



# RMCE-TW1

## Shure True Wireless Secure Fit Adapters

The Shure True Wireless Secure Fit Adapters and earphone user guide.  
Version: 2.3 (2022-B)

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# RMCE-TW1

## Shure True Wireless Secure Fit Adapters

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## Important Safety Information

Before using this product, please read the warnings and safety instructions: [SAFETY PRECAUTIONS](#)

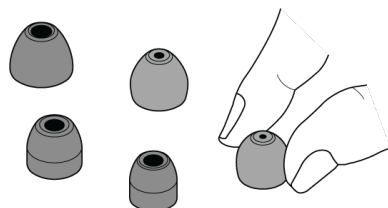
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## ShurePlus™ PLAY Mobile Listening App

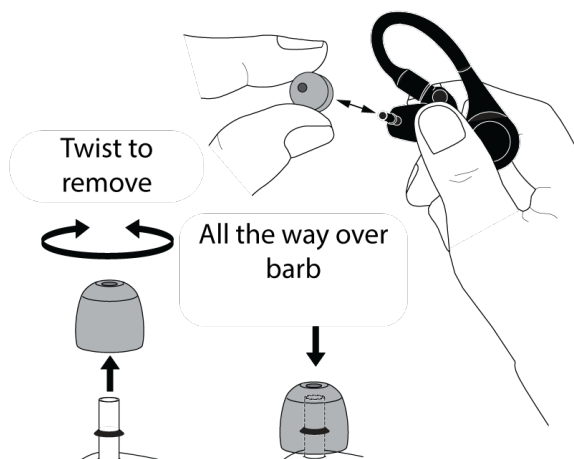
Unlock the full potential of your listening experience: [more info here](#)

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## Fit



**Select your sleeve**



**Install**

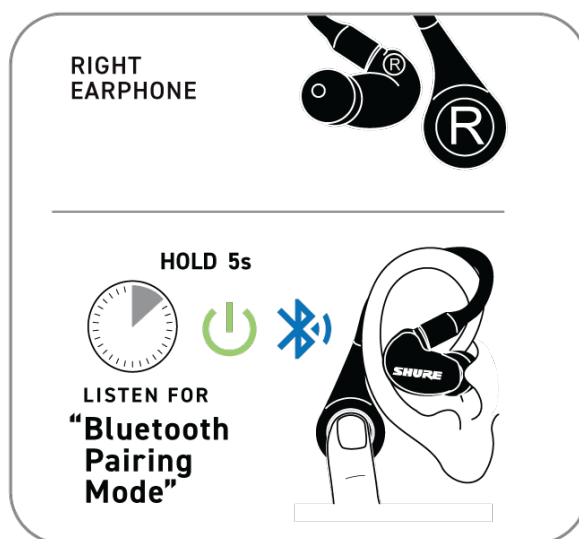


**Press firmly into ear**

*They should fit like earplugs*

## Power and Pair

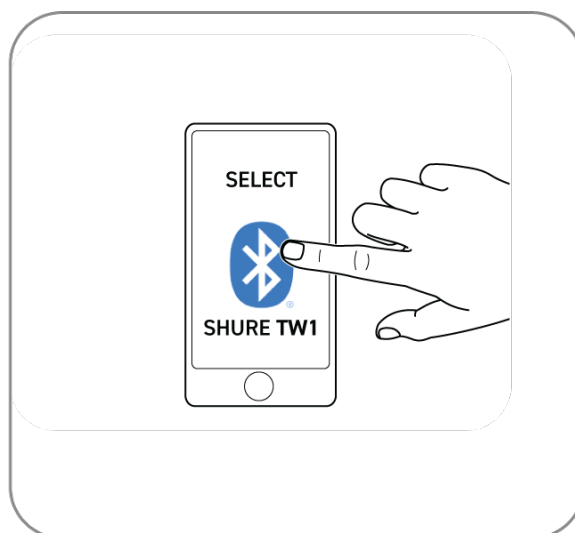
1. **Right earphone:** HOLD five seconds until you hear "Bluetooth Pairing Mode"



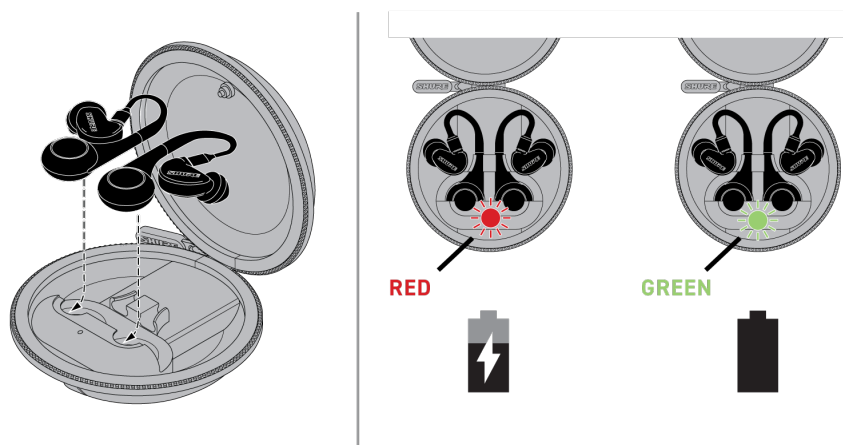
2. **Left earphone:** HOLD two seconds to power on



