



# nuraloop — User Manual

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model: E00B  
Power: 5V, 0.2A  
Wireless frequency band: 2400-2483.5 MHz



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# NuraLoop safety information



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

The NuraLoop has 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 canceling of the NuraLoop, 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 NuraLoop 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 NuraLoop.

If you experience a warming sensation or loss of hearing, **remove the NuraLoop from your head immediately.**

If the NuraLoop emits a loud or unusual noise, **stop using it and contact Nura support immediately.**

Due to the noise-cancelling technology, **do not use** the NuraLoop 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 NuraLoop 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 NuraLoop.

Charging the NuraLoop 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.



**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.**

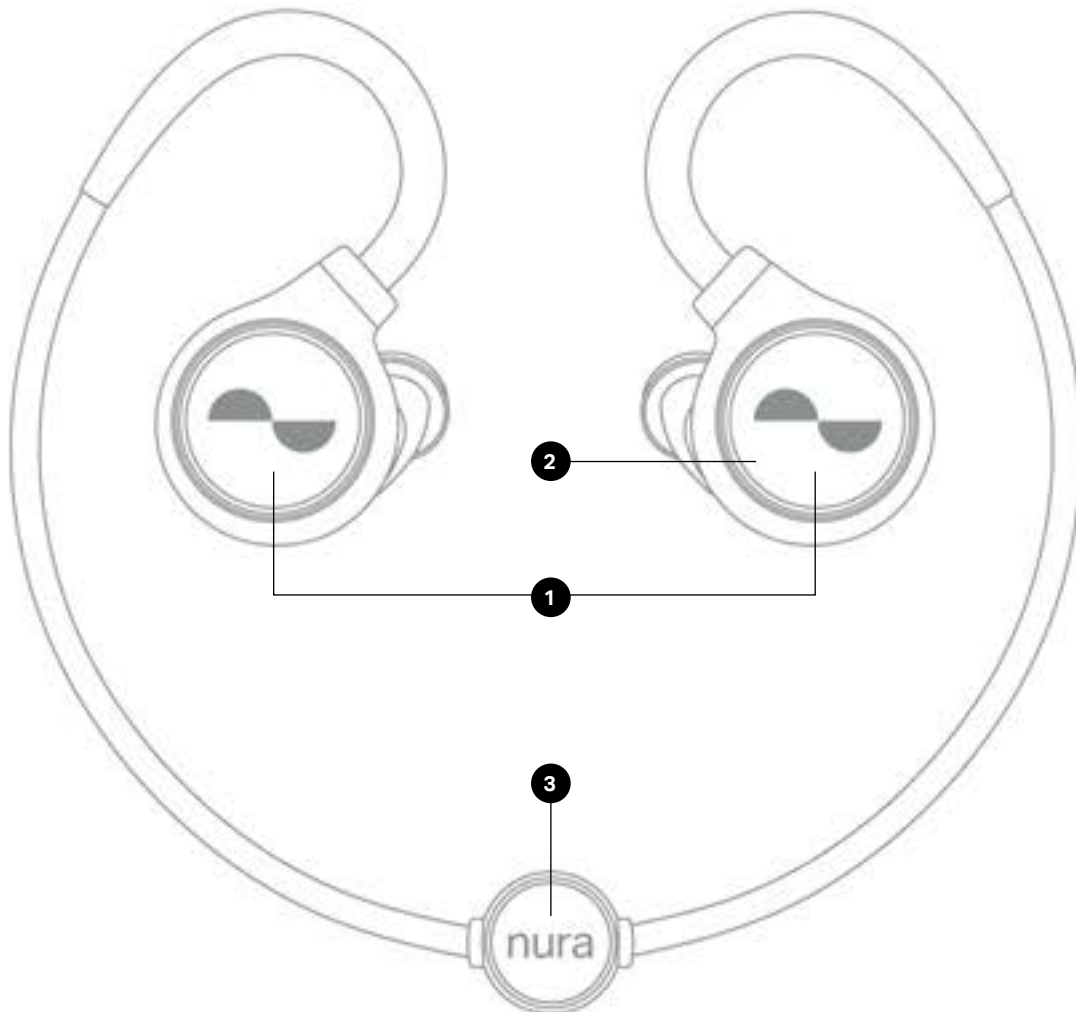


**Removal of the rechargeable lithium-ion battery in this product should be conducted only by a qualified professional.**



