



NURABUDS User Manual



model: T0BB
Power: 5V, 0.2A
Wireless frequency band: 2400-2483.5 MHz



Contents

NURABUDS safety information	3
Getting started	5
What's in the box	5
Fitting your NURABUDS	6
Turning your NURABUDS on/off	6
Downloading the Nura app	6
Connecting your NURABUDS with Bluetooth®	7
Swapping between Bluetooth® devices	7
Updating your NURABUDS	7
Your NURABUDS	8
Charging your NURABUDS	8
Checking your NURABUDS battery	8
Using the Touch Buttons	8
Making and receiving voice calls with your NURABUDS	9
Connecting your NURABUDS to other products	9
Computers	9
TVs	9
Changing your NURABUDS ear tips	10
Cleaning the NURABUDS	10
The Nura app	11
Nura app features	11
Personalising Your NURABUDS	12
Choosing your level Immersion	12
Adjusting your Active Noise Cancellation (ANC)/ Social Mode	12
Changing the NURABUDS voice language	13
Troubleshooting	14
Resetting your NURABUDS	14
Charging troubleshooting	14
Nura App troubleshooting	14
Bluetooth troubleshooting	14
Voice calls troubleshooting	15
Sound Quality troubleshooting	16
TouchDials troubleshooting	16
Need more help?	16
Warranty	16
Compliance	17



NURABUDS safety information



**Read this manual before using the NURABUDS for the first time.
Keep this manual handy for future reference.**

The NURABUDS have been designed and tested for safety and comfort, but please note: exposure to any noise of 85 Decibels (dB) or above (approximately the same volume as a food blender) can cause gradual hearing loss. Due to the clarity and noise cancelling of the NURABUDS, you won't need to listen to your music as loudly as with many conventional headphones.

Monitor your use. Hearing loss is a function of loudness versus time — the louder the volume, the less time you can be exposed to it. The quieter the volume, the longer you can listen. For example, 8 hours at 85 dB causes as much damage as 4 hours at 88 dB, 2 hours at 91 dB, or just 15 minutes at 100 dB.

Only use the NURABUDS with the volume set at a comfortable, moderate level.

Do not listen to music at a high volume for any extended period.

Be aware that reminders or warning sounds, i.e. alarms, message tones and incoming calls, might vary while using the NURABUDS.

If you experience a warming sensation or loss of hearing, remove the NURABUDS from your head immediately and contact Nura support.

If the NURABUDS emit a loud or unusual noise, stop using it and contact Nura support immediately.

Due to noise-cancelling technology, do not use the NURABUDS at any time when an inability to hear may present a danger to yourself or others. For example, while driving, riding a bicycle, in a construction site, or in or near traffic.

If you're using the NURABUDS for phone calls while driving, then use caution and follow applicable laws regarding mobile phone and headphone use. Some jurisdictions impose specific limitations such as using a single earpiece while driving.

Use only certified Nura cables to charge the NURABUDS.

Charging the NURABUDS should be done only by following the instructions in this user manual.

Do not make unauthorised alterations to this product. Any attempt to do so will void the warranty.

CAUTION the battery shall not be exposed to excessive heat such as sunshine, 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.



Contains small parts which may be a choking hazard. Not suitable for children under age 3.



This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.



Li-ion

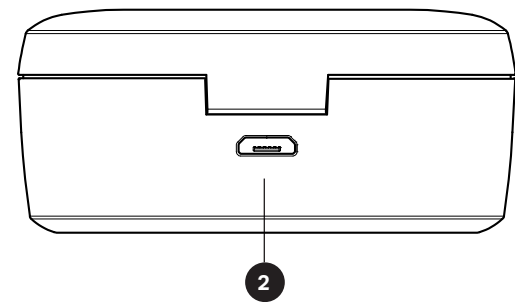
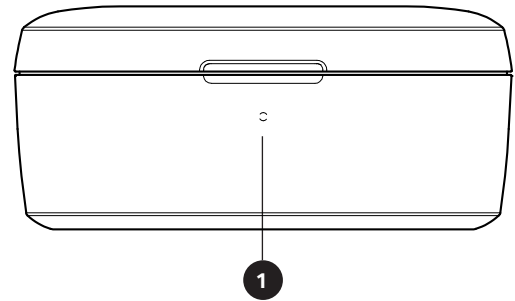
Removal of the rechargeable lithium-ion battery in this product should be conducted only by a qualified professional.