3. Select SHURE TW1 from your device



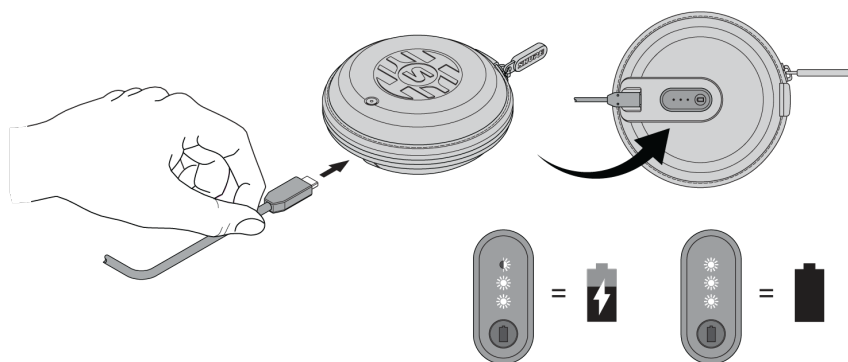
# Earphone Charging



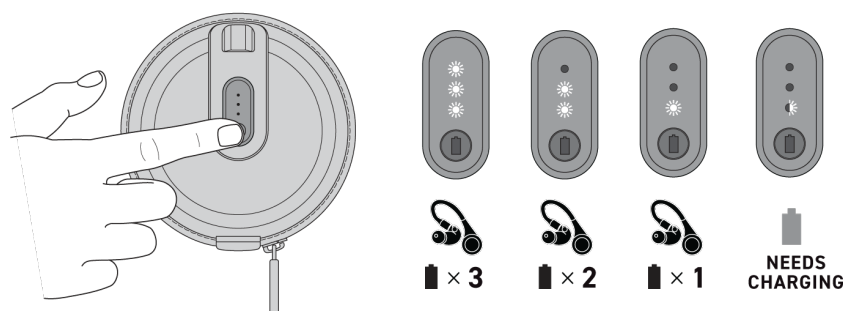
## Earphone Charging

*RED when charging, GREEN when fully charged.*

# Case Charging



## Case Charging



### Charging Case Battery Life

*Press to display the number of times the case can charge the earphones*



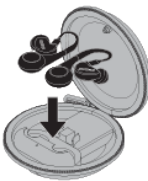



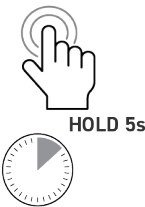






## LED indicators

### Adapter LEDs

<b>Bluetooth pairing</b>		Alternating red and blue
<b>Bluetooth connected</b>		Blue for 2 seconds, then off
<b>Bluetooth connection lost</b>		Slow blinking blue
<b>Low battery</b>		Slow blinking red







## Button Functions

<b>Power on</b>  		Press and hold until you hear "Power on".  You must power on both earphones.
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<b>Power off</b> 		<p>Press and hold the button on either adapter until you hear "Power off". The other adapter automatically turns off.</p> <p><b>Tip:</b> Placing the earphones back in the case automatically powers them off.</p> 
<b>Pair Bluetooth</b> 	  	<p><b>While powered on:</b> Press and hold the button on the right (R) adapter for about 5 seconds until you hear "Bluetooth pairing mode".</p>
<b>Play/Pause</b> 		<p>Press once</p>
<b>Environment mode On/Off</b> 		<p>Press 2 times quickly</p>
<b>Activate voice assistant</b> 		<p>Triple press</p>



# Call Functions

ANSWER		 1X
END		 1X
DECLINE		 HOLD

**IMPORTANT:** Call audio only heard in the right earphone.

## Troubleshooting

If you only hear sound from the right side, when listening to audio (other than a telephone call):

1. Pause the audio for 5-10 seconds to activate **Standby mode** (timing depends on which app you are using).
2. Press play. The audio should be heard in both earphones for the rest of the use session.

Another option:

1. Enable **Environment mode** with a double press.
2. Disable **Environment mode** with double press. This resets the audio, enabling both adapters.

To avoid this situation:

- When pairing:
  1. Begin pairing mode with the right adapter.
  2. Select "Shure TW1" in the Bluetooth device list.
  3. Power on the left adapter.
- Already paired: power them both on at the same time

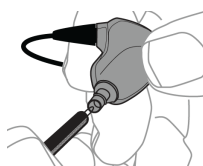
## Reset paired devices list

You may find it necessary to reset the True Wireless adapters.

1. Place adapters in charging case.
2. Ensure that the charging case LED is red. If not, remove the adapters from the case and power them on for several minutes before starting the process again.
3. Press and hold both buttons, 7 seconds.

The adapters reset.

## To keep them sounding their best...



- Clean regularly to remove debris and deposits.
- Contact Shure Service and Repair to replace damaged product. Simply detach and return the broken earpiece for easy replacement.

