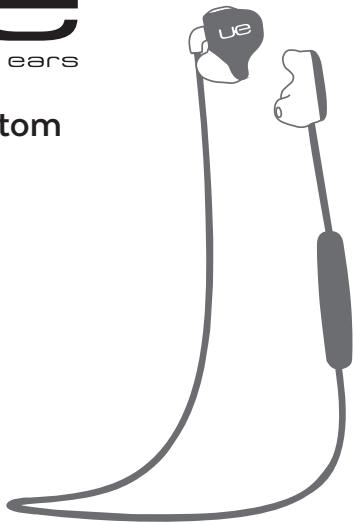


**UE**  
ultimate ears

**UE Custom**



**USER  
GUIDE**

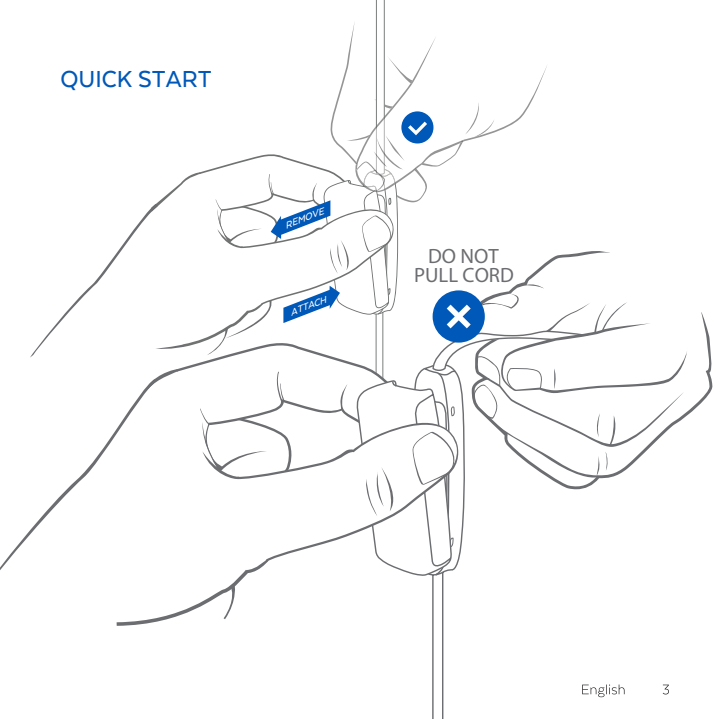
## SET-UP

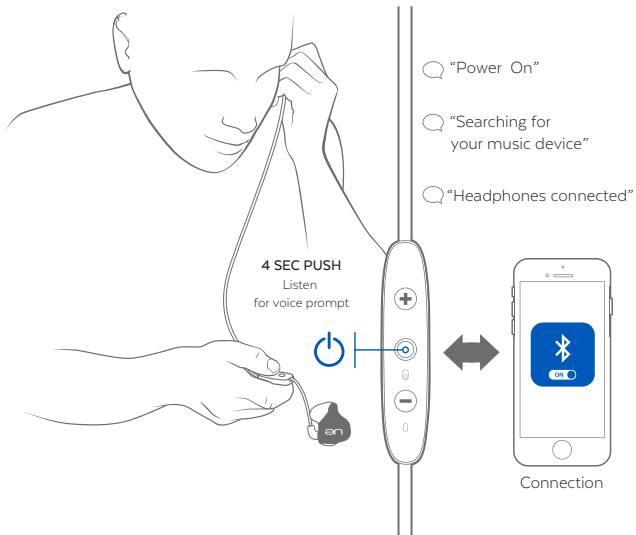
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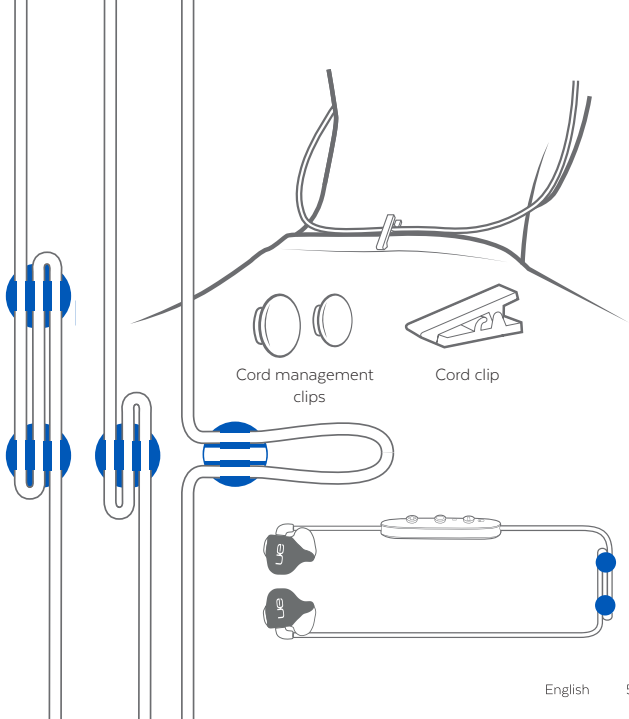
## CHARGING / BATTERY STATUS