Getting started

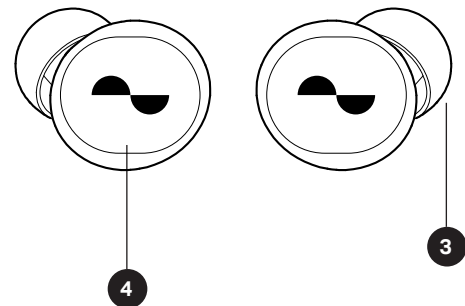
Charging Case

- 1 LED charging light
- 2 Micro-USB charging port



NURABUDS

- 3 Removable ear tip
- 4 Touch Buttons



What's in the box

Your NURABUDS will come with:

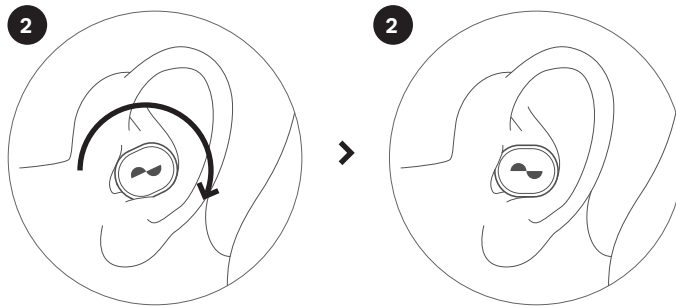
- 1. NURABUDS
- 2. Charging case
- 3. USB-A to micro-USB charging cable
- 4. 3 x Multi-Sized silicone ear tips



Fitting your NURABUDS

Put your NURABUDS On

1. Left and Right - Hold the earbud marked L in your left hand, and the earbud marked R in your right hand
2. Adjust the fit - Insert the ear tips into your ears and slightly twist backwards to find the right fit. Your NuraTrue should feel secure and comfortable.
3. To ensure your NURABUDS fits comfortably, try the different sized ear tips to find what works best for you.



Turning your NURABUDS on/off

To Power On: Remove your NURABUDS from its charging case.

To Power Off: Place your NURABUDS into the charging case. Your NURABUDS will beep to indicate that they are charging. If they do not beep, simply charge the case for two hours with the included micro-USB charging cable.

Note: NURABUDS won't turn off if the case is out of battery. For instructions on charging the case, see below.

Downloading the Nura App

To set up your NURABUDS, you'll need to download the Nura app.

You can download the Nura app from:

- iOS — the App Store
- Android — Google Play

Nura app system requirements:

- iOS — iOS 9.3+ and Bluetooth® 4
- Android — Android 5.0+ and Bluetooth® 4



Connecting Your NURABUDS with Bluetooth®

You'll need to pair your NURABUDS to your mobile device via Bluetooth to access the Nura App.

To connect your NURABUDS with Bluetooth:

1. To enter pairing mode, tap and hold down both touch buttons on each side.
2. On your mobile device go to **Settings > Bluetooth**
3. Select **NURABUDS XXX. XXX** is the NURABUDS unique pairing number.

Swapping Between Bluetooth® devices

Your NURABUDS automatically enters discoverable mode for two minutes. To enter pairing mode, tap and hold down both touch buttons on each side.

When your NURABUDS are in discoverable mode, select NURABUDS XXX in the Bluetooth settings of any device you'd like to switch to.

A voice prompt will announce "Bluetooth device changed."

You have now swapped your connection.

Updating Your NURABUDS

In order to access the latest and greatest features for your NURABUDS make sure you update:

Your Nura App

To update the Nura App, open the App Store (for iOS devices) or Google Play (for Android devices) to check for available updates.

Your NURABUDS

Every now and then, we'll add significant improvements to the NURABUDS with a firmware upgrade. These will be either automatically applied to your device or you may need to perform the below.

To update your NURABUDS firmware:

1. Open the Nura app.
2. A message will appear that an update is available, tap **Start** update,
or, Tap **Menu > Device Settings > Software update > Start update**
3. Your upgrade will begin.

Feel free to take off your NURABUDS, but keep it close to your phone with the screen turned on.



Your NURABUDS

This section contains everything you need to know about using your NURABUDS.

Charging the NURABUDS and Case

The NURABUDS battery provides 4 hours of wireless use, and up to 10 hours of use when using the charging case.

- **To charge your NURABUDS**, place them in the case and close the lid. Your NURABUDS shuts down and charges when placed inside the case. Your case holds multiple full charges for your NURABUDS so you can charge on the move. To keep your NURABUDS charged, put them in the case when you're not using them. The NURABUDS battery takes approximately two hours to fully charge.
- **To charge your case**, connect the case to the included USB-A to micro-USB charging cable and plug it into a computer or wall adapter. The charging case has LED lights which indicate when it's charging. The NURABUDS charging case takes approximately two hours to fully charge.

Checking the NURABUDS Battery

While connected to your NURABUDS, you can check the battery indicator in the top-right corner of the Nura app.

A voice prompt will also announce "battery low" when your NURABUDS needs charging.

A voice prompt will announce "battery critical" when your NURABUDS are about to power off.

