



# HEXAMOVE PRO

TRUE WIRELESS EARBUDS

USER MANUAL



## CAUTION

If serial number on the product, the manual cover or bottom of packaging is missing or defaced, please return to retailer immediately.

## READ ME

Before using this product, carefully read the safety and warranty information in the booklets provided. Please then keep the documents where they can be available for immediate reference. To acquire a full printable version of the manual, please visit [www.v-moda.com/manuals](http://www.v-moda.com/manuals)

**1YR**  
WARRANTY

IMMORTAL  
**LIFE**  
PROGRAM

## ABOUT THE HEADPHONES

Welcome to V-MODA, the ultimate referral point for the music lover's lifestyle.

We sincerely hope you enjoy our headphones, the perfect blend of timeless style, modern ergonomics, and state-of-the-art technology.

Hexamove Pro are the first true wireless earbuds to combine classic V-MODA high-quality sound with the full freedom of limitless movement.

With up to 6 hours of playback on a single charge and a carry case which doubles as a charging station holding 18 extra hours of battery, Hexamove Pro are the pocket-sized upgrade to your everyday life.

Everyone is different, and that's why Hexamove Pro comes with a completely customizable fit. With years of R&D going into their ergonomic design, Hexamove Pro ensure the most comfortable and secure fit possible with a combination of sport fins, ear hooks and BLISS (Bass Level Isolating Soft Silicone) fittings in 3 different sizes. Choose the combination that's right for you and your daily routine for music that moves you and design that stays put.

Express yourself with Hexamove interchangeable shields. Change your look to suit your mood in no time at all with the slide-and-lock-shields: with each pair of Hexamove Pro coming with two three sets of shields, personalize one of your most personal electronics with color combinations that reflect your own unique style.

Download the V-MODA app to fully customize your audio experience. Personalize your sound signature using the EQ tool: select the EQ preset perfect for whatever you're listening to, or take matters into your own hands by customizing each level to your liking.

## PACKAGE CONTENTS



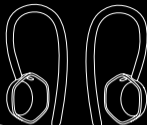
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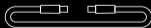
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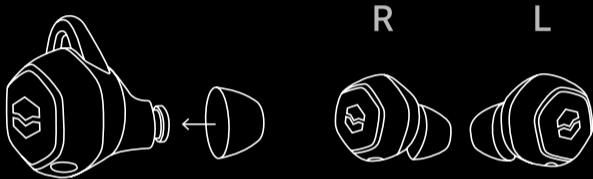
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1. Hexamove Pro True Wireless Earbuds
2. Charging Case
3. 1 Set of Rings
4. 1 Set of Ear Hooks
5. 3 Sets of BLISS Fittings (S, M, L)
6. 2 Sets of Slide-and-lock Shields
7. USB-C Charging Cable
8. Neck Strap
9. Stabilizer

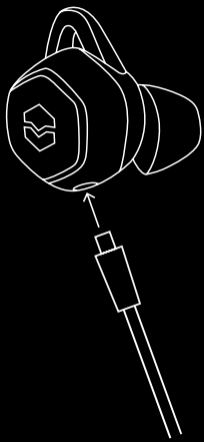
## WEARING YOUR EARBUDS



**1** Slide your chosen BLISS fittings onto earbuds

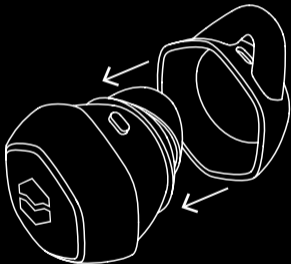
**2** Very important: Insert earbuds into corresponding ear. "L" in left ear, "R" in right ear

- 3 Verify the earbud is inserted all the way into your ear, creating a snug fit (similar to an earplug) to ensure the highest sound quality and comfort
- 4 If the earbud does not feel 100% comfortable and inserted into your ear, try swapping the fittings with one of the other two sizes, or add sport fins and/or ear hooks to your preference
- 5 For added peace of mind, attach neck strap using TwistLock technology



## INSTALLING ACCESSORIES

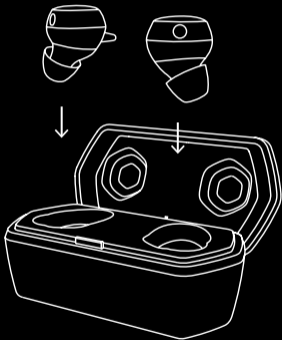
- 1** Wrap the correct accessory around corresponding earbud (L and R). Align the insert on the accessory with the hole on the earbud
- 2** Insert earbud in corresponding ear (L and R)
- 3** Adjust the accessory to fit