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## QUICK START







## MUSIC + CALLS

With complete  
remote controls

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## PAIRING BLUETOOTH

Remember up to  
8 devices

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## MULTIPOINT

Connect your buds to 2  
devices simultaneously

Page 21



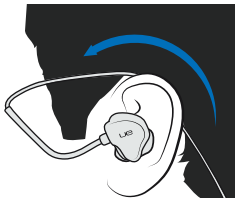
## SMARTWATCH

Leave your phone  
behind & pair with  
your smartwatch

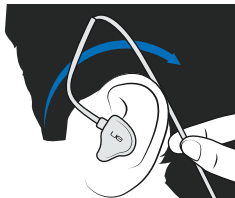
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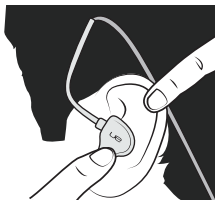
## HOW TO WEAR



**Step 1:** Insert monitors.  
Twist forward.



**Step 2:** Snap backwards.  
Lock into place.



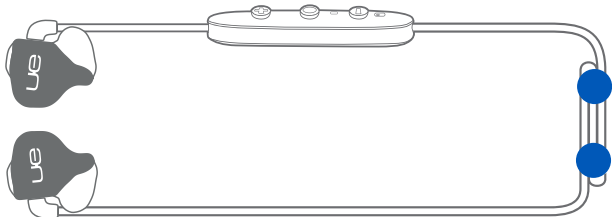
**Step 3:** Push on faceplate.  
Adjust seal.



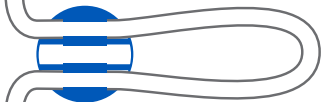
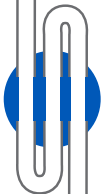
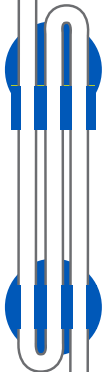
**Step 4:** Adjust cable.  
Wrap behind ear.

## CORD MANAGEMENT CLIPS

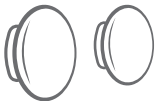
Before fitting, install the cord management clips to reduce the slack for a customized fit.







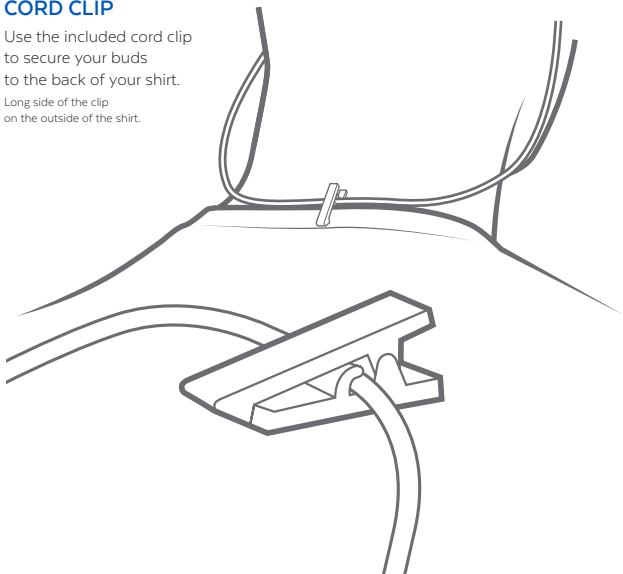
The cord management clips can be used in three ways to manage the length of your cord and find the right fit for you.