# Getting started

Following these steps to set up your NuraLoop the first time you use it —



- 1 TouchDials
- 2 Voice call microphone
- 3 PlayClip magnetic connector



## Fitting your NuraLoop



1.
  - a. Put your NuraLoop's cable behind your head.
  - b. Place the hook over your ear.
  - c. Insert the ear tip into your ear.
2. Rotate the ear tip back and forth.

Your NuraLoop should feel secure and comfortable.

If the ear tips are uncomfortable or don't sit securely in your ears, then try changing to different sized ear tips.

## Turning your NuraLoop on/off

Your NuraLoop turns on and off automatically when you put it in your ears.

## Downloading the Nura app

To set up your NuraLoop, you'll need to personalise it via the Nura app.

### You can download the Nura app from:

- iOS — the App Store
- Android — Google Play
- For Android users only: directly from [nura.co](https://nura.co)

1. On the [nura.co](https://nura.co) homepage, scroll down to **Create your unique hearing profile**.
2. Click **Download here**.

### Nura app system requirements:

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



## Connecting your NuraLoop with Bluetooth®

To set up your NuraLoop, you'll need to connect with Bluetooth.

To connect your NuraLoop with Bluetooth:

1. Put on your NuraLoop.  
When you put on your NuraLoop, it turns on and enters discoverable mode.
2. Open your mobile device's **Settings > Bluetooth**.
3. Select **NuraLoop XXX**.  
Don't connect to **NuraLoop XXX [LE]**. This is your NuraLoop's low-energy mode, which automatically connects after you've connected to **NuraLoop XXX**.

## Swapping between Bluetooth® devices

Your NuraLoop automatically enters discoverable mode for two minutes when you first put it on so you can easily swap between your devices.

You can also turn on discoverable mode at any time:

1. Open the Nura app.
2. Select the menu button > **NuraLoop settings > Enter discoverable mode**.

## Personalising your NuraLoop

Before you can start using your NuraLoop, you will need to personalise it. When you personalise, your NuraLoop learns how you hear.

**Before personalising your NuraLoop:**

1. Download the Nura app.
2. In the Nura app, tap **Create an account** and enter your details.  
If you already have a Nura account, then tap **Log in** instead.
3. Select **NuraLoop**.
4. Put on your NuraLoop.  
When you put on your NuraLoop, it turns on and enters discoverable mode.
5. Tap **Open Bluetooth Settings** on the Nura app and select **NuraLoop XXX**.



## Personalising your NuraLoop:

1. In the Nura app, tap **Begin** to start personalisation.
2. Adjust your NuraLoop's ear buds by rotating them back and forth until you see two constant ticks (check marks) on the Nura app screen.  
Once you have a good fit, personalisation starts and takes 1—2 minutes.
3. Tap **Personalised** to hear music with your hearing profile.
4. Use the slider to adjust your Immersion.
5. Dial back and forth to adjust between Active Noise Cancellation (ANC) and Social Mode.
6. Customise your NuraLoop's TouchDials.

Your NuraLoop is now personalised.

## Updating your NuraLoop

From time to time, you'll see a message on the Nura app asking you to update your NuraLoop.

You can also check if your NuraLoop needs updating at any time:

1. Open the Nura app.
2. Tap the menu button > **NuraLoop Settings > Software update.**
3. If your NuraLoop needs updating, then tap **Start update.**



# Your NuraLoop

This section contains everything you need to know about using your NuraLoop —

## Charging your NuraLoop

Your NuraLoop's battery provides 16+ hours of wireless use.  
To charge your NuraLoop's battery:

1. Connect your NuraLoop to the USB-A charging cable (comes included).
2. Connect the cable to a computer or wall charger.

