



Nuance Audio Glasses

**Instructions For Use  
Safety & Warranty**

## Get started

1

**Download**  
the Nuance Audio App



App Store

Google Play

2

**Press & hold**



• Blinking blue LED - Pairing

• Solid blue LED - Complete

## Charging

1

U-SBC



2



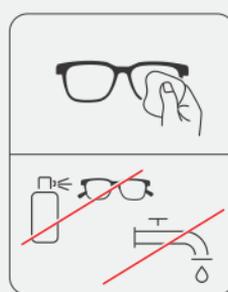
3

100%

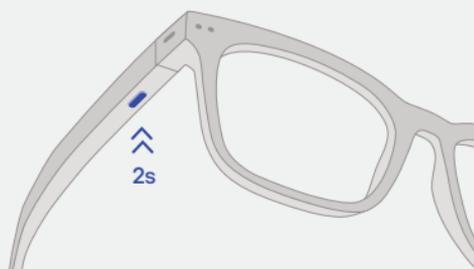


## Cleaning

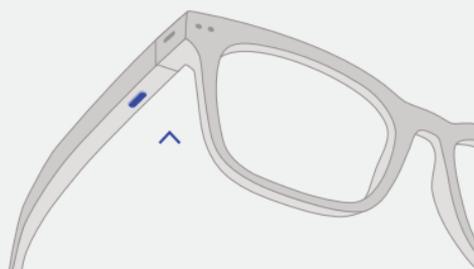
Clean with a damp cloth,  
Do not rinse or spray



**On/Off** Press & hold



**Volume** Quick press



## Audio modes



**Frontal**

Amplify sounds in  
front of you



**All-Around**

Amplify sounds all  
around you

**Switch audio modes**

Double tap



FOR AUSTRALIA AND NEW ZEALAND

# Nuance Audio™ Glasses & Nuance Audio™ Charging Pad

\* Product availability, regulatory requirements, and warranty terms may differ from country to country. Please note that the local market product category of Nuance Audio™ Glasses may vary depending on the market in which the product is sold, and some countries do not adopt a dedicated local category (such as the UK, Australia, and New Zealand). As a result, the terminology used to denote the product's category may vary across the language versions of these Instructions for Use – Safety & Warranty (e.g., "assistant d'écoute" in France vs. "hearing aid" elsewhere). As this document is organized by language rather than by country, the terminology used to address the product in a given language version does not necessarily reflect the category applicable in all countries where that language is used. For example, although French is one of Switzerland's official languages, the terminology used in the French version does not apply to the Swiss market; for Switzerland, the correct terminology is "hearing aid".

## WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear

## Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

## Caution: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

## Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

## Note: What you might expect when you start using Nuance Audio™ Glasses

Nuance Audio™ Glasses can benefit many people with hearing loss. However, you should know they will not restore normal hearing, and you may still have some difficulty hearing over noise. Furthermore, the device will not prevent or improve a medical condition that causes hearing loss. People who start using medical devices sometimes need a few weeks to get used to them. Similarly, many people find that training or counselling can help them get more out of their device. If you have hearing loss in both ears, you might get more out of using medical devices in both, especially in situations that make you tired from listening—for example, noisy environments. Nuance Audio™ Glasses provide hearing assistance to both ears.

## Table of contents

<b>1.</b>	<b>INDICATIONS</b>	<b>3</b>
1.1.	Intended Use	3
1.2.	Indications For Use	3
1.3.	Important Health and Safety Information	4
1.4.	Intended Use Environment	4
<b>2.</b>	<b>CONTRAINDICATIONS</b>	<b>4</b>
2.1.	The Nuance Audio™ Glasses may not be right for you if you	4
<b>3.</b>	<b>WARNINGS, PRECAUTIONS, AND SAFETY CONSIDERATIONS</b>	<b>4</b>
3.1.	Warnings	4
3.2.	Battery	4
3.3.	Precautions	4
3.4.	Preventing damage and malfunctions to the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad	4
3.5.	Recommended Use and Storage	5
3.6.	Cybersecurity	5
<b>4.</b>	<b>WHAT'S IN THE BOX</b>	<b>5</b>
<b>5.</b>	<b>OPENING THE BOX</b>	<b>5</b>
<b>6.</b>	<b>THE NUANCE AUDIO™ GLASSES</b>	<b>5</b>
<b>7.</b>	<b>NUANCE AUDIO™ APP SETUP AND BLUETOOTH® PAIRING</b>	<b>5</b>
7.1.	Onboarding the Nuance Audio™ App	5
7.1.1.	Creation of the Nuance Audio™ user account	5
7.1.2.	First pairing	5
7.1.3.	Nuance Audio™ Glasses tutorial	5
7.1.4.	Calibration	5
7.1.5.	App calibration	5
7.2.	Application main page	5
7.2.1.	Battery level	6
7.2.2.	Noise tracking	6
7.2.3.	Background noise	6
7.2.4.	Volume	6
7.2.5.	Presets	6
7.2.6.	Audio Mode	6
7.3.	Menu	6
7.3.1.	Nuance Audio™ Glasses selection and add new Nuance Audio™ Glasses	6
7.3.2.	My Account	6
7.4.	Support	6
<b>8.</b>	<b>NUANCE AUDIO™ GLASSES CARE AND MAINTENANCE</b>	<b>6</b>
8.1.	Battery Information	6
8.2.	Charging the battery	6
8.3.	The Nuance Audio™ Charging Pad works thanks to a USB-C Charging Cable	6
8.4.	Caring for the Nuance Audio™ Glasses	7
8.5.	General Maintenance	7
8.6.	General Information	7
<b>9.</b>	<b>PRIVACY</b>	<b>7</b>
<b>10.</b>	<b>TROUBLESHOOTING</b>	<b>7</b>
10.1.	Common Solutions for the Nuance Audio™ App	7
10.2.	Other Troubleshooting Tips	7
<b>11.</b>	<b>WARRANTY</b>	<b>7</b>
11.1.	11.1. LUXOTTICA LIMITED WARRANTY	7
11.2.	REGISTRATION	8
11.3.	HOW TO MAKE A WARRANTY CLAIM	8
11.4.	LIMITATIONS AND EXCLUSIONS	8
11.5.	IMPLIED WARRANTIES	8
11.6.	LIMITATION OF LIABILITY	8
11.7.	FOR CONSUMERS IN AUSTRALIA	8
11.8.	RETURNS AND EXCHANGES	8
<b>12.</b>	<b>NUANCE AUDIO™ GLASSES TECHNICAL SPECIFICATIONS</b>	<b>8</b>
<b>13.</b>	<b>CLINICAL BENEFIT</b>	<b>10</b>
<b>14.</b>	<b>NUANCE AUDIO™ GLASSES, NUANCE AUDIO™ CHARGING PAD, CHARGING CABLE AND BATTERY DISPOSAL</b>	<b>10</b>
14.1.	Disposal Information	10
<b>15.</b>	<b>REGULATORY COMPLIANCE INFORMATION</b>	<b>10</b>
15.1.	EU compliance statement	10
<b>16.</b>	<b>SYMBOLS AND DESCRIPTIONS</b>	<b>10</b>



**WARNING** To reduce the risk of personal injury, discomfort, or property damage, please read and follow the health and safety information below before using the Nuance Audio™ Glasses.

## 1. INDICATIONS

### 1.1. Intended Use

The air conduction hearing aid\* is intended to amplify sound for users with hearing impairment. The air conduction hearing aid\* is intended to be used in association with prescription spectacle lenses for the correction of visual defects. The product is intended only for use by individuals 18 years old and older with perceived mild to moderate hearing impairment. It is adjusted by the user to meet the user's hearing needs through the selection of presets. No pre-programming or pre-hearing test is necessary.

### 1.2. Indications For Use

The product is intended only for use by individuals 18 years old and older with perceived mild to moderate hearing impairment. It is adjusted by the user to meet the user's hearing needs through the selection of presets. No pre-programming or pre-hearing test is necessary. When the Nuance Audio™ Glasses have mounted prescription lenses, they are intended only for use by the prescribed user.

### 1.3. Important Health and Safety Information



#### Read the Instructions.

Read the Instructions for Use for the correct functioning of the Nuance Audio™ Glasses.



It is very important to read and follow this Instructions for Use, the User Guide, and all the safety, warnings and regulatory information thoroughly and completely before using the Nuance Audio™ Glasses. Follow safety instructions to avoid damage or injury. Follow also all instructions provided through the Nuance Audio™ App.

Do NOT resell the Nuance Audio™ Glasses or share them with others. They are intended for use by a single user. These Nuance Audio™ Glasses may help you hear better if you strain to follow conversations when others don't, especially in noisy places. The end user is required to report any serious incident that occurs in relation to the use of the device to the competent authority of the Member State where the incident occurred and to the manufacturer of the device.

#### 1.4. Intended Use Environment.

The Nuance Audio™ Glasses are intended to be used for listening to the sounds in a variety of environments (e.g., home, office, transit, social settings, outdoors, etc.), and they are suitable for home and healthcare environments. The device should not be used while bathing or swimming (i.e., the device should not be submerged in water).

