

Motorola SH020

Motorola VerveLoop 2+ Wireless Stereo Earbuds (SH020) Instruction Manual

Model: SH020 | Brand: Motorola

1. PRODUCT OVERVIEW

The Motorola VerveLoop 2+ wireless stereo earbuds are designed for active lifestyles, offering up to 10 hours of uninterrupted music playback and compatibility with voice assistants like Siri, Google Now, and Amazon Alexa. These super light, waterproof earbuds feature integrated ear hooks for secure and comfortable wear during any activity.



Image 1: Front view of the Motorola VerveLoop 2+ Wireless Stereo Earbuds, showcasing the ear hooks and inline controls.

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Video 1: Official product overview of the Motorola VerveLoop 2+ Earbuds, highlighting key features and design.

2. WHAT'S IN THE BOX

- Wireless earbuds (Motorola VerveLoop 2+)
- 3 sets of ear gels (various sizes for optimal fit)
- USB charging cable
- User Manual

3. KEY FEATURES

- **Integrated Ear Hooks:** Designed for comfort and secure fit during any activity.
- **Waterproof & Sweatproof (IP57 Rating):** Provides protection against sweat and water, making them ideal for sports and outdoor use.
- **Extended Playtime:** Enjoy up to 10 hours of continuous music playback on a single charge.
- **Voice Assistant Compatibility:** Seamlessly integrate with Siri, Google Now, and Amazon Alexa for hands-free control.
- **Built-in Microphone:** Allows for easy toggling between music and calls.
- **Hubble Connect for Verve Life App:** Locate your last connected earbuds on a map.
- **Bluetooth Connectivity:** Wireless communication up to 10 meters (33 feet).



Image 2: Motorola VerveLoop 2+ Earbuds worn by a person exercising, demonstrating the secure fit of the ear hooks.

4. SETUP & PAIRING

1. **Charge Earbuds:** Before first use, fully charge your earbuds using the provided USB cable.
2. **Power On:** Press and hold the multi-function button (usually the center button on the inline control) for a few seconds until the LED indicator flashes blue and red, indicating pairing mode.
3. **Activate Bluetooth:** On your smartphone or audio device, go to the Bluetooth settings and ensure Bluetooth is enabled.
4. **Select Device:** Look for "VerveLoop 2+" or "SH020" in the list of available devices and select it to connect.
5. **Confirmation:** Once successfully paired, the LED indicator will flash blue slowly, and you may hear an audible confirmation.



Image 3: Side view of the Motorola VerveLoop 2+ Earbuds, highlighting the inline control module with buttons.

5. OPERATING INSTRUCTIONS

5.1 Controls

- **Power On/Off:** Press and hold the multi-function button.
- **Play/Pause:** Short press the multi-function button.
- **Volume Up/Down:** Use the '+' and '-' buttons on the inline control.
- **Next/Previous Track:** Long press the '+' or '-' buttons.
- **Answer/End Call:** Short press the multi-function button during an incoming/active call.
- **Reject Call:** Long press the multi-function button during an incoming call.

5.2 Voice Assistant Activation

The earbuds are compatible with Siri, Google Now, and Amazon Alexa. Activate your preferred voice assistant by pressing the dedicated voice assistant button (if available) or by following your device's instructions for Bluetooth headset voice commands.

6. CHARGING

To charge your Motorola VerveLoop 2+ earbuds, connect the provided USB charging cable to the charging port on the inline control module and plug the other end into a compatible USB power source. The LED indicator will show charging status (e.g., red for charging, blue for fully charged). A full charge typically takes approximately 2 hours and provides up to 10 hours of music playtime.

7. MAINTENANCE

- **Cleaning:** Wipe the earbuds with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials.
- **Water Resistance:** The earbuds are IP57 rated, meaning they are protected against dust and can withstand immersion in water up to 1 meter for 30 minutes. Ensure the charging port cover is securely closed before exposure to water.
- **Storage:** Store the earbuds in a cool, dry place away from extreme temperatures.

8. TROUBLESHOOTING

- **No Power:** Ensure the earbuds are fully charged.
- **Cannot Pair:** Make sure the earbuds are in pairing mode (flashing red and blue). Turn off and on your device's Bluetooth, then try pairing again. Ensure the earbuds are within 1 meter of your device during pairing.
- **No Sound:** Check volume levels on both the earbuds and your connected device. Ensure the earbuds are properly connected to your device.
- **Poor Call Quality:** Ensure the microphone is not obstructed and you are in an area with good network coverage.
- **Alexa/Echo Connectivity Issues:** Some users have reported difficulties connecting to Alexa/Echo devices. Ensure your Alexa device's Bluetooth is enabled and try re-pairing. If issues persist, consult your Alexa device's troubleshooting guide.

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Video 2: A user demonstrating issues with connecting the earbuds to Alexa/Echo devices. This video highlights a common troubleshooting scenario.

9. SPECIFICATIONS

Brand	Motorola
Model Name	SH020
Connectivity Technology	Bluetooth
Wireless Communication Technology	Bluetooth
Battery Life	Up to 10 Hours
Bluetooth Range	10 Meters (33 feet)
Water Resistance Level	Waterproof (IP57)
Item Weight	0.8 Ounces
Control Type	Alexa, Siri, App, Voice
Earpiece Shape	Hook

10. WARRANTY AND SUPPORT

For detailed warranty information and customer support, please refer to the official Motorola website or the warranty card included in your product packaging. You may also contact Motorola customer service directly for assistance.