Using the NURABUDS Touch Buttons

The NURABUDS have touch buttons on each side that you can tap to perform useful functions.

You can customise your touch buttons in the Nura app:

1. Open the Nura app with your NURABUDS connected via Bluetooth to your device.
2. Tap on the Menu icon at the top left (☰).
3. Tap on **Device settings > Configure Touch Buttons**.
4. Choose the Tap controls you wish to adjust

Tap/Double Tap

- Play/Pause
- Play/Pause/Answer Call/Hang-up Call
- Next Track
- Previous Track
- Toggle ANC/Social Mode
- Toggle Immersion Mode
- Volume Up
- Volume Down
- Voice Assistant



Tap and Hold

Tap and hold both touch buttons to enter pairing mode.

Making and Receiving Voice Calls With Your NURABUDS

The NURABUDS include highly sensitive microphones for enhanced voice call quality.

When your NURABUDS are connected via Bluetooth, you can answer voice calls:

- Directly on your phone;
- Or by using the NURABUDS Touch buttons, if you have customised the functionality within the Nura app.

Connecting Your NURABUDS to Other Products

You can connect your NURABUDS to other products in the following ways:

Computers

Mac

1. Tap and hold down both touch buttons on each side of your NURABUDS to enter pairing mode.
2. On your Mac, choose Apple menu > System Preferences, then click Bluetooth.
3. Select NURABUDS XXX on the device list. XXX is the NURABUDS unique pairing number.

Your NURABUDS are now connected.

PC

1. Tap and hold down both touch buttons on each side of your NURABUDS to enter pairing mode.
2. Click the Bluetooth icon on your computer's taskbar.
3. From Bluetooth & other devices, click Add Bluetooth or other device.
4. Select NURABUDS XXX. XXX is the NURABUDS unique pairing number.

TVs

Audio configurations on TVs vary. Check your TV's connectivity is compatible with NURABUDS connectivity.



Changing the NURABUDS Ear Tips

The NURABUDS come with three ear tip sizes. Try all the ear tip sizes to find the ones that best fit your ears. You'll know you have a good seal if the sound around you quietens when you put on your NURABUDS.

To change the NURABUDS ear tips:

1. Gently pull the ear tip to remove.
2. Push the new ear tip onto the NURABUDS.
3. Check the new ear tip is pushed on all the way.

Cleaning the NURABUDS

Your NURABUDS need cleaning from time to time.

Please note: never use alcohol, cleaning solvents, or strong detergents when cleaning the NURABUDS.

To clean the NURABUDS Ear Tips:

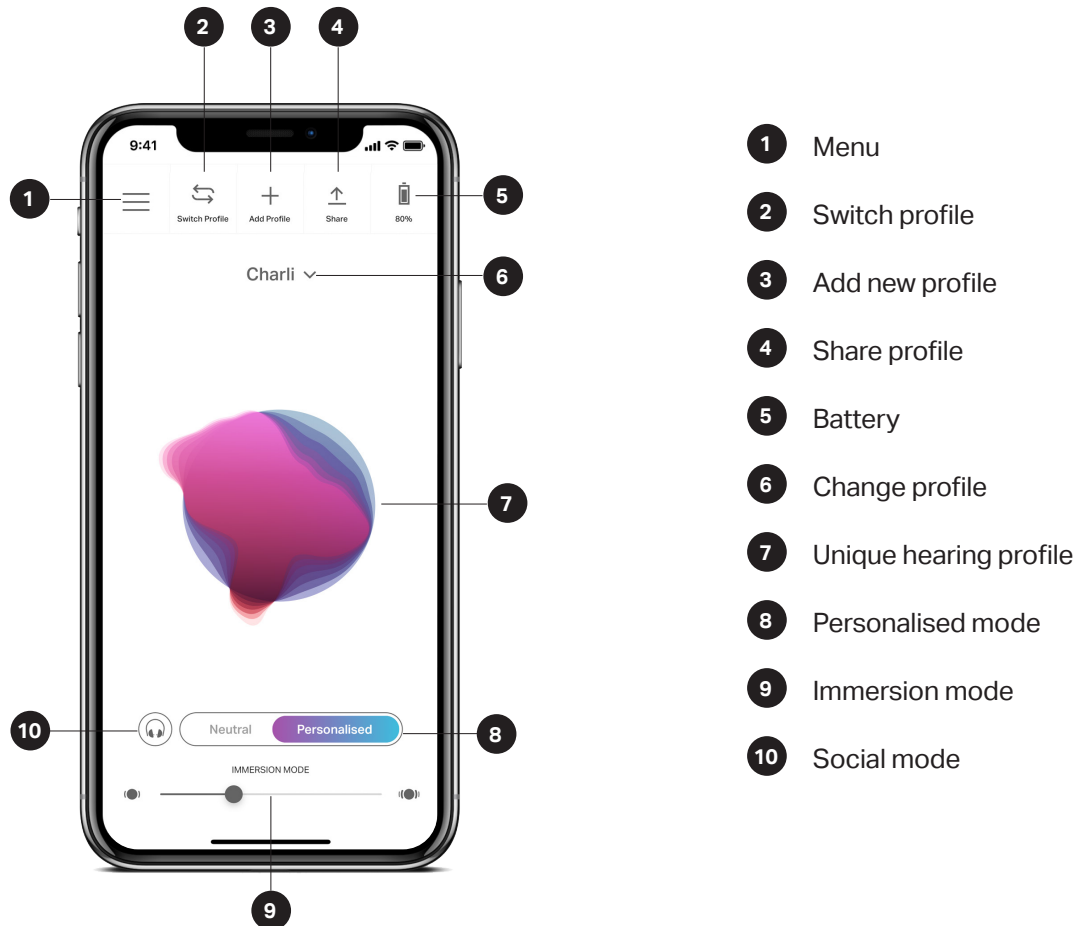
1. Remove the ear tips, and wash them with water and a mild detergent.
2. Rinse and dry the ear tips and set aside.
3. Reattach the ear tips.
4. Wipe the NURABUDS with a soft, damp cloth.



