



motorola

TRUE WIRELESS EARBUDS

Model: MOTO BUDS 500 ANC



For: MOTO BUDS 500 ANC

User Guide

Safety instructions

DANGER

To avoid hearing damage, limit the time you use earbuds at high volume and set the volume to a safe level. The louder the volume, the shorter the safe listening time is.



WARNING

These wireless earbuds are compliant with all relevant standards regarding electromagnetic fields and are, when handled as described in the User Guide, safe to use. Therefore, always read the instructions in this User Guide carefully before using the device.

- Listen at reasonable volumes for reasonable periods of time.
- Be careful not to adjust the volume continuously upwards as your hearing adapts.
- Do not turn up the volume so high that you can't hear what is around you.
- You should use caution or temporarily discontinue use in potentially hazardous situations.
- Excessive sound pressure from earbuds can cause hearing loss.
- Using earbuds with both ears covered while driving is not recommended and may be illegal in some areas while driving.
- For your safety, avoid distractions from music or phone calls while in traffic or other potentially dangerous environments.

CAUTION

- Do not expose earbuds to excessive heat.
- Do not drop your earbuds.
- Earbuds shall not be exposed to dripping, splashing water.
- Do not allow your earbuds to be submerged in water.
- Do not use any cleaning agents containing, alcohol, ammonia, benzene, or abrasives.
- If cleaning is required use a soft cloth, if necessary dampened with a minimum amount of water or diluted with a minimum amount of water or diluted mild soap, to clean the earbuds.
- The integrated battery shall not be exposed to excessive heat such as sunshine, fire or the like.

- Replacement of a battery with an incorrect type can defeat a safeguard (for example, in the case of some lithium battery types).
- Risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instruction.
- Use only the rechargeable battery model NV951331 supplied by GANZHOU NOVEL BATTERY TECHNOLOGY CO., LTD for the charging box.
- Use only the rechargeable cell model NV1054 supplied by GANZHOU NOVEL BATTERY TECHNOLOGY CO., LTD for the earphones.
 - Please dispose of the lifeless battery under guidance.
 - Recycle your device.
 - Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, can result in an explosion.
 - Leaving a battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas.
 - A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

Operating temperature and humidity

- Store in a place where temperature is between -20°C (-4°F) to 50°C (122°F) (up to 90% relative humidity with no condensation).
- Operate in a place where temperature is between 0°C (32°F) to 45°C (113°F) (up to 90% relative humidity with no condensation).
- Battery life may be shorter in high or low temperature conditions.

Welcome...

to your new MOTO BUDS 500 ANC wireless earbuds!

- Up to 20 hours of total playtime when ANC is off and using the charging case.
- Dual ENC (Environmental Noise Cancellation) mic for clear calls.
- Use either earbud individually for call and music playback.
- Active voice cancellation
- Water resistant earbuds (IPX4).
- Smart voice assistant (Siri® and Google Assistant™).
- Bluetooth 5.3
- Google fast pairing
- Touch sensor control
- USB-C charging

Need help?

If you have any problems setting up or using your MOTO BUDS 500 ANC, please visit us at motorolasound.com/support

Alternatively, you may find the answer in the 'Help' section at the back of this guide.

This User Guide provides you with all the information you need to get the most from your wireless earbuds.

Before you make call or listen to music you will need to set up your wireless earbuds. Follow the simple instructions in 'Getting started', on the next few pages.

Got everything?

- Bluetooth wireless earbuds (with M size earcaps)
- Charging case
- USB-C charging cable (300 mm in length)
- Extra 2 pairs (S and L sizes) of replaceable silicon earcaps
- Quick start guide
- Warranty

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1. Getting started

Location

Important

The earbuds are resistant to dripping and splashing water, but the charging case is not waterproof. Make sure you wipe off any moisture on the earbuds thoroughly before putting them into the charging case.

Range of earbuds and the Bluetooth device

Make sure the earbuds and Bluetooth device are placed within range of each other.

Charging the battery

Important

Warning! Use only the approved rechargeable Lithium polymer battery supplied with your MOTO BUDS 500 ANC.

Charging case

Connect one side of the supplied USB-C charging cable to the Type-C charging port, and the other side to the USB AC adaptor.