### 2. CONTRAINDICATIONS

#### 2.1. The Nuance Audio™ Glasses may not be right for you if you:

- Consistently experience feedback (whistling) of the Nuance Audio™ Glasses when you turn up volume to a level that is comfortable for you, even after you have followed the suggestions in these Instructions for Use to make sure your Nuance Audio™ Glasses fit properly.
- Feel the Nuance Audio™ Glasses are not providing enough amplification even at the highest volume setting.
- The Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad contain magnetic material and components that emit radio waves, which could affect the operation of medical devices such as but not limited to pacemakers or insulin pumps, or other implantable devices, consult your doctor or the medical device manufacturer before using the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad.
- If you have an active or inactive implant device (e.g. defibrillator, pacemaker), follow the implant manufacturer's instructions regarding the use of mobile devices. The Nuance Audio™ Glasses should be kept at least 6 inches / 20 cm from implantable pacemakers. In the event of malfunctions, stop using your Nuance Audio™ Glasses and contact your doctor or the implant manufacturer. If you have an active brain implant, ask your doctor or the implant manufacturer for a risk evaluation.
- The Nuance Audio™ Glasses are MR Unsafe and could present as a projectile hazard.
- Do not use the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad in environments where there is a risk of explosion (e.g. in mines or industrial plants subject to such risk). Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as your Nuance Audio™ Glasses, its parts, and/or accessories.
- This Nuance Audio™ Glasses must not be used as eye safety or protection against mechanical impact. They are not to be used as protection against UV rays.
- Use of Nuance Audio™ Glasses with prescription lenses by other users may provide inadequate vision correction or vision that is worse than normal.

### 3. WARNINGS, PRECAUTIONS, AND SAFETY CONSIDERATIONS



For safe and effective operation of the Nuance Audio™ Glasses, please familiarise yourself with the following information. Please read and keep all safety and use instructions.

**NOTE:** The Nuance Audio™ Glasses are designed for personal use. The device is designed for adult patients, without cognitive disability preventing the use of the device, both lay users and professional users.

#### 3.1. Warnings



**Warning:** Don't go near active HF surgical equipment and the RF shielded room of an ME system for magnetic resonance imaging, where the intensity of EM disturbances is high.

**Warning:** Use of Nuance Audio™ Glasses adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, Nuance Audio™ Glasses and the other equipment should be observed to verify that they are operating normally.

**Warning:** Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30cm (12 inches) to any part of Nuance Audio™ Glasses, including cables specified by the manufacturer. Otherwise, degradation of the performance of Nuance Audio™ Glasses could occur.

RF: Radio Frequency | EM: Electro Magnetic | ME: Medical Electrical | HF: High-Frequency

#### 3.2. Battery

- The Nuance Audio™ Glasses should not be exposed to temperatures below -10°C or above 45°C or when conditions are expected to exceed these temperatures. Using the Nuance Audio™ Glasses above 45°C could result in overheating, fire, or injury.
- If abused or misused, the lithium-ion battery may leak and may cause chemical burns.
- Keep the battery away from excessive heat such as heaters, fires, and solar radiation as the battery may rupture and release corrosive materials.
- Store the battery in a dry, moisture-free environment at room temperature. Do not keep the battery in a refrigerator, in excessively warm areas or in a dehumidifying device. Appropriate battery care reduces the risk of leakage which is harmful to you and your Nuance Audio™ Glasses, and it saves battery.

#### 3.3. Precautions

##### When to see an Ear, Nose, and Throat doctor (ENT)

If you have any of the problems listed below, please see a healthcare professional

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus or fluid coming out of your ear within the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of earwax or you think something could be in your ear.
- You get dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

**You should see a hearing health care professional if you:**

- Have a visible deformity of the ear.
- Have a current ear infection or a history of active discharge from one or both ears within the past 90 days.
- Have sudden or rapid progression of hearing loss within the past 90 days in one or both ears.
- Have acute or chronic dizziness, poor dexterity, poor vision, or significant dementia.
- Suspect that you have significant ear wax accumulation or a foreign object in the ear canal. Symptoms of significant ear wax accumulation can include itching in your ear, a feeling of fullness in your ear, and/or reduced hearing.
- Experience pain or discomfort in the ear.
- Have a noticeable difference in hearing between ears.
- Have sudden onset or rapid worsening of tinnitus (ringing in the ear) in one or both ears within the past 90 days.

It is good health practice for a person with a hearing loss to have a medical evaluation by a licensed physician, preferably a physician who specialises in ear, nose, and throat (ENT). Licensed physicians who specialise in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated.

- Avoid unauthorised modifications to the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad.
- Remove the Nuance Audio™ Glasses if you encounter overly loud sounds or if they become uncomfortable.
- Check before using the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad in areas where electronics or wireless devices are restricted. This may cause interference.
- Do NOT resell the Nuance Audio™ Glasses or share it with others. It is intended for use by a single user.
- Keep the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad away from fire, heat sources and excessive heat (e.g., from storage in direct sunlight, near candles, or in a hot car) to avoid burns or damage to the Nuance Audio™ Glasses and/or the Nuance Audio™ Charging Pad.
- Do NOT submerge The Nuance Audio™ Glasses and The Nuance Audio™ Charging Pad in water or liquids. Do NOT wear The Nuance Audio™ Glasses in the shower, or wear while participating in water sports (e.g., swimming, water-skiing, surfing, etc.). Exposure to water or liquids may damage the devices. In case of water exposure, dry the Nuance Audio™ Glasses and/or the Nuance Audio™ Charging Pad thoroughly.
- Nuance Audio™ Glasses' level of protection against dust and water is IP54. IP54 rating offers protection against dust in quantities not sufficient to compromise the operation of the equipment and IPX4 rating offers protection against splashes of water. The Nuance Audio™ Charging Pad is not water resistant.
- We recommend that you remove the Nuance Audio™ Glasses before sleeping. While not harmful, wearing your Nuance Audio™ Glasses while sleeping can be uncomfortable, disrupt sleep, and drain the battery.
- Exposure to loud sounds may damage your hearing and could distract you. You can reduce risks by avoiding loud environments and using appropriate hearing protection devices.
- The sound output should not be uncomfortable or painful. You should turn down the volume or remove the Nuance Audio™ Glasses if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your Nuance Audio™ Glasses. See section 'Nuance Audio™ App Setup and Bluetooth® Pairing' for instructions.
- The Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad shouldn't overheat or cause thermal discomfort during normal use. If they do, stop using them immediately and contact support.
- Check applicable aviation security restrictions on personal electronics before flying with the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad. The Nuance Audio™ Glasses contains lithium-ion batteries and should not be placed in checked-in luggage.
- Use the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad in compliance with all the applicable local laws, rules and regulations. Use common sense and respect third parties' rights, privacy, and confidentiality.
- Interacting with the Nuance Audio™ Glasses may distract you or increase the time it takes to react to hazards. Always pay attention to your surroundings, including signage and obstacles.
- Use caution when operating a vehicle while wearing the Nuance Audio™ Glasses and keep your focus on driving. Follow local laws and requirements applicable to mobile phone operation. If the Nuance Audio™ Glasses impair your peripheral vision, do not wear while driving. Adjust all relevant settings of the Nuance Audio™ Glasses before driving and do not interact with them or any of the accessories when the vehicle is in motion.
- The Nuance Audio™ Glasses are intended to be worn for extended periods. If you feel any discomfort (for example, headaches, nausea or other abnormalities, etc), take a break from using the electronic functionalities and the Nuance Audio™ App for as many minutes as needed. If discomfort persists, stop using the Nuance Audio™ Glasses and consult a healthcare professional.
- The Nuance Audio™ Glasses can be charged only with a Nuance Audio™ Charging Pad. If the Nuance Audio™ Glasses are placed on generic wireless charge pads, they will not charge.
- Use only with original accessories and with the compatible USB-C cables and wall plugs / adapter indicated below. Using non approved accessories may permanently damage the Nuance Audio™ Glasses, void the Luxottica Limited Warranty, and increase the risk of injury or damage to other property.
- Use only with the authorised Nuance Audio™ App. Update the Nuance Audio™ App and the Nuance Audio™ Glasses firmware when prompted. Do not attempt to modify the software provided. Software is provided as is and is subject to terms and conditions.
- Features, functionality, and content of the Nuance Audio™ Glasses are subject to change or withdrawal at any time, may be protected by digital rights management technology, may be unavailable or restricted in some areas, may depend on wireless service plan or internet service provider, and may require subscriptions or fees. The Nuance Audio™ Glasses may require software updates to be installed from time to time, including prior to first use. Detailed system requirements, software terms of license and terms of service are available at [www.nuanceaudio.com](http://www.nuanceaudio.com).

**Note:** If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a healthcare professional.

#### 3.4. Preventing damage and malfunctions to the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad

- Avoid exposure to extreme temperatures and intense heat sources (hairdryer, heater, etc).
- Avoid exposure in direct sunlight.
- Avoid exposure to water.
- Avoid exposure to sand and fine particulates.
- Do not use the devices if there are visible sharp edges, cracks, or damage to the housing.

### 3.5. Recommended Use and Storage

- Operating conditions: -10°C to 45°C; 101.3kPa to 61.9kPa; humidity between 20% and 60% under 35°C for 1000 hours; maximum altitude of 13,000 ft for 1 hour at 0°C and 35°C.
- Transport and Storage conditions: Nuance Audio™ Glasses shall remain functional after recovery from minimum -30°C or maximum 75°C storage temperatures; high humidity 90% and temperature 45°C for 288 hours; exposure to altitude of 40,000 ft (18,8kPa) for 12 hours at both -10°C and 45°C.