## CORD CLIP

Use the included cord clip to secure your buds to the back of your shirt.

Long side of the clip on the outside of the shirt.



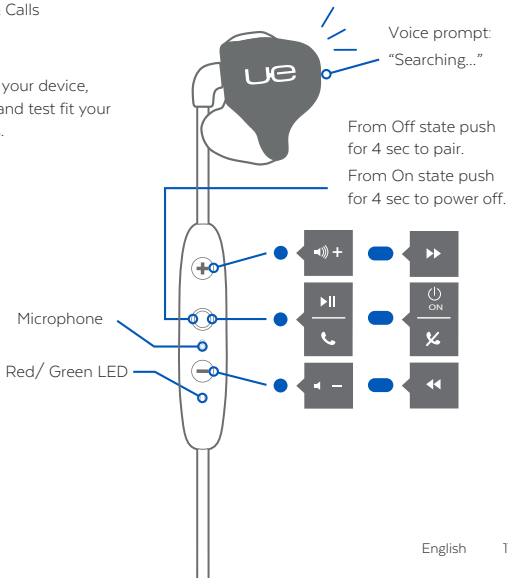
## POWER ON

● Push    ● 1 sec push    ● 4 sec push

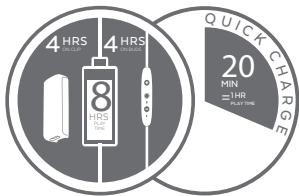


Music & Calls

Pair buds to your device,  
play music, and test fit your  
UE Customs.



## CHARGING / BATTERY STATUS



### BATTERY LEVEL

Your UE Custom buds will announce an average battery level when you turn them on. Alternatively, an average battery level announcement can be triggered by pressing the Volume + or Volume - button when connected and not playing music.

Charging the battery before use is recommended but not required. UE Customs ship partially pre-charged, however initial charge will vary.

Look for this Bluetooth headset battery status icon in the top right corner of your iPhone screen.



## VOICE PROMPT

When not playing music, pressing 'Volume + or Volume -' will announce battery status.

ARE THE BUDS ON?

IS THE BATTERY LOW?

## MICRO USB CHARGING

The charging clip that came with your buds also acts as a charging dock. 2.5 hrs for full charge gives 4 + 4 hours of playtime. 20 mins charging gives 1 hour of play time. The clip can also be charged separately and used at a later time.

In Standby\* mode, push +, watch LED:

Single Green Flash =  
**10% or more battery remaining**

Single Red Flash =  
**Below 10% battery remaining**

No Light = **Powered off**

\* Standby Mode: Powered and not connected to a device but not playing music or on a phone call.

## LED STATUS

Red: **Charging**

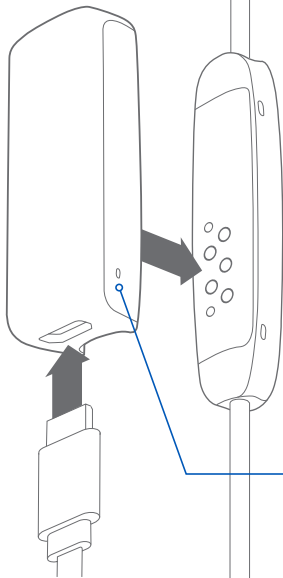
Green: **Charged**  
(while charger clip is attached)

Red+Green Alternating: **Pair Mode**

No Light: **Standby / Play Mode / Phone Call / Powered Off**

## CHARGING CLIP

To charge your buds, securely attach the charging clip to the back of the controller and insert the micro USB end of your included cable into the bottom end of the charging clip. Plug the other end into any 5V 500mA USB power source. This charges both your buds and the charging clip simultaneously for extended listening.



