

N ear

# USER GUIDE

360 FLEXO EARPIECE



The N•ear 360™ Flexo is a discreet, ambidextrous earpiece engineered for professional use in law enforcement, security, and broadcasting. The Flexo features a micro-speaker, with a patented ear bend, and standard open-end ear tip. These features provide a secure fit, allowing for seamless switching between ears, 360° situational awareness, and zero ear fatigue.

## PRODUCT VARIANTS

### Cable Lengths:

- 8" Single Ear (SnapLock only)
- 12" Single Ear  
Recommended for shoulder connections
- 22" Single Ear  
Recommended for shoulder/chest connections
- 48" Single Ear  
Recommended for waist connections
- 24" Dual Ear  
Recommended for shoulder/chest connections

### Connector Types:

- 2.5mm
- 3.5mm (most common)
- Snaplock

## WHAT'S IN THE BOX?

- 1 × N•ear 360™ Flexo Earpiece
- 1 × Black Metal Covert Earpiece Clip with Cable Guide
- 1 × Small Open Ear Tip (100% situational awareness)
- 1 × Double Flange Ear Tip (Sound Reduction)
- 1 × Ear Wax Filters Pack (8 Filters)

## WARNING & SAFETY INFORMATION

- Avoid use at excessive volumes\*.
- Inspect cables for wear monthly.
- Recommended to use with N•ear certified accessories.
- Recommended to avoid use in extreme temperatures.

## OPERATING INSTRUCTIONS

### How to Use the Product

Your hearing is critical—take proactive steps to protect it during daily use.

1. **Power the radio OFF.**
2. **Turn the volume ALL the way down** before connecting your N•ear earpiece, headset, or surveillance accessory to avoid sudden loud audio exposure, injury or damage.
3. **Plug the earpiece into the audio port.** Make sure it is properly inserted.
4. **Power ON the radio** and adjust the volume slowly to your preferred comfort level.

Moisture in the N•ear 360 earpiece can cause temporary performance issues. Dry your ears before inserting. If water or perspiration gets inside, causing it to stop working correctly, allow it to dry out before further use. Extended exposure to moisture or submersion may result in permanent damage (not covered by the warranty).

### How to Insert the N•ear 360 Earpiece

Avoid over-inserting into your ear canal.



Loop the bend over the ear.



Gently insert the earpiece into the ear canal.



Make sure the ear comfortably positioned in the ear canal.

\*Always use the lowest volume level necessary to perform your duties effectively. Only increase the volume when operating in high-noise environments and reduce it again when conditions allow.

## How to Remove the N-ear 360 Earpiece

Wipe down after each use.



Gently pull the cable.



Examine the ear tip for ear wax or signs of wear and tear.

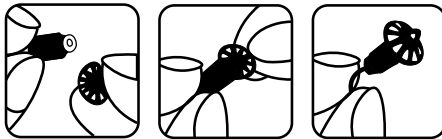
## MAINTENANCE & CARE

### Changing Ear Tips

Be sure to seat the ear tip completely on the stem. Improper seating of the ear tip may cause the tip to become loose and could lodge in the ear canal.

1. Remove the existing silicone ear tip from the earpiece by holding the driver (speaker) and gently pulling on the ear tip until release.
2. Align the new ear tip with the earpiece stem.
3. Press firmly until it securely fits.
4. Pull gently to ensure its seated securely before re-inserting in the ear tip.

Recommended: Wash the ear tip with warm soap water and let dry completely to eliminate any dirt and debris.



### Replacing the Ear Wax Filter

1. Remove the ear tip to expose the filter (See: changing ear tips).
2. Use the provided tool to extract the old filter.
3. Insert a new filter until it sits flush with the earpiece.
4. Reattach the ear tip (See: changing ear tips).

## TROUBLESHOOTING GUIDE

Issue	Cause	Solution
No sound	Loose connector	Reseat plug
Muffled audio	Clogged filter	Replace filter
Discomfort	Wrong ear tip	Try an alternative ear tip size
Signal drop	Incompatible device	Confirm device compatibility

## TECHNICAL SPECIFICATIONS

Description	N-ear 360 Flexo Earpiece
Product Type	Receive Only Earpiece for Communication
Operating Temperature	-40°C ± 2°C - 60°C ± 2°C
Type	Balanced Armature Driver
Output Impedance	17Ω ± 15% @ 1 kHz @ 20° C
Sensitivity	100 dB ± 2 @ 1 kHz
Frequency Range	50 Hz - 10 kHz
Nominal Power	3 mW
Max Power	10 mW

## REPLACEMENT PARTS

Name	SKU
Earwax Filters	GFILTERS-8
Open Ear Tips	TIP-OS-5
Double Flange Ear Tips	TIP-DXS-5
Black Metal Clip W/Cable Guide	CLIP-BMETAL2

## WARRANTY

All products sold by N•ear are covered under a one-time replacement within 1-year warranty from the date of purchase.

The warranty covers:

- Manufacturing defects
- Component failures under normal usage
- Workmanship issues.

The warranty **DOES NOT** cover:

- Physical damage due to misuse, accidents, or unauthorized repairs
- Included accessories (e.g., ear tips, retention clips, wax filters, cases, etc.)
- Normal wear and tear (e.g., battery degradation, cosmetic damage)
- Water or environmental damage (unless the product is rated for such conditions)
- Claims submitted after 1 year from the date of purchase.
- Products that have already received a one-time replacement under warranty.

## PURCHASING & SUPPORT

For additional accessories, replacement parts, or support, visit the official N•ear website.

### U.S.

- ☎ Toll-Free: 877-290-4599
- ☎ Direct: 813-710-NEAR
- 🕒 Business Hours: Monday to Friday, 8:00 AM – 5:00 PM EST

### Denmark (EU)

- ☎ Direct: +45 24 41 81 83
- 🕒 Business Hours: Monday to Friday, 8:00 AM – 4:00 PM CET

## REGULATORY & LEGAL NOTICES

Compliance with industry standards.

Hereby, N•ear declares that the earpiece (N•ear 360™ Flexo) is in compliance with the essential requirements and other relevant provisions of Directive 2011/65/EU.

## HEARING SAFETY ADVISORY

- Prolonged exposure to loud sounds—from any source—can result in temporary or permanent hearing loss.
- The higher the volume setting on your radio or device, the less time it takes for potential hearing damage to occur.
- Hearing loss is often gradual and may not be immediately noticeable, but the effects can be cumulative and irreversible.
- To help protect your hearing while using N•ear products:
  - Always use the lowest volume level necessary to perform your duties effectively.
  - Only increase the volume when operating in high-noise environments and reduce it again when conditions allow.
  - Lower the volume before connecting your N•ear earpiece, headset, or surveillance accessory to avoid sudden loud audio exposure. Your hearing is critical—take proactive steps to protect it during daily use.

This manual provides the essential information to effectively use and maintain your N•ear 360™ Earpiece. For more detailed guidance, refer to the resources provided or contact N•ear support.

