

## DROP + NUFORCE MOVE BASICS - HOW MOVE SHOULD WORK

- When you first open and use Move, it will turn on and be in pairing mode when removed from the case. Find “DROP Move” in your Bluetooth settings to pair with your device.
- When you put Move into the case, it will turn off and begin to charge.
- When you take Move out of the case, it will turn on and pair to the last device connected (if available). If the last connected device is not detected you will need to select it from the device you intend to use.
- Move remembers up to 8 devices that have been previously paired. This way, you can disconnect and connect without needing to manually place Move into pairing mode.
- If you want to switch sources disconnect Move manually at the source device and then connect manually on another source device (through the Bluetooth settings).
- You should only need to manually place Move into pairing mode when you are pairing to a brand-new device that you have never connected to.
- If Move earpieces are paired with a device, they will remain turned on, unless placed back in the charging case or manually turned off.
- If you do not pair the earpieces with a device, they will shut off automatically after 180 secs.

## DROP + NUFORCE MOVE IEM: CONTROL GUIDE

Function	Command
Play/Pause	Single tap left or right
Next	Double tap right
Previous	Double tap left
Volume Up	Hold right 2 seconds
Volume Down	Hold left 2 seconds
Virtual Assistant	Triple tap right
Pairing to Source	Hold right 4 seconds
Power ON	Hold right/left 5 seconds
Power OFF	Hold right/left 5 seconds

## DROP + NUFORCE MOVE WIRELESS IEM: LED GUIDE

LED Location	LED Color/Behavior	What it Means
Right earpiece	Blinking orange	Not connected to a source
Right earpiece	Blinking white	Connected to a source
Right earpiece	Alternating orange/white	In pairing mode
Left earpiece	Blinking white	Paired to right earpiece
Left earpiece	Blinking orange	Not paired to right earpiece
Right or left earpiece	Solid orange	Charging in carry case
Carry case	Solid orange	Less than 25% battery
Carry case	Solid white	3 lights = 3 full charges

## TROUBLESHOOTING GUIDE

### PAIRING/CONNECTIVITY

#### *I'm in pairing mode and I can't connect to a source I've used in the past. What do I do?*

In pairing mode, Move is available/visible to connect to new devices (such as iPhone, Android, computers, etc.).

It's possible that Move was placed into pairing mode and the source has connected to Move in the past. In this case, you will need to place Move back into the charging case to stop pairing mode, then try to connect manually from the source's Bluetooth devices list.

If this does not work, another option is to "forget" Move from the source's Bluetooth devices list and reconnect using pairing mode. A last resort would be to perform a hard reset, then activate pairing mode on Move and reconnect to the source as a new device. (see page 3.)

Remember, performing a hard reset erases Move's memory, so you will need to manually "forget" Move on any previously paired devices and reconnect using pairing mode.

#### *Why won't move automatically connect to a source I've used previously?*

Move will only try to automatically connect to the last device you used. It's possible that Move is still connected to another device or the last device connected.

Check the earpiece LED:

- If it is blinking white: Disconnect Move from the previous device and manually connect to the desired device.
- If it is blinking orange: Manually connect to Move from the desired source device. Be sure to look in the source's existing devices list.

Please keep in mind that Move can only remember up to 8 source devices. If you pair with more than 8 devices, Move will start to forget the first devices you've connected to. You'll need to manually "forget" any devices you're not using and then manually reconnect to the desired source devices.

#### *The left earpiece does not connect to the right earpiece. What do I do?*

The left earpiece will look for the right earpiece for up to 180 seconds after it is removed from the case and turned on. Initial connection works better if the left earpiece is in close proximity to the right earpiece. (Holding the earpieces 3 inches apart for a second or two when you remove them from the charging case is a good practice if you are having difficulty.)

If for some reason the left earpiece cannot find and connect to the right earpiece, it will automatically turn off after 180 secs. After several attempts, if the left earpiece will not connect to the right earpiece, please follow the hard reset procedure.

## **HARD-RESET PROCEDURE**

If the left earpiece does not reconnect to the right earpiece after several attempts:

1. Go to the source device's Bluetooth settings and check to see if Move is listed under your devices. If it is listed, remove ("forget") "DROP MOVE" from the memory of the device you are trying to pair with
2. Remove both earpieces from the case and hold down both buttons for 5 seconds until the earpieces are off.
3. Turn the earpieces back on by holding both buttons for at least 15 seconds.
4. You will see white LEDs flash every 5 seconds. Wait until they flash 3 times.
5. Place the earpieces back into the charging case after the white LEDs have flashed 3 times.
6. After the LEDs turn orange, wait an additional 30 seconds.
7. Remove both earpieces from the case and hold them 3.5 in (10 cm) apart.
8. The left earpiece LED should flash white and the right earpiece LED should go into pairing mode (flashing white/orange alternatively).

## **SOFT-RESET PROCEDURE**

1. Place both earpieces into the charging carry case. As long as there is some charge in the charging carry case, they will turn off and begin charging.
2. Wait 10 seconds and ensure they are properly seated in the case.
3. Remove the two earpieces and hold them no more than 3 inches apart for 5 seconds.
4. The left earpiece LED should be white and the right earpiece will be either white or orange based on the connection status.

## **BATTERY/CHARGING**

If the earpieces run out of battery, you can place them in the charging case for 15 minutes. This will give them 90 minutes of charge.

It takes about 1.5 hours to fully charge the earpieces from a zero-charge state. This is true for both the earpieces and the charging case.

**PLEASE NOTE:** If the charging case runs out of battery, the earpieces will turn on and need to manually be turned off. It is possible they may connect to the last used source even though they are in the case.