RED LED = **CURRENTLY CHARGING**

GREEN LED = **FULLY CHARGED**  
(with USB cable connected to  
a power source)

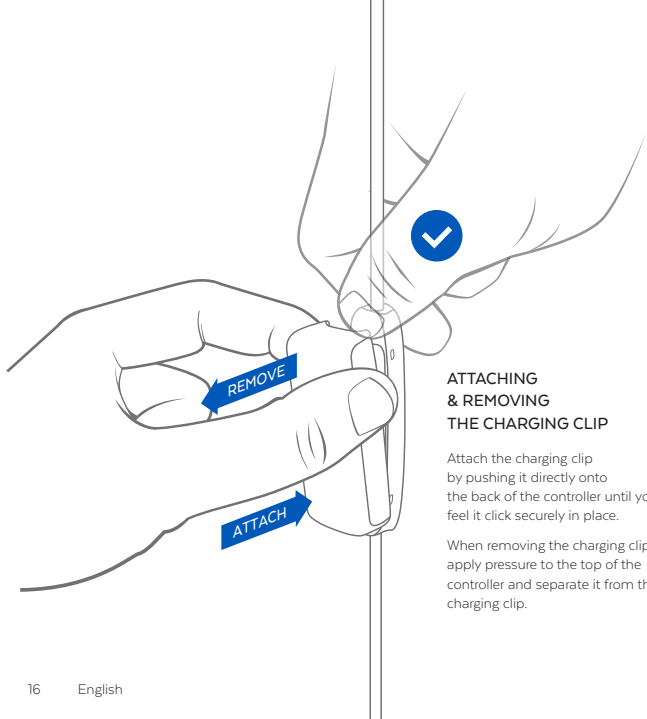
## USING THE CHARGING CLIP TO CHARGE YOUR BUDS

In addition to using the USB charging cable, your charging clip can charge your buds without having to be connected to a power source. Your charging clip has an internal battery and circuitry that extends your play time by 4 hours. Simply attach it to the back of the controller and it automatically starts charging.

Every time you attach the charging clip it will reset your bud by turning them OFF. You may turn your buds back ON and continue to listen to your music while the charging clip is attached and transferring power.

**NOTE:** Do not use your buds while the USB cable is plugged into a power source. Doing so could cause an electric shock if your power source develops an electrical fault.


$$\begin{array}{r} 4 \text{ HRS} + 4 \text{ HRS} \\ \hline = 8 \text{ HRS PLAY TIME} \end{array}$$



## ATTACHING & REMOVING THE CHARGING CLIP

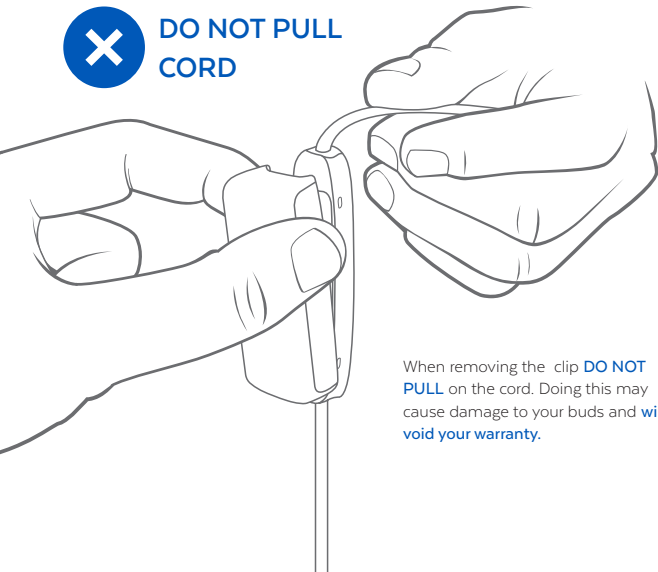
Attach the charging clip by pushing it directly onto the back of the controller until you feel it click securely in place.

When removing the charging clip apply pressure to the top of the controller and separate it from the charging clip.





