



User Manual

nuraphone

#100B

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Safety Information



Please thoroughly read all safety instructions.

Your nuraphone has been designed and tested with the strictest of consideration for safety and comfort, but please note: exposure to any loud noise at or above 85 decibels (dB – approximately the same volume of a food blender) can cause gradual hearing loss. Due to the clarity and sound isolation of the nuraphone you will not need to play your music as loudly as with conventional headphone products. However, please adhere to the safety instructions below and use your nuraphone, particularly in Immersion Mode, responsibly.

Sound	Noise Level	Effect
Rustling Leaves	20 dB	Just audible
Quiet Office	60 dB	Comfortable hearing levels are under 60 dB
Average City Traffic	80 dB	Annoying; interferes with conversation; constant exposure may cause damage
Lawnmower, Food Blender Recreational Vehicles, TV	80-90 dB	Annoying; interferes with conversation; constant exposure may cause damage
Symphony Orchestra, Power Saw (chainsaw), Pneumatic Drill, Jackhammer	110 dB	Regular exposure to sound over 100 dB of more than one minute risks permanent hearing loss.
Concert	110–140 dB	Threshold of pain begins around 125 dB

Information via the [National Institute on Deafness and Other Communication Disorders](#)

Monitor your use. Hearing loss is a function of loudness versus time. The louder it is, the less time you can be exposed to it. The softer 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.

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

Do not listen to music in the 'front row' setting in Immersion Mode at high volume for any extended period.

Only use your nuraphone whilst volume on your device is set at a comfortable, moderate level.

Use caution and follow applicable laws regarding mobile phone and headphone use if using the nuraphone for phone calls whilst driving. Some jurisdictions impose specific limitations such as single earpiece use whilst driving.

Be aware that sounds that you may rely on as reminders or warnings i.e. alarms, message tones and incoming calls may vary whilst using your nuraphone.

If you experience a warming sensation or loss of hearing remove nuraphones immediately.

If your nuraphone emits a loud or unusual noise, do not use and contact NURA® Customer Experience Experts immediately.

Due to the noise isolating Inova™ technology, do not use the nuraphones in any situation in which an inability to hear your surroundings may present a danger to yourself or others. For example: whilst driving, whilst riding a bicycle, at a construction site, in or near traffic.

Charging your nuraphone must be done only with certified NURA® cables.

Charging your nuraphone should be done only in accordance with instructions in this user guide.



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



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



Li-ion

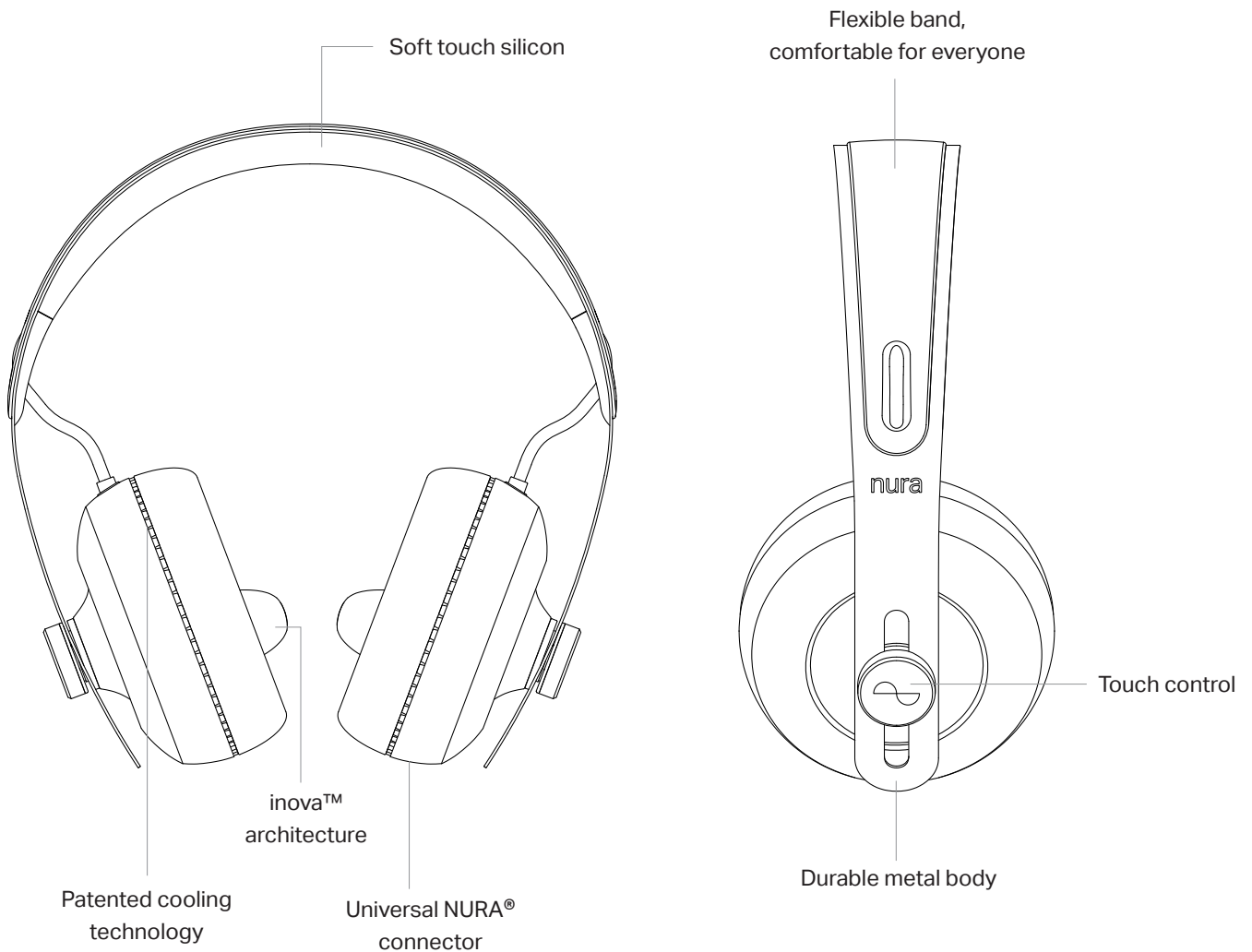
Removal of the rechargeable lithium ion battery in this product should be conducted only by a qualified professional.

