



Q: Does the E1200 have noise reduction?

A: No, but with E1200 headphones' excellent fit on your ears, they offer good passive noise isolation from outside.

Q: Which Bluetooth version does the E1200 support?

A: The E1200 utilizes Bluetooth 5.0 technology.

Q: What is the battery life of the headphones?

A: E1200 delivers up to 40 hours* of playtime via Bluetooth. With the 3.5 mm audio jack and cable, you can listen to music as long as your Bluetooth device has power. *Total listening time varies by volume and content.

Q: How do I charge the headphones?

A: The headphones are charged via a USB-micro cable. The USB-micro cable is included in the packaging.

Q: How do I activate the voice assistant?

A: You can activate voice assistants such as Google Assistant or Siri by pressing the headphones' bass button for 2sec. The selection of the voice assistant depends on the OS of your device.

Q: Can I connect to more than one Bluetooth device simultaneously?

A: No. The E1200 can only pair with one device at a time. However, you can pair the E1200 with up to eight different Bluetooth devices. The E1200 stores and remembers these pairings. To switch from one Bluetooth device to another, disconnect the Bluetooth connection with the existing device by switching off the Bluetooth of the existing device and connect to your second Bluetooth device by selecting the E1200 entry in the Bluetooth menu ('Nokia E1200').

Q: Are the batteries replaceable?

A: No, the battery of the E1200 is not replaceable.

Q: Where can I find further E1200 product information?

A: <https://www.nokia.com/support/licensed-products/headphones-speakers/>

Q: What should I do after I unpacked my new E1200?

A: Charge the headphones by connecting the USB-micro cable.

Once E1200 is fully charged, start pairing the headphones with your Bluetooth device. Bluetooth pairing mode is automatically activated when the headphones are switched on. Alternatively, press the power button for at least 7 seconds. In the Bluetooth menu of your Bluetooth device, select "Nokia E1200"

For further information and support, consult the supplied user guide or visit www.nokia.com/support.



Q: What settings are recommended in order to get the 40-hours battery life?

A: The specified battery time of 40 hours* has been confirmed for music listening under the following conditions:

E1200 headphones are fully charged for at least 3 hours

Bluetooth device stays within 1-meter range

Volume level is set to 50%

*The battery life may differ under different operating conditions.

Q: Can I use the E1200 via the 3.5mm audio cable with my Mac/PC/tablet?

A: Yes, you can. Simply connect the 3.5mm audio cable that's provided in the packaging to the aux jack on the headphones and your device's 3.5mm audio connector.

Q: Why are my headphones not charging when connecting via USB?

A: Please make sure you are using the supplied USB cable or connecting the headphones to an USB-A socket using an appropriate USB-micro/USBA cable.

Q: What if the headphones cannot be switched on/do not react to any button press?

A: Make sure that the headphones are charged. If they still can't be turned on, then perform a hardware reset for the headphones.

Q: How do I perform a hardware reset of the headphones?

A: If the function of the headphones is disturbed, perform a manual hardware reset:

Switch off the headphones by holding the power button for 5 seconds.

Press and hold the power button for approx. 7 seconds to enter pairing mode.

Press and hold the volume up and down button for approx. 5 seconds.

Switch the headphones off and on again.

This will restart your headphones.

Q: What should I do if I cannot hear any sound when using the headphones?

A: Make sure that the headphones are charged and connected to your Bluetooth device. Increase the volume on your Bluetooth device and on the headphones by pressing the volume button on the headphones until you hear the single tone for representing maximum volume.

*Warning: Protect your ears with a media volume limit for headphones and Bluetooth audio devices.



Q: How can I adjust the headphone to a comfortable volume or make them louder?

A: There is a separate set of volume control for the Bluetooth headphones on some Android devices. Please make sure both volume controls are set to maximum volume. However, for devices like the Apple iPhone, it features “absolute volume control”, which means there is only one volume control available, so you can either use the smartphone’s or the headphones’ volume control. To increase the volume of the headphones, simply press and hold the headphones’ volume button until you hear the single tone for representing maximum volume. Then increase the smartphone’s volume to maximum volume.

*Warning: Protect your ears with a media volume limit for headphones and Bluetooth audio devices.

Q: How do I ensure the audio and visual are in sync when watching video or gaming?

A: The audio/video synchronization experience may vary depending on the Bluetooth device or the mobile app which you are using. The use of the latest software for your Bluetooth device or the latest mobile apps is always recommended to achieve the best possible synchronization.

Q: How do I prevent sound drop-outs?

A: Please make sure the headphones are within the transmission range of the Bluetooth device. Since the left side of the headphones establishes the connection to your Bluetooth device, you can have a more stable connection when your Bluetooth device is placed on the left side of your body.

Q: How can I contact the service department?

A: Contact information of our servicing partners can be found at the bottom of our support page : Please visit www.nokia.com/support.

Q: How long is the warranty period?

A: The warranty period differs by regions. Please contact your local distributor/retailers or refer to the packaging box for warranty details. Please refer to the user guide for details on intended use/liability.

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