**DO NOT PULL  
CORD**



When removing the clip **DO NOT PULL** on the cord. Doing this may cause damage to your buds and **will void your warranty.**

## CONTROLS

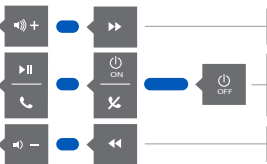
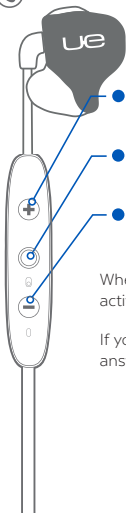
● PUSH

● 1 SEC PUSH

● 4 SEC PUSH



Music & Calls



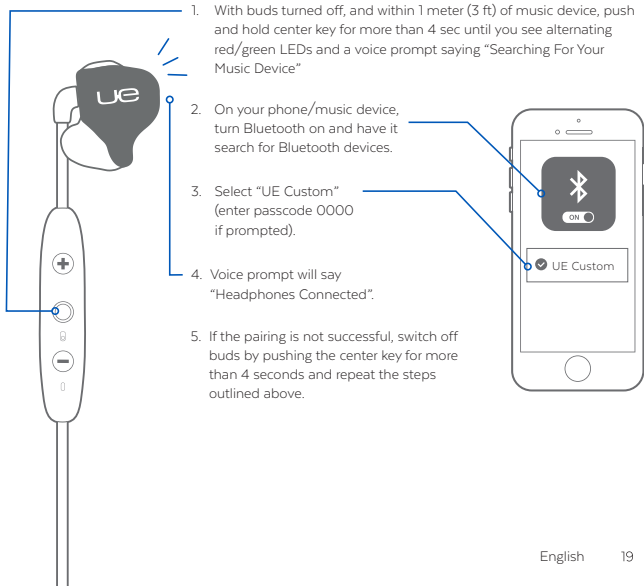
### ADDITIONAL CALL COMMANDS

- Switch call to UE Custom
- ● Redial
- Mute & un-mute call

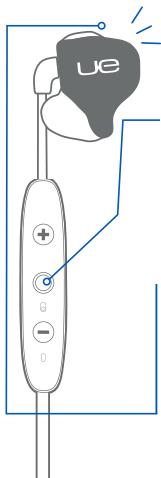
When not on a call or playing music: ● **On center button** activates Siri or Voice Commands

If you have a 2nd incoming call: ● ● **On center button** will answer 2nd call, hold active and switch between active and hold

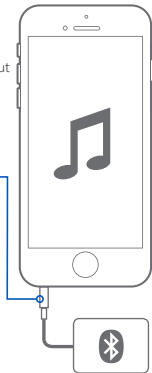
## PAIRING



## PAIRING WITH A BLUETOOTH ADAPTER



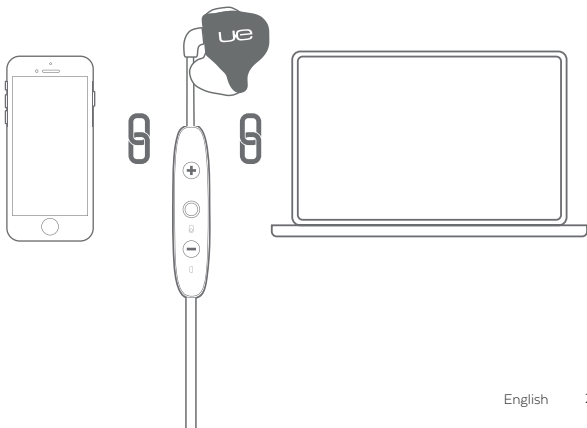
1. Place buds and device within 1 meter (3 feet) of each other.
2. Put the buds into pair mode as outlined on prior page.
3. If using a BAU Universal Bluetooth Adapter put into pair mode also (see BAU manual).
4. Plug the Bluetooth adapter into the music device and play a song.
5. The buds and adapter will pair automatically (passcode of adapter must be 0000).
6. After successful pairing and connecting, the buds will say "Headphones Connected".



## MULTIPOINT

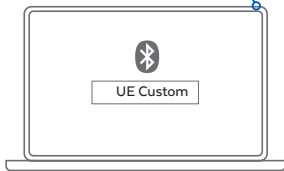
### PAIRING WITH SEVERAL BLUETOOTH DEVICES

Multipoint enables you to simultaneously pair and connect your buds with two different Bluetooth devices. For example you can have your UE Custom buds connected to your laptop and your phone at the same time. You can listen to music from your laptop and are still able to answer an incoming call on your phone using your UE Customs buds controller.