Visit <http://www.shure.com/earphones> for replacement parts and important instructions on cleaning and maintenance.

## Frequently Asked Questions - FAQ

For more information, or to view other Frequently Asked Questions, visit the [Shure FAQ](#).

## Accessories

### Furnished Accessories

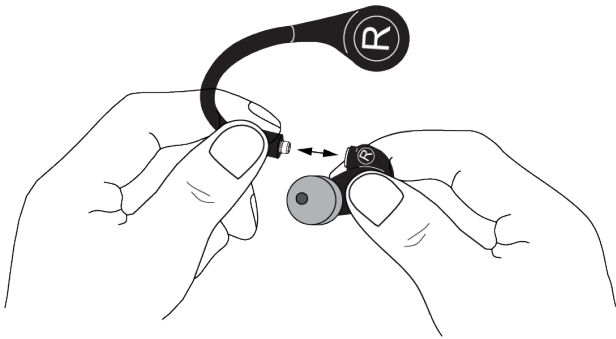
<b>MMCX TRUE WIRELESS REPL CHARGING CASE</b>	RMCE-TW1-CASE
<b>REPL USB-C to USB-A CABLE 1M</b>	RPH-CABLE-USB

### Replacement Parts

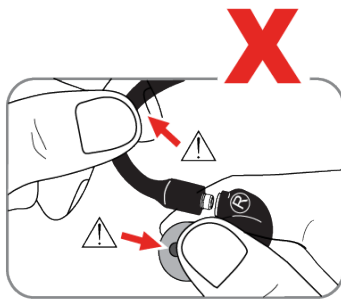
<b>LEFT MMCX TRUE WIRELESS REPLACEMENT</b>	RMCE-TW1-LEFT
<b>RIGHT MMCX TRUE WIRELESS REPLACEMENT</b>	RMCE-TW1-RIGHT

## Detachable Adapters

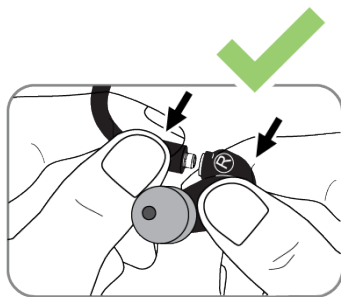
Earphones and adapters are interchangeable and replaceable. The connector fits tightly, and may require moderate pressure to pull apart. Take special care to prevent damage to the earphone or adapter. When reconnecting, listen for a click.



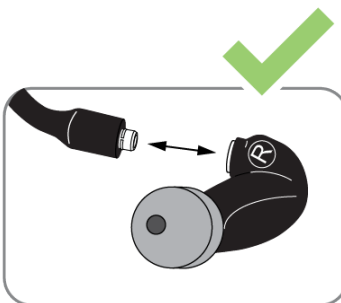
Do not use pliers or other tools.



Do not pull on the adapter or put any pressure on the earphone nozzle.



Grasp the connector and earphone as close as possible to where they join.



Pull straight apart. **If you pull at an angle, the connector will not detach.**

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# Specifications

## Secure Fit Adapters

### Frequency

2402 to 2480 MHz

### Modulation Type

GFSK,  $\pi/4$ DQPSK, 8DPSK

### RF Output Power

-1.18 dBm EIRP (Left), 1.99 dBm EIRP (Right )

### Antenna Type

Integral antenna

### Antenna Gain

-4.32 dBi (Left), -2.73 dBi (Right )

### Supported Codecs

Qualcomm aptX™, SBC, AAC

### Working Range

10 m

### Operating Temperature

0°C to 45°C (32°F to 113°F)

### Charging Temperature Range

0°C to 45°C (32°F to 113°F)

### Storage Temperature

-10°C to 35°C (14°F to 95°F)

## SE215 Earphone

### Transducer Type

Single Dynamic MicroDriver

### Sensitivity

*at 1 kHz*

107 dB SPL/mW

### Impedance

*at 1 kHz*

20  $\Omega$

**Noise Attenuation**

up to 37 dB

**Frequency Range**

21 Hz–17.5 kHz

**Input Connector**

MMCX connectors

**Net Weight**

20.8 g (.7 oz.)

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## SAFETY PRECAUTIONS



Before using this product, please read and save the enclosed warnings and safety instructions.

### WARNING FOR ALL EARPHONES!

Use, clean, and maintain earphones according to manufacturer's instructions.

## SAFETY PRECAUTIONS

The possible results of incorrect use are marked by one of the two symbols—"WARNING" and "CAUTION"—depending on the imminence of the danger and the severity of the damage.

	<b>WARNING:</b> Ignoring these warnings may cause severe injury or death as a result of incorrect operation.
	<b>CAUTION:</b> Ignoring these cautions may cause moderate injury or property damage as a result of incorrect operation.