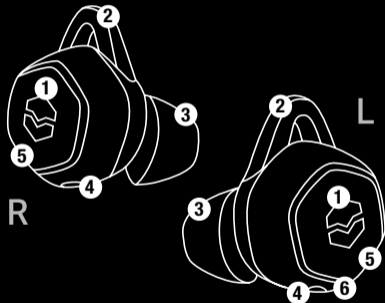


## STORING YOUR EARBUDS

- 1** Store earbuds in the charging case to prevent damage when you are not using or transporting them
- 2** The earbuds automatically charge when in the charging case so you always have the full battery life to work with
- 3** Hexamove Pro can be stored in the charging case even with the ear hooks and/or sport fins attached.
  - a.** Place the L-side earbud in the charging case
  - b.** Place the R-side earbud in the charging case. This order will ensure that your earbuds and the accessories are best protected while in the case



## DEVICE LAYOUT



- 1 Touch-Gyro Sensors
- 2 Sport Fins
- 3 BLISS Fittings
- 4 Neck Strap Attachment Input
- 5 Shields
- 6 Microphone

## GETTING STARTED

- 1 Download the V-MODA app and open it on your device
- 2 Remove Hexamove Pro from their case to automatically turn the earbuds on; if they have not been paired with an active device previously, they will automatically enter pairing mode
- 3 The earbuds will appear in the Bluetooth settings of your device as **V-MODA HEXM PRO**
- 4 Select **V-MODA HEXM PRO** to complete pairing

Get the **V-MODA app** on Google Play or the App Store.

It is recommended to charge the battery before using your headphones for the first time.

## STEP BY STEP GUIDE

### 1 ON/OFF

- a. To turn earbuds on, remove them from their case
- b. To turn earbuds off, place them in their case

### 2 AUTO-POWER OFF

- a. After 10 minutes of inactivity, Hexamove Pro will automatically power off
- b. To turn earbuds on after auto-powering off, tap either earbud to reactivate them





### 3 FIRST WIRELESS PAIRING

- a. Remove Hexamove Pro from their case to automatically turn the earbuds on; if they have not been paired with an active device previously, they will automatically enter pairing mode
- b. When **“V-MODA HEXM PRO”** appears in the “new Bluetooth devices” section on your phone, select it to begin pairing



#### 4 CONNECTING A NEW DEVICE

- a. Deactivate Bluetooth on any previously paired device
- b. Remove Hexamove Pro from their case to automatically turn the earbuds on; if they have not been paired with an active device previously, they will automatically enter pairing mode
- c. When “**V-MODA HEXM PRO**” appears in the “new Bluetooth devices” section on your phone, select it to begin pairing

#### 5 CONTROLS: RIGHT TOUCH-GYRO SENSOR

- |   |   |                 |
|---|---|-----------------|
|   | Play and pause audio / Accept or end a call | Tap once        |
|    | Skip to beginning of next track             | Tap twice       |
|    | Go to the beginning of previous track       | Tap three times |

## 6 CONTROLS: LEFT TOUCH-GYRO SENSOR

- |   |   |                 |
|---|---|-----------------|
|  | Play and pause audio / Accept or end a call | Tap once        |
|  | Summon or dismiss voice assistant           | Tap three times |

## 7 CHARGING THE EARBUDS

Insert the earbuds into the charging case to charge.

- |                              |                       |
|------------------------------|-----------------------|
| Low battery and now charging | Slow blinking red LED |
| Charging complete            | Solid green LED       |

## 8 EARBUD BATTERY ALERTS

Battery Remaining	Alert
30 minutes	1st Low Battery Warning Sound
10 minutes	2nd Low Battery Warning Sound
5 minutes	3rd Low Battery Warning Sound
1 minute	Final Low Battery Warning Sound

## 9 CHARGING CASE LED INDICATORS

LED indicator	... with earbuds in charging case	... without earbuds in charging case
Blinking red	Earbuds have low battery	Case has low battery
Fading green	Earbuds are now charging	Case is now charging
Solid green	Earbuds are fully charged	Case is fully charged

## 10 CHARGING THE CHARGING CASE

- a. Connect the USB-C charging cable to the charging case input
- b. Ensure that the USB-C cable is connected to a power source to enable charging

**Low battery (0-35%)**

1 green LED out of 3

**Battery at 36-65%**

2 green LED out of 3

**66% to full**

Full 3 green LED

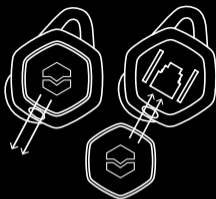
- c. When charging, the 3 LED lights will flash slowly
- d. When the charging case is fully charged, all 3 green LEDs will illuminate

Whenever possible, use the included USB-C charging cable to charge your earbuds. If you are having trouble charging your earbuds, please contact customer service at [support@v-moda.com](mailto:support@v-moda.com).



## 11 CHANGING SHIELDS

- To remove shield, press the shield down toward the earbud and slide it downward, away from the earbud
- To insert shield, align the clip on the bottom of the shield with its input on the earbud
- Lightly push the shield upward and toward the input to slide and lock the shield into place



## 12 CONNECT A REPLACEMENT EARBUD IN NEW PAIR

The earbud will automatically detect the closest earbud and pair it when a pair is removed from charging case.