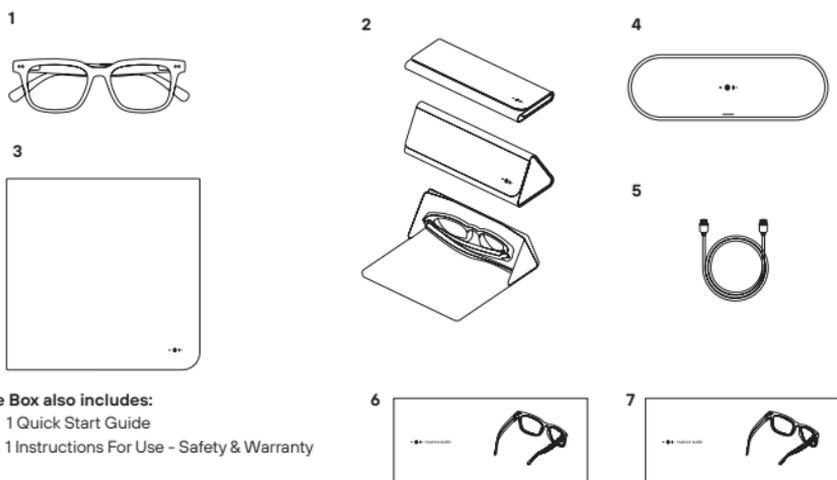
### 3.6. Cybersecurity

EssilorLuxottica has assessed the Nuance Audio™ Glasses from a Cybersecurity perspective, in accordance with applicable regulation. A full risk assessment of the device in regard to cybersecurity revealed no vulnerabilities impacting safety or efficacy with the product. Based on this assessment, the only action required by the user to ensure the product remains secure is to keep the product updated with the latest product updates. For information on how to keep your product up to date, please see "Updating the Nuance Audio™ Glasses" in the mobile App. In the unlikely event that your Nuance Audio™ Glasses have been compromised from a cybersecurity perspective, please reach out to us immediately at csirt@essilorluxottica.com for assistance.

In the event of a system compromise, EssilorLuxottica will issue official communications through its institutional channels. Proper operation of the Nuance Audio™ Glasses requires a safe, private, and secure operating environment. To ensure your security, we recommend following best practices for securing your home network and mobile device.

## 4. WHAT'S IN THE BOX

- 1 - 1 Nuance Audio™ Glasses
- 2 - 1 Nuance Audio™ Folded Case
- 3 - 1 Cleaning Cloth
- 4 - 1 Nuance Audio™ Charging Pad
- 5 - 1 USB-C Charging Cable



The Box also includes:

- 6 - 1 Quick Start Guide
- 7 - 1 Instructions For Use - Safety & Warranty

## 5. OPENING THE BOX

- Ensure the accessories mentioned above are included in the package.
- Scan the QR Code printed on the inside lid of the box and download the Nuance Audio™ App.
- Extract the User Guide from the envelope inside the box's drawer and follow the instructions.
- Do not use the Nuance Audio™ Glasses until the Nuance Audio™ App has instructed you to do so and until you have read the User Guide indications.

## 6. THE NUANCE AUDIO™ GLASSES

- A - Multifunction button
- B - LED
- C - Tap area
- D - Microphones
- E - Speakers

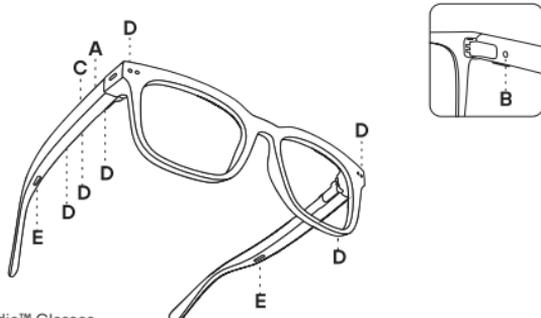


Fig. 1 Schematic Diagram of the Nuance Audio™ Glasses.

### Nuance Audio™ Glasses sizes:

Sizes	Panthos 48	Square 54	Square 56
Size model (caliber)	1,89 in. / 48 mm	2,13 in. / 54 mm	2,20 in. / 56 mm
Bridge	0,87 in. / 22 mm	0,71 in. / 18 mm	0,71 in. / 18 mm
Base lens	B4	B4	B4

The Nuance Audio™ Glasses are considered an air conduction medical device within a prescription spectacle frame. The Nuance Audio™ Glasses' accessories are:

- Nuance Audio™ Charging Pad: intended to enable the air conduction Nuance Audio™ Glasses functionality in terms of charging the Nuance Audio™ Glasses. The Nuance Audio™ Charging Pad has a LED on top view, to give info to the user regarding the charging status of the Nuance Audio™ Glasses, and it has no battery. Please refer to the 'Charging the Battery' section of the User Guide for images and usage of the Nuance Audio™ Charging Pad.
- USB-C Charging Cable: to be connected to the Nuance Audio™ Charging Pad.
- Nuance Audio™ Folded Case: intended to be used to carry the Nuance Audio™ Glasses during the day, with the main functionality to be protective and easily carried by the user. The Nuance Audio™ Folded Case does not contain any electronics.
- Cleaning Cloth: to be used for cleaning the lenses.
- Nuance Audio™ App: intended to specifically enable the air conduction Nuance Audio™ Glasses in terms of activating, personalising, and controlling settings on the Nuance Audio™ Glasses. The Nuance Audio™ App is to be used only in conjunction with the Nuance Audio™ Glasses, via Bluetooth® wireless connection with a mobile phone. Use of the Nuance Audio™ App requires a mobile phone with Android (12 and above) or an iPhone with iOS (16.6.1 and above) operating systems and internet access. It is possible to use the Nuance Audio™ Glasses' main functions without the Nuance Audio™ App, using the button and the tap area on the Nuance Audio™ Glasses themselves. Anyway, the Nuance Audio™ App is considered mandatory for audio calibration and firmware updates, and it can also serve as a digital remote for the device.

## 7. NUANCE AUDIO™ APP SETUP AND BLUETOOTH® PAIRING



The Nuance Audio™ Glasses are a wireless Bluetooth® medical device intended to be used for wirelessly listening to the world around you. Download the Nuance Audio™ App by scanning

the QR Code located on the inside lid of the box or on the first page of the User Guide, or by accessing the Nuance Audio™ App via the Apple® App Store or Google Play® Store. Once installed, open the Nuance Audio™ App to begin the setup process. All setup instructions will be in the Nuance Audio™ App to guide you. Do not start using the Nuance Audio™ Glasses until the Nuance Audio™ App has instructed you to do so. Proceed with pairing the Nuance Audio™ Glasses and Bluetooth® set up using the Nuance Audio™ App.

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The Apple® wordmark, the Apple® logo, App store and iPhone® is a trademark of Apple Inc., registered in the U.S. and other countries. The trademark iPhone® is used with a license from Apple Inc. Apple Inc. is not Bluetooth® for the operation of this device or its compliance with safety and regulatory standards. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks is under license. Nuance Audio™ is a registered trademark of Essilor International SAS.

### 7.1. Onboarding the Nuance Audio™ Glasses

Onboarding is performed the first time you access the Nuance Audio™ App. The primary purpose of the onboarding section of the Nuance Audio™ App is to systematically walk you through the setup and configuration of the Nuance Audio™ Glasses.

#### 7.1.1. Creation of the Nuance Audio™ user account

User authentication is mandatory to use the Nuance Audio™ mobile app, the first action is to complete the sign-in process starting from the authentication / sign-in page. The user is prompted to input an email address to be used as login ID and password, together with some personal information. Email address is verified through a onetime code sent via email to the email address used in the account creation process. The user must type in the code to complete the sign-in. If the onetime verification code is not received, the user may ask to send a new one.

#### 7.1.2. First pairing

Once the sign-in process is completed and the user executes the login on the Nuance Audio™ App, everything is ready for the first pairing procedure.

The Nuance Audio™ Glasses must be set in pairing mode before starting the scanning from the mobile app, tapping on the "Pair my Nuance Audio™ Glasses" button.

The mobile phone will ask permission to the user to use Bluetooth before starting the scanning of Nuance Audio™ Glasses. All the found Nuance Audio™ Glasses are listed, the user must select the one he/she is interested to pair with. The last step is to accept the Bluetooth pairing pop-up displayed by the operating system of the mobile phone.

#### 7.1.3. Nuance Audio™ Glasses tutorial

The tutorial on how to use the Nuance Audio™ Glasses is displayed right after the first pairing. If skipped, the same tutorial is always available in the Support session of the mobile app.

#### 7.1.4. Calibration

Personal calibration is the procedure needed to customise the Nuance Audio™ Glasses performance to the user. It is a three-step process lasting no more than few minutes:

- **Step 1:** Measurement of the noise level of the room where the tuning is executed
- **Step 2:** Feedback tuning
- **Step 3:** User's voice calibration.

The calibration procedure can be repeated any time from the mobile app Settings menu.

#### 7.1.5. App Calibration

Once the Personal calibration is completed the user may access the mobile app tutorial that is also available for later access in the Support page of the mobile app.

