

3:47



WELCOME

Please enter your name and order number so we can identify your order.

FIRST NAME

LAST NAME

ORDER NUMBER

This can be found on your return label.



I RECEIVED THIS AS A GIFT

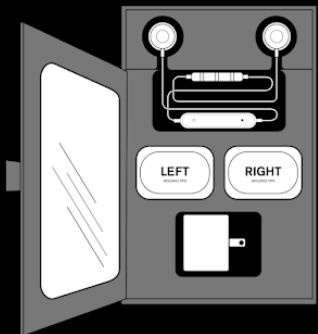
CONTINUE



3:48



WHAT'S IN THE KIT?



MOLDING TIPS

Tips are included in two sizes for each ear.

FITTING DEVICE & POWER ADAPTER

The molding tips attach to a Bluetooth fitting device to create customized molds of your ears.

CONTINUE

3:48



PROCESS OVERVIEW

1

TAKE AN EAR SELFIE

2

CHOOSE YOUR TIP SIZE

3

DOCUMENT YOUR FIT

4

MOLD YOUR TIPS

CONTINUE

3:48



TAKE AN EAR SELFIE

Our technicians use photos of your ears to fine tune your earphones.



Make sure your volume is up



Find a spot with bright and neutral lighting



Tuck hair behind ears

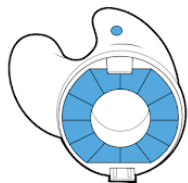
GET STARTED

3:48

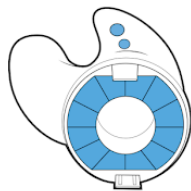


CHOOSING YOUR SIZE

Open the tip packets to find two sizes.
Left tips are blue; Right tips are red.



● SMALL



●● LARGE

GET STARTED

3:48



CHOOSING YOUR SIZE

Try both sizes and choose the ones that feel snug but not painful.

Not sure about your size?

You can mold both and then decide.

Need assistance?

Tap the chat icon above.

HOW TO INSERT THE TIP

3:49



DOCUMENT YOUR FIT

Let's take another selfie, this time
with the tips in your ears.

Position the phone about
6 inches from your ear

You'll hear a confirmation
once your ear is detected

Hold still, and we'll automatically
take a photo of your ear

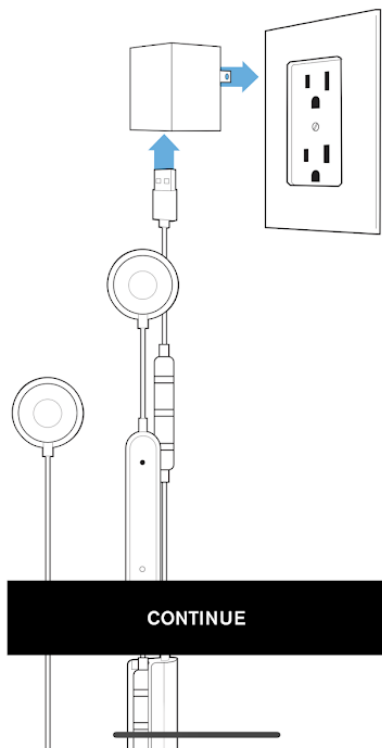
GET STARTED

3:49



POWER THE CABLE

Plug the fitting device in to power it up.

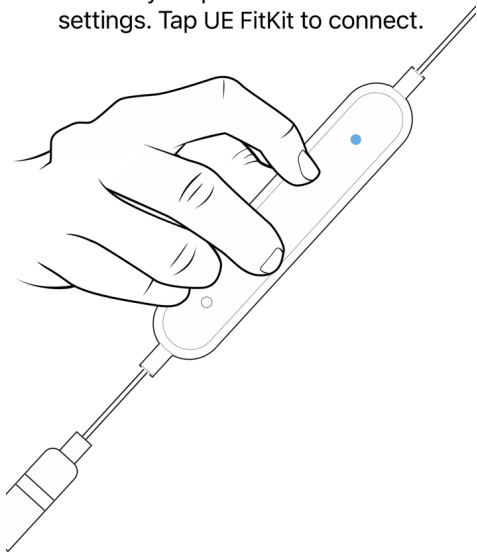


◀ Te If user has old CSX cable, they will need to Bluetooth pair

CONNECT BLUETOOTH

Press and hold the middle button until you see a blinking blue light.

Go to your phone's Bluetooth settings. Tap UE FitKit to connect.

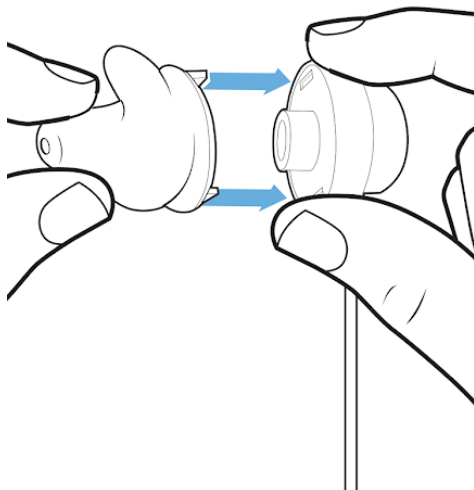


CONTINUE

◀ Te If user has new CSX cable, they do not need to Bluetooth pair and can skip to directly to this screen.

CONNECT THE TIPS

Match the blue tip with the blue side, and the red tip with the red side.



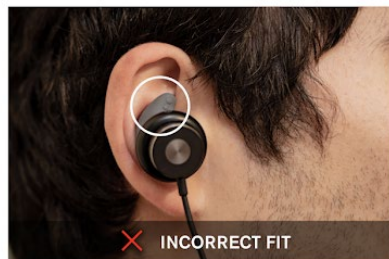
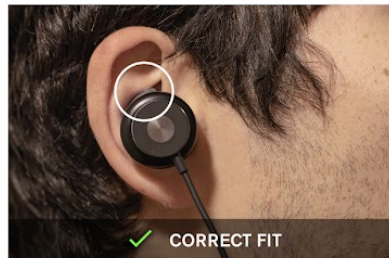
CONTINUE

3:52



INSERT TIPS

Insert the tips into your ears. Confirm that the upper tips are tucked under each ear.



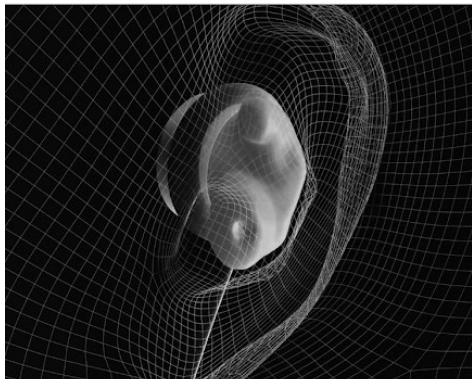
CONTINUE

3:52



PREPARE FOR CUSTOMIZATION

After a few tips, we'll automatically
take you through the molding
process.



START



3:55



CONGRATULATIONS!

The tips may feel warm, but they are now fully hardened. Gently remove them from your ears.

Pack everything back in the box. It's okay if the tips move around inside. Once hardened, they won't deform.



DONE