## 13 CLEAR PAIRED DEVICE HISTORY / RESET HEXAMOVE PRO

- Insert the earbuds in the charging case
- Close the case and press and hold the button on the bottom of the case for 5 seconds
- When the charging case LED flashes green, remove Hexamove Pro from their

case and hold them together for 3-5 seconds

- d. When you hear the pairing sound, Hexamove Pro has been reset and is ready to go

## **SWEAT AND WEATHER RESISTANCE**

Hexamove Pro is rated **IPX4**. This means they are sweat and weather resistant. They are not meant to be submerged under water.

### **NOTES:**

- To prevent rusting, regularly clean the charging pins on the earbuds with a dry, soft cotton swab or equivalent.
- IPX4 is not a permanent condition, and resistance might decrease as a result of normal wear.

## CARE AND MAINTENANCE

The headphones and charging case may require periodic cleaning.

COMPONENT	CLEANING PROCEDURE
BLISS Fittings	Remove the tips from the earbuds and wash them with a mild detergent and water. Note: Make sure you thoroughly rinse and dry the tips before re-attaching them to the earbuds.
Earbud nozzles	Clean only with a soft, dry cotton swab or equivalent. Note: Never insert any cleaning tool into the nozzle.
Charging pins (on earbuds and case)	To prevent rusting, regularly clean with a soft, dry cotton swab or equivalent.
Charging case	Clean only with a soft, dry cotton swab or equivalent.

## TROUBLESHOOTING

If you are experiencing trouble with your headphones, please refer to the troubleshooting guidelines below. If the problem persists, please contact the V-MODA Support Team at [www.v-moda.com/support](http://www.v-moda.com/support) or +1 888.866.3252

### ❶ CANNOT PAIR WITH A BLUETOOTH DEVICE

CAUSE	SUGGESTIONS
The earbuds are not turned on	Remove earbuds from case and/or tap the earbuds to activate. Earbuds' power does not turn on when stored in charging case
The earbuds are not in pairing mode	Remove earbuds from case and ensure they are not already connected to an active Bluetooth device
The device's Bluetooth is not enabled	Enable Bluetooth connection on the device

CAUSE	SUGGESTIONS
The earbuds paired devices history is full	Perform the "Reset paired device history" procedure
Other	Turn headphones off and on again Try to pair with another device to make sure that both the earbuds and your Bluetooth device are working properly

## **2 NO AUDIO OR LOW QUALITY AUDIO FROM AUDIO SOURCE**

CAUSE	SUGGESTIONS
The earbuds are not turned on	Remove earbuds from case and/or tap the earbuds to activate. Earbuds' power does not turn on when stored in charging case
The battery level is extremely low	Charge the earbuds

CAUSE	SUGGESTIONS
The audio source is not playing any track	Make sure the audio source is playing
The volume on the device is muted or turned down	Make sure the volume on the device is not muted or turned down
The audio device or the file you are listening to has problems	Check that neither the audio device nor the audio file you are listening to have any issues
EQ settings in the V-MODA app are not set properly	Go the V-MODA app and set your EQ preference in the Sound settings menu
Other	Reboot the source / device Turn earbuds off and on again Reset paired devices history of the earbuds Try streaming from another device or select another track Move the device closer to the earbuds

**CAUSE****SUGGESTIONS**

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Other

Move away from any possible interference (wireless routers, other Bluetooth devices, microwaves etc.)

Close any application on your device that is not in use and disable Wi-Fi

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**3 AUDIO AND VIDEO DO NOT MATCH****CAUSE****SUGGESTIONS**

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Technological limitation on the device or the selected file

Try streaming from another device or select another track / file

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#### **4 NO AUDIO OR UNEVEN SOUND FROM ONE EARBUD**

CAUSE	SUGGESTIONS
Faulty Bluetooth connection	Check the Bluetooth connection on chosen device
One earbud is not charged	Charge the earbuds

#### **5 EARBUDS WILL NOT CHARGE**

CAUSE	SUGGESTIONS
The charging cable is not functioning properly	Make sure the charging cable is functioning properly or try a different one
The charging source is not functioning properly	Make sure the charging source is functioning properly or try a different one



**CAUSE****SUGGESTIONS**

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The USB plugs are not firmly connected in their sockets

Make sure both USB plugs are firmly connected in their sockets

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The computer you are using to charge is not turned on

Turn your computer on and make sure your computer's USB port is activated

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**6 EARBUDS ARE NOT RESPONDING****CAUSE****SUGGESTIONS**

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A software error has occurred

Perform a hardware reset

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## **ISSUES WITH THE PRODUCT**

For any issues relating to your V-MODA product,  
please contact our Support Team directly.

### **VISIT**

[www.v-moda.com/support](http://www.v-moda.com/support)

### **EMAIL**

[support@v-moda.com](mailto:support@v-moda.com)

### **CALL**

+1 888.866.3252



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[www.v-moda.com/register](http://www.v-moda.com/register)

