

# User Guide

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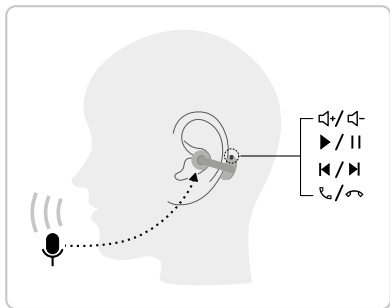
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# Get started

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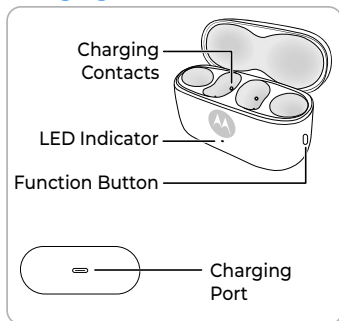
## Meet your earbuds

Let's get started. We'll take you on a tour to explore your earbuds. Your **moto buds loop** are wireless earbuds that allow you to control your media, manage your calls, or activate voice assistant while on the go with just a few simple gestures.

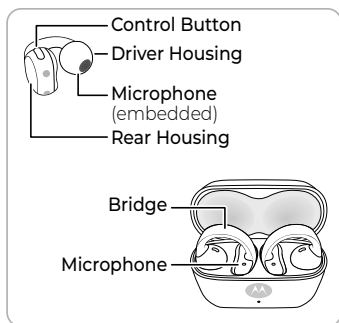


**Note:** Product images are for illustration purposes only and may differ from the actual products you purchase.

## Charging case



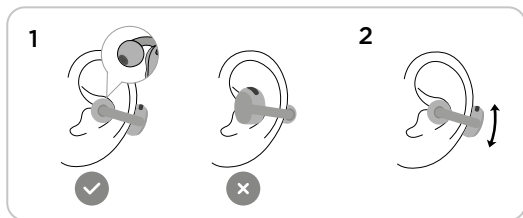
## Earbuds



## Put on your earbuds

**Caution:** Stop using your product and seek medical advice if you experience skin irritation.

- 1 Open the Bridge to clip each earbud on. The Driver Housing (ball-shaped part) should go in front, and the Rear Housing (bean-shaped part) should be at the back of your ear.
- 2 Adjust each earbud for a perfect fit and the best sound.









**Note:** Your earbuds are interchangeable, which means you can wear either earbud on either ear. When both earbuds are in ear, they will automatically adapt left-right audio channels. You will hear a “Ding” after the in-ear detection prompt tone.

## Use your earbuds

To use your earbuds, perform the following actions on your earbud's Control buttons (see [Earbuds](#) for the Control buttons):



 <b>L</b> <b>R</b>	Press either Control button once to play or pause music, or to answer or end a call.
 <b>L</b>	Press the left Control button twice to play the previous track.
 <b>R</b>	Press the right Control button twice to play the next track.
 <b>L</b>	Press the left Control button 3 times to increase volume.
 <b>R</b>	Press the right Control button 3 times to decrease volume.
 <b>L</b> <b>R</b>	Press and hold either Control button for 3 seconds to launch voice assistant (see <a href="#">Wake up your voice assistant</a> ), or reject a call.

**Tip:** When using the earbuds with Android devices, download the [Moto Buds app](#) to [Personalize gestures](#).




## Charge your earbuds

**Note:** Before charging your product, remove any protective film from the earbuds or charging case.

Charge your case using a USB-C® cable.



### Tips:

- » To maximize usage time and battery life, store the earbuds in the charging case when not in use. Otherwise, the sensors will remain active, draining the battery.
- » Your earbuds will automatically charge when they're in the charging case, provided the case is charged.
- » On some Motorola phones that are paired with the earbuds, you may view the battery levels for earbuds and the charging case by swiping up from the home screen and tapping  /  **Settings** > **Connected devices** >  Settings next to **moto buds loop**. For more, see [Moto Buds app](#) and [LED indicator status](#).

