

# CREATIVE MUVO™ 20

## EN Safety Instructions/Technical Specifications/FAQ

## FR Consignes de sécurité/Caractéristiques techniques/FAQ

## ES Instrucciones de seguridad/Especificaciones técnicas/Preguntas más frecuentes

## PT Instruções de segurança/Especificações técnicas/FAQ (Perguntas mais frequentes)

## JP 安全に関する注記/技術仕様/FAQ

## CS 安全使用说明/技术规范/常见问题

## KO 안전 지침/기술 사양/자주 묻는 질문

## TR Güvenlik Talimatları/Teknik Özellikler/SSS

## AR Instruksi Keselamatan/Spesifikasi Teknis/PSD (Pertanyaan yang Sering Diajukan)

## الإسئلة المتداولة (FAQ) المواصفات الفنية/إرشادات السلامة

## Model No.型号：MF8185A

## PN: 03MF818500001 Rev A

## DECLARATION OF CONFORMITY

### According to R&TTE Directive (1999/5/EC)

**Manufacturer's Name:** Creative Technology Ltd  
**Manufacturer's Address:** 31, International Business Park #03-01, Creative Resource Singapore 609921

**Product Name:** Creative MUVO 20

**Product Model Number:** MF8185

**Intended Use:** Office and Home Usage

**Restrictive Use:** Nil

**To which this declaration relates are in conformity with the following standard(s):**

**EMC Class B**

EN 55013:2001 +A1:2003 +A2:2006

EN 55020:2007 + A11:2011

EN 61000-3-2:2006 + A1:2009 + A2:2009

EN 61000-3-3:2008

EN 301 489-1 V1.9.2.2011

EN 301 489-17 V2.2.1.2012

**Health & Safety:** EN 60065:2002 + A1:2006 + A11:2008 + A2:2010 + A12:2011

EN 62479:2010

**Radio:** EN 300 328 V1.7.1:2006

**RoHS :** EN 50581:2012

**Supplementary Information:** • This product does not fall under the ErP scope.

Technical documentation for this product(s) is retained at the following address:

**Company Name :** Creative Technology Ltd

**Company Address :** 31, International Business Park #03-01, Creative Resource Singapore 609921

**CE**

EN Hereby, Creative Technology Ltd. declares that this wireless speaker is in compliance with the essential requirements and other relevant provisions of Directive 2002/95/EC.

TR Creative Technology Ltd., Kablosuz Hoparlör in Avrupa Konseyi'nin 1999/5/EC sayılı direktifinde belirtilen önemli gereklilik ve koşullara uygunluğunu beyan eder

## Regulatory Information

The following sections contain notices for various countries:

**CAUTION:** This product is intended for use with FCC/CE certified computer equipment. Please check the equipment operating/installation manual and/or with the equipment manufacturer to verify/confirm if your equipment is suitable prior to the installation or use of the product.

**Federal Communication Commission (FCC) Interference Statement Notice for USA FCC Part 15:** 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 into 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.

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:** To comply with the limits of the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed with computer equipment certified to comply with Class B limits. All cables used to connect to the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

**MODIFICATION:** Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

**Federal Communication Commission (FCC) Radiation Exposure Statement**  
 Power is so low that no RF exposure calculation is needed.

**Notice for Canada**

This Class B digital apparatus complies with Canadian ICES-003 and RSS-210. Cet appareil numérique de classe B est conforme aux normes canadiennes NMB-003 et CNR-210. This device complies with Industry Canada licence-exempt RSS standard. 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 undesirable operation. Cet appareil est conforme aux Industrie Canada RSS standard exempts de licence. Son fonctionnement est soumis aux deux conditions suivantes :
  - [1] Le matériel ne peut être source d'interférences et
  - [2] Doit accepter toutes les interférences reçues, Y compris celles pouvant provoquer un fonctionnement indésirable.

**CANADIAN CLASS B STATEMENT:**

This digital device does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of the Department of Communications. Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques," NMB-003 édictée par le ministre des Communications.

**MODIFICATION:** Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device. Toute modification non autorisée explicitement par le fournisseur de licence de l'appareil peut entraîner l'annulation du droit de l'utilisateur à utiliser l'appareil.