## WARNING

- If water or other foreign objects enter the inside of the device, fire or electric shock may result.
- Do not attempt to modify this product. Doing so could result in personal injury and/or product failure.
- Do not use when a failure to hear your surroundings could be dangerous, such as while driving, or when biking, walking, or jogging where traffic is present and accidents could occur.
- Keep this product and its accessories out of reach of children. Handling or use by children may pose a risk of death or serious injury. Contains small parts and cords that may pose risk of choking or strangulation.
- Prior to inserting the earphone, always recheck the sleeve to make sure it is firmly attached to the nozzle to decrease the risk of sleeves detaching from the nozzle and becoming lodged in your ear. If a sleeve becomes lodged in your ear, seek professional medical assistance to remove the sleeve.
- Stop using the earphones and consult a medical professional if you experience irritation, excessive wax buildup, or other discomfort.

## CAUTION

- Never disassemble or modify the device, as failures may result.
- Do not subject to extreme force and do not pull on the cable or failures may result.
- Keep the earphone dry and avoid exposure to extreme temperatures and humidity.
- If you are currently receiving ear treatment, consult your physician before using this device.



High sound pressure

Hearing damage risk

To prevent possible hearing damage, do not listen at high volume levels for long periods.

## IMPORTANT SAFETY INSTRUCTIONS

1. READ these instructions.
2. KEEP these instructions.
3. HEED all warnings.
4. FOLLOW all instructions.
5. DO NOT use this apparatus near water.
6. CLEAN ONLY with dry cloth.
7. DO NOT block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. DO NOT install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. DO NOT defeat the safety purpose of the polarized or grounding type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wider blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. PROTECT the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. ONLY USE attachments/accessories specified by the manufacturer.
12. USE only with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.



13. UNPLUG this apparatus during lightning storms or when unused for long periods of time.

## For Products That Use Bluetooth

### WARNING

- Follow instructions from manufacturer.
- Product battery may explode or release toxic materials. Risk of fire or burns. Do not open, crush, modify, disassemble, heat above 140°F (60°C), or incinerate.
- Attention should be drawn to the environmental aspects of battery disposal.
- Product shall not be exposed to excessive heat such as sunshine, fire, or the like.
- Do NOT make unauthorized alterations to this product.

## CAUTION

- Follow applicable laws regarding mobile phone and headphone use while driving.
- This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.
- Batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like
- Batteries (battery pack or batteries installed) shall not be crushed or cut
- Batteries (battery pack or batteries installed) shall not be subjected to extremely low air pressure
- Risk of fire or explosion if the battery is replaced by an incorrect type

## Information to the user

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.

**Note:** 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 the receiver.
- Connect the equipment to 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The portable device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the head.

This equipment should be installed and operated with minimum distance 0 cm between the radiator and your head.

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

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment could be installed and operated with minimum distance 0 cm between the radiator and your body. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the ISED. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the head.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement peut-être installé et utilisé avec une distance minimale de 0 cm entre le radiateur et votre corps. L'utilisateur final doit suivre les instructions spécifiques pour satisfaire les normes. Cet émetteur ne doit pas être co-implanté ou fonctionner en conjonction avec toute autre antenne ou transmetteur.

Le dispositif portatif est conçu pour répondre aux exigences d'exposition aux ondes radio établie par le développement énergétique DURABLE. Ces exigences un SAR limite de 1,6 W/kg en moyenne pour un gramme de tissu. La valeur SAR la plus élevée signalée en vertu de cette norme lors de la certification de produit à utiliser lorsqu'il est correctement porté sur la tête.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** Testing is based on the use of supplied and recommended cable types. The use of other than shielded (screened) cable types may degrade EMC performance.

## Environmentally friendly disposal



Old electrical appliances must not be disposed of together with the residual waste, but have to be disposed of separately. The disposal at the communal collecting point via private persons is for free. The owner of old appliances is responsible to bring the appliances to these collecting points or to similar collection points. With this little personal effort, you contribute to recycle valuable raw materials and the treatment of toxic substances.

## Certifications

Visit <http://www.shure.com/earphones> for the latest regulatory and compliance information.

**Note:** Testing is based on the use of supplied and recommended cable types. The use of other than shielded (screened) cable types may degrade EMC performance.

This product meets the Essential Requirements of all relevant European directives and is eligible for CE marking.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet émetteur ne doit pas être situé au même endroit ou fonctionner avec une autre antenne ou un autre émetteur.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

**CE Notice:** Hereby, Shure Incorporated declares that this product with CE Marking has been determined to be in compliance with European Union requirements. The full text of the EU declaration of conformity is available at the following site: <https://www.shure.com/en-EU/support/declarations-of-conformity>.

Authorized European representative:

Shure Europe GmbH

Department: Global Compliance



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Fax: +49-7262-92 49 11 4  
Email: EMEAsupport@shure.de

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Qualcomm is a trademark of Qualcomm Incorporated, registered in the United States and other countries. aptX is a trademark of Qualcomm Technologies International, Ltd., registered in the United States and other countries.

## LIMITED WARRANTY

Shure Incorporated ("Shure") hereby warrants to the original consumer purchaser only that, except as otherwise specified below, this product will be free in normal use of any defects in materials and workmanship for a period of two (2) years from the consumer's original date of purchase directly from Shure or from a Shure-authorized reseller.

