

moto buds<sup>+</sup>  
moto buds  
moto buds BASS

# User Guide

To best view this guide, download a PDF reader app, then open the guide in the app.



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# Get started

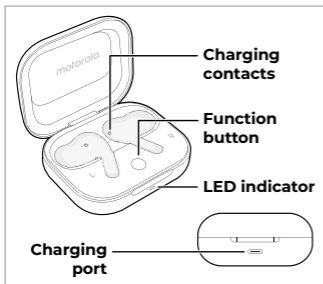
## Meet your earbuds

Let's get started. We'll take you on a tour to explore your earbuds. Your **moto buds+ (XT2441-1)** and **moto buds/moto buds bass (XT2443-1)** 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.

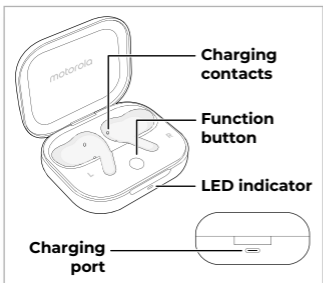
**Note:** product images are for illustration purposes only and may differ from the actual products you purchase.

## Charging case

### moto buds+ (XT2441-1)

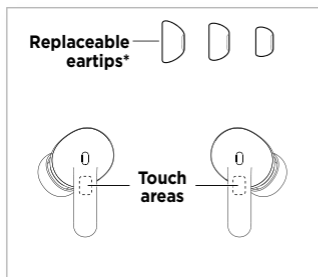


### moto buds/moto buds bass (XT2443-1)

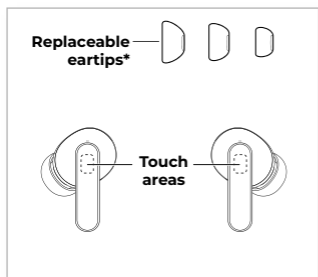


## Earbuds and eartips

### moto buds+ (XT2441-1)



### moto buds/moto buds bass (XT2443-1)

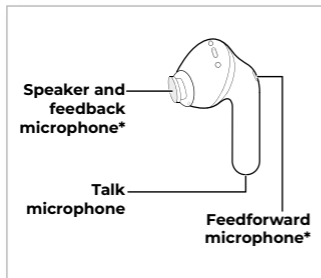


\* The earbuds come with pre-installed eartips. Additional eartips of different sizes are included in the package for your convenience. Please select the eartips that offer the best comfort and fit for you.

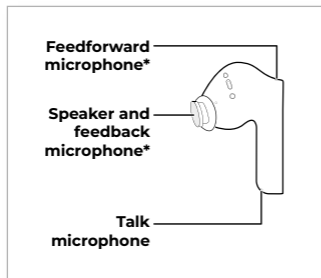
## Microphones

Each earbud has a triple-microphone system that captures audio from three different points, resulting in better ambient noise suppression and echo cancellation.

### **moto buds+ (XT2441-1)**



### **moto buds/moto buds bass (XT2443-1)**



\*Feedforward and feedback microphones are used for noise control modes. For more, see [Set the noise control modes](#).


**Note:** to make sure that the microphones function normally, always keep the mesh and outlets around them clean and unobstructed. For more, see [Clean the earbuds](#).

## Wear your earbuds

To get the right fit, gently press the earbuds in your ears and rotate until they feel tight and secure.

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



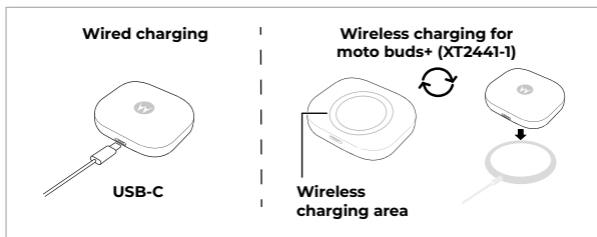
**Tip:** to see which of the included eartips provide the best seal, install the [Moto Buds app](#) on your Android device, and run a fit test by tapping  **Moto Buds > More > Fit test**. Follow the on-screen instructions to complete the test.