The LED indicator flashes blue during charging the battery. It turns solid blue when charging is complete. For the first time use, charge the battery for at least 2 hours continuously. When the orange LED indicator flashes fast, it means there is a charging error on the charging case.

When you put the earbuds in the charging case, you will see one of the following scenarios:

Charging case LED status	Charging case closed	Charging case opened
Pulses blue	Earbuds are charging	-
Turns solid orange for 4s	Earbuds are fully charged	The battery level of earbuds > 95%
Pulses orange for 18s	The battery capacity is too low to charge the earbuds	-
Turns solid blue for 4s	-	The battery capacity is sufficient to fully charge the earbuds
Flashes blue for 4s	-	The battery capacity is not sufficient to fully charge the earbuds

Battery performance

In ideal conditions, a fully charged battery should give up to 20 hours of usage time with ANC OFF, including 6 hours from the battery inside the earbuds and 14 hours from the charging box.

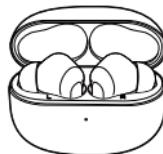
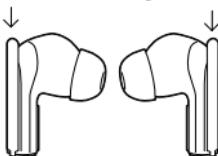
The charge capacity of the rechargeable battery will reduce with time as it wears out, giving the earbuds less usage / standby time.

Battery low warning

If you hear an alert sound every 3 minutes, recharge the battery.

Earbuds

1. Remove all the tapes on the earbuds before charging.
2. Put the earbuds into the charging case and close the top lid. Charging starts automatically.



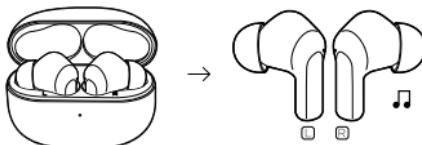
Connecting your earbuds

Pair your earbuds with the Bluetooth device for the first time

1. Open the charging case top lid to turn earbuds on, then take out the earbuds from the charging case. Read section 4 about how to take out the earbuds.
 - You will hear a musical tone. Earbuds enter pairing mode.
2. Make sure the Bluetooth function of your device is activated. Earbuds will do pairing automatically.
3. Your earbuds support Google fast pairing. Open the charging case top lid and take out the earbuds from the charging case. For Motorola smartphone or Android phone with Android version 6.0 or above, simply confirm **MOTO BUDS 500** directly on your device screen. For other devices, select **MOTO BUDS 500** from the Bluetooth menu of your device. Earbuds will do pairing automatically. When pairing is successful, you will find a notification on your phone and hear a connected tone on the earbuds.

Note

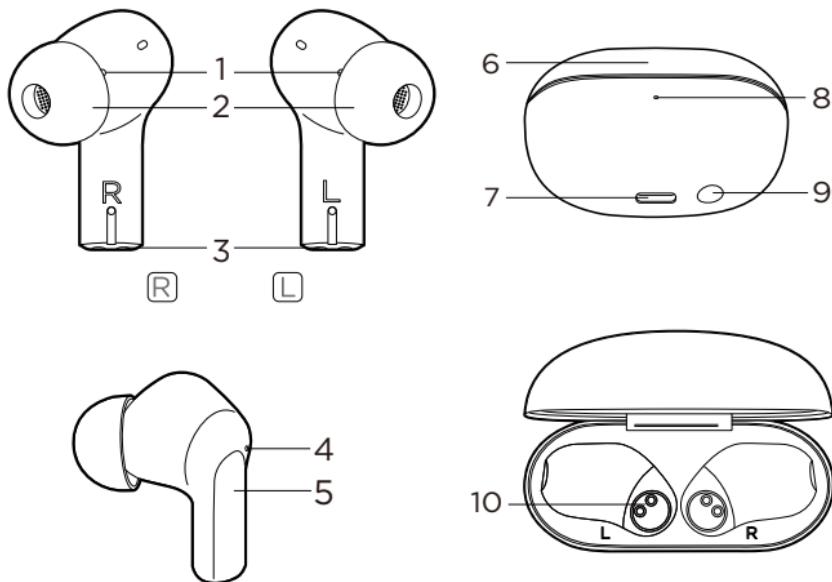
Make sure your device is compatible with Bluetooth and earbuds.



