

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: pairing Galaxy Buds and fixing Bluetooth problems

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Galaxy Buds, speakers and car systems connect using Bluetooth. Most problems are fixed by re-pairing, which does not affect your data.

Pairing Galaxy Buds

1. Install the **Galaxy Wearable** app from the **Play Store** or **Galaxy Store** if it is not already on the phone.
2. Open the Buds case lid next to the phone with Bluetooth on. A pop-up usually offers to connect. Tap **Connect**.
3. If no pop-up appears, open **Galaxy Wearable** and follow the steps to add a device.
4. Put the earbuds in your ears when asked, and finish any set-up screens.

Pairing other Bluetooth devices

1. Put the device into pairing mode (see its manual, often a long button press).
2. On your phone swipe down from the top, press and hold **Bluetooth**.
3. Tap **Scan**, then pick the device name from the list.

If it will not connect or keeps dropping

- Check both devices are charged and close together.
- Turn Bluetooth off and on again.
- Restart the phone.
- In **Settings, Connections, Bluetooth**, tap the cog beside the device and choose **Unpair**, then pair again from scratch.
- For Buds, open **Galaxy Wearable**, and look for the option to reset the earbuds. This puts them back to factory settings, but not the phone.
- Charge the Buds in the case for a while. Check for fluff on the metal contacts.
- Install updates for the phone and the Buds in the **Galaxy Wearable** app.

Sound problems

- One bud silent: put both back in the case, close, wait, and try again.
- Choppy audio: move away from busy Wi-Fi and other devices, or keep your phone in the same pocket.
- Low volume: check media volume and any earbud sound settings in the app.

Wording differs slightly by model and One UI version.

When to get more help

If one earbud is dead, the case will not charge, or a car keeps refusing to connect, ask for help. It may be a fault, and in warranty could be replaced.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.