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

CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

nuraphone User Guide



The nuraphone is designed with complete comfort in mind for all-day listening. Made from a **soft touch silicon material**, the nuraphone ensures there is no slipping on your skin, or pulling on your hair during wear. The flexible band protects from pinching and a **patented Tesla valve cooling technology** means your nuraphone actively cools the inside of the ear cup against your skin.

The **durable metal body** means your nuraphone will be sweat resistant and the **side touch controls** allow you to adjust the settings for an additionally personalised function – be it answering calls, playing/pausing music, turning Immersion Mode on/off.

The **inova™ architecture** offers the comfort of headband rest and the sharp sound of an in-ear bud. Music is played to you through the inner-ear speaker whilst low-end tones and bass vibrate through the over ear cup – offering a distinctive clarity and ensuring you hear every tone and feel every beat in your personalised sound option. Both parts of the **inova™ architecture** work together to minimise both the noise coming in as well as the sound escaping the nuraphones.

Unboxed you will receive your **nuraphone, USB-A charging cable, hard NURA® case** and a **cable pouch**.

Getting Started

Welcome to Personalised Sound

nuraphones use a world-first, patented technology and innovative Inova™ architecture to learn and adapt to the unique way that you hear. Using a built in sensor and signal processing, they are able to automatically measure your hearing profile in 60 seconds. No tricky tests or settings. No user responses. It's a bit like magic. Read more about this at www.nuraphone.com/how-it-works.

We call the process the **sonic moulding** of your nuraphone and create this through **calibration**. Once nuraphones learn how you hear, they adapt the sound to match your hearing, and deliver the perfect sound for you. You will be able to hear every note and feel every beat. We call this listening experience **personalised sound**. During calibration your NURA® app will create a visual representation of your **unique hearing profile** and you will be able to view details of your hearing signature.

System Requirements

To run the NURA® app and initial calibration process to configure your nuraphone, you will need a mobile device running iOS 8.0+ or Android 4.0+ and have Bluetooth® capabilities.

The NURA® App

Before calibrating your nuraphone, download the NURA® app via the App Store/iTunes or Google Play.

Through the app you can create your unique hearing profile and save up to three users' settings on one device.

You can switch between generic and personalised sound modes.

You can adjust the settings of Immersion Mode from gentle, to normal, to front row and experience different levels of sound.

The NURA® app allows you to set up Touch buttons on the left and right sides of headset to control different settings.

Note: Once you have calibrated your nuraphone and configured your preferred settings, use your favourite app or library to listen to music. You don't need to continue using the NURA® App.



Powering on/off

How do I turn my nuraphone on?

Your nuraphone will automatically turn on when placed on your head. Within a few seconds of placing the device correctly on your head, you will hear a *Welcome* message. If you have not heard this message, try adjusting the placement and gently pushing the cups against your head.

Your nuraphone will also turn on as soon as a cable has been plugged into the headset—so don't forget to disconnect all cables from the headset when it is not in use.