# Pair and connect

Your wireless earbuds are designed to be compatible with a wide range of devices that support Bluetooth and audio features. This includes smartphones, tablets, laptops, and any other devices that have Bluetooth connectivity and audio output capabilities. The earbuds use Bluetooth technology to connect wirelessly with these devices, allowing you to enjoy audio playback without the need for a wired connection. Whether you're using your phone to stream music, your tablet to watch a video, or your laptop for a conference call, these wireless earbuds will provide a seamless and comfortable audio experience.

**Note:** If you see a flashing orange LED (see [LED indicator status](#)), your case battery is low and not ready to pair. Charge the charging case sufficiently (see [Charge your earbuds](#)).


## Fast pairing

You can quickly pair your earbuds with Motorola mobile devices running Android 12 or later, as well as other Android smartphones and tablets that are compatible with Google Fast Pair.

**Tip:** Consult the manufacturer of your Android device for information on Google Fast Pair.

**Note:** Full access to Google Fast Pair requires a device that has been set up with a Google account.

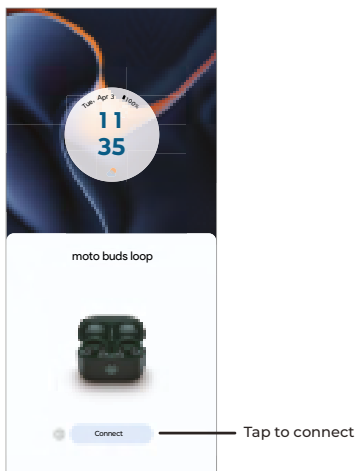
- 1 Turn on **Bluetooth** on the device you want to pair.

**Tip:** To turn on Bluetooth on a Motorola phone, swipe up from the home screen and tap  /  **Settings** > **Connected devices** > **Pair new device**.

- 2 With earbuds in the open case, they will enter Bluetooth pairing mode automatically and a pop-up window will appear.

**Note:** If the pop-up window does not appear, refer to [Manual pairing](#).

- 3 Tap **Connect** on the pop-up window and follow the on-screen instructions to complete the connection and download the [Moto Buds app](#) if it hasn't been downloaded on your device.



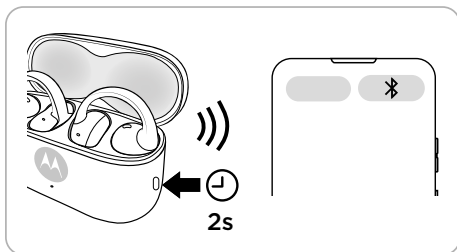
## Manual pairing

You can manually pair your earbuds with Bluetooth compatible devices including phones, tablets, and laptops that run different operating systems like Android, iOS, Windows, and more.

- 1 Turn on **Bluetooth** on the device you want to pair with and open the list of available Bluetooth devices.

**Tip:** To turn on Bluetooth on a Motorola phone, swipe up from the home screen and tap  /  **Settings** > **Connected devices** > **Pair new device**.

- 2 With earbuds in the open case, press and hold the Function button (see [Charging case](#) for button location) for 2 seconds until the LED indicator flashes blue.




**Tip:** If a pop-up window prompting you to connect appears on your device before you press the Function button, follow [Fast pairing](#) to pair your earbuds.

- 3 Select **moto buds loop** in Bluetooth settings on the device you want to pair.
- 4 Follow the on-screen instructions to complete the pairing.

## Dual connection

Your earbuds can be connected with two devices and dual connection is off by default. Turn on dual connection so you do not have to manually switch connections.

**Note:** To turn dual connection on, at least one of your connected devices should be running Android system.

- 1 Install the [Moto Buds app](#) on your Android device.
- 2 Make sure your earbuds are connected to your Android device (see [Pair and connect](#)).
- 3 Tap  **Moto Buds**, then tap the switch next to **Dual connection** to turn it on.
- 4 Follow the steps in [Pair and connect](#) to connect with a second device.