## Notice for Taiwan

**警告使用者:**

1. 本產品使用時，不致造成違反低功率電波輻射性電機管理辦法之控制，調整及開關之使用方法。
2. 本產品不得任意調整更改各項零件或對於發射之功率影響之作爲，若有操作問題請與本公司人員聯繫，並由本公司 負起監督及維修之責任。

3. 根據交通部低功率電波輻射性電機管理辦法規定:

**第十二條**

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

**第十四條**

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

## Notice for Korea

**Safety information**

**부품 기기 (가정용 방송통신기자재)**

**Class B Equipment** (For Home Use Broadcasting & Communication Equipment)

이 기기는 가정용 (부품) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

This equipment is home use (Class B) electromagnetic wave suitability equipment and to be used mainly at home and it can be used in all areas.

## Vietnam ROHS Statement

This product is in compliance with Circular 30/2011/TTBCT of the Ministry of Trade of the Socialist Republic of Vietnam ("Circular"), it does not contain the following substances in concentration greater than the Maximum Limit value as specified in the Circular.

Substance	Maximum Limit (ppm) 1,2
• lead	1000
• mercury	100
• cadmium	100
• hexavalent chromium	1000
• polybrominated biphenyls (PBB)	1000
• polybrominated diphenyl ethers (PBDE)	1000

<sup>1</sup> Maximum Limit does not apply to applications exempted from the Circular.

<sup>2</sup> Maximum Limit refers to concentration by weight in homogeneous materials.

## Notice for Singapore

Complies with  
 IDA Standards  
 DB00148

## Turkey ROHS Statement

EEE Yönetmeliğine Uygundur

## 充電池リサイクルについてのご注意

Li-ion クリエイティブの一部製品にはリチウムイオン充電池が使用されています。

リチウムイオン充電池はリサイクル可能な資源です。

- クリエイティブ製品に内蔵されている充電池をリサイクルするには、充電池の取り外しはお客様ご自身で行わなければなりません。リサイクルの方法などのお問い合わせは、クリエイティブメディア、株式会社のカスタマーサービスセンター <http://jp.creative.com/support/contact/> (日本語のみ) にご相談下さい。

- 取り外しが可能なクリエイティブ製品の充電池をリサイクルするには –

## 注意事項

- 安全の為、電力を完全に使い切ってから充電池を取り外して下さい。
- 安全の為、充電池の金属端子部分にはセロハンテープなどの絶縁テープを貼って下さい。
- 安全策を講じた使用済み充電池は、充電池店でのリサイクル協力店へお持ち下さい。

充電池店での回収/リサイクルおよびリサイクル協力店については、中国責任法人JBRCのホームページ <http://www.jbrc.com/> を参照して下さい。

## EN Safety Instructions

**Please read the following before using the Creative product:**

**Embedded Battery** - Do not attempt to remove the embedded battery.

The product must be disposed of according to local environmental regulations. To replace the battery, return your product to your regional support office. For product service information, go to [www.creative.com](http://www.creative.com).

- Do not expose to excessive heat such as sunlight fire or the like.

**CAUTION:** Risk of explosion if battery is replaced by incorrect types.

**Additional guidelines for Bluetooth® devices**

The short wave radio frequency signals of a Bluetooth device may impair the operation of other electronic and medical devices.

Switch off the device where it is prohibited. Do not use the device in medical facilities, aircraft, refueling points, close to automatic doors, automatic fire alarms or other automatically controlled devices.

Keep this device at least 20 cm from pacemakers and other medical devices. Radio waves may impair the operation of pacemakers and other medical devices.

**Technical Specifications**

**Bluetooth Version:** Bluetooth 4.0

**Operating Frequency:** 2402 - 2480 MHz

**Lithium Ion Battery:** 3.6 2200mAh (7.92Wh)

Input: 5V==500 - 1000mA

DC Out: 5V==500mA

**Operating Temperature range:** 0°C to 45°C

**Supported Bluetooth profiles\*:** A2DP (Wireless Stereo Bluetooth) AVRCP (Bluetooth Remote Control) HFP (Handsfree profile)

**Supported Codec:** SBC, aptX

**Operating Range:** Up to 10 meters, measured in open space. Walls and structures may affect range of device.

Note: Compliance markings are located on the bottom of this product.

\* Refer to your Bluetooth device (notebook, PC, or mobile device) manufacturer's documentation website for supported profiles.

<sup>1</sup> Compatible with PC (Windows XP/Vista/7/8), Apple Macintoshes equipped with Bluetooth wireless stereo

<sup>2</sup> Compatible with most major brands of Bluetooth A2DP enabled mobile phones

**Compatibility Disclaimer**

Wireless performance is dependent on your device's Bluetooth wireless technology. Refer to your device manufacturer's manual. Creative will not be liable for any lost of data or leakages resulting from the use of these devices.

**Product Registration**

Registering your product ensures you receive the most appropriate service and product support available. You can register your during installation or at <http://www.creative.com/register>.