If you have not heard the *Welcome* or *Welcome Back* message, your nuraphone requires charging.

How do I turn my nuraphone off?

Your nuraphone will power off as soon as it has been removed from your head and any cables disconnected.

Fitting your nuraphone



Orientation

To make sure you get the left and right side correct, simply hold the nuraphones in your hands and look at them from below.

The cable port should be on the bottom of the ear cup on your right hand side and the word *nuraphone* on the underside of the headband should be visible and properly oriented.



Band adjustment

Get comfortable in your nuraphone by sliding the adjusters on the sides of the headband to match your head size.

Once placed on your head, the ear tips should enter the outer part of your ear canal and provide a complete seal to the outside.



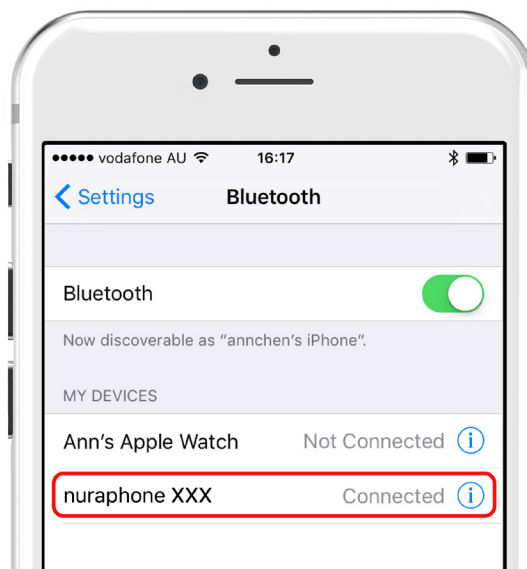
Finding a good seal

When the seal is placed correctly you should hear that most of the noise from your surroundings is quieter.

When first fitting the nuraphone, it may take a couple of tries to get them into the right place. Take your time and take them on and off a couple of times until you have found a comfortable position with the inner ears creating a good seal.

Connecting your nuraphone with Bluetooth®

1. Place your nuraphone on your head in a comfortable position to turn it on.
2. The first time you connect your nuraphone it will welcome you and tell you a three digit pairing number. Remember this number as it identifies your headset from other nuraphones that may be in proximity.
3. On your mobile device, turn on the Bluetooth feature.
Note: The Bluetooth feature is usually found in the Settings menu
4. Find the device name "nuraphone XXX" where XXX is the 3 digit pairing number and select this.
Note: in iOS be sure to connect to "nuraphone XXX" NOT "nuraphone XXX LE"
5. When successful, your nuraphone will tell you *Bluetooth Connected*.



nuraphone bluetooth connection

How to calibrate your nuraphone

To create your personalised sound and unique hearing profile, you must calibrate your nuraphone. We recommend being in a quiet, private place to ensure an accurate calibration. Stay as still and as quiet as possible by sitting down. Avoid movement that may disturb your nuraphone such as touching your ears or moving your jaw.

Note: Make sure your nuraphone and mobile device are charged and that you have downloaded the NURA® app via Apple App Store or Google Play.

Calibration must be done via Bluetooth only with all cables must be disconnected.

1. Place your nuraphone on your head in a comfortable position to turn on
2. Connect your nuraphone to your iOS or Android device via Bluetooth
3. Open the NURA® app
4. You will need to sign in with your email address
5. A short activation code will be sent to your email
6. Enter the activation code in the app and continue
7. Then NURA® app will guide you through a step-by-step process of connecting to your nuraphones
8. Complete calibration process

Up to three users' personal hearing profiles can be stored on one nuraphone. To add new users:

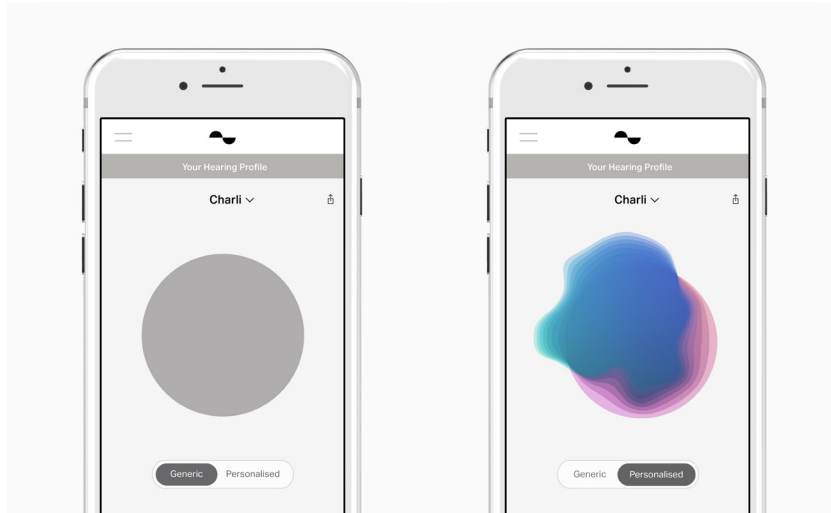
1. Touch the current user's name on the main screen of the app
2. Follow the prompts to switch to another user or to add a new profile

Note: If there are already three profiles stored on the headset you will be asked to overwrite one of the previous users' profiles.