The USB-A charging cable has an LED light that lights up when the NuraLoop is charging.

The NuraLoop's battery takes approximately two hours to fully charge.

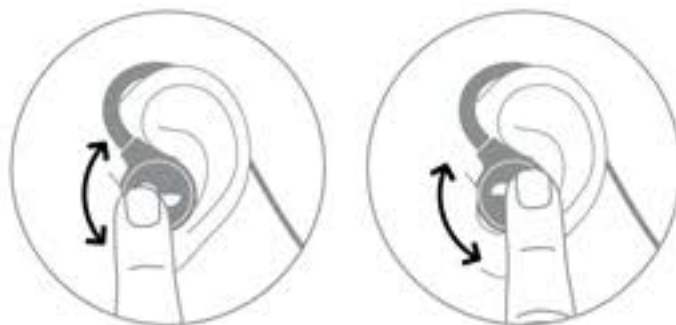
## Checking your NuraLoop's battery

- Check the battery indicator in the top-right corner of the Nura app.
- A voice prompt will announce your battery level when you first put on your NuraLoop.
- A voice prompt will announce "battery low" when your NuraLoop needs charging.

## Using your NuraLoop's TouchDials

The NuraLoop has a TouchDial on each side that you can tap, double tap and dial to perform useful functions.

Dial



Tap and double tap



### Dial

Dial the TouchDials clockwise and anticlockwise to adjust your ANC/Social Mode and volume. The left dial controls ANC/ Social Mode and the right dial controls the volume.

### Tap and double tap

Tap and double tap the TouchDials to skip tracks, play/pause and more.





## Making and receiving voice calls with your NuraLoop

When your NuraLoop is connected with Bluetooth, you can answer voice calls:

- Directly on your phone.
- By using your NuraLoop's TouchDials.

## Connecting cables to your NuraLoop

Your NuraLoop comes with an analog cable and a USB-A charging cable.

Please note: the NuraLoop analog cable is designed to be worn behind your head. Do not attempt to disconnect the cable that runs between the two ear buds. This cable is not detachable.

### NuraLoop cables:



USB-A charging cable



Analog cable

### Connect a cable:


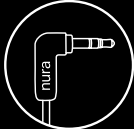
With the NuraLoop's PlayClip magnetic connector, cables snap into place automatically.





## Connecting your NuraLoop to other products

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

Cable	Quality Lossless Audio	Voice Calls	Control TouchDial
Bluetooth 	Near lossless (via Qualcomm® aptX™ HD audio)	✓	✓
Analog 	✓	✗	✓

### Please note:

- The analog cable cannot be used when your NuraLoop's battery is not charged.
- The NuraLoop USB-A charging cable (comes included) is charging only. You cannot listen to audio with the USB-A cable.
- The NuraLoop's personalised sound works no matter how you connect — wireless or wired.
- Don't connect your NuraLoop to an external headphone amplifier as the NuraLoop has an amplifier built-in.



## Computers

### Mac

Connect your NuraLoop with Bluetooth —

1. Disconnect the analog cable/ USB-A charging cable from your NuraLoop.
2. Put on your NuraLoop.  
When your NuraLoop is on your head, it automatically turns on and enters Bluetooth pairing mode.
3. Select **🍏 > System Preferences > Sound**.
4. Select **NuraLoop XXX** as the Output.  
**XXX** is your NuraLoop's unique pairing number.

### PC

Connect your NuraLoop with Bluetooth —

1. Disconnect the analog cable/ USB-A charging cable from your NuraLoop.
2. Put on your NuraLoop.  
When your NuraLoop is on your head, it automatically turns on and enters Bluetooth pairing mode.
3. Click the Bluetooth icon on your computer's taskbar.
4. From **Bluetooth & other devices**, click **Add Bluetooth or other device**.
5. Select **NuraLoop XXX**.  
**XXX** is your NuraLoop's unique pairing number.