Any rechargeable batteries contained in or packaged with this product are so warranted for a period of one (1) year from the consumer's original date of purchase. However, rechargeable batteries are consumable and their capacity will be reduced over time based on temperature, amount of time in storage, charging cycles, and other factors; hence reduction in battery capacity does not constitute a defect in material or workmanship.

At its sole option, Shure will repair or replace the defective product and promptly return it to you. In order for this warranty to be valid, the consumer must, at the time the product is returned, provide proof of purchase in the form of the original purchase receipt directly from Shure or from a Shure-authorized reseller. If Shure elects to replace the defective product, then Shure reserves the right to replace the defective product with another product of the same model or a model of at least comparable quality and features in Shure's sole determination.

If you believe this product is defective within the warranty period, carefully repack the unit, insure it and return it with proof of purchase, postage prepaid, to Shure Incorporated, Attention: Service Department, at the address below.

Outside of the United States, return the product to your dealer or Authorized Service Center. Addresses are listed on [www.Shure.com](http://www.Shure.com) or can be obtained by contacting Shure at the address listed below.

This warranty is not transferable. This warranty does not apply in cases of abuse or misuse of the product, use contrary to Shure's instruction, ordinary wear and tear, an act of God, negligent use, purchase from a party other than Shure or a Shure-authorized reseller, unauthorized repair, or modification of the product.

ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED TO THE EXTENT PERMITTED UNDER APPLICABLE LAWS AND, TO THE EXTENT NOT PERMITTED, ARE HEREBY LIMITED TO THE DURATION AND TERMS OF THIS WARRANTY. SHURE ALSO HEREBY DISCLAIMS ALL LIABILITY FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

This warranty does not restrict the rights of the consumer mandated under applicable laws.

THIS WARRANTY SUPERSEDES ALL OTHER WARRANTIES THAT ARE ASSOCIATED OR INCLUDED WITH THIS PRODUCT, EXCEPT THAT ANY SOFTWARE CONTAINED IN OR PACKAGED WITH THIS PRODUCT IS EXCLUDED FROM THIS WARRANTY AND INSTEAD SHALL BE COVERED BY THE WARRANTY, IF ANY, PROVIDED IN SHURE'S END USER LICENSE AGREEMENT ACCOMPANYING SUCH SOFTWARE.

## FOR ORIGINAL PURCHASES IN AUSTRALIA ONLY

### LIMITED WARRANTY AGAINST DEFECTS

Shure Incorporated ("Shure") hereby warrants to the original consumer purchaser in Australia only that, except as otherwise specified below, this product will be free in normal use of any defects in materials and workmanship for a period of two (2) years from the consumer's original date of purchase directly from Shure or from a Shure-authorized reseller.

Any rechargeable batteries contained in or packaged with this product are so warranted for a period of one (1) year from the consumer's original date of purchase. However, rechargeable batteries are consumable and their capacity will be reduced over time based on temperature, amount of time in storage, charging cycles, and other factors; hence reduction in battery capacity does not constitute a defect in material or workmanship.

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If you believe this product is defective within the warranty period, carefully repack the unit, insure it and return it with proof of purchase, postage prepaid, to Shure Incorporated, Attention: Service Department, at the address below.

Outside of the United States, return the product to your dealer or Authorized Service Center. Addresses are listed on [www.Shure.com](http://www.Shure.com) or can be obtained by contacting Shure at the address listed below.

This warranty is not transferable. This warranty does not apply in cases of abuse or misuse of the product, use contrary to Shure's instruction, ordinary wear and tear, an act of God, negligent use, purchase from a party other than Shure or a Shure-authorized reseller, unauthorized repair, or modification of the product.

ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED TO THE EXTENT PERMITTED UNDER APPLICABLE LAWS AND, TO THE EXTENT NOT PERMITTED, ARE HEREBY LIMITED TO THE EXTENT PERMITTED TO THE DURATION AND TERMS OF THIS WARRANTY. SHURE ALSO HEREBY DISCLAIMS ALL LIABILITY FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES FOR ANY PURCHASER ACQUIRING THIS PRODUCT, EXCEPT THAT THIS DOES NOT CONSTITUTE A DISCLAIMER OF RIGHTS GUARANTEED TO ANY "CONSUMER" UNDER THE AUSTRALIAN CONSUMER LAW.

This warranty gives purchasers of this product in Australia specific legal rights which are in addition to the rights and remedies of consumers under the Australian Consumer Law, which cannot be excluded or limited. If you are a "consumer" under the Australian Consumer Law, you are entitled to a replacement or refund for a major failure and for compensation for any other

reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

THIS WARRANTY SUPERSEDES ALL OTHER WARRANTIES THAT ARE ASSOCIATED OR INCLUDED WITH THIS PRODUCT, EXCEPT THAT ANY SOFTWARE CONTAINED IN OR PACKAGED WITH THIS PRODUCT IS EXCLUDED FROM THIS WARRANTY AND INSTEAD SHALL BE COVERED BY THE WARRANTY, IF ANY, PROVIDED IN SHURE'S END USER LICENSE AGREEMENT ACCOMPANYING SUCH SOFTWARE.