### Notes:

- » When your earbuds are paired with two devices, you can only hear audio from one device at a time. Audio playback is prioritized as follows: incoming calls take precedence over media playback (music and videos), and both take precedence over an idle device. For instance, if your earbuds are connected to both a tablet and a smartphone, and you receive a call on the smartphone while watching a video on the tablet, the audio will automatically switch to the smartphone.
- » When your earbuds are connected with two devices (device A and device B), and device A is playing media, you can play media on device B, but the audio from device B will be paused or muted. Audio from device B will be heard through earbuds only when media is paused on device A.




# LED indicator status

When the LED indicator (see [Charging case](#) for LED indicator position) is:

 flashing blue	earbuds are pairing
 flashing green four times	earbuds are paired
 flashing orange	case is charging
 in solid green	charging of case is completed or case battery is over 60%
 in solid orange	battery is low
 flashing white	earbuds are reset (see <a href="#">Unpair, restart, or reset your earbuds</a> )


# Moto Buds app


## Download and install the app


To get the complete moto buds experience, download the  **Moto Buds** app at [www.motorola.com/mymotobuds](http://www.motorola.com/mymotobuds). Or, scan the QR code below to download the app on Google Play™ Store.



**Note:** The Moto Buds app is for Android devices only. Moto suggests users keep the app updated to experience the latest features.


**Tip:** On some Motorola phones, you may also get the app by swiping up from the home screen and tapping  /  **Settings** > **Connected devices** >  Settings next to **moto buds loop** > **Install companion app**.





Once the earbuds are paired and connected with your Android device (see [Pair and connect](#)), you can use the  **Moto Buds** app to view detailed battery levels, switch between noise control modes, change sound settings, customize gestures, and more.

**Find it:** From your Android device, tap  **Moto Buds** and select **moto buds loop**




**Note:** Your screen may look different.



» **Device name:** To edit your earbud name, tap  Edit icon in the top right of the screen.

**Tip:** On Motorola phones, you may also edit your earbud name by swiping up from the home screen and tapping  /  **Settings** > **Connected devices** >  Settings next to **moto buds loop** >  Edit icon.



» **Battery levels:** To view the battery levels of both the charging case and earbuds, put both earbuds into the case.

**Tip:** On some Motorola phones, you may also view the battery levels for earbuds and the charging case by swiping up from the home screen and tapping  /  **Settings** > **Connected devices** >  Settings next to **moto buds loop**.

» **Firmware update:** To get the latest firmware, tap **More** > **Firmware update** > **Check for updates**.

## Change earbud sound settings

You can select from different sound options and enjoy music or play games with unique sound settings.


- 1 Make sure your earbuds are connected to your Android device (see [Pair and connect](#)).
- 2 Tap  **Moto Buds** on your Android device.
- 3 Tap **Sound**, and customize the sound of your earbuds:
  - Tap **Spatial Audio** or **Equalizer** to enjoy spatial audio with head tracking, or select a stereo audio option like **Smart audio**, **Music**, **Movie**, **Game**, **Podcast**, or **Custom**. Each mode is designed for a unique listening experience. To change mode settings, tap  Edit icon.
  - Turn on **Gaming Mode** to minimize latency and immerse yourself in the game.

**Note:** Certain options may not be available on all devices or in all regions.

## Personalize gestures

You can customize your earbud gestures for calls, music, and voice assistant.

**Note:** Gesture names may differ on devices and change depending on the device and earbud software.


- 1 Make sure your earbuds are connected to your Android device (see [Pair and connect](#)).
- 2 Tap  **Moto Buds** on your Android device.
- 3 Tap **Gestures** > **Left** or **Right** earbud, and personalize your gestures:
  - Tap **Single Tap**, then select an option like **Play/Pause**, **Next**, **Previous**, **Volume up** or **Volume down**.
  - Tap **Double Tap**, then select an option like **Play/Pause**, **Next**, **Previous**, **Volume up**, **Volume down**, or **None**.
  - Tap **Triple Tap**, then select an option like **Play/Pause**, **Next**, **Previous**, **Volume up** or **Volume down**.

- Tap **Press and hold**, then select an option like **Voice Assistant** (see [Wake up your voice assistant](#)), or **None**.