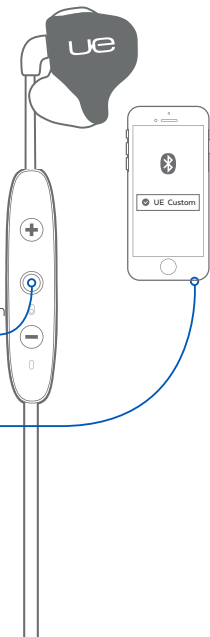


## MULTIPOINT

1. Pair your buds to the first device.



2. Put your buds back in pairing mode and then hold down the center button.



3. Search and select your UE Custom buds on the second device.

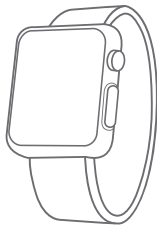
## SMARTWATCHES

With the right smart watch you can leave your phone at home. Just sync music to your smartwatch and pair with your buds. Now that's freedom!

**NOTE:** Some smartwatches have a weaker Bluetooth signal which may cause possible intermittent signal drop.

Works with smartwatches like:

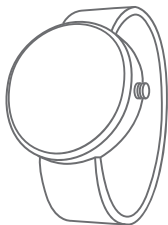
APPLE



SAMSUNG



MOTOROLA





## TROUBLE SHOOTING

### RESET

If your buds are not responding, connect the charging clip and USB cable to a power source. This will turn your buds off and perform a soft reset.

### FACTORY RESET

1. To reset your buds to their original factory settings put your buds in pairing mode by turning the buds off then push and hold the center button  for more than 4 sec until you see alternating red/green LED.
2. While the LED is flashing red/green double tap the center button . Upon successful factory reset, the LED turns orange and your buds turn off.

**NOTE:** Once your buds have been reset and you power on they will automatically go into pairing mode

Select “Forget” or “Remove UE Custom” from your device’s Bluetooth menu and pair again.





## SPECIFICATIONS

Bluetooth Version	4.1, Multipoint
Codec	AAC, SBC, Modified SBC
Profile	Handsfree, Headset, A2DP, AVCRP, SPP
Effective Range	10 meters (30 feet)
Play Time	8 Hrs* (4 hrs on buds plus an additional 4 hrs with included charging clip)
Standby Time	110 Hrs*
AC Power	DC 5V 500mA
Charging Time	2.5 Hrs
Quick Charge	20 Min = 1 Hr play time on buds + an extra hour through charging clip

\* Play time and standby time may vary due to usage conditions.

## WARRANTY, WARNINGS & SAFETY

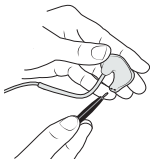
Full warranty, care & maintenance details at:

[pro.ultimateears.com/support](http://pro.ultimateears.com/support)

**WARNING** Due to the isolating characteristics of these headphones do not use while driving, riding a bike, where vehicular traffic is present, or in any other activity where failure to hear surrounding sounds could be dangerous. Use of these headphones at excessive volumes may cause permanent hearing damage. Always turn down volume down before use. Take caution in regards to inserting objects into ear canal, use at own risk. Do not wear the device while it is connected to a power source driven from main 110V or 220V lines.

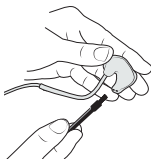
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## CARE



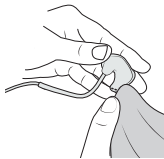
### Cleaning:

While ear bud is upside down use the cleaning tool to remove wax build up after each use.



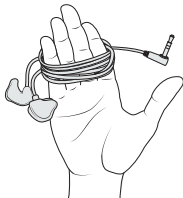
### Scrubbing:

Use the brush to remove any remaining debris.



### Polishing:

Use a soft cloth to wipe the shell clean.



### Cable:

Loosely wrap the cable around your 4 fingers.



### Storage:

Protect in carrying case..

## NOTE:

Your UE Customs are handmade products that require a certain level of care. Please avoid dropping them on hard surfaces as this may damage internal components.