### 7.2. Application Main Page

The application main page, also called home page, is displayed in the Nuance Audio™ App when the Nuance Audio™ Glasses are turned on and correctly paired with the mobile phone.

- Set the level of the hearing of the background noise (lowered, standard, heightened)
- Set the volume of the speakers, 5 levels available;
- Check the battery charge level.
- Measure the environmental noise

- Select the preferred Preset configuration (A, B, C, D)
- Select the audio mode between Frontal or All Around

### 7.2.1. Battery Level

A battery level indicator is displayed in the top left side of the home page. When the indicator turns red it is time to charge the Nuance Audio™ Glasses.

### 7.2.2. Noise Tracking

Noise tracking measures the room noise using the microphone of the mobile phone, the user must give permission to the Nuance Audio™ App to use the microphone.

### 7.2.3. Background noise

From the background noise command in the main page the user can select the level of background noise filtering from Lowered, Standard or Heightened.

### 7.2.4. Volume

Volume setting, 5 levels, is also available in the home page controls. Tapping on the plus or minus icons the user can adjust volume.

### 7.2.5. Presets

Four different predefined presets are also available for the user to choose the one that enhances the listening experience best for the user. Each preset addresses different amplification needs at different frequencies.

### 7.2.6. Audio Mode

The audio mode selector allows the user to choose their desired listening focus based on their environment. Frontal mode enhances sound coming from the front, making it easier to focus on conversations with someone directly in front. All-around mode amplifies sounds and speech from all directions.

## 7.3. Menu

### 7.3.1. Nuance Audio™ Glasses selection and add new Nuance Audio™ Glasses

This menu item gives the user the possibility to switch between all the Nuance Audio™ Glasses associated with the user profile and paired with the mobile phone. Up to a maximum of 4 Nuance Audio™ Glasses can be associated to a single profile. It is also possible to add new Nuance Audio™ Glasses to the profile by initiating a new pairing process.

### 7.3.2. My Account Personal Information

The personal information section contains profile information such as full name, email, phone number, date of birth, and gender.

**Password** - In the password section it's possible to change the password by entering the current password and the new one. Accepted password format is:

- 8 digits
- 1 upper case
- 1 lower case
- 1 number
- 1 special digit

**Language Preferences** - The application language is automatically set to the same language of the mobile phone if supported, otherwise default is English. The user can select a new language from this configuration page.

**Push notifications** - The user can enable push notification from this session and can also flag which category the user is interested in. Available notifications categories are FW upgrades or suggestions on how to better configure the Nuance Audio™ Glasses.

**Newsletter** - In the newsletter section, the user can choose whether to enable commercial emails and/or whether to enable tracing of activities and configurations applied to the Nuance Audio™ Glasses.

**Legal documents** - All documents regarding privacy and data processing can be found in the legal documents section.

**Delete account** - The user can decide to permanently delete the account and all the associated data. After this operation the user will no longer be able to log into the Nuance Audio™ Glasses mobile application.

**Log out** - Clicking the log out button disconnects the account from the application.

### Settings:

**Preset Volume** - Users can select one of the three available volume profiles to enable when volume is changed using the physical button on the frame. Low range enables volume levels 1, 2 and 3. Default profile enables volume levels 2, 3 and 4. High range enables volume levels 3, 4 and 5.

**My own voice** - The user can select how much they want to hear back their own voice. Possible choices are: No, Some, Yes.

**Personal calibration** - From this Settings' menu item, the user can execute a new Personal Calibration operation or switch back to the default one which is the same for all the Nuance Audio™ Glasses users.

**Nuance Audio™ Glasses** - This section of the Settings menu includes all the Nuance Audio™ Glasses' configurations activities the user can execute.

**My Nuance Audio™ Glasses: Edit name** - The user can customise the Nuance Audio™ Glasses name overwriting the default name.

**My Nuance Audio™ Glasses: Configuration and FW upgrade** - This section contains information on the FW version of the Nuance Audio™ Glasses and prompt the user if a new FW version is available.

FW upgrade can be executed only if the charging level of the battery is above 30%. During the FW upgrade operation, it is mandatory to keep the mobile phone nearby to the Nuance Audio™ Glasses. At the end of the upgrade the Nuance Audio™ App will wait for the Nuance Audio™ Glasses to reboot with the new firmware.

### My Nuance Audio™ Glasses: Detailed information

This section of the My Nuance Audio™ Glasses page contains all the detailed information on the Nuance Audio™ Glasses such as the Serial Number and the Model

### My Glasses: Forget these Nuance Audio™ Glasses

This function removes the link between the user account profile and the paired Nuance Audio™ Glasses. Nuance Audio™ Glasses configuration is not erased because of the Forget operation. This operation is mandatory if the very same pair of Nuance Audio™ Glasses needs to be paired and associated with a different user profile of phone.

No undo is available with this operation, but the user is prompted for confirmation. Mobile phone Bluetooth association with the Nuance Audio™ Glasses must be also deleted from the mobile phone Bluetooth setting page.

**Nuance Audio™ Glasses: Factory reset** - Return the Nuance Audio™ Glasses to the factory configuration. All data store in the Nuance Audio™ Glasses and the association with the user account is cleared.

No undo is available with this operation, but the user is prompted for a confirmation. Mobile phone Bluetooth association with the Nuance Audio™ Glasses must be also deleted from the mobile phone Bluetooth setting page.

**About** - This page contains all the information on the application such as the Nuance Audio™ App version number and other product codes. For the Nuance Audio™ App label please check the Nuance Audio™ App details page.

## 7.4. Support

The Support section of the mobile app includes:

- Access to the Nuance Audio™ Glasses tutorial
- Access to the mobile app tutorial
- Link to the FAQ pages on the [www.nuanceaudio.com](http://www.nuanceaudio.com) website
- Link to the Troubleshooting pages on the [www.nuanceaudio.com](http://www.nuanceaudio.com) website
- Link to the Educational resources on the [www.nuanceaudio.com](http://www.nuanceaudio.com) website
- Link to the Contact us section of the [www.nuanceaudio.com](http://www.nuanceaudio.com) website

## 8. NUANCE AUDIO™ GLASSES CARE AND MAINTENANCE

### 8.1 Battery information

The Nuance Audio™ Glasses contain a lithium-ion battery that is not user-replaceable. Do not attempt to remove or replace the battery. The battery may present a fire or chemical burn hazard if misused. Do not disassemble, crush or puncture the Nuance Audio™ Glasses. Do not leave or store the Nuance Audio™ Glasses under direct sunlight or expose to excessive heat or incinerate. Dispose of the Nuance Audio™ Glasses in line with instructions and local waste requirements. The battery contained in the Nuance Audio™ Glasses is expected to perform as follows, provided the Nuance Audio™ Glasses are always used under Normal Use Conditions (see below) (the "Expected Battery Performance"):

- at original capacity, and once fully charged, the battery is expected to provide at least 8 hours of continuous use under average conditions (being where there is moderate surrounding noise and the standard amplification settings are being used).
- Assuming that you do, approximately, 1 full charge per day:
- following 500 full charging cycles (corresponding to approximately 16 months of use) the battery is expected to perform at or above 85% of its original capacity, meaning the battery will allow for at least 6 hours and 48 minutes of continuous use under average conditions.
- following 1,000 full charging cycles (corresponding to approximately 32 months of use), the battery is expected to perform at or above 80% of its original capacity, meaning the battery will allow for at least 6 hours and 24 minutes of continuous use under average conditions.

"Normal Use Conditions" means:

- Operating the product in line with this user manual, in particular Section 3 (Warnings, Precautions and Safety Considerations), which includes operating the product within the recommended temperature range.
- Not exposing the product to extreme heat, cold or humidity, as indicated in Section 12 (Nuance Audio™ Glasses technical specifications key features).
- Using the product only for its intended use, as described in Section 1.1 (Intended Use).
- Using only the provided or certified charging accessories as indicated in Section 8.3 (The Charging Pad works thanks to a USB-C charging cable).
- Ensuring the battery is charged and discharged in accordance with the guidelines provided at Section 8.2 below.
- Always making sure that Nuance Audio™ Glasses is using the latest firmware version.
- Charging the battery at room temperature instead of a lower or higher temperature.
- Charging the battery only when necessary.
- Making sure to charge the battery fully before unplugging it.

Luxottica guarantees the above battery performance for the applicable Limited Warranty Period. Please refer to the "Warranty" section.

Battery performance may be extended if the Nuance Audio™ Glasses are turned off when amplification is not needed, or when the surrounding environment requires less amplification and/or noise reduction.

### 8.2. Charging the battery

**IMPORTANT!** If battery is not fully recharged every 6 months from last use this could lead to permanent damage to the battery, which could render the Nuance Audio™ Glasses inoperable.

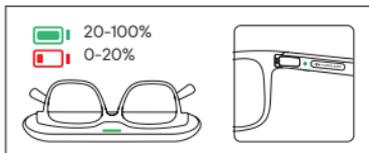
When the Nuance Audio™ App displays a battery level of 20% or less, or when the low battery alert sounds in your ear, the Nuance Audio™ Glasses should be charged. For charging, place the Nuance Audio™ Charging Pad flat on a desktop to ensure it do not shake and place the Nuance Audio™ Glasses flat on the Nuance Audio™ Charging Pad. Ensure that the Nuance Audio™ Glasses are aligned with the magnetic components on the Nuance Audio™ Charging Pad. If the alignment is not accurate, you can try adjusting the angle of the Nuance Audio™ Glasses. During the charging process, do not move or vibrate the Nuance Audio™ Glasses, as this may impact the charging process.