**Tip:** All gestures are on by default. To turn off a gesture, tap the switch next to it. You may also learn about gesture controls by tapping **Gestures** > **View Tutorial**.

## Wake up your voice assistant

You can tell your phone what you want while wearing the earbuds.


- 1 Make sure your earbuds are connected to your Android device (see [Pair and connect](#)).
- 2 Tap  **Moto Buds** on your Android device.
- 3 Tap **Gestures** > **Left** or **Right** earbud > **Press and hold**, then select **Voice Assistant** (see [Personalize gestures](#)).

**Note:** Gesture names may differ on devices and change depending on the device and earbud software.

- 4 Press and hold the earbud's Control button you've chosen for voice assistant, wait for a conversation window on the screen, then speak a command or ask a question.

## Turn on, and turn off in-ear detection

In-ear detection allows you to automatically pause music playback when you take either earbud out of your ear and resume playback when you put it back on.

- 1 Make sure your earbuds are connected to your Android device (see [Pair and connect](#)).
- 2 Tap  **Moto Buds** on your Android device.
- 3 Tap **More**, then tap the switch next to **In-ear Detection** to turn it on or off.




**Note:** Calls remain active on the earbuds even when they are removed from your ears, as long as they are connected with your device. If you manually pause the media before removing either earbud from your ear, the media will not automatically resume playing after you put the earbud back on.





## Find your earbuds

If you misplace your earbuds, use the  **Moto Buds** app to find them.

**Caution:** To prevent hearing damage, do not attempt to ring while wearing either of your earbuds.



- 1 Make sure your earbuds are connected to your Android device (see [Pair and connect](#)).
- 2 Tap  **Moto Buds** on your Android device.
- 3 Tap **More** > **Ring my earbuds**, then tap  Ring earbud icon to ring the earbud you are looking for.
- 4 To stop ringing, tap  Stop ring earbud icon.

**Tip:** On some Motorola phones, you can also find your earbuds by swiping up from the home screen and tapping  /  **Settings > Connected devices >  Settings** next to **moto buds loop > Find device**, then tap  Speaker icon to ring your earbud.

**Note:** To ring your earbuds, they should be nearby (within 10 meters) and connected to your device.

# Troubleshoot your earbuds

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## Unpair, restart, or reset your earbuds

If your earbuds aren't working, try unpairing, restarting, or resetting them.

- » **Unpair:** To unpair your earbuds, go to Bluetooth settings on your device paired, then tap **Forget**.

**Note:** On Motorola phones, unpair your earbuds by swiping up from the home screen and tapping  /  **Settings** > **Connected devices** >  Settings next to **moto buds loop** > **Forget**.

- » **Restart:** To restart your earbuds, put both earbuds in the charging case, close the lid, and then reopen the charging case.
- » **Factory reset:** With earbuds in the open case, press and hold the Function Button for 12 seconds. Your device goes into factory reset status when the LED indicator flashes white. Follow [Pair and connect](#) to pair again.

## Fix issues

If you cannot hear audio clearly or hear others speaking during a call, try the following adjustments:

- » Adjust the volume on the connected device or move to another area.
- » Clean the eartips and earbuds, especially outlets and mesh areas (see [Clean the earbuds](#)).
- » Ensure that your earbuds and the paired device are within the maximum Bluetooth range (10 meters). The distance may vary depending on the environment.
- » Ensure to keep your earbuds away from electromagnetic waves.

# Get more help

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## Legal, safety & regulatory information

To access legal, safety & regulatory information for your device, visit [motorola.com/accessory-legal](https://motorola.com/accessory-legal).