## Service Centers

### **United States, Canada, Latin America, Caribbean**

Shure Incorporated  
Attn: Service Department  
945 Chaddick Dr.  
Wheeling, IL 60090-6449 U.S.A.

### **Europe, Middle East, and Africa**

Shure Europe GmbH  
Attn: Service  
Jakob-Dieffenbacher-Str. 12,  
75031 Eppingen, Germany

### **Indonesia Service Center Resmi:**

Jakarta Hotline (021) 612 6388  
Medan (061) 6612550  
Surabaya (031) 5032219  
Jogjakarta (0274) 371710  
Denpasar (0361) 766788  
Makasar (0411) 324652

## In North America:

### Custom Earphone Sleeves

Those who use earphones regularly for extended periods of time often find custom-fit molded sleeves offer the best comfort and sound isolation. Through a partnership between Shure Incorporated and Sensaphonics Hearing Conservation, custom sleeves are available for use with your Shure Sound Isolating™ Earphones.

Please contact Sensaphonics for more information.

### Inserts d'écouteur sur mesure

Les personnes qui utilisent des écouteurs régulièrement pendant de longues périodes trouvent souvent que des inserts moulés sur mesure offrent le meilleur confort et la meilleure isolation acoustique. Grâce à un partenariat entre Shure Incorporated et Sensaphonics Hearing Conservation, des inserts sur mesure sont disponibles pour les écouteurs Sound Isolating de Shure.

Prière de consulter Sensaphonics pour plus de détails.

### Manguitos personalizados para auriculares

Quienes usan auriculares con regularidad por lapsos prolongados a menudo hallan que los manguitos moldeados a medida ofrecen la mejor comodidad y aislamiento del ruido. Por medio de una asociación de Shure Incorporated con Sensaphonics

Hearing Conservation, se ofrecen manguitos personalizados para uso con los auriculares aislantes del ruido Sound Isolating de Shure.

Comuníquese con Sensaphonics para más información.



Sensaphonics Hearing Conservation  
660 N. Milwaukee Avenue  
Chicago, IL 60622  
Phone: In Chicago: (312) 432-1714  
Toll Free: (877) 848-1714  
E-mail: [saveyourears@sensaphonics.com](mailto:saveyourears@sensaphonics.com)  
<http://www.sensaphonics.com>

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## ShurePlus™ PLAY Mobile Listening App

### General Description

The ShurePlus PLAY Mobile Listening App is a high-resolution music player with advanced EQ controls. Play uncompressed audio files with your iOS or Android mobile device using the music tab. Use built-in Shure EQ presets to customize the sound, or create your own EQ presets in the settings tab. Unlock environment mode and ANC features by connecting to Shure wireless and True Wireless products in the device tab.

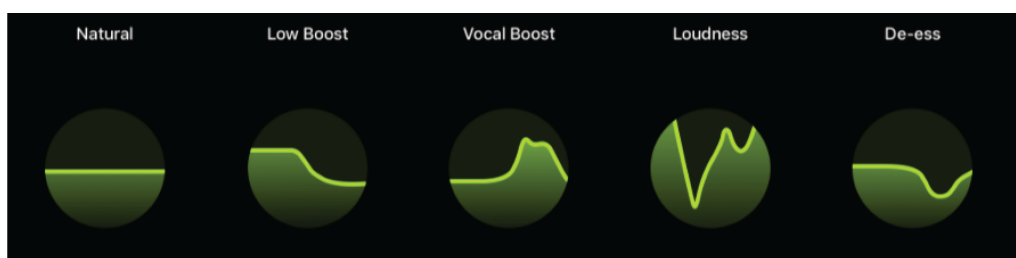
### Features

- Import and play multiple, high-resolution and standard file types
- Customize presets with the parametric graphic EQ
- Adjust your volume with the full-screen fader
- Create playlists and organize your music library by playlist, artist, album title, song title, genre, or composer
- Quickly dial in your sound with EQ preset modes for a variety of listening situations.

### Sound Profile

You can select a sound profile for your earphones that applies to all music, audio, and phone calls, regardless of the source. The sound profiles are separate from the EQ available in the PLAY app. The sound profiles that you can choose from are:

- Natural
- Low Boost
- Vocal Boost
- Loudness
- De-ess



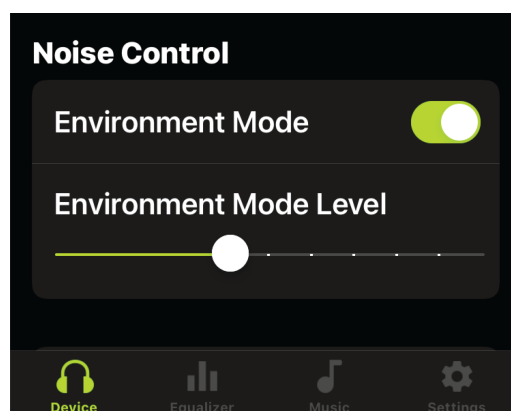
## Environment mode

Environment mode allows you to accentuate the ambient noise around you. This is especially useful when you want to listen to music or are on a phone call, yet you still want to be aware of the sounds around you.