## Charge your earbuds

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




For **moto buds+ (XT2441-1)** and **moto buds/moto buds bass (XT2443-1)**, charge your case using a USB-C® cable.

Or, charge the case of your **moto buds+ (XT2441-1)** using a Qi-certified wireless charger (sold separately). To achieve the best charging performance, align the wireless charging area on the bottom of your charging case with the wireless charger, or place your charging case in the location recommended by the charger manufacturer.



**Note:** only **moto buds+ (XT2441-1)** charging case can be charged wirelessly.

## Tips:

- » To maximise 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  or  **Settings > Connected devices** >  Settings next to your earbud name. 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 earbuds have a low battery and are 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.

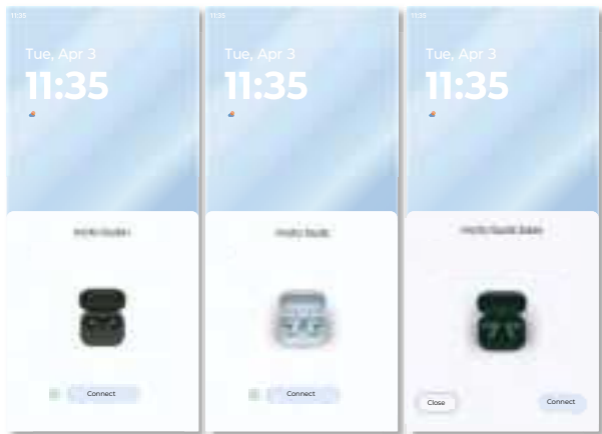
- 1 Turn on  Bluetooth on the device you want to pair.

**Tip:** to turn on Bluetooth on a Motorola phone, swipe up from the home screen and tap  or  **Settings > Connected devices > Pair new device**. Or, to quickly turn on or open Bluetooth settings, swipe the status bar down and tap  **Bluetooth**. Touch and hold it to open Bluetooth settings.

- 2 With earbuds in the open case, they will enter Bluetooth pairing mode automatically once the LED indicator (see [Charging case](#) for LED indicator location) flashes blue. Then a pop-up window will appear.


**Note:** if the LED indicator does not flash blue, press and hold the function button (see [Charging case](#) for button location) for 2 seconds. 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 installed 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.

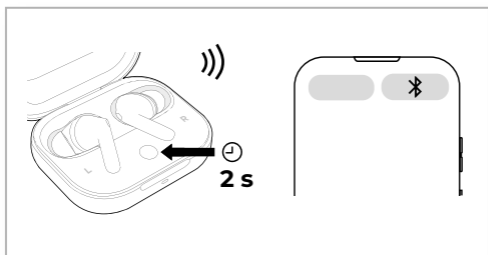
**Tip:** to turn on Bluetooth on a Motorola phone, swipe up from the home screen and tap  or  **Settings** > **Connected devices** > **Pair new device**. Or, to quickly turn on or open Bluetooth settings, swipe the status bar down and tap  **Bluetooth**. Touch and hold it to open Bluetooth settings.

- 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.

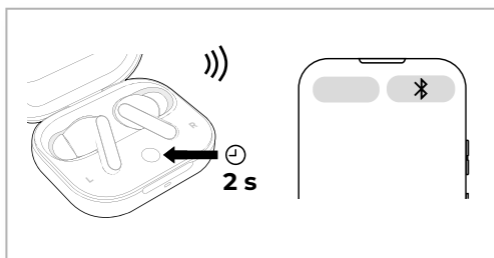
**Tip:** if a pop-up window prompting you to connect appears on your device before you press the function button, follow [Fast pairing](#) to pair your earbuds.

- 3** Select **moto buds+**, **moto buds** or **moto buds bass** in Bluetooth settings on the device you want to pair. Follow the on-screen instructions to complete the pairing.