### Safety information



- » To prevent possible hearing damage, do not listen at high volume levels for long periods. If you experience hearing discomfort, stop listening to the device through your earbuds and have your hearing checked. For more details, visit [motorola.com/accessory-legal](https://motorola.com/accessory-legal).
- » Responsible and safe driving is your primary responsibility when driving a vehicle. Always obey local laws and regulations. In some circumstances, using the earbuds may distract you or impact your awareness of your surroundings. Always remain aware of your environment during use.
- » Your product contains magnets and may interfere with pacemakers and other medical devices. Consult your healthcare provider and the medical device manufacturer before using this product.
- » Chargers that do not comply with applicable national standards may be unsafe, with risk of death or injury, and may cause product damage.
- » The battery in your product is designed to last the life of the product. To prevent possible burning and injury, the battery in your product should only be removed by a Motorola-approved service center or similar skilled personnel. Do not dispose of your battery or product in a fire.
- » It is not recommended to attempt to disassemble, repair or modify the product by yourself. This may damage the product and could cause danger.
- » Avoid looking directly at the LED, which may cause discomfort or temporarily impair vision.
- » This product is not a toy. Your product contains small parts that may present a CHOKING HAZARD or cause other injury to small children and animals. Keep your product away from small children and animals.
- » Stop using your product and seek medical advice if you experience skin irritation.
- » Obey all local restrictions when using your product in public areas, such as hospitals, airplanes, or schools. Potentially explosive areas are often, but not always, posted and can include blasting areas, fueling stations, fueling areas (such as below decks on boats), fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders. Stop using your product before entering such an area, and do not charge batteries. In such areas, sparks can occur and cause an explosion or fire.

- » Do not put your product in heating devices, such as microwave ovens, stoves, or radiators. Your product may explode when overheated.
- » Do not use your product outdoors during thunderstorms.

## Use & care

- » Do not use your **moto buds loop** in temperatures below 0°C (32°F) or above 45°C (113°F). Do not store or transport your product in temperatures below -20°C (-4°F) or above 60°C (140°F).
- » Do not expose your product to water, rain, extreme humidity, or other liquids.
- » Do not expose your product to dust, dirt, sand, food, or similar materials.
- » Do not expose your product to alkaline environments.
- » Do not drop, disassemble, puncture, crush or expose your product to fire.
- » Do not put your product in a washing machine or dryer.

## Prevent water damage

Your product is water and splash resistant, but not completely waterproof. Avoid exposing your product to pressurized water, salt water or liquids other than fresh water, and do not intentionally submerge it in any liquid. Water and splash resistance are not permanent, and the protection performance may continue to decline due to daily use.

Liquid damage is not covered by your warranty.

To prevent water damage to your product:

- » Do not expose your product to pressurized water, salt water or liquids other than fresh water.
- » Dry your product and ports thoroughly with a soft, clean cloth.
- » Do not try to charge your product when it's wet.
- » Do not drop, puncture, or scratch your product, as this could damage the water repellent features.

## Clean the charging case

- » Do not immerse the product in cleaning agents, and do not use cleaning materials that contain bleach or abrasive agents.
- » Use wipes or cloths moistened with isopropyl alcohol with a concentration of 70% (specific for electro-electronic products) to clean the exterior of the charging case.
- » Use a soft, dry cloth to gently to clean the interior of the charging case, especially the charging contacts, to remove any built-up material.
- » Avoid moisture in the product's openings, including the charging port, microphones, and charging contacts.



## Clean the earbuds

- » Do not immerse the product in cleaning agents, and do not use cleaning materials that contain bleach or abrasive agents.
- » Use a soft, dry cloth to gently clean the earbuds, including the charging contacts.
- » When cleaning the earbuds, carefully remove any earwax or lint around the Driver housing.
- » If necessary, use wipes or cloths moistened with isopropyl alcohol with a concentration of 70% (specific for electro-electronic products). Avoid moisture in the product's openings, including the microphones, and charging contacts.
- » Wipe the buds and their charging contact area dry when putting them back into the charging case.

## Service & repair

If you have questions or need assistance, we're here to help. Go to [www.motorola.com/support](http://www.motorola.com/support), where you can select from a number of customer care options.

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All features, functionality, and other product specifications, as well as the information contained in this guide, are based upon the latest available information and believed to be accurate at the time of release. Motorola reserves the right to change or modify any information or specifications without notice or obligation.

**Note:** The images in this guide are examples only. Some content may differ from your device depending on the region, model specifications, or device's software.

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Product: **moto buds loop** (Model XT2545-1)

Manual Number: SSC8E80738-A