### 8.3. The Nuance Audio™ Charging Pad works thanks to a USB-C Charging Cable

Use only the provided Nuance Audio™ Charging Pad to charge the Nuance Audio™ Glasses. Use the supplied USB-C

Charging Cable or other USB-C type cable, with a USB wall plug/adaptor (not included). It is strongly discouraged to connect the Nuance Audio™ Charging Pad to a wall plug/adaptor that is not certified for the market in which the Nuance Audio™ Charging Pad is marketed, and that it has not been tested and approved according to national and local standards. The wall plug/adaptor must have a minimum output level of DC5V/1A.

- The Nuance Audio™ Charging Pad may become warm to the touch while charging. If the Nuance Audio™ Charging Pad becomes hot to touch discontinue use.
- If the Nuance Audio™ Charging Pad cannot charge properly or experiences any malfunctions, please stop using it immediately.
- Do not clean the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad while you are charging them.
- Periodically inspect the Nuance Audio™ Glasses, the Nuance Audio™ Charging Pad and the Charging Cable for damage or signs of wear. Do not use if any part is damaged, cracked, or if any internal component is exposed.
- Do not try to repair the Nuance Audio™ Glasses or its accessories, or replace parts yourself, instead contact support at [www.nuanceaudio.com](http://www.nuanceaudio.com)



#### 8.4. Caring for the Nuance Audio™ Glasses

Important Note: We do not recommend using alcohol wipes when caring for your Nuance Audio™ Glasses.

#### 8.5. Nuance Audio™ Glasses General Maintenance

- **Handle with care & avoid damage.** Follow the steps under the General Information section below to help maintain quality and performance of your Nuance Audio™ Glasses.
- Inspect the Nuance Audio™ Glasses regularly for particulate build up and follow cleaning procedures.
- Only wipe the Nuance Audio™ Glasses with a soft cloth. Don't use any other cleaning tool (such as an hearing aid brush, toothpick, or air pressure) to clean the Nuance Audio™ Glasses. Do not use dirty or abrasive cloths which could alter the lenses' features. Moisture can damage the Nuance Audio™ Glasses or cause them to fail. To clean the lenses, use a lens spray, available in stores. Make sure to spray on a cloth and not directly on the lenses.
- To clean the Nuance Audio™ Glasses, wipe with a dry, clean cloth. Avoid all types of sprays, solvents, chemicals, or cleaning solutions containing alcohol or ammonia.

#### 8.6. General Information

- The Nuance Audio™ Glasses and Nuance Audio™ Charging Pad have a service life of at least 3 years.
- The Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad are sensitive electronic equipment and should be handled with care. Do not heat or bend the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad, including for fitting, as they may become damaged and even catch fire.
- Take care when folding the temples (earpieces or arms) in or out.
- Do not drop, strike, or shake the Nuance Audio™ Glasses and the Nuance Audio™ Charging Pad excessively.
- Do not use the Nuance Audio™ Glasses or the Nuance Audio™ Charging Pad if it is damaged.
- Do not attempt to open, disassemble, or tamper with the Nuance Audio™ Glasses or the Nuance Audio™ Charging Pad.
- Protect your Nuance Audio™ Glasses against moisture (e.g. showers, rain), and take your Nuance Audio™ Glasses out before using hairspray or similar cosmetic product.
- It is recommended to carry out daily care on them as the Nuance Audio™ Glasses are exposed to moisture and dust through intended use, even when handled with care.
- Keep the Nuance Audio™ Glasses dry. Never wear the Nuance Audio™ Glasses in the shower, bath, pool, or while swimming. Protect the Nuance Audio™ Glasses from prolonged exposure to rain. If the Nuance Audio™ Glasses become excessively wet, thoroughly dry them, store them in a container with desiccants or in a drying case. This can help if you live in a humid climate or sweat often.
- Should your Nuance Audio™ Glasses still not function correctly despite regular care, contact us at [www.nuanceaudio.com](http://www.nuanceaudio.com).
- Do not try under any circumstances to repair your Nuance Audio™ Glasses by yourself. The serial number of the Nuance Audio™ Glasses may be found marked on the inner part of the left temple.

#### General Maintenance for the Nuance Audio™ Charging Pad:

- Do not place it around high-power electrical fields audio, do not be in a strong magnetic environment.
- To clean the Nuance Audio™ Charging Pad, use a dampened cloth and mild soap avoiding all types of sprays, solvents, chemicals, or cleaning solutions containing alcohol or ammonia.
- Do not use dirty or abrasive cloths which could damage it.
- Keep the Nuance Audio™ Charging Pad dry. If the Nuance Audio™ Charging Pad becomes excessively wet, store it in a container with desiccants or in a drying case.

#### 9. PRIVACY

In developing Nuance Audio Glasses, EssilorLuxottica followed the principle of privacy by design. A full description of how Nuance Audio Glasses and the mobile app linked process personal data can be found in the Privacy Notice within the App. To learn more about EssilorLuxottica Governance on personal data, you can visit the section "Governance" on [www.essilorluxottica.com](http://www.essilorluxottica.com) and click on "Compliance/Data Privacy".

#### 10. TROUBLESHOOTING

##### 10.1. Common Solutions for the Nuance Audio™ App

##### THE NUANCE AUDIO™ APP DOES NOT RESPOND TO COMMANDS. WHAT SHOULD I DO?

If the mobile app is functioning properly in some sections, such as accessing menus, but you are unable to interact with the Nuance Audio™ Glasses from the Home Page, the easiest solution is to close and reopen the Nuance Audio™ App. This will re-establish the synchronisation with the Nuance Audio™ Glasses.

If the issue persists, follow these steps: **STEP 1:** Restart your phone and ensure Bluetooth® is enabled. Restarting your mobile phone can help clear any temporary issues. Also, make sure that Bluetooth® is turned on. **STEP 2:** Check the compatibility of your phone's operating system. If the problem continues, check if your mobile phone's operating system version is listed as supported. **STEP 3:** Turn off your Nuance Audio™ Glasses. Power off the Nuance Audio™ Glasses by pressing and holding the button on the frame for about 1 second. **STEP 4:** Turn the Nuance Audio™ Glasses back on by pressing and holding the button on the frame for about 2 seconds, then check if the Nuance Audio™ App is now working properly. If you need further assistance, feel free to reach out. **STEP 5:** Uninstall and reinstall the Nuance Audio™ App. Sometimes, uninstalling and reinstalling the Nuance Audio™ App can resolve software-related issues.

##### I RECEIVED A CONNECTIVITY ERROR IN THE NUANCE AUDIO™ APP. WHAT SHOULD I DO?

To perform eyewear pairing, user registration and authentication, and firmware upgrades, a stable network connection (either SIM or Wi-Fi) is required. If there is no connection or if an error occurs, these functionalities will be blocked. **STEP 1:** Check Your Network Connection. If you encounter an error, please verify that your Wi-Fi or mobile data connectivity is correctly configured and functioning. **STEP 2:** Retry Commands. Sometimes, connectivity errors can occur due to communication issues between the mobile app and the Nuance Audio™ Glasses. In such cases, simply retry the commands that failed. If you need further assistance, feel free to reach out.

##### I HAVE ISSUES DOWNLOADING THE APP. WHAT SHOULD I DO?

If you are experiencing issues while trying to download the Nuance Audio™ app, please follow these troubleshooting steps: **STEP 1:** Check Your Wi-Fi or Mobile Data Connection. Ensure that your internet connection is stable. **STEP 2:** Verify Available Storage Space. Check that there is sufficient storage space on your mobile phone. **STEP 3:** Update Your Operating System. Ensure that your mobile phone is running the latest operating system version. **STEP 4:** Close and reopen the App Store. If you are trying to download the Nuance Audio™ App, close and reopen the store.

##### 10.2. Other Troubleshooting Tips

##### MY NUANCE AUDIO™ GLASSES ARE NOT CHARGING. WHAT SHOULD I DO?

If your Nuance Audio™ Glasses aren't charging, please ensure the following:

**STEP 1:** Check the charging position. Make sure that the charging area of the Nuance Audio™ Charging Pad is facing up and that the eyewear is placed properly on the Nuance Audio™ Charging Pad. **STEP 2:** Verify Connections. Ensure that the Nuance Audio™ Charging Pad is correctly connected to the charging cable, and that the charging cable is properly connected to the transformer. Upon plugging the cable in, watch for a solid green light to turn on for 3 seconds indicating proper connections and power up. If a red light blinks or no light comes on contact customer service for further assistance. **STEP 3:** Inspect the transformer. Check that the transformer is in good condition and not damaged. **STEP 4:** Adjust Nuance Audio™ Glasses position. If all the above conditions are met and the Nuance Audio™ Glasses still aren't charging, try gently adjusting the position of the Nuance Audio™ Glasses while they are lying on the pad. By following these steps, you should be able to resolve the charging issue with your Nuance Audio™ Glasses. If you need further assistance, feel free to reach out.