Settings

Generic + Personalised

After the calibration you can compare your nuraphone by changing between generic and personalised sound. You can toggle between generic and personalised mode using the slider below the image of your personal hearing profile.



Generic mode

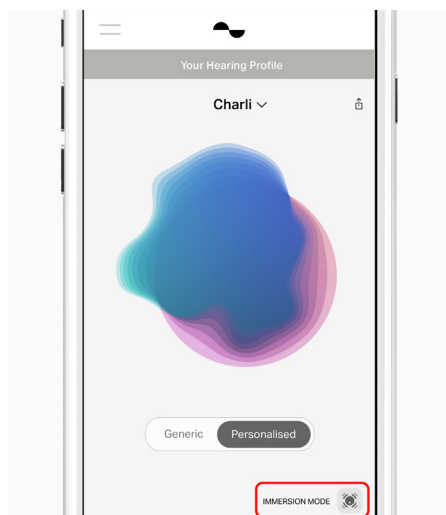
Personalised mode

Volume

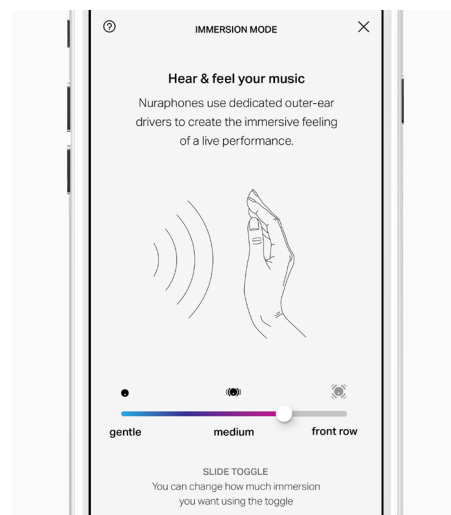
Adjust the volume to a comfortable level using your mobile device's usual volume buttons and any that may be in the player you are using.

Immersion Mode

You don't just hear music, you also feel music. That's why we have also developed Immersion mode, which uses the dedicated outer-ear drivers to create the feeling of a live performance. Set your preferred level of immersion using the slider to indicate the level between gentle, normal and front row.



Immersion mode button

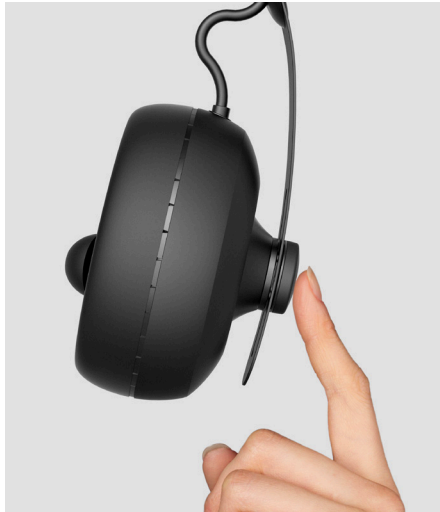


Set your immersion

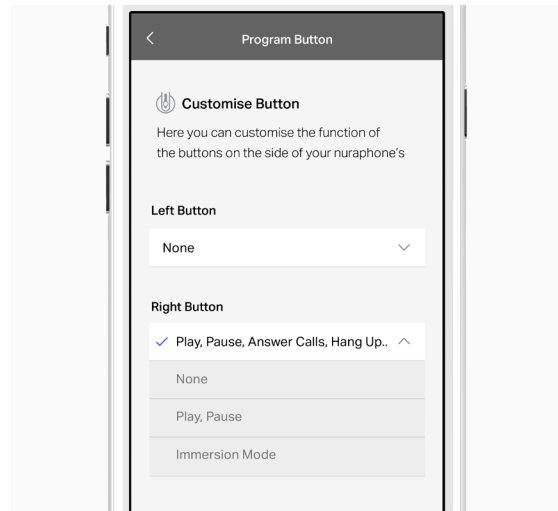
Touch Buttons

Your nuraphones have two touch buttons positioned on the adjuster covers on right and left. You can configure them to perform a variety of functions.