Please note that your warranty rights are not dependent on registration.

**FAQ (Frequently Asked Questions)**

Perform the following trouble-shooting steps before sending it for servicing. For more information, please refer to support.creative.com

**The Creative MUVO 20 cannot be powered on. What should I do?**

- Ensure that there is enough battery power on the speaker.

• Attach USB power via a USB port (from a computer or Laptop) and attempt to power it on again.

• The internal battery may be depleted. Attach USB power via computer or Laptop and charge for about 1 hour before attempting to power it ON again.

**There's no Bluetooth link between my device and the Creative MUVO 20. What should I do?**

- Ensure that your Bluetooth enabled device supports A2DP profile. Refer to its user's manual how to enable (turn on) the Bluetooth functions and its capabilities.

You may also try the following:

- Delete the Creative MUVO 20 name entry from your Bluetooth device paired memory list and perform the steps in **PAIR IT** (NFC pairing or Manual pairing) to re-pair your device with Creative MUVO 20.

• Ensure that both your Bluetooth device and Creative MUVO 20 are not connected to any other devices.

• On some Bluetooth device, you may need to select Creative MUVO 20 as your default output device after pairing is complete\*\*. In the event of the appearance of two Creative MUVO 20 instances, select the one with the "Stereo" label as music output and the other for voice communications vocales.

**ATTENTION:** Risque d'explosion si la batterie est remplacée par un modèle inapproprié.

**Lignes directrices supplémentaires pour les périphériques Bluetooth**

Les fréquences radio à ondes courtes émises par un périphérique Bluetooth peuvent perturber le fonctionnement des autres appareils électroniques et médicaux.

Arrêtez l'appareil si son utilisation est interdite. Ne l'utilisez pas dans les structures médicales, les aéroports et les stations essence, ni à proximité des portes automatiques, des alarmes incendie et des autres dispositifs à commande automatique.

Ne rapprochez pas cet appareil à moins de 20 cm d'un simulateur cardiaque ou d'un autre appareil médical. Il émet des ondes radio qui risquent de perturber son fonctionnement.

**I am unable to pair to my Bluetooth NFC enabled device**

• Ensure that *NFC* is turned on for your device. For information on how to turn on NFC, please consult the documentation found on your regional support office.

• Ensure that both your *NFC* enabled device is not connected to any other *Bluetooth* devices and that the Creative MUVO 20 is not connected to any *Bluetooth* device and try again.

• Update your *NFC* enabled *Bluetooth* device firmware to the latest and try the above 2 steps again.

**Bluetooth link is established either by NFC or Manual pairing between the devices but there's no music. What should I do?**

\*\* With some built-in Bluetooth enabled computers, 3rd party USB Bluetooth dongles or other devices, you may be required to manually specify/set-up the audio output as Creative MUVO 20. (eg. under sound and audio devices section on your computer's settings) Please consult your manufacturer's documentation for further information.

**How do I disable Voice Prompt?**

- With the speaker Powered ON and not connected to any Bluetooth device, press both Volume "+" and Multifunction Button at the same time until a prompt is heard indicating voice prompt is disabled.

**How do I enable Voice Prompt?**

- On a speaker with disabled voice prompt, ensure that it is Powered ON and not connected to any Bluetooth device. Press both Volume "+" and Multifunction Button at the same time until a prompt is heard indicating voice prompt is enabled.

**Why is my speaker unable to power off automatically after 15mins of inactivity?**

• Please ensure that there are no Bluetooth devices connected to the speaker and that the aux-in does not have a cable attached to it.

## FR Consignes de sécurité

**Lisez ce qui suit avant d'utiliser les produits Creative :**

**Batterie intégrée** - Ne tentez pas de retirer la batterie intégrée.

Le produit doit être mis au rebut conformément aux réglementations environnementales locales. To replace the battery, return your product to your regional support office. Pour obtenir des informations sur la maintenance du produit, consultez le site [www.creative.com](http://www.creative.com).

- N'exposez pas votre produit à une chaleur excessive comme la lumière du soleil, un feu, etc.

**ATTENTION:** Risque d'explosion si la batterie est remplacée par un modèle inapproprié.

**Lignes directrices supplémentaires pour les périphériques Bluetooth**

Les fréquences radio à ondes courtes émises par un périphérique Bluetooth peuvent perturber le fonctionnement des autres appareils électroniques et médicaux.

Arrêtez l'appareil si son utilisation est interdite. Ne l'utilisez pas dans les structures médicales, les aéroports et les stations essence, ni à proximité des portes automatiques, des alarmes incendie et des autres dispositifs à commande automatique.