##### THE BATTERY IN MY NUANCE AUDIO™ GLASSES DRAINS VERY QUICKLY. WHAT SHOULD I DO?

To ensure optimal battery performance, it is advisable to turn off the audio when it is not needed. If your Nuance Audio™ Glasses are relatively new and the battery is less than 6 hours, follow these steps: **STEP 1:** Reset the Nuance Audio™ Glasses. Begin by resetting your Nuance Audio™ Glasses.

**STEP 2:** Fully Discharge and Recharge. Next, drain the battery until the Nuance Audio™ Glasses shut down completely. After that, wait for about 30 minutes or more. Then, place the Nuance Audio™ Glasses back on the Nuance Audio™ Charging Pad and allow them to charge fully. It is recommended to keep them on the Pad for about 3 hours to ensure a complete charge.

If you need further assistance, feel free to reach out.

##### HOW CAN I FORCE RESTART MY GLASSES?

If the Nuance Audio™ Glasses are unresponsive and don't respond to user inputs, please follow this procedure to restart the Glasses: **STEP 1:** Press and hold the button on the right temple for 12 seconds until the Nuance Audio™ Glasses shut down. **STEP 2:** Press and hold the button for 2 seconds to power the Nuance Audio™ Glasses on again.

##### I HEAR MY OWN VOICE TOO LOUD. WHAT SHOULD I DO?

Experiencing your voice as amplified is completely normal with any hearing solution. This occurs because you are now receiving amplification of all sounds around you, including your own voice. It typically takes about 30-40 minutes of continuous use in a noisy environment to start feeling more comfortable with this sensation, while full acclimatisation usually occurs within just a few days. To help you adjust, consider trying the following tips: **STEP 1:** Adjust the "Own Voice" Configuration

Ensure that the "Own Voice" setting is configured to "No." This adjustment can help reduce the amplification of your voice.

**STEP 2:** Perform the personal calibration guided process. If you haven't performed the personal calibration guided process yet, or if you need to re-perform the personal calibration guided process, doing so can enhance your overall experience.

**STEP 3:** Explore different presets. Different sound presets may provide a more comfortable auditory experience. Feel free to experiment with these settings. Remember, it's entirely normal to feel a bit odd about your amplified voice at first. With a little patience and these adjustments, you'll likely find a more enjoyable auditory experience in no time. If you have any further questions or need assistance, don't hesitate to reach out.

##### THE AMPLIFICATION OF SPECIFIC SOUNDS IS ANNOYING (METALLIC, UNNATURAL). WHAT SHOULD I DO?

The Nuance Audio™ Glasses open up a world of sound that may have previously been inaccessible to you. It's important to understand that your brain will need some time to adjust to these new auditory experiences. Since most hearing losses occur in the high-frequency range, the initial amplification of these sounds may come across as tinny, robotic, or unnatural. Discomfort during this adjustment period is common, and it typically lasts a few days. To ease the transition, consider starting with lower volume levels and gradually increasing them as you become more comfortable.

Here are some additional tips to help you acclimatise to your Nuance Audio™ Glasses:

**a.** Experiment with different presets. Different presets can provide a more comfortable sound experience. **b.** Adjust the Background Noise Setting. Try lowering the background noise setting from "Standard" to "Lowered." **c.** Perform the personal calibration guided process. If you haven't performed the personal calibration guided process yet or need to re-perform the personal calibration guided process, this step can significantly enhance your experience. By following these tips, you can make the acclimatisation process smoother and more enjoyable. Remember, it's perfectly normal to feel some discomfort at first, but with time and patience, you'll likely find a comfortable auditory experience that can support your daily life. If you have any further questions or need assistance, don't hesitate to reach out.

##### I HEAR SOUNDS IN FRONT OF ME BUT SOUNDS FROM BEHIND DO NOT SEEM AMPLIFIED. WHY? WHAT SHOULD I DO?

If you're hearing sounds in front of you but sounds from behind aren't amplified, here's what you can do: Adjust the Audio Mode. The most common reason for limited amplification from behind is the Audio Mode setting. To change this, navigate to the Nuance Audio™ App home page and switch the Audio Mode from "Frontal" to "All-around." This adjustment allows your Nuance Audio™ Glasses to pick up and amplify sounds from all directions.

Increase the Background Noise Setting. Try increasing the background noise setting (example: from "Lowered" to "Standard"). Increase the Volume. Sometimes, simply raising the volume can enhance your audio experience. Experiment with different Presets. Trying out different sound presets may help you find a configuration that works better for you. If you have any further questions or need assistance, don't hesitate to reach out.

## 11. WARRANTY

### 11.1. LUXOTTICA LIMITED WARRANTY

This limited consumer warranty (the "Warranty") is provided by Luxottica Group S.p.A., Piazzale Cadorna 3, 20123 Milano, Italy ("Luxottica"). This Warranty covers defects and malfunctions in the Luxottica Product(s) it accompanies (the "Product"). The Warranty continues for one (1) year from the date of purchase of the Product (the "Limited Warranty Period"). However, if you purchase the Product from within the EU, UK or EFTA, or Australia or New Zealand, the Limited Warranty Period shall be two (2) years.

This Warranty applies only to those countries where Nuance is officially marketed and supported, meaning countries where the product is certified and Luxottica is authorized to distribute it ("Warranty Coverage Territory").

We warrant that the Product will, under normal and intended use, function in accordance with the technical specifications or accompanying Product documentation (the "Warranted Functionality") during the Limited Warranty Period. For the avoidance of doubt, any software or services that are required to achieve the Warranted Functionality may be updated, modified, or limited, so long as it continues to maintain (or exceed) the Warranted Functionality. This Warranty is not available to Products that were purchased from any source other than Luxottica or an authorised dealer. This Warranty is valid only with proof of purchase that clearly shows the purchase date. If you send us a Product without valid proof of purchase, then we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs

are not prepaid, we will keep the Product for thirty (30) days for your pick-up. This Warranty gives you specific legal rights, and you may also have other rights under consumer protection laws or regulations in the country where the product was purchased or, if different, where you are located, provided that this product is officially marketed there at the time the warranty service is needed. Such rights vary from state to state and country to country. The benefits conferred by this Warranty are in addition to and do not affect any rights and remedies conveyed by such consumer protection laws and regulations (including, without limitation, national laws implementing Directive 1999/44/EC and Directive 2019/771). You are entitled to remedies free of charge in the event that the Product does not conform with the requirements set out under the laws in the Warranty Coverage Territory. The other remedies available to you according to the laws in the Warranty Coverage Territory are not affected by this Warranty. For full information on your rights according to the laws in the Warranty Coverage Territory, please see below and/or contact your local consumer rights organisation/citizens advice bureau.

Please visit us at [www.nuanceaudio.com](http://www.nuanceaudio.com) for information about the countries Luxottica supports and to get helpful service and contact information. The scope of technical support offered by Luxottica consists of helping to diagnose and resolve problems with defects in the Product. Please note that when contacting Luxottica via telephone, long distance charges may apply, depending on your calling area.

#### 11.2. REGISTRATION

Product registration is not required as a condition to coverage under this Warranty, but some Luxottica Products require periodic connection to an online account to ensure full functionality.

#### 11.3. HOW TO MAKE A WARRANTY CLAIM

If you have a problem with your Product, unless specifically stated elsewhere in this Warranty and except as provided by applicable state law, to make a warranty claim, you need to return your Product to the authorised dealer from which the Product was purchased, together with your proof of purchase. Please visit [www.nuanceaudio.com](http://www.nuanceaudio.com) to get helpful service and contact information.

If your warranty claim is deemed to be valid, and we confirm a defect or malfunction covered by this Warranty, the appropriate remedy will be determined. Depending on the circumstances, we may take one of the following actions: i) Repair the Product, only where repair is technically feasible (given the highly technological content of the Product, the only repair available is lens replacement); or (ii) Replace the Product; or (iii) Refund the purchase price paid for the Product, if neither repair nor replacement is possible or appropriate. Subject to your rights under applicable local laws of the Warranty Coverage Territory, the choice of remedy rests with the Company.

Subject to your rights under any local laws, if we determine that a Product should be replaced, the replacement may be a new, refurbished, or a remanufactured Product. The Limited Warranty Period is extended by a duration equal to the time during which we had the Product in our possession for performance of the Warranty, as described above. Save for your rights and remedies available under your local laws, the provision of a repaired or replacement Product does not restart or otherwise extend the Limited Warranty Period. We may not return the original Product to you. If your warranty claim is not deemed to be valid, then we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs are not prepaid, we will keep the Product for thirty (30) days for your pick-up before it is disposed of. Except to the extent that the law requires otherwise, any expenses incurred by you in returning the Product for warranty assessment will be borne by Luxottica. If you need to return your product to Luxottica, you will be provided with a prepaid label. If the returned Product is deemed (at Luxottica's discretion) to be eligible for a valid warranty claim, then Luxottica will automatically incur the costs of any further freight charges required to return the repaired or replacement Product to you. If the warranty claim is deemed to be invalid and we do not find a defect or malfunction covered by this Warranty, we will contact you to see if you want us to conduct repairs at your cost and, in any event, you will be charged for the outbound freight to return your Product based on Luxottica's standard shipping rates.