To use environment mode:

- Double press either adapter
- Use the switch in the ShurePlus PLAY app

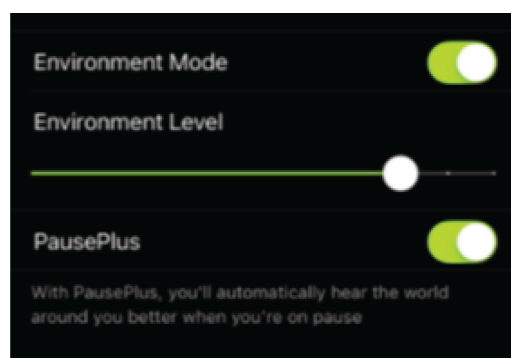
In the ShurePlus PLAY app, you can adjust the environment mode across ten levels:



## PausePlus

PausePlus accentuates the ambient noise around you when you pause your music. When you resume your music, you also revert to any previous settings.

To enable PausePlus, use the switch in the ShurePlus PLAY app.

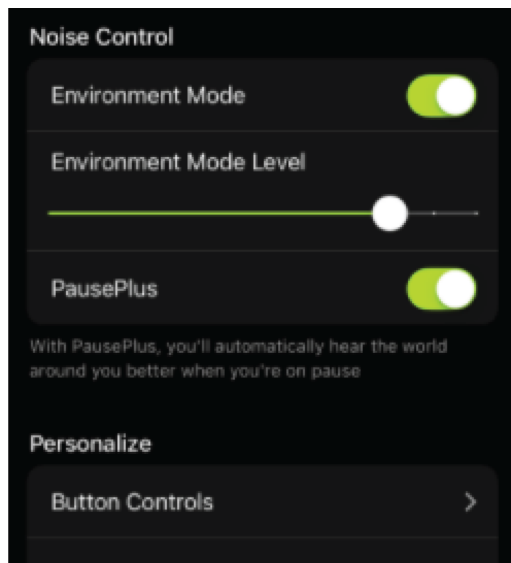


## Button Controls

You can customize the buttons for your earphones to control the features in the way that you want. You can control the button responses for:

- Music and Audio
- Phone calls
- Volume

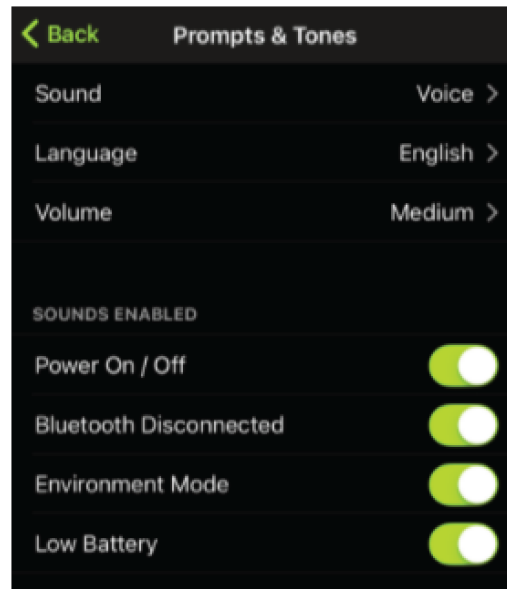
Use Button Controls from the device home screen to access the Button Controls screen where you can customize the buttons for your earphones.



## Prompts & Tones

You can select between voices, tones, and mute for the audio feedback that plays when events like power on/off, Bluetooth connection, etc. occur. After you have selected what type of prompt you want and the volume, you can further specify individual prompts for muting. The prompts that you can select from are:

- Power On/Off
- Bluetooth Disconnected
- Environment Mode
- Low Battery



## Create Custom Presets

### Add new preset

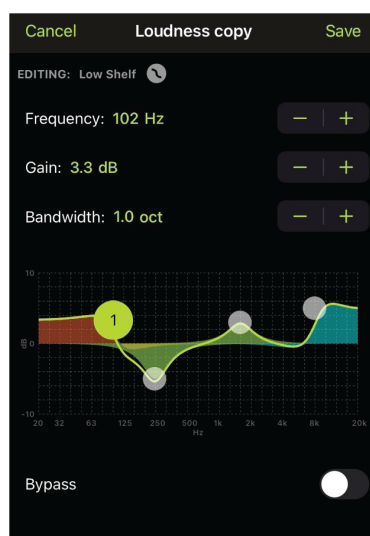
1. Scroll down to tap Add New Preset or tap Manual. New presets start out flat.
2. Adjust your frequency, gain, and bandwidth parameters. There are three ways to adjust your equalizer.
  - Tap the values to type in a specific number.
  - Tap the - or + to adjust in larger increments.
  - Tap and drag the numbered circles for bigger changes.
3. Tap Save to name and save your new custom preset. Custom presets will show up after the list of Shure presets.

