker and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- When using the Bluetooth speaker with other Bluetooth devices, the connection may be affected by electromagnetic waves. Use the Bluetooth speaker in environments with fewer wireless devices present.

The Bluetooth speaker works differently as described in the manual

Available functions may differ depending on the connected device.

The battery depletes faster than when first purchased

- When you expose the Bluetooth speaker or the battery to very cold or very hot temperatures, the useful charge may be reduced.
- The battery is consumable and the useful charge will get shorter over time.

Removing the battery

- **To remove the battery, contact an authorised service centre. To obtain battery removal instructions, please visit www.samsung.com/global/ecodesign_energy.**
- For your safety, you **must not attempt to remove** the battery. If the battery is not properly removed, it may lead to damage to the battery and device, cause personal injury, and/or result in the device being unsafe.
- Samsung does not accept liability for any damage or loss (whether in contract or tort, including negligence) which may arise from failure to precisely follow these warnings and instructions, other than death or personal injury caused by Samsung's negligence.

FCC Statement

- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

- Caution: Any changes or modifications not expressly approved by Samsung Electronics Co., Ltd. could void the user's authority to operate the equipment.

- FCC Radiation Exposure Statement
  This equipment complies with FCC Radiation exposure limits set forth for an uncontrolled environment. This equipment must not be co-located or operating in conjunction with any other antenna or transmitter.

- This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules.

- These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

- However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

  - Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.

IC Statement

- This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

- Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

- Industry Canada Radiation Exposure Statement
  This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment must not be co-located or operating in conjunction with any other antenna or transmitter.

- Déclaration d'Industrie Canada sur l'exposition aux radiations
  Cet équipement est conforme aux limites établies par Industrie Canada en matière d'exposition aux radiofréquences dans un environnement non contrôlé. Cet appareil et son antenne ne doivent pas être colocalisés ou fonctionner en conjonction avec tout autre antenne ou émetteur.

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