

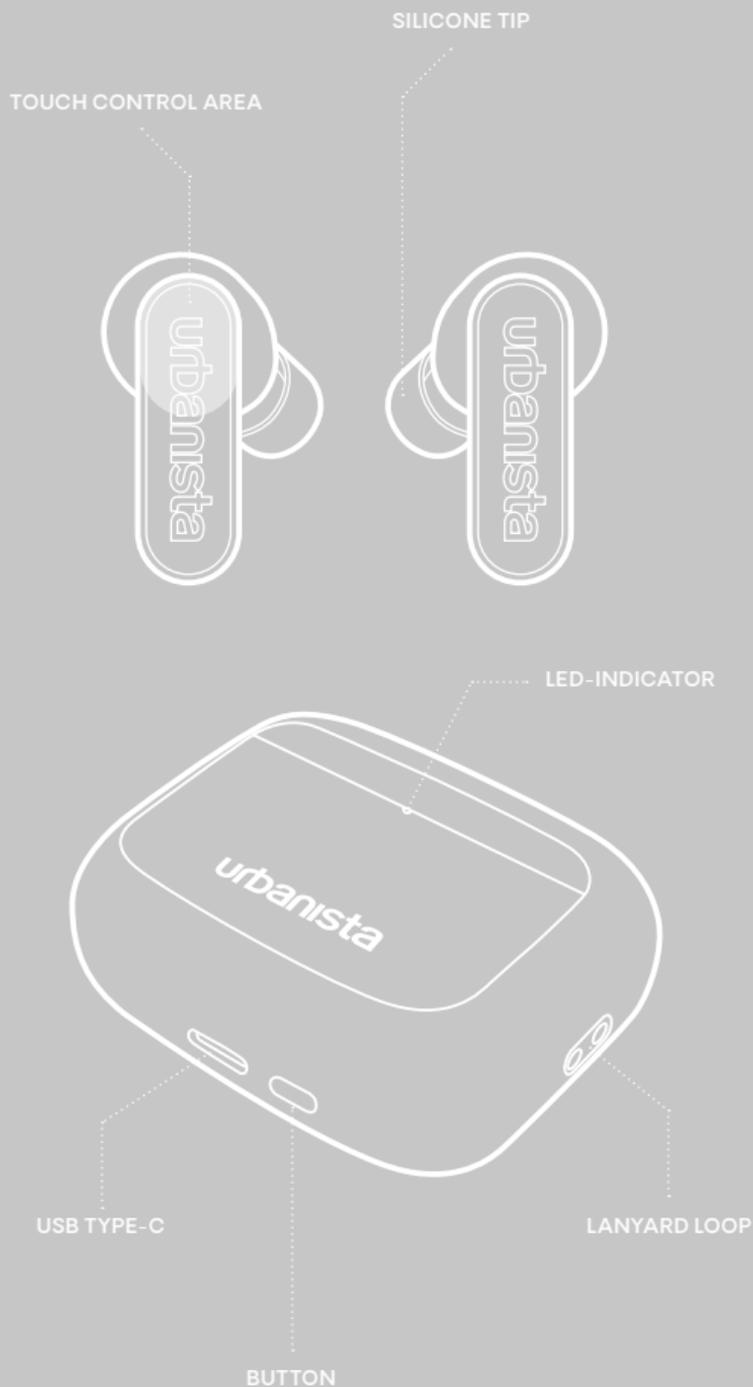
# PALO ALTO

MANUAL



urbanista

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## WELCOME TO URBANISTA

Thank you for choosing Urbanista Palo Alto. This guide will help you get the most out of your new earphones.

### POWER ON AND OFF

The earphones automatically power on when opening the charging case lid. To turn off the earphones, put them back in the charging case and close the lid. The earbuds will automatically power off after 5 minutes of disconnection or 30 minutes of inactivity.

### FIRST PAIRING AND RECONNECTION

Open the charging case lid to initiate first-time pairing. The LED will first indicate the charging case battery level, then start flashing to indicate pairing mode. Go to the Bluetooth settings on your device and select "Urbanista Palo Alto" to connect. The LED will stop flashing as the earphones successfully connect. The earphones will automatically try to reconnect to the last connected device(s) every time they are powered on.

### BLUETOOTH MULTIPOINT CONNECTION

Palo Alto can be connected to two Bluetooth devices simultaneously through Bluetooth multipoint. This allows you to seamlessly switch between 2 connected devices, such as your phone and a computer, without disconnecting from one.

#### Pair and connect to a second device

Activate Bluetooth multipoint in 3 different ways, depending on your situation and need:

- Long-press left and right earphones simultaneously for 2 seconds..

**Or**

- Keep both earphones in the charging case. With the lid open, press the button on the bottom of the charging case for 2 seconds. The LED will start flashing to indicate that Bluetooth multipoint is activated.

**Or**

- Activate Bluetooth multipoint in the Urbanista app.
- When activated, go to the Bluetooth settings on your second device and select "Urbanista Palo Alto" to pair and connect.
- The earphones are now connected to both devices.

The earphones can pair with and store up to 8 devices and will connect to the last two devices every time it's powered on. Bluetooth multipoint does not allow audio from 2 devices to be played simultaneously. Pause the music on your first device before switching to your second device. You can also manage Bluetooth multipoint through the Urbanista app.

### TOUCH CONTROLS

Use the double- and triple-tap commands to control music and calls. Left- and right-side long-press can be customized through the Urbanista app.

- Play/Pause: Double-tap left or right side.
- Previous song: Triple-tap left side.
- Next song: Triple-tap right side.
- Answer/Hang-up: Double-tap left or right side.
- Reject a call: Long-press left or right side.



- Activate voice assistant: Long-press left side.
- Toggle sound mode between Default, ANC, and Transparency: Long-press right side.

## CHARGING AND BATTERY

The earphones will automatically start charging when put back into the charging case. A "low battery" alert will notify you when the earphone battery level reaches 10%. When the batteries are empty, the earphones will automatically power off. Use a wireless charging pad or a qualified USB Type-C cable and adapter to charge your earphones. While charging, the LED indicates the battery status as follows:

0-30%: Amber LED pulses  
30-100%: White LED pulses  
100%: Solid white LED

To check the charging case battery level, single-press the button at the bottom. The LED turns amber if the battery level is below 30% and solid white if it exceeds 30%. Detailed battery information can be monitored in the Urbanista app.

## SILICONE TIPS

The package contains silicone tips available in three sizes (S, M, L), with the medium size already attached to your product when it's new in the box. Select a size that fits your ears comfortably and ensures an effective seal for optimal ANC performance. Loose earbuds could disrupt the functionality of the in-ear sensor.

## RESET

If you experience connection issues and the earphones become unstable or unresponsive, place the earphones back into the charging case and close the lid. After 10 seconds, reopen the case to attempt pairing or reconnecting with your device.

If the issue persists, proceed with a full factory reset:

1. Remove "Urbanista Palo Alto" from the Bluetooth settings on your device(s).
2. While the earphones are in the charging case with the lid open, press the reset button for 10 seconds until the LEDs become solid. The earphones will restart and enter pairing mode.
3. Follow the instructions in "First Time Pairing and Reconnecting" to reconnect your earphones.

## DOWNLOAD THE URBANISTA APP!

Enhance your experience with the Urbanista app, available on both the App Store and Google Play. The app lets you personalize sound settings and customize the earphones' features.

## NEED SUPPORT?

For further assistance and FAQs, please visit [www.support.urbanista.com](http://www.support.urbanista.com).