#### 11.4. LIMITATIONS AND EXCLUSIONS

THIS WARRANTY DOES NOT COVER, AND LUXOTTICA IS NOT RESPONSIBLE FOR:

DELIVERY OR INSTALLATION, OR LABOR CHARGES FOR SETUP OF THE PRODUCT AND/OR ADJUSTMENT OF CUSTOMER CONTROLS ON THE PRODUCT. DAMAGES CAUSED BY MISUSE, ABUSE, ACCIDENTS, FIRE, THEFT, DISAPPEARANCE, MISPLACEMENT, FLUCTUATIONS AND POWER SURGES, CONNECTIONS TO IMPROPER VOLTAGE OR INCORRECT ELECTRICAL LINE VOLTAGE, VIRUSES, MALWARE, RECKLESS, WILLFUL, OR INTENTIONAL CONDUCT OR NEGLIGENCE. DAMAGES CAUSED BY SERVICING OF THE PRODUCT WHICH HAS NOT BEEN PRE-AUTHORISED BY LUXOTTICA. DAMAGES CAUSED BY USAGE THAT IS NOT IN ACCORDANCE WITH THE PRODUCT INSTRUCTIONS/ DOCUMENTATION. DAMAGES CAUSED BY FAILURE TO FOLLOW THE PRODUCT INSTRUCTIONS/ DOCUMENTATION OR FAILURE TO PERFORM CLEANING OR PREVENTIVE MAINTENANCE. DAMAGES CAUSED BY THE COMBINATION OF THE PRODUCT WITH OTHER NON-LUXOTTICA BRANDED PRODUCTS, ACCESSORIES, PARTS OR COMPONENTS OR USE OF PRODUCTS, EQUIPMENT, SYSTEMS, UTILITIES, SERVICES, SOFTWARE, PARTS SUPPLIES, ACCESSORIES, APPLICATIONS, INSTALLATIONS, REPAIRS, EXTERNAL WIRING OR CONNECTORS NOT SUPPLIED OR AUTHORISED BY LUXOTTICA THAT DAMAGE THE PRODUCT. SIGNAL ISSUES, RECEPTION PROBLEMS AND DISTORTION RELATED TO NOISE, ECHO, INTERFERENCE OR OTHER SIGNAL TRANSMISSION AND DELIVERY PROBLEMS. ANY EQUIPMENT OR COMPONENTS THAT WERE NOT INCLUDED IN, OR WITH YOUR PRODUCT AS ORIGINALLY SOLD. NORMAL WEAR AND TEAR, INCLUDING LENS SCRATCHES. DAMAGE CAUSED AS A RESULT OF IMPROPER TRANSPORTATION OR PACKING/PACKAGING WHEN RETURNING THE PRODUCT TO LUXOTTICA OR AN AUTHORIZED DEALER. DAMAGES CAUSED BY MODIFICATION OR ADAPTATION THAT MAY BE REQUIRED TO ENABLE A PRODUCT TO OPERATE IN ANY COUNTRY OTHER THAN THE COUNTRY FOR WHICH IT WAS DESIGNED, MANUFACTURED, APPROVED AND/OR AUTHORISED, OR REPAIR OF THE PRODUCT WHICH RESULTS IN DAMAGE AS A RESULT OF THESE MODIFICATIONS. DAMAGE TO PRODUCTS WHERE THE ANTI-COUNTERFEITING CODE (OR EQUIVALENT) HAS BEEN REMOVED, ERASED, DEFACED, ALTERED OR MADE ILLEGIBLE. NON ACHIEVEMENT OF THE EXPECTED BATTERY PERFORMANCE, AS REFERRED TO IN SECTION 8.1, CAUSED BY USAGE THAT IS NOT IN ACCORDANCE WITH THE DEFINITION OF "NORMAL USE CONDITIONS" SET OUT IN THAT SECTION.

This Warranty is limited and not applicable to any lens scratches. The installation or replacement of any lenses\*\* should be conducted by Luxottica or a Luxottica authorised dealer for Nuance Audio™. Any damage caused by the unauthorised installation, replacement or alteration of the lenses is not covered by this Warranty.

This Warranty does not include any specific guarantees that the Product will be error-free, or regarding uptime or continued availability of data security features of software or online accounts, that any software, firmware or online sites will function uninterrupted or error-free. Except in the US and to the extent prohibited by any applicable law in any other country, this Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover).

#### 11.5. IMPLIED WARRANTIES

EXCEPT IN THE EU, EFTA AND UK AND EXCEPT TO THE EXTENT PROHIBITED BY ANY APPLICABLE LAW IN ANY OTHER COUNTRY, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT IS DISCLAIMED.

FOR THE US ONLY, ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE EXPRESSLY LIMITED TO THE DURATION OF THE LIMITED WARRANTY PERIOD AS SET OUT IN THIS WARRANTY. IF YOU ARE A CONSUMER SUBJECT TO THE QUEBEC CONSUMER PROTECTION ACT, THE WARRANTY DISCLAIMER CONTAINED IN THIS SECTION DOES NOT LIMIT YOUR RIGHTS AND REMEDIES UNDER SUCH ACT, INCLUDING THE RIGHT TO MAKE A CLAIM UNDER ANY OF THE STATUTORY WARRANTIES PROVIDED UNDER SECTIONS 34 TO 54 OF SUCH ACT.

#### 11.6. LIMITATION OF LIABILITY

EXCEPT TO THE EXTENT PROHIBITED BY ANY APPLICABLE LAW, LUXOTTICA SHALL NOT, UNDER THIS WARRANTY, BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. LUXOTTICA'S MAXIMUM LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATED TO THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT PLUS ANY INTEREST ALLOWED BY LAW REGARDLESS OF THE FORM OF CLAIM. TO THE EXTENT PERMITTED BY LAW, LUXOTTICA IS NOT LIABLE FOR EVENTS BEYOND ITS CONTROL, SUCH AS ACTS OF GOD, VIRUSES, PROPERTY DAMAGE, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWSOEVER CAUSED, FOR BREACH OF THIS WARRANTY, CONTRACT OR TORT

(INCLUDING NEGLIGENCE). This Warranty does not affect your legal rights under any applicable state and national law governing the sale of consumer goods. Some countries, states, provinces, and territories (including the EU, EFTA and UK) do not allow the exclusion or limitation of incidental or consequential damages, the exclusion or limitation of certain damages or types of loss or allow limitations on how long an implied warranty or condition may last, so the limitations or exclusions described in this Warranty may not apply to you.

\*\*Lenses can be mounted only by Luxottica or a Luxottica authorised dealer in order to ensure the proper fitting and functionality of the Product.

#### 11.7. FOR CONSUMERS IN AUSTRALIA

For purchases made from a retail store operated by Luxottica in Australia, the Supplier is Luxottica Retail Australia Pty Ltd (ABN 26 000 025 758) of level 34, 1 Denison Street, North Sydney, NSW, 2060. For purchases made through the wholesale channel: the Supplier is Luxottica South Pacific Holdings Pty Ltd (ABN 58 104 629 772) of level 34, 1 Denison Street, North Sydney, NSW, 2060. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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. Your rights and the benefits given to you under this Warranty are in addition to other statutory rights and remedies you have under the Australian Consumer Law and other laws.

#### 11.8. RETURNS AND EXCHANGES:

If you bought Nuance Audio™ products from an EssilorLuxottica banner, you may return them within 30 days from the date of purchase, or any longer period expressly provided by applicable law or the specific EssilorLuxottica banner. Nuance Audio™ products purchased through non-EssilorLuxottica retailers must be returned to those retailers in accordance with their return policies. For further information on EssilorLuxottica returns, please visit: <http://www.nuanceaudio.com/en-us/c/support/shipping-and-returns>.

## 12. NUANCE AUDIO™ GLASSES TECHNICAL SPECIFICATIONS

KEY FEATURES	
TRANSPORT AND STORAGE CONDITIONS	
Temperature	From -30°C to 75°C
Humidity	From 20% to high humidity 90% and temperature 45°C for 288 hours
Altitude & atmospheric pressure	Altitude of 40,000 ft (12,192 m) (18.8kPa) for 12 hours at both -10°C and 45°C
Time to warm from minimum storage temperature until it is ready for intended use	Approximately 15 minutes
Time to cool from the maximum storage temperature until it is ready for intended use	Approximately 10 minutes
Processing Channels	16
WDR	Yes
Feedback Management	Yes
Battery	Rechargeable, Li-ion
Programs	4 selectable 'presets'
iOS App	Yes
Android App	Yes
Volume Control	Yes via on device button or app
Microphone Pattern	Focused and Omni options
Self-Setup & Personalisation	Yes via app
Low Battery Alarm	Yes via LED & App
App Compatibility	iOS 16.6.1 and above (minimum memory requirement is 128GB), Android 12 and above (minimum memory requirement is 32GB)

App lifetime	The lifetime of Nuance Audio™ App has no upper limit as long as the user keeps his or her Android/iOS operating system up-to-date, the operating system version is one of those validated and declared as compatible by Luxottica (iOS 16.6.1 and later and Android 12 and later), and the operating system version used is a version still being maintained by the operating system vendor
Hands-free Calling	No

## KEY FEATURES

### BATTERY AND CHARGING

Integrated battery	3.87V/119mAh lithium-ion
Battery usage time	Min. 6 (with Nuance Audio™ Glasses on, depending on conditions)
Battery cycles	Up to 500 full cycles, battery performance expected above 85% of its original capacity; up to 1000 cycles, above 80%