#### **moto buds+ (XT2441-1)**



#### **moto buds/moto buds bass (XT2443-1)**




## Dual connection, Audio switch and Multipoint

You can connect your earbuds to two devices via the dual connection feature in the **Moto Buds** app. Additionally, your **moto buds bass** can be connected to two devices via the Audio switch and Multipoint features on your Android device. Turn on dual connection, Audio switch, and Multipoint so you don't have to manually switch connections.

### Dual connection

Dual connection is off by default. Follow these steps to enable dual connection:





- 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.

**Tip:** if you are unable to make a dual connection, try restarting your earbuds (see [Unpair, restart, or reset your earbuds](#)).

## Audio switch and Multipoint

Your **moto buds bass** supports Audio switch and Multipoint, allowing you to seamlessly switch connections between devices without downloading the **Moto Buds** app.

- » **Audio switch:** Android devices running Google Play services and Android 8+ and connected to the same Google Account can switch seamlessly when both devices are fast-paired with your **moto buds bass**. To turn on or off Audio switch on a Motorola phone, go to  **Settings** > **Connected devices** >  Settings next to your earbud name > **Audio switch** > **Use audio switch**.
- » **Multipoint:** Your **moto buds bass** can connect to two bluetooth devices at the same time with **Multipoint** turned on. To turn on or off **Multipoint** on a Motorola phone, go to  **Settings** > **Connected devices** >  Settings next to your earbud name > **Multipoint** > **Use Multipoint**.

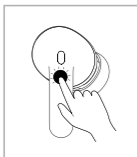
### Notes:

- » When your earbuds are paired with two devices, you can only hear audio from one device at a time. Audio playback is prioritised 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.

## Use your earbuds by touch





To use your earbuds, perform the following actions on your earbud's touch areas (see [Earbuds and eartips](#) for the touch areas):

**moto buds+ (XT2441-1)**



**moto buds/moto buds bass (XT2443-1)**



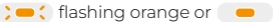





	<p>Tap either earbud's touch area twice to play or pause music, or answer or end a call.</p>
	<p>Tap the right earbud's touch area three times to play the next track.</p>
	<p>Tap the left earbud's touch area three times to play the previous track.</p>
	<p>Press and hold the left earbud's touch area for 3 seconds to launch voice assistant (see <a href="#">Wake up your voice assistant</a>). Press and hold the right earbud's touch area for 3 seconds to switch between noise control modes (see <a href="#">Set the noise control modes</a>). When a call comes in, press and hold either earbud's touch area for 3 seconds to reject the call.</p>

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


## LED indicator status

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

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



# Moto Buds app


## Download and install the app


Get 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.



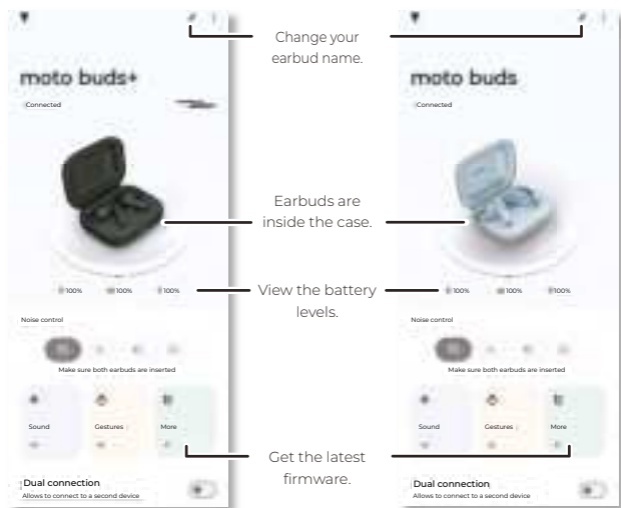
**Note:** the **Moto Buds** app is for Android devices only.