Your MOTO BUDS 500 ANC are now ready for use.

2. Getting to know your wireless earbuds

Overview

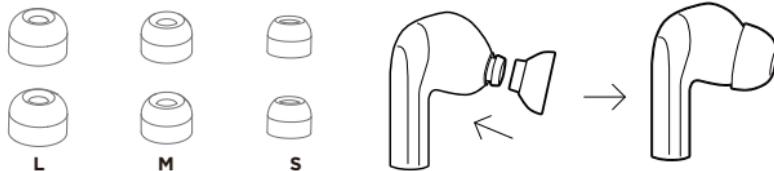


- 1 Holes for acoustic ventilation**
- 2 Replaceable earcaps (size M)**
- 3 Earbud charging contacts and microphones for phone call**
- 4 Microphones for noise cancellation**
- 5 Multi-function buttons (MFB)**
- 6 Charging case**
- 7 USB-C charging socket**
- 8 Battery level and charging status indicator**
- 9 Pair/reset button**
- 10 Charging case charging contact**

3. Using the wireless earbuds

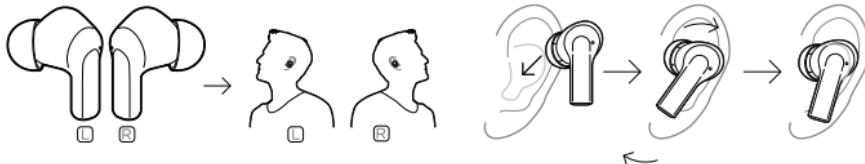
3.1 Select the earcaps

1. Select from 3 different size of replaceable earcaps which fit your ears the best. The earbuds come with size M attached as default.
2. Fit the earcaps into the earbuds.



3.2 Wear the earbuds

Insert the earbuds into ears and rotate to fit comfortably. Read section 4 about how to hold the earbuds.



3.3 Reconnect the earbuds to your Bluetooth device

1. Turn on your Bluetooth device with the Bluetooth feature activated.
2. Open the charging case top lid to turn earbuds on, then take out the earbuds from the charging case. Read section 4 about how to take out the earbuds.
 - The earbuds will auto reconnect to the last connected Bluetooth device.

Note

If the earbuds cannot find and connect to any Bluetooth device with 5 minutes, they will switch off automatically.

3.4 Operation

3.4.1 Turn on/off

Task	Operation
Turn on	Open the charging case top lid, the earbuds will be automatically on.
Turn off	Put the earbuds into the charging case and close the top lid, the earbuds will be automatically off.

3.4.2 Call control

Task	Operation
Answer/End a call	Left/right MFB: Tap once
Reject a call	Left/right MFB: Press and hold for 2 seconds
3-way call	
Pick up an incoming call and put the current call on hold/switch calls	Left/right MFB: Tap once
Reject an incoming call and continue the current call	Left/right MFB: Press and hold for 2 seconds
End the current call and resume the on hold call/Pick up an incoming call and end the current call	Left/right MFB: Tap twice

3.4.3 Music

Task	Operation
Play/Pause	Left/right MFB: Tap once
Previous track	Right MFB: Tap 3 times
Next track	Right MFB: Tap twice

3.4.4 Activate voice assistant

Task	Operation
Siri, Google	Left/right MFB: Press and hold for 2 seconds *Need to enable the corresponding voice assistant features on your smartphone.
Noise cancelling on/ Ambient sound/Off	Left MFB: Tap twice

3.4.5 Restore factory settings

1. Put both earbuds into the charging case and keep the lid open.
2. Press and hold the reset button for 10 seconds.
3. The orange LED flashes fast for 10 seconds and the factory reset is done.
4. Follow pairing instructions to do pairing again (see page 8).