### TECHNICAL SPECIFICATIONS

Hearing Assistance	"Own Voice" reduction Background noise reduction
Microphone array	6 microphones
Lifetime	At least 3 years
Shelf life	696 days
Waterproofing	IPX4 rated
Dustproofing	IP5 rated

### OPERATING CONDITIONS

Temperature	From -10°C to 45°C
Humidity	From 20% to humidity 60% under 35°C for 1000 hours
Altitude & atmospheric pressure	Altitude of 13.000 ft for 1 hour at 0°C and 35°C; 101.3kPa to 61.9kPa

### WIRELESS CONNECTIVITY

Bluetooth® Compatible	Yes, BLE
Bluetooth® pt Phone Call Compatible	No
Operation frequency	2402-2480 MHz (RF)
Max radiated power	Free space max EIRP is 3.22- dBm
Modulation	Gaussian frequency shift keying (GFSK)
Channel spacing	2MHz
Channel bandwidth	2MHz
Number of channels	40

### WIRELESS CHARGING

Transmitting frequency	13,56 MHz (RF)
Receiving frequency	13,56 MHz
Max/Effective radiated power	1,8 W
Modulation type transmitting	Amplitude shift keying (ASK) 100% modified Miller
Modulation type receiving	Load Modulation subcarrier fc/16 (848kbit/s) on-off keying OOK Manchester

### FITTING AND PROGRAMMING

Nuance Audio™ App	Yes, for set up
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## Electroacoustic Characteristics (ANSI S3.22:2014 & CTA-2051:2017)

### OTC Hearing Aids

Frequency Band	Standard Band Device
Frequency Response Bandwidth	200Hz - 5000 Hz
Equivalent Input Noise	31,2 dB
Total Harmonic Distortion	<1%
Maximum OSPL90	110,5 dB
HFA OSPL90	100,1 dB
Maximum Full-On-Gain	20,3 dB
HFA Full-On-Gain	9,8 dB
Input Distortion at 80 dB SPL	1%
Latency	8,8 ms

### Guidance and manufactures declaration for electromagnetic emissions

Emission standard	Type	Compliance to standard
CISPR 11	Radiated and Conducted RF emissions	Yes, Group 1, Class B

#### Guidance for application Environment

Nuance Audio™ Glasses are suitable for use in both professional as well as domestic environments. The device must emit electromagnetic energy in order to perform its intended function. Nearby electronic equipment may be affected.

### Guidance and manufactures declaration for electromagnetic immunity

Emission standard	Type	Compliance level
EN/IEC61000-4-2	Electrostatic discharge (ESD)	± 4kV, ± 8kV contact ± 2kV, ± 4kV, ± 8kV, ± 15kV air

#### Specific guidance for application environment:

Suitable for use on wood, concrete, or ceramic floor materials. Keep relative humidity below 30% when used on floors of synthetic materials.

EN/IEC61000-4-8	Power frequency magnetic field	30 A/m 50/60 Hz
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#### Specific guidance for application environment:

Specific guidance for application environment: Suitable for in proximity to equipment mains connected to public low-voltage network supplying domestic environment. Portable and mobile radio devices, including their wires, should not be used closer to the unit than the recommended safe distance or 30 cm. The level for Power frequency magnetic fields corresponds to the levels typical for professional or domestic Environment.

EN/IEC61000-4-3	RF electromagnetic fields.	80 MHz to 2.7 GHz, 80% AM at 1 kHz, 10 V/m	
		Test freq. MHz	V/m
	Proximity fields from RF wireless communication equipment.	385	27
		450	28
		710, 745, 780	9
		810, 870, 930	28
		1720, 1845, 1970	28
		2450	28
		5240, 5500, 5785	9

#### Specific guidance for application environment:

Specific guidance for application environment: Portable and mobile radio devices, including their wires, should not be used closer to the unit than the recommended safe distance or 30 cm.

EN/IEC61000-4-39	IMMUNITY to proximity magnetic	Test frequency	A/m
		30 kHz	8
		134,2 kHz	65
		13,56 MHz	7,5

#### Specific guidance for application environment:

Specific guidance for application environment: The device is tested to function in close proximity to powerful magnetic fields, e.g. from RFID equipment. The test levels ensure a safe distance of 15 cm.

### 13. CLINICAL BENEFIT

The clinical benefit of the Nuance Audio™ Glasses is the improvement in speech intelligibility when compared to no intervention.

### 14. NUANCE AUDIO™ GLASSES, NUANCE AUDIO™ CHARGING PAD, CHARGING CABLE AND BATTERY DISPOSAL

The Nuance Audio™ Glasses, Nuance Audio™ Charging Pad, and the USB-C Charging Cable should not be discarded as household waste and should be delivered to an appropriate collection facility for recycling. The Nuance Audio™ Glasses should be disposed according to local regulations and guidelines for Product with lithium-ion batteries. Dispose of batteries in an environmentally friendly way in accordance with Federal and State requirements. For more info on proper disposal, please visit [www.nuanceaudio.com](http://www.nuanceaudio.com).

#### 14.1. Disposal Information

The crossed-out wheeled bin symbols below means that, according to local laws and regulations, the Nuance Audio™ Glasses, the Nuance Audio™ Charging Pad, and the USB-C Charging Cable and/or Nuance Audio™ Glasses' battery shall be disposed of separately from household waste. When the Nuance Audio™ Glasses and/or the Nuance Audio™ Charging Pad and/or the Charging Cable reaches its end of life, take it and the battery of the Nuance Audio™ Glasses to a collection point designated by local authorities. In alternative, take the Product and the battery to an affiliated store. The battery integrated in the Nuance Audio™ Glasses cannot be removed by the end-user. The separate collection and recycling of the Product and/or its battery, and/or the Charging Pad at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.



#### WEEE information

Luxottica is committed to the proper disposal, reuse, recycling and recovery of Waste Electrical and Electronic Equipment ("WEEE"). WEEE should not be disposed of in normal domestic waste bins. For more info on proper disposal, please visit [www.nuanceaudio.com](http://www.nuanceaudio.com).

### 15. REGULATORY COMPLIANCE INFORMATION

#### 15.1. EU compliance statement

Luxottica Group S.p.A hereby declares that these devices are in compliance with Radio equipment Directive 2014/53/EU and EU medical device Regulation 2017/745 on medical devices, and Directive 2011/65/EU on RoHS. The full text of the EU Declaration of Conformity is available at the following internet address: [www.essilorluxottica.com/en/brands/conformity-declaration](http://www.essilorluxottica.com/en/brands/conformity-declaration)

Radio Frequency and Power:

BLE of the Product: 2402-2480 MHz < 20 dBm;



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

Keep the product away from the womb of pregnant women. Keep the product away from the lower abdomen of adolescents. Use the product in good reception conditions to reduce the amount of electromagnetic radiation received.

Country	Type Approval	Regulatory Mark / Logo
Global	The Nuance Audio™ Glasses comply with the following specifications relating to medical devices: IEC 60601-1:2005 Ed3+C1, C2, A1, IEC 60601-1-6, IEC 60601-1-11, IEC 60601-1-2 4th Edition, FCC 47 Part 15.247 Classification: Type B Applied Part, IEC 60601-2-66, this Nuance Audio™ Glasses have no essential performance. The testing performed above has been in accordance with IEC 60601-1-2:2014 (4th Ed). The values identified during this evaluation were found to be within acceptable specified ranges.	

### 16. SYMBOLS AND DESCRIPTIONS

	Federal Communications Commission (U.S.)		Made in China
	Bluetooth®		Patient Information Website
	Review operating instructions prior to use		Keep Dry
	Warning		Temperature Limit
	Serial Number		Atmospheric pressure limitation
	Medical Device		Humidity limitation
	MR Unsafe		Model Number
	Single patient, multiple use		Do NOT use if package is damaged
	Date of manufacture / Manufacturer	<b>IP54</b>	IP54 rating
	Manufacturer		Magnetic field warning. Possible interference with cardiac pacemakers, implanted defibrillators (ICD's) and other implants
	Type B applied part		Contains small parts which may be choking hazard. Not suitable for children under the age of 3
	Operating Instructions		<b>Crossed-out wheeled bin (WEEE):</b> Do not dispose of electrical and electronic equipment with household waste. Collect separately for proper recycling (Directive 2012/19/EU).
	<b>Crossed-out wheeled bin (Batteries):</b> Do not dispose of batteries with household waste. Collect separately for recycling (Directive 2006/66/EC).		

**Luxottica Group S.p.A.**  
Piazzale Cadorna 3,  
20123 Milan, Italy

Made in China  
Fabriqué en Chine

[www.nuanceaudio.com](http://www.nuanceaudio.com)

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For the latest and up-to-date Instructions For Use - Safety and Warranty, please refer to the Instructions in the Support section of the Nuance Audio™ App and to the following website page:  
[nuanceaudio.com/support/manual-guide](http://nuanceaudio.com/support/manual-guide)



Support: [nuanceaudio.com/contact-us](https://nuanceaudio.com/contact-us)

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This quick start guide is applicable to OAW5001, OAW5002, OAW5004  
Nuance Audio™ Glasses models.



Raccolta carta  
Papier y cartón