Alternatively, you can connect your NuraLoop to a PC or Mac with the NuraLoop analog cable. Please note: the NuraLoop's microphones cannot be used when connected via analog cable.

### TVs

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

### Aeroplane adaptors

Audio jack configurations on aeroplanes vary. If the aeroplane adaptor has a 3.5 mm jack, then use the NuraLoop analog cable (comes included).



## Changing your NuraLoop's ear tips

The NuraLoop comes 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 quiets when you put on your NuraLoop.

To change your NuraLoop's ear tips:

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

## Cleaning the NuraLoop

Your NuraLoop needs cleaning from time to time.

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

To clean the NuraLoop:

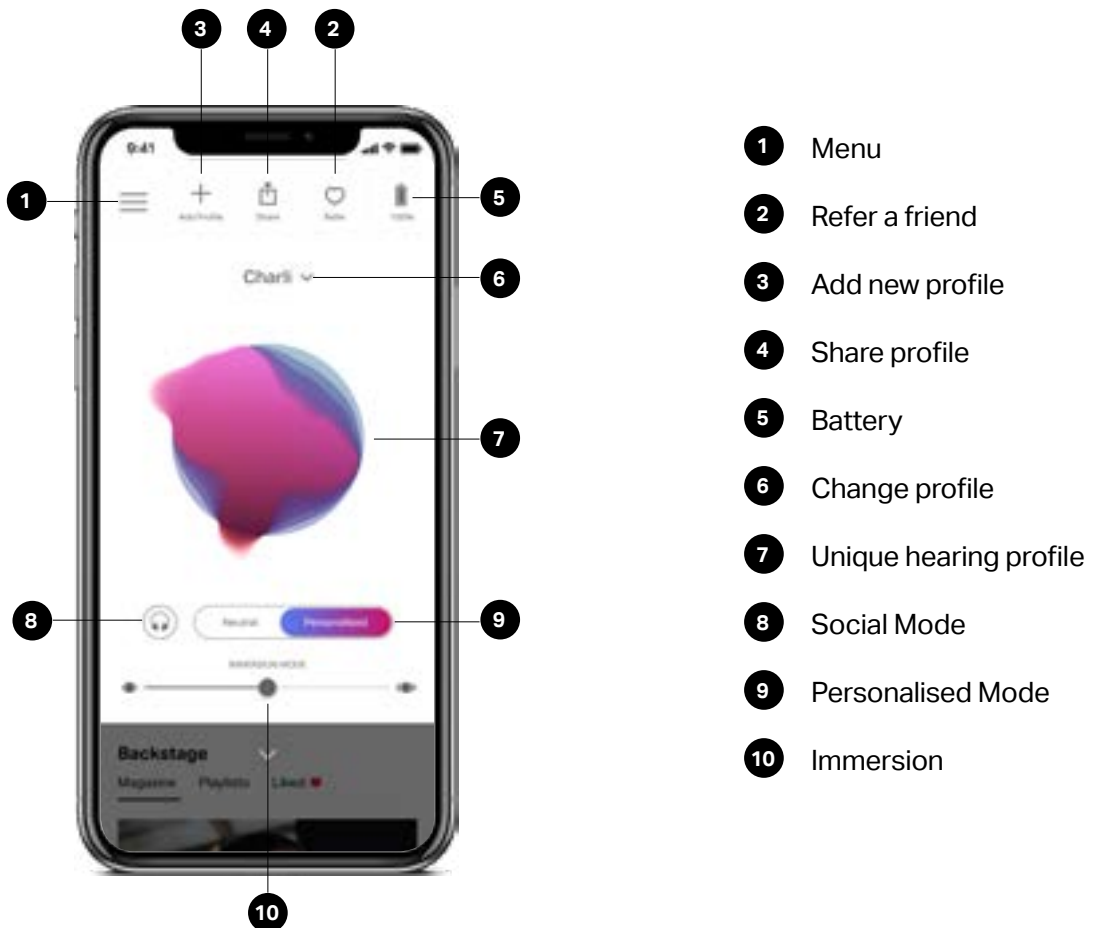
1. Remove the NuraLoop's ear tips, and wash them with water and a mild detergent.
2. Rinse and dry the ear tips.
3. Reattach the ear tips.
4. Wipe the NuraLoop with a soft, damp cloth.