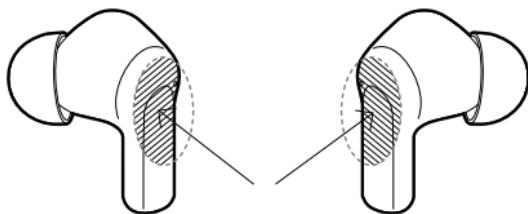
3.5 Alert sounds

The earbuds play an alert sound when performing the following functions:

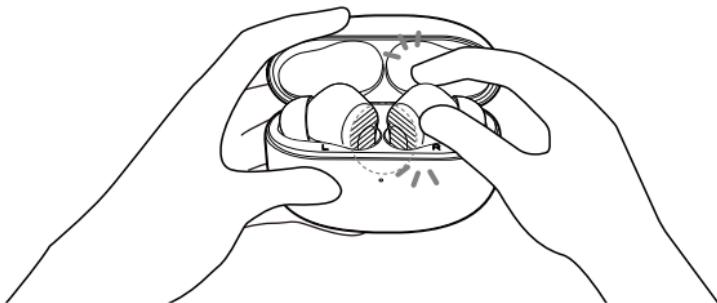
- Ready for pairing
- Ambient sound on
- Active noise cancelling on / off
- Connected to Bluetooth
- Powering off the earbuds
- Low battery level
- Rejecting an incoming call while on another call
- Receiving an incoming call

4. Important notes

The multi-function button (MFB) of your earbuds has touch sensors that enable different functions.



Avoid touching the MFB when taking out the earbuds.



When inserting the earbuds into ears, hold the sticks and avoid touching the MFB.



5. Help

The wireless earbuds do not turn on.

- The battery level is too low. Recharge your earbuds.

The wireless earbuds do not connect with the Bluetooth device.

- Ensure the Bluetooth function of the Bluetooth device has been turned on.
- Ensure the Bluetooth function of the previous connected device has been turned off.
- Ensure you follow the instructions in this user manual to connect the earbuds (see page 8).

The wireless earbuds keep disconnecting.

- The battery level is too low. Recharge your earbuds.
- Ensure the wireless earbuds and Bluetooth device are operated within range.
- Remove the wireless earbuds from the pairing list and connect them with the Bluetooth device again.

Poor audio quality.

- Ensure the wireless earbuds and Bluetooth device are operated within range.
- Remove the wireless earbuds from the pairing list and connect them with the Bluetooth device again.

Only one side of the earbuds has sound.

- The battery level of one earbud is too low. Recharge your wireless earbuds.
- One earbud has disconnected from another earbud.
- Try to reconnect the wireless earbuds with the Bluetooth device.
- Reset the earbuds if the problem is not solved.

The other side's voice cannot be heard.

- Adjust the volume on the Bluetooth device.

My voice cannot be heard.

- Check the Bluetooth device to ensure the voice is going through the wireless earbuds.
- Remove the earbuds from the ears and speak close to the microphone.

Music plays on my Bluetooth device not through the earbuds.

- Check on your Bluetooth device if you have selected to listen to music through the earbuds.

6. Technical Specifications

Bluetooth profiles	HSP (Handset Profile); HFP (Handsfree Profile); A2DP (Advanced Audio Distribution Profile); AVRCP (Audio Video Remote Control Profile)
Bluetooth version	5.3
Battery	Type and capacity: Lithium polymer, 40 mAh on earbuds; 300 mAh 3.7 V rechargeable battery on charging case
Charging case power	5V / 1A (input); 5V / 40mAh (output)
Play time (ANC off)	20 hours (typical), 6 hours from the earbuds' batteries and the other 14 hours from the charging box.
Earbuds charging time	< 2 hours for full charge; 10 mins for 40 mins play time for fast charging.
Frequency range	2.402 - 2.480 GHz
Transmission power	Less than 10dBm (for CE only)
Operation range	10 meters (33 feet)
Operation temperature	0°C ~ +45°C
Storage temperature	-20°C ~ +70°C

Note

Specifications are subject to change without prior notice.

7. General information

Cleaning and care

Important

Always switch off and disconnect the power adaptor before cleaning your wireless earbuds.

- Clean your wireless earbuds with a slightly damp cloth or with an anti-static cloth. Never use cleaning agents or abrasive solvents.
- Do not clean any part of the wireless earbuds with thinners or other solvents and chemicals - this may cause permanent damage to the product which is not covered by the warranty.
- Keep your wireless earbuds away from hot, humid areas or strong sunlight, and do not let it get wet.
- Every effort has been made to ensure high standards of reliability of your wireless earbuds. However, if something does go wrong, please do not try to repair it yourself - contact Customer Service for assistance.