Note: As many of the functions require a Bluetooth connection to work correctly, the touch buttons are only functional in bluetooth mode. They do not function when a cable is plugged in.



Touch button



Program button function

Charging your nuraphone

You can charge your nuraphones by simply plugging them into a wall charger or computer using the included USB-A or a USB-C cable.

To prevent the nuraphone from draining the battery of your mobile device the micro-USB and Lightning cables do not power or charge your nuraphones

Your nuraphone is powered from battery in Bluetooth mode and in wired modes using analog, USB-C (when plugged into a phone), micro-USB and Lightning cables.

When fully charged, the battery of your nuraphone will last between 12-24 hours, depending on use.

It takes approximately 3 hours to fully charge the nuraphone battery.

Voice calls

Your nuraphone can function with your mobile device to make and receive calls when connected through Bluetooth or Lightning cable.

If you are paired via Bluetooth, you can answer voice calls:

- Directly on your phone
- If you have configured one of the touch button to answer calls, push that touch button

If you are connected via Lightning, you can answer voice calls:

- Directly on your phone
- By touching the center button on the inline remote

Note: Personalisation is not applied during voice calls (otherwise you might have trouble recognising familiar voices)






If you are connected via any other cable the caller will be played to you, however the nuraphone internal microphone will not be used and you will have to speak to the microphone built into your phone.

Connecting

How do nuraphones connect?

nuraphones feature universal connectivity. This means that every pair can connect to source devices supporting the following options:

- ✓ Wireless - Bluetooth enabled devices
- ✓ Analog - standard 3.5mm jack
- ✓ Digital - phones and computers: micro-USB / USB-C / Lightning / USB-A (computer)

Cable	Quality Lossless Audio	Voice Calls	Control Touch Button
Bluetooth	Near Lossless (via Qualcomm® aptX™ audio / Qualcomm® aptX™ HD audio)	✓	✓
Lightning 	✓	✓	✓
USB-A 	✓	✗	✗
USB-C 	✓	✗	✗
micro-USB 	✓	✗	✗
Analog 	✗ (can be used in older music devices and planes - still provides personalised sound experience)	✗	✗

Care and Maintenance

Your nuraphones may require periodic cleaning. To clean them, follow the guidelines below.

Remove the tips from the earbuds and gently wash them with a mild detergent and water. Make sure you thoroughly rinse and dry the tips before re-attaching them.

Clean only with a soft, damp cloth. Do not use cleaning solvents, alcohol or strong detergents.

Before storing your nuraphones for more than a few months, fully charge the battery.

Place the headphones in the carry case for storage.

Replacement parts and accessories can be ordered through www.nuraphone.com.

Troubleshooting

Bluetooth problems

If you have problems pairing with your phone:

- Make sure no other device is paired to your nuraphone
Note: nuraphones automatically try to pair with any device they have previously connected to
- Make sure your mobile device's Bluetooth is switched on in your Settings menu
- Turn your phone's Bluetooth on and off and re-connect to your nuraphone
- Try forgetting or deleting your nuraphone from your mobile device's paired device list

If you have problems with the Bluetooth signal stuttering, skipping or becoming unstable:

- Try moving your phone closer to the right-hand ear cup of the nuraphone
- **For example:** Put your phone in your front right side pocket or put your bag containing your mobile device on your right side

For any other troubleshooting or frequently asked questions regarding your nuraphone please see www.nuraphone.com/customer-support

Support

We want to help you get the most out of NURA® products and services. If you have any questions about this product, please contact the NURA® Customer Experience Experts:

Website: www.nuraphone.com/contact
Email: email info@nuraphone.com
Mail: NURA® Operations Pty. Ltd.,
PO Box 95, Brunswick, 3056, VICTORIA,
AUSTRALIA

Warranty

Your nuraphones are covered by a limited warranty. Details of the warranty are provided at www.nuraphone.com/warranty

Compliance

NURA® adheres to the certification requirements for various regions around the world.
For a full list of certifications please visit: www.nuraphone.com/compliance

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.

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.

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

IC Warning:

This device complies with Industry Canada licence-exempt RSS standard(s).
Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie 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, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



NURA®, Level 1 Studio 3, 459 Sydney Rd, Brunswick VIC, Australia, declare under their sole responsibility that the product described in this user guide complies with technical standards EN300328, EN301489, EN55022, EN55024, EN50332.

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.



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.

**Complies with
IMDA Standards**
DA105282



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**The nuraphone is designed by NURA® in Melbourne, Australia.
Made and assembled in China.**

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