# The Nura app

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

## Nura app features



## Customising your NuraLoop's TouchDials

The NuraLoop has a TouchDial on each side that you can tap, double tap and dial to perform useful functions.

The left dial controls ANC/ Social Mode and the right side controls the volume.

You can customise the tap and double tap controls:

1. Open the Nura app.
2. Tap menu > **NuraLoop settings > Configure Touch Buttons.**
3. Choose the tap and double tap controls.



## Customising your Immersion

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

Please note: always set your Immersion to a comfortable, moderate level when you're using your NuraLoop 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 NuraLoop so you can hear conversations and the world around you.

To adjust your NuraLoop's ANC/ Social Mode via the TouchDial or in-app:

### TouchDial —

Dial the left TouchDial clockwise and anticlockwise to adjust between ANC and Social Mode.

### In-app —

1. Tap the Social Mode button on the homepage of the Nura app.
2. Move the dial on the app clockwise and anticlockwise to adjust between ANC and Social Mode.

### Turning ANC off/ on:

1. Open the Nura app.
2. Tap menu > **NuraLoop Settings**.
3. Toggle **ANC (Active Noise Cancellation)** off/on.

## Changing your NuraLoop's voice language

Your NuraLoop's voice guides you through personalising your NuraLoop, announces the battery level and identifies connected devices.

### To change your NuraLoop's voice language:

1. Open the Nura app.
2. Tap menu > **NuraLoop settings** > **Change voice language**.
3. Choose your preferred language.
4. To confirm the change, tap **Yes**.

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



## Swapping, adding and deleting hearing profiles

You can store up to three user's hearing profiles on your NuraLoop at a time.

### Swapping profiles:

1. Open the Nura app.
2. Tap the current user's name on the Nura app homepage.
3. Tap the hearing profile you'd like to switch to.

### Adding a hearing profile:

1. Open the Nura app.
  - a. Tap the additional user button on the Nura app homepage.
  - b. Tap the current user's name on the Nura app homepage.  
Then, tap **Create new hearing profile**.
2. Select either **Owner** or **Another Person/ Guest**.
3. If you own the NuraLoop you're using, select **Owner**. If you're using someone else's NuraLoop, select **Another Person/ Guest**.
4. Follow the app prompts to finish adding your new hearing profile.

### Deleting a hearing profile:

1. Open the Nura app.
2. Tap menu > **NuraLoop Settings > Delete Hearing Profile**.
3. Select the hearing profile you'd like to delete.  
The Nura app confirms your hearing profile has been deleted.



# Troubleshooting

If you're ever having trouble with your NuraLoop, read the following troubleshooting —

Please note: do not attempt to disconnect the cable that runs between the two ear buds. This cable is not detachable.

## Getting started troubleshooting

### Connecting to the Nura app troubleshooting

If your NuraLoop won't connect to the Nura app:

- Close and reopen the Nura app.
- Put on your NuraLoop and disconnect the analog cable/ USB-A charging cable. Your NuraLoop turns on and enters discoverable mode when it is on your head with no cables attached.
- Check your NuraLoop is connected to your mobile device with Bluetooth. You need to be connected with Bluetooth to use the Nura app.
- Check your mobile device and the Nura app have been updated to the latest version.
- Check your internet connection is stable.
- Delete the Nura app, restart your mobile device and then reinstall the Nura app.
- Reset your NuraLoop.

## Bluetooth troubleshooting

If you're having trouble connecting your NuraLoop with Bluetooth:

- Check your NuraLoop and device are charged.
- Check your NuraLoop and device are within 10 feet of each other.
- Put on your NuraLoop and disconnect the analog cable/ USB-A charging cable. Your NuraLoop turns on and enters discoverable mode when it is on your head with no cables attached.
- Check you're connecting to **NuraLoop XXX**, not **NuraLoop XXX [LE]**. **NuraLoop XXX [LE]** is your NuraLoop's low-energy mode, which will automatically connect after you've connected to **NuraLoop XXX**.
- Move away from other Bluetooth devices, microwaves and wireless routers to avoid interference.