The Nura app

Read on for everything that you need to know about the Nura app —

With the Nura app, you can adjust the level of Immersion, change or add Hearing Profiles, check battery status, enable/disable ANC and Social Mode, and more.





Personalising Your NURABUDS

You can import a hearing profile created using a NuraSound product (such as a NURAPHONE, NURALOOP or NURATRUE) to experience personalised sound on your NURABUDS.

1. Create a hearing profile created using a NuraSound product to experience personalised sound on your NURABUDS.
2. Your hearing profile is saved to your Nura account. Simply disconnect your NuraSound product and connect your NURABUDS to the Nura app and select "Import profile".

To share your hearing profile with another Nura account, click "Export profile" and enter the email associated with the Nura account you want to send to.

Choosing the Level of Immersion

1. Open the Nura app.
2. Use the **Immersion** slider to choose your preferred level of bass.

Please note: always set your Immersion to a comfortable, moderate level when you're using your NURABUDS for an extended period of time.

Adjusting your Active Noise Cancellation (ANC)/ Social Mode

Active Noise Cancellation reduces outside noise so you can focus on your music.

Social Mode passes outside sound into your NURABUDS so you can hear conversations and your surroundings.

You can adjust ANC/ Social Mode via the Touch buttons or in-app:

Touch Buttons

You can assign Social Mode to the Tap function on either side by customising the Tap functions within the Nura app. Doing so will simply toggle Social Mode On/Off.

In-app

1. Tap the Social Mode button on the homepage of the Nura app.

Turning ANC Off/On:

1. Open the Nura app with your NURABUDS connected via Bluetooth to your device.
2. Tap on the Menu icon at the top left (☰).
3. Tap on **Device settings**.
4. Scroll down to **Enable Social Mode & ANC (Active Noise Cancellation)**,
5. Tap on the setting to toggle it on or off.



Changing the NURABUDS Voice Language

The NURABUDS voice announces the battery level and identifies connected devices. To change the language:

1. Open the Nura app.
2. Tap on the Menu icon at the top left (☰).
3. Tap on **Device settings > Change voice language**.
4. Choose your preferred language.
5. To confirm the change, tap **Yes**.

Please note: it takes approximately 10 minutes for the voice language to change. The NURABUDS need to install new software to change your language.



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.

Changes or modifications not expressly approved by NURA® could void the user's authority to operate this equipment.

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



IC Warning:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet émetteur ne doit pas être situé ou fonctionner conjointement avec une autre antenne ou un autre émetteur.

CAN ICES-3 (B)/NMB-3(B)



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: 2400-2483.5 MHz.

Hereby, nura® Operations Pty. Ltd declares that the radio equipment type 'E00B' 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.



根據NCC低功率電波輻射性電機管理辦法 規定:

(1)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。



(2)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。



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.

Apple, the Apple logo, iPad, iPhone, and iPod are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

The trademark "iPhone" is used with a license.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by nura® Operations Pty. Ltd. is under license.

Qualcomm aptX is a product of Qualcomm Technologies International, Ltd. Qualcomm is a trademark of Qualcomm Incorporated, registered in the United States and other countries, used with permission. aptX is a trademark of Qualcomm Technologies International, Ltd., registered in the United States and other countries, used with permission.

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.

© 2021 nura® Pty. Ltd. No part of this work may be reproduced, modified, distributed or otherwise used without prior written permission.



Qualcomm® aptX™



Bluetooth™