Disposal of the Device (environment)

At the end of the product life cycle, you should not dispose of this product with normal household waste. Take this product to a collection point for the recycling of electrical and electronic equipment. The symbol on the product, user guide and/or box indicates this. Some of the product materials can be re-used if you take them to a recycling point. By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment. Please contact your local authorities in case you need more information on the collection points in your area. Dispose of the battery pack in an environmentally-friendly manner according to your local regulations.



Consumer Products and Accessories Warranty

Thank you for purchasing this Motorola branded product manufactured under license by Meizhou Guo Wei Electronics Co. LTD., AD1 section, The economy exploitation area, Meizhou, Guangdong, P.R.China . ("MZGW")

What Does this Warranty Cover?

Subject to the exclusions contained below, MZGW warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Limited Warranty is your exclusive warranty and is not transferable.

Who is covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

What will MZGW do?

MZGW or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that do not conform to this limited warranty. We may use functionally equivalent reconditioned / refurbished / pre-owned or new Products, Accessories or parts.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA OR MZGW BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.

Products Covered	Length of Coverage
Consumer Products	One (1) year from the date of the products original purchase by the first consumer purchaser of the product.
Consumer Accessories	Ninety (90) days from the date of the accessories original purchase by the first consumer purchaser of the product.
Consumer Products and Accessories that are Repaired or Replaced	The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.

Exclusions

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola or MZGW are excluded from coverage.

Use of Non-Motorola branded Products and Accessories. Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, MZGW or its authorized service centers, are excluded from coverage.

Altered Products. Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.

Communication Services. Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.

How to Obtain Warranty Service or Other Information?

To obtain service or information, please visit us at:

motorolasound.com/support

You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a MZGW Authorized Repair Center.

To obtain service, you must include: (a) the Product or Accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product; (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product; (d) a written description of the problem; and, most importantly; (e) your address and telephone number.

These terms and conditions constitute the complete warranty agreement between you and MZGW regarding the Products or Accessories purchased by you, and supersede any prior agreement or representations, including representations made in any literature publications or promotional materials issued by MZGW or representations made by any agent, employee or staff of MZGW, that may have been made in connection with the said purchase.

EU Declaration of Conformity (DoC)

Hereby, MZGW declares that the radio equipment type is in compliance with RE Directive 2014/53/EU. The full text of the EU declaration of conformity is available on the website: motorolasound.com

EU exposure:

RF exposure information: The EIRP power of the device at maximal case is below the exempt condition, 20mW specified in EN62479: 2010. RF exposure assessment has been performed to prove that this unit will not generate the harmful EM emission above the reference level as specified in EC Council Recommendation(1999/519/EC).

FCC regulatory conformance:

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

NOTES:

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 separation 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.

NOTES:

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

IC regulatory conformance

This device complies with CAN ICES-003 (B)/NMB-003(B).

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 harmful interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme à la norme CAN ICES-003 (B)/NMB-003 (B).

Cet appareil contient des émetteurs / récepteurs exempt (s) de licence qui sont conformes aux RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes:

- (1) Cet appareil ne doit pas provoquer d'interférences.
- (2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance.

Le présent appareil est conforme Après examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité and compliance d'acquérir les informations correspondantes.

EU Declaration of Conformity

Hereby, MZGW declares that the radio equipment type is in compliance with RE Directive 2014/53/EU.

UK Declaration of Conformity

Hereby, MZGW declares that this product is in compliance with the requirements for UKCA marking.

Both the Declaration of Conformity for EU and UK can be obtained at:

<https://motorolasound.com/support/declaration-of-conformities/>

Manufactured by: Meizhou Guo Wei Electronics Co., Ltd.

Factory address: AD1 Section, The Economic Development Area, Meizhou, 514000, Guangdong Province, China

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EU address: 51 Bracken Road, Carlisle Offices, Dublin 18, D18 CV48. Ireland

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Contact email address: support@motorolasound.com

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Version 2 (EN)