Further troubleshooting:

- Restart your device and then try connecting your NuraLoop with Bluetooth again.
- If you've previously connected your NuraLoop with Bluetooth, then remove your NuraLoop from your device's paired device list and try connecting it again.
- Reset your NuraLoop.

### **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 NuraLoop's Bluetooth sensor, which is in the right ear bud.
- Move your NuraLoop and device away from other Bluetooth devices, microwaves and wireless routers.
- Update your NuraLoop and mobile device to the latest versions.

### **NuraLoop won't personalise**

If you're having trouble personalising your NuraLoop:

- Change to different sized ear tips and try personalising again.
- Sit still and try not to talk during personalisation.
- Make sure you're in a quiet place.
- Make sure your NuraLoop's ear tips are sitting securely in your ears.

Fit your NuraLoop correctly:

Anything that sits near your ears can break the seal between your ears and your NuraLoop.

- Remove any headwear, earrings and other jewellery that sits near your ears.
- If you have long hair that sits near your ears, then tie it back for personalisation.

Still having trouble personalising your NuraLoop?

Tap **Continue** on the Nura app.

This automatically takes you to the next stage of personalisation.



## **NuraLoop troubleshooting**

### **Comfort troubleshooting**

Like with any in-ear headphone, people with sensitive ear canals might experience some discomfort with the NuraLoop at first.

If your NuraLoop is feeling uncomfortable, then try the different sized ear tips.

If you're still experiencing discomfort, don't worry — you'll get used to the fit and feel of the NuraLoop after a few days of use.

### **NuraLoop isn't making and receiving calls correctly**

If you're having trouble making and receiving phone calls, or calls via Skype, FaceTime or other calling apps:

- Check your NuraLoop is connected with Bluetooth.  
You are unable to make calls when connected via analog cable.
- Check that nothing is blocking your NuraLoop's microphones.  
The microphones are located on the right side of your NuraLoop.
- Disconnect your NuraLoop from your device and then reconnect.
- Check your Bluetooth connection.  
Poor call quality can be caused by a poor Bluetooth connection.
- Reset your NuraLoop.

### **Charging and battery issues**

If your NuraLoop isn't charging:

- Make sure you're charging with the NuraLoop USB-A 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.
- Reset your NuraLoop.



## Sound quality troubleshooting

To get the highest sound quality from your NuraLoop:

- Use the NuraLoop analog cable to enable lossless transfer.
- 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.
- Check you're 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.
- Personalise your NuraLoop again.
- The NuraLoop uses sensitive microphones to personalise, so movements, outside noises and heavy breathing can affect your hearing profile.

## TouchDial troubleshooting

If your NuraLoop's TouchDials aren't working correctly:

- Check your NuraLoop's TouchDials have been configured correctly.
- Reset your NuraLoop.

## Nura app issues

### Immersion troubleshooting

If your NuraLoop's Immersion is sounding distorted, then check your Immersion is set to a comfortable, moderate level.

## Resetting your NuraLoop

If you're having trouble with your NuraLoop and are unsure how to proceed:

1. Connect your NuraLoop to the USB-A charging cable.
2. Connect the USB-A charging cable to your computer.
3. Unplug the USB-A charging cable from your NuraLoop.  
Your NuraLoop has now been reset and will function correctly.



## Need more help?

Check our in-depth online help & support site [nura.co/support](https://nura.co/support)

You can also contact us via email and live chat at [nura.co/contact](https://nura.co/contact)

## Warranty

Your NuraLoop is covered by a one-year limited warranty. Find out more at [nura.co/returns](https://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](https://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](mailto: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/nuraloop/compliance](http://www.nura.co/nuraloop/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



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.

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

Made and assembled in China.

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Qualcomm® aptX™ HD