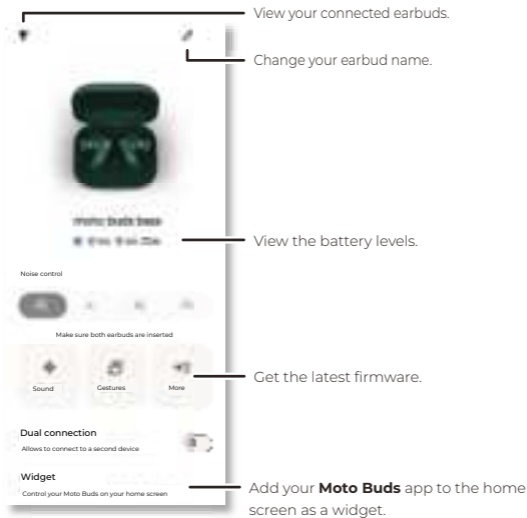
**Tip:** on some Motorola phones, you may also get the app by swiping up from the home screen and tapping  **Settings** > **Connected devices** >  Settings next to your earbud name > **Install companion app**.

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, customise gestures, and more.

**Find it:** from your Android device, tap  **Moto Buds** and select **moto buds+**, **moto buds**, or **moto buds bass**

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





» **Device name:** to edit your earbud name, tap or Edit 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 or **Settings** > **Connected devices** > Settings next to your earbud name > Edit.

» **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 or **Settings** > **Connected devices** > Settings next to your earbud name.





» **Firmware update:** to get the latest firmware, tap **More** > **Firmware update**.

## Set the noise control modes

With both earbuds in your ears, you can block out the world around you or stay aware of your surroundings when listening with different noise cancellation modes.

**Caution:** in some circumstances, using the earbuds may distract you or impact your awareness of your surroundings. Always remain aware of your environment during use.



- 1 Wear both earbuds, and make sure they're connected to your Android device (see [Pair and connect](#)).
- 2 Tap **Moto Buds** on the Android device.
- 3 Select a noise control mode or turn off noise control:
  - **Off:** tap to turn off all noise control modes.

- **Transparency:** tap  to hear the sounds around you.
  - **Adaptive:** tap  to automatically adjust the level of noise control based on the changing noise conditions in your environment.
- Note:** adaptive mode is only supported to turn on in the  **Moto Buds** app.
- **Noise Cancellation:** tap  to block out external noise to help you focus.

**Tip:** you may also touch the earbud's touch areas (see [Use your earbuds by touch](#)) to switch modes.

## 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 customise the sound of your earbuds:
  - Tap **Spatial audio** 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** next to the audio mode.

**Note:** spatial audio is supported on **moto buds+ (XT2441-1)** and **moto buds/moto buds bass (XT2443-1)**. Head tracking is supported on **moto buds+ (XT2441-1)** only. For more, see [Listen with spatial audio and head tracking](#).

  - Tap **Equaliser** to tune your earbuds to your preferred audio. Choose from **Presets** such as **Bass boost**, **Brilliant treble**, **Vocal boost**, and **Flat** or manually adjust the Bass-to-Treble curve.
  - Turn on **Hi-Res mode** for superior audio clarity.
  - Turn on **Gaming mode** to minimise latency and immerse yourself in the game.
  - Turn on **Volume boost** to experience powerful sound.

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

## Listen with spatial audio and head tracking





Spatial audio is an immersive audio experience that puts you at the centre of the action, making content sound more realistic. Head tracking adjusts the direction of spatial audio based on the position and orientation of the head. When listening to supported audio, you may turn on spatial audio and head tracking, if your device supports these Dolby® features.

**Note:** spatial audio is supported on **moto buds+ (XT2441-1)** and **moto buds/moto buds bass (XT2443-1)**. Head tracking is supported on **moto buds+ (XT2441-1)** only. Not all devices that are paired with your earbuds support spatial audio and head tracking.


