



Troubleshooting Guide

Please try the following steps as they are likely to resolve your headphone issues:

Step 1

Break-in the headphones a bit:

- Play loud, bass heavy music for several minutes to stretch out the suspensions in the drivers.
- [Depress](#) the earpads with the palm of your hand gently and steadily 2-3 times. This will work in the pads and will also put air pressure against the driver to help stretch out the suspension.
- Use your thumbs to massage the ear pads a bit to soften the materials.
- Rotate the ear cups several times to work in the swivel joint.
- [Stretch](#) the headband out a couple times to soften the tension on the head.

Step 2

Try these basic trouble shooting steps:

- [Plug and unplug](#) the audio cable into the audio jack in the right ear cup several times.
- Plug and unplug the audio cable while the USB-C charging cable is connected.
- [Press and wiggle](#) the button on the Left ear cup several times to work in.
- Power cycle the headphones while the USB-C charging cable is connected.
- Tell your device to "Forget" the Ora headphones, reboot, and re-connect.
- Test the headphones with a different charger that can produce > 200mA (no smart chargers).
- Plug and unplug the audio cable into the audio jack on the right ear cup several times. (Yes, we realize we already said that... try it again.)

Step 3

Please perform these tests before contacting Ora:

- Check if the red LED comes on when the USB-C charging cable is connected to a power source.
- When the USB-C cable is unplugged, see if the red LED turns off immediately or if it stays on for a couple seconds.
- Does the LED turn Green when the headphones finish charging?
- Listen for the voice to say "Power On" when you turn on the headphones.
- Check if the Blue light flashes when the headphone button is pressed.
- Check both the wired and wireless sound.

If you still have problems with your Ora Headphones, please report the issue to Ora at support@ora-sound.com as soon as possible. Please provide the results of the tests in Step 3 when you contact us.