



Troubleshooting

If you're ever having trouble with your NuraBuds, read the following troubleshooting.

Resetting your NuraBuds

Device Reset

Hold down the touch buttons on both sides of the NuraBuds for 10 seconds to reset.

Factory Reset

1. Open the Nura app.
2. Tap **Menu > Device settings > Perform Factory Reset**

Note: this will delete your hearing profiles.

If your NuraBuds Won't Charge

- Make sure you're charging with the NuraBuds USB-A to micro-USB cable only.
- If you're trying to charge with a computer, then try using a different USB port or a wall charger.
- If you're trying to charge with a wall charger, then try charging with a computer.
- If you're attempting to charge with a USB hub, then make sure it's powered.

If your NuraBuds won't Connect to the Nura App:

- Check your mobile device and the Nura app have been updated to the latest version.
- Close and re-open the Nura app.
- Check your NuraBuds are connected to your mobile device with Bluetooth. You need to be connected with Bluetooth to use the Nura app. Bluetooth will only activate when no cables are connected.
- Check your internet connection is stable.
- Delete the Nura app, restart your mobile device and then reinstall the Nura app.
- Reset your NuraBuds.

If You're Having Trouble Connecting Your NuraBuds via Bluetooth:

Check your NuraBuds and device are charged.

Ensure your NuraBuds and device are within 10 feet of each other.

Check you're connecting to **NuraBuds XXX**, not **NuraBuds XXX[LE]**.

NuraBuds XXX [LE] is the NuraBuds low-energy mode, which will automatically connect after you've connected to **NuraBuds XXX**.

Move away from other Bluetooth devices, microwaves and wireless routers to avoid interference.

Further troubleshooting:



- Re-start your device and try pairing your NuraBuds with Bluetooth again.
- If you've previously paired your NuraBuds with Bluetooth, then remove your NuraBuds from your device's paired device list and try pairing again.
- Reset your NuraBuds.

Bluetooth Cutting In and Out?

Bluetooth is designed for short distances, so you might experience some interference from time to time. To minimise Bluetooth interference, try the following:

- Move your paired device closer to the NuraBuds
- Move your NuraBuds and device away from other Bluetooth devices, microwaves and wireless routers.
- Update your NuraBuds and mobile device to the latest versions.

If You're Having Trouble Making Calls With Your NuraBuds:

Follow these steps if you're having trouble making and receiving phone calls, or calls via Skype, FaceTime or other calling apps.

- Check your NuraBuds are connected with Bluetooth.
- Check that nothing is blocking your NuraBuds microphones.
- The microphones are located on each side of your NuraBuds.
- Disconnect your NuraBuds from your device and then reconnect.
- Check your Bluetooth connection.
- Poor call quality can be caused by a poor Bluetooth connection.
- Reset your NuraBuds.



If You're Having Trouble With Your NuraBuds Sound Quality:

- To get the highest sound quality from your NuraBuds:
- Use a lossless file format, such as AIFF, WAV or FLAC.
- Use a lossless streaming service, such as Tidal.
- If you're using Spotify or a similar streaming service, use the high-quality streaming option. Ensure to check the streaming quality options in the platform's settings.
- Check the device is not in Social Mode.
- If you're using MP3 or MP3-like files, use high-bitrate MP3, Ogg or AAC files. Or use minimum 256kbps (and preferably 320kbps) files with modern codecs.

If the Touch Buttons Aren't Working Correctly:

1. Check your NuraBuds touch buttons have been set-up correctly via the nura app.
2. Reset your NuraBuds.

Can't Find What You're Looking For? Try the Following:

- Check your NuraBuds are charged.
- Check your mobile device and the Nura app have been updated to the latest version.
- Check your Bluetooth is connected.

Further Troubleshooting

1. Forget your NuraBuds from your device's Bluetooth settings, and pair again.
2. Reset the device which you are trying to connect to.
3. Delete and reinstall the Nura app.
4. Reset your NuraBuds.
5. Clean your NuraBuds.

Need more help?

Check our in-depth online help & support site nura.co/support

You can also contact us via email and live chat at nura.co/contact

Warranty

Your NuraBuds are covered by a one-year limited warranty. Find out more at nura.co/returns



Compliance

nura® adheres to the certification requirements for various regions around the world. For a full list of certifications please visit: nura.co/compliance



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 distance 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

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Supplier's Declaration of Conformity

Product name: NURABUDS

Model Number: NURABUDS

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.

47 CFR § 2.1077 Compliance Information

Responsible Party – U.S. Contact Information:

Nura USA Operations Inc.

1375 Broadway, 15th Floor, New York, NY 10018 USA

compliance@nura.co

R FCC ID: 2ANIN-TOBBR

L FCC ID: 2ANIN-TOBBL



The product is only guaranteed to comply with EN50332 in generic mode with immersion off with the volume limiter on. Depending on the hearing of the user, some combinations of hearing corrections and immersion setting may exceed EN50332 limits.

To prevent possible hearing damage, do not listen at high levels for long periods.



This device may be operated in all member states of the EU. Declaration for EU compliance: Operation Frequency Band/Max. RF power transmitted: 2402-2480 MHz, <100 mW.

Hereby, nura® Operations Pty. Ltd declares that the radio equipment type 'TOBB' is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.nura.co/nurabuds/compliance

Focus on your safety and that of others if you use the headphones while engaging in any activity requiring your attention. You may remove the headphones or adjust your volume to ensure you can hear surrounding sounds, including alarms and warning signals.

Do not use the headphones if they emit any loud or unusual noise. If this happens, take the headphones off and contact Nura customer service.

Do not submerge or expose the headphones to water, or wear while participating in water sports, e.g., swimming, surfing etc.

CAUTION

the battery shall not be exposed to excessive heat such as sunshine, fire or the like
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery can result in an explosion.

Leaving a battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas.

A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

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Android, Google Play and the Google Play logo are trademarks of Google Inc. The NuraBuds are designed by nura® in Melbourne, Australia.

Made and assembled in China.

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