### Duplicate a Preset

You can duplicate both Shure and custom presets. Duplicating a preset is convenient if you like the way a preset sounds but you want to make and keep adjustments to the sound.

1. Start by selecting an already existing preset.
2. Tap the More Options 3 dots and select Duplicate.
3. Scroll down to find your duplicate preset in the list of custom presets.
4. Tap the More Options 3 dots and select Edit.
5. Adjust your frequency, gain, and bandwidth parameters. Type in a specific number. Tap - or + to adjust in small increments. Or manually tap and drag the numbered circles for larger changes.
6. Tap Save to save your new custom preset.

## Adjusting EQ



Select and adjust frequency, gain, and bandwidth in the equalizer.

## Preset Modes

Use presets to quickly access commonly used listening scenarios. Seven selectable 4-band presets optimize settings for gain, equalization, and compression. Play a song and find the preset that you think suits the song best, and then adjust levels as needed.

Preset	Application
<b>Bass Boost</b>	Increase low frequencies
<b>Bass Cut</b>	Decrease low frequencies
<b>Treble Boost</b>	Increase high frequencies
<b>Treble Cut</b>	Decrease high frequencies
<b>Vocal Boost</b>	Increase vocal clarity by emphasizing the vocal range
<b>De-ess</b>	Decrease vocal hiss/ sibilance in speech
<b>Loudness</b>	Clarity for listening at low volume. Both the bass and treble frequencies are boosted to make the overall sound feel louder.

## Updating the Firmware for Shure AONIC products

Take advantage of additional features and design enhancements by updating the firmware on your AONIC product. To check for firmware updates, connect the AONIC product to a device running the ShurePlus PLAY app, available for [Android](#) and [iOS](#).

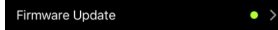
### Follow these steps for a successful firmware update

1. Enable Airplane mode on your mobile device.
2. Turn on Bluetooth and pair the AONIC product to your device.

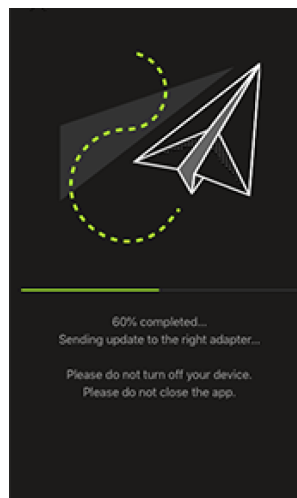
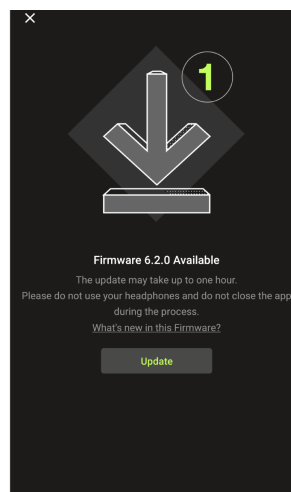


**Attention:** Android users, check settings to ensure that both adapters are connected to your device.

3. Open the ShurePlus PLAY app and select the Device tab.
  - **IMPORTANT:** Ensure that both earphones or adapters are paired with the device and in close range (for applicable products).
  - If both earphones or adapters do not automatically connect, tap the music tab and then tap back into the device tab.
4. When an update is available, a green dot will appear next to Firmware Update in the device settings menu.



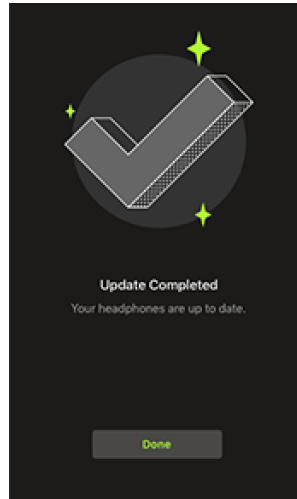
5. Tap the caret icon and follow the onscreen step-by-step instructions. The progress bar displays progress percentage for both adapters; it is a single process.



6. After a successful update, the "Update Completed" confirmation screen appears.
  - Do not power off the AONIC product until the update completes.
  - Do not put the adapters back into the case during firmware update. It will cancel the update.

- **Note:** If the update fails on the first attempt, be sure to quit the app completely before attempting again. You may need to force quit the app to confirm that it isn't running in the background. Wait 5 minutes before opening the app and attempting again. Check the list below for tips on a successful update.

7. Confirm the new firmware version as displayed in the About menu (Device screen > ... > About > Firmware Version).



## Tips to ensure a reliable update

- Ensure that the mobile device and your AONIC product are **powered on** and **near** to one another.
- Using the product or mobile device while downloading may slow or cancel the update process.
- Update requires **a minimum battery charge of 50%** on your mobile device and on the AONIC product.
- Approximate download time for headphones and earphones is **up to 30 minutes**.
- Do not exit the PLAY app and ensure that your screen is on.
- Do not update in areas with high volume mobile or WiFi wireless activity, like a plane or train station. This interference can significantly slow down or cancel the update process.
- Ensure that your mobile device is using the most current operating system (OS).

Contact Shure Service and Repair if you experience any issues.