**Tip:** the following steps for spatial audio and head tracking, using **motorola edge 50 pro** paired with **moto buds+ (XT2441-1)**, may not apply to other devices or earbuds.





**1** Make sure your earbuds are connected to your Android device (see [Pair and connect](#)).

**2** Make sure that the nearby devices permission for **Dolby Atmos** is granted on your Android device.

**Tip:** on Motorola phones, you may swipe up from the home screen and tap  or  **Settings** > **Sound & vibration** > **Dolby Atmos**, then tap **Allow** when prompted for permission. Or, swipe up from the home screen and tap  or  **Settings** > **Apps** > **Dolby Atmos** > **Permissions** > **Nearby devices**, then tap **Allow** to get the permission.

**3** Tap  **Moto Buds** on your Android device.

**4** Tap **Sound** > **Spatial audio** >  **Edit** next to **Spatial audio**, then tap the switch next to **Head tracking** to turn it on.

**Tip:** on Motorola phones that support spatial audio and head tracking, you can also swipe up from the home screen and tap  or  **Settings** > **Sound & vibration** > **Dolby Atmos** >  **Settings** >  **Edit** next to **Spatial audio**, then tap the switch next to **Head tracking** to turn it on.

**Note:** Dolby Atmos® and Dolby Head Tracking™ require a compatible Motorola phone, and compatible content.

## Personalise touch gestures

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

**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 personalise your gestures:


- 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**, or **Previous**.
- Tap **Long Tap** or **Press and hold**, then select an option like **Noise control** (see [Set the noise control modes](#)), **Voice assistant** (see [Wake up your voice assistant](#)), or **None**.

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

**Tip:** the gestures **Double-tap**, **Triple-tap**, and **Long Tap** or **Press and hold**, 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 > **Long Tap** or **Press and hold**, then select **Voice assistant** (see [Personalise touch gestures](#)).

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

- 4 Long tap the earbud you've chosen for voice assistant, wait for a conversation window on the screen, then speak a command or ask a question. For example, if Google Assistant voice feature is on, you can say "Hey Google, call <name>."


## 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** > **In-ear detection**, 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  to ring the earbud you are looking for.
- 4 To stop ringing, tap .

**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 your earbud name > **Find device**, then tap  to ring your earbud.




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

# Troubleshoot your earbuds

## 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  or  **Settings** > **Connected devices** >  Settings next to your earbud name > **Forget**.

- » **Restart:** to restart your earbuds, put both earbuds in the charging case, close the lid, and then reopen the charging case.
- » **Factory reset:** to reset your earbuds, put both earbuds into the charging case, then 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

## Legal, safety and regulatory information

This guide provides important legal, safety, and regulatory information that you should read before using your product. For more, visit

<http://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](http://motorola.com/accessory-legal).
- » Responsible and safe driving is your primary responsibility when driving a vehicle. Always obey local laws and regulations.
- » Your earbuds are capable of blocking out external sounds or reducing background noise when set to specific noise control modes (see [Set the noise control modes](#)). 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 for 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 centre or recycler when the product is end of life.
- » 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 device outdoors during thunderstorms.



## Use and care

- » Do not use your **moto buds+ (XT2441-1)** in temperatures below -10°C (14°F) or above 40°C (104°F). Do not use your **moto buds/moto buds bass (XT2443-1)** in temperatures below -20°C (-4°F) or above 45°C (113°F). Do not store/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 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 pressurised 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 pressurised 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, remove the eartips and carefully remove

any earwax or lint around the eartip and mesh area of the snout. A clean snout and mesh area will ensure that sound quality and volume are not negatively affected.

- » 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.
- » Reattach the eartips and make sure that they are firmly attached to the earbuds again. Wipe the buds and their charging contact area dry when putting them back into the charging case.

## Disposal and recycling

Don't dispose of this product or its battery with your household waste. For help recycling products and packaging responsibly, visit [www.motorola.com/recycling](http://www.motorola.com/recycling).



## Service and 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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