Ne rapprochez pas cet appareil à moins de 20 cm d'un simulateur cardiaque ou d'un autre appareil médical. Il émet des ondes radio qui risquent de perturber son fonctionnement.

**Je n'ai pas pu effectuer le couplage à mon périphérique Bluetooth compatible NFC**

• Vérifiez que NFC est activé pour votre périphérique. Pour des informations sur la manière d'activer NFC, veuillez consulter la documentation qui accompagne votre périphérique compatible NFC.

• Vérifiez que votre NFC activé n'est connecté à aucun autre dispositif Bluetooth et que le Creative MUVO 20 n'est connecté à aucun périphérique Bluetooth, puis réessayez.

• Mettez à jour le firmware de votre périphérique Bluetooth compatible NFC, puis tentez à nouveau les 2 étapes ci-dessus.

**Profils Bluetooth pris en charge\*:** A2DP (Bluetooth stéréo sans fil) AVRCP (télécommande Bluetooth) HFP (profil mains-libres)

**Supported Codec:** SBC, aptX

**Portée de fonctionnement:** Jusqu'à 10 mètres, mesurés dans un espace ouvert. Les murs et les structures peuvent influer sur la portée du périphérique.

Note: Conformité des marques de conformité se trouvent au bas du produit

\* Pour savoir quels sont les profils pris en charge, reportez-vous à la documentation ou au site Web du fabricant du périphérique Bluetooth (ordinateur portable, PC) ou périphérique mobile).

\* Compatible avec les PC (Windows XP/Vista/7/8), les Apple Macintosh équipés d'un système stéréo sans fil Bluetooth

\* Compatible avec les principales marques de téléphones mobiles Bluetooth A2DP (iPhone, Windows Mobile, etc.)

**Déclaration de compatibilité**

Les performances sans fil dépendent de la technologie sans fil Bluetooth de votre périphérique. Reportez-vous à la documentation du fabricant de votre périphérique. Creative ne sera pas responsable pour les pertes de données ou les pertes de données résultant de l'utilisation des ces appareils.

**Enregistrement du produit**

L'enregistrement de votre produit vous assure de recevoir le support produit et les services les plus appropriés disponibles. Vous pouvez enregistrer votre produit lors de l'installation ou sur le site [www.creative.com/register](http://www.creative.com/register).

Notez que vos droits à la garantie ne sont pas soumis à l'enregistrement.

**FAQ (questions fréquemment posées)**

Exécutez les opérations de dépannage suivantes avant d'envoyer le produit en réparation. Pour plus d'informations, visitez le site support.creative.com

**The Creative MUVO 20 ne peut pas être mis sous tension. Que dois-je faire ?**

- Vérifiez que la batterie du haut-parleur est suffisamment chargée.

• Raccordez l'alimentation USB via un port USB (d'un ordinateur de bureau ou d'un ordinateur portable) et tentez à nouveau de le mettre sous tension.

• Assurez-vous que votre périphérique compatible Bluetooth est correctement configuré pour recevoir le Creative MUVO 20. (par exemple, sous le son et les paramètres audio de votre ordinateur, par exemple). Pour plus d'informations, consultez la documentation du fabricant de votre périphérique.

• Consultez la documentation o (le site web del dispositvo Bluetooth del fabricante anterior) , PC o dispositivo móvil) para saber cuáles son los perfiles admitidos.

\* Compatible con PC (Windows XP/Vista/7/8), Apple Macintosh equipados con Bluetooth estereo inalámbrico

\* Compatible con las principales marcas de teléfonos móviles Bluetooth A2DP (incluidos iPhone, Windows Motie)

**Exención de responsabilidad**

El rendimiento de la red inalámbrica depende de la tecnología inalámbrica Bluetooth del dispositivo. Consulte la documentación del fabricante del dispositivo. Creative no será responsable de ninguna pérdida de datos o daños que resulten del uso de estos dispositivos.

**Registro del producto**

Si registra el producto, recibirá el servicio de asistencia al cliente más adecuado. Puede realizar el registro durante la instalación o en la página [www.creative.com/register](http://www.creative.com/register).

Nota: Los derechos de la garantía no dependen de la inscripción.

**Preguntas frecuentes**

Leve a cabo los siguientes pasos de resolución de problemas antes de enviarlo a reparar. Para obtener más información, visite [support.creative.com](http://support.creative.com)

**No puedo encender Creative MUVO 20. ¿Que debo hacer?**

- Compruebe que hay suficiente batería en el altavoz.