



**Q: Which Bluetooth version does the Nokia E1300 headphones feature?**

A: The Nokia E1300 headphones feature Bluetooth 5.3 technology.

**Q: What is the battery life expectancy of the Nokia E1300 headphones?**

A: The Nokia E1300 headphones deliver up to 40 hours\* of play time. \*Listening time may vary depending on volume, the type of mobile device and other factors.

**Q: How do I charge the Nokia E1300 headphones?**

A: The headphones are charged via a USB-C cable. The USB-C 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 multifunction button for 2 seconds. The selection of a voice assistant depends on the OS (Operating System) of your device.

**Q: Are the Nokia E1300 headphones waterproof?**

A: No, the Nokia E1300 headphones are not waterproof or splash resistant. In case the headphones get splashed with water, they should quickly be dried with a cloth before charging.

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

A: Yes, the Nokia E1300 headphones can connect to two devices simultaneously. Firstly, pair the Nokia E1300 with one of your Bluetooth devices, then switch off the Bluetooth of that device. Secondly, pair the Nokia E1300 with another Bluetooth device. Lastly, switch on the Bluetooth of the first device again and select "Nokia E1300". Now both devices are connected to the Nokia E1300 headphones.

**Q: Are the batteries replaceable?**

A: No, the batteries of the Nokia E1300 headphones are not replaceable.

**Q: Where can I find additional Nokia E1300 product information?**

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

**Q: What should I do after unboxing my new Nokia E1300 headphones?**

A: Put the earbuds into a charging case and charge them by connecting the USB-C cable to a charger. After charging, pair the headphones with your Bluetooth device. Press the multifunction button for at least 7 seconds to enter pairing mode. In the Bluetooth menu of your Bluetooth device, select "Nokia E1300". A two-tone sound will inform you after pairing is successfully completed. For further information and support, consult the supplied user guide or visit [www.nokia.com/support](http://www.nokia.com/support).



**Q: What settings are recommended to get as close to the claimed 40 hours of battery life?**

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

- The Nokia E1300 headphones are charged for at least 1.5 hours to a full charge
- The Bluetooth device stays within a 1-meter range
- Volume level set to 70% or below 70% The battery time may differ under different operating conditions.

**Q: Can I use the E1300 with the 3.5mm audio cable with my Mac/ PC/ tablet?**

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

**Q: Do the Nokia E1300 headphones switch off automatically when they are not in use?**

A: Yes, when the headphones are disconnected from a Bluetooth source and not in use, they will switch off automatically after 3 minutes.

**Q: How do I pair an additional device to the Nokia E1300 headphones?**

A: Turn Bluetooth off on the device that was previously paired with the headphones. Then simply follow the regular pairing procedure to pair your headphones with the additional device. Refer to the pairing instructions in the user manual provided.

**Q: How do I perform a factory reset of the Nokia E1300 headphones?**

A: If the normal functioning of the headphones changes, it is recommended to perform a factory reset which will delete all previous settings.:

- Switch off the headphones by holding down the multifunction button for 5 seconds.
- Then press and hold the multifunction button for approx. 7 seconds to enter pairing mode. You will hear the voice prompt "pairing".
- Then, press and hold the volume up and volume down button simultaneously for approx. 5 seconds. You will then see the white LED light flashing slowly. The memorized settings will then be cleared and pairing mode will be activated.
- Lastly, pair your headphones with your Bluetooth device again.

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

A: Ensure that the headphones are charged and connected to your Bluetooth device. Check that the Bluetooth settings of your connected device have media and call connections activated. Increase the volume on your Bluetooth device and the headphones until you hear the maximum volume\* single tone.



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

### **Q: What should I do if I can't pair the headphones with my Bluetooth device?**

A: If Bluetooth pairing does not work, proceed in the following order:

- Charge the Nokia E1300 headphones for at least 1.5 hours to ensure that they are fully charged. The white LED charging light will always turn off to indicate that they are fully charged.
- Switch the headphones on until you hear the voice prompt "pairing".
- Start the search for Bluetooth devices on your device and select "Nokia E1300".
- If necessary, enter the default pin code "0000" on your Bluetooth device.
- If the problem persists and the Bluetooth pairing still does not work, perform a factory reset of the headphones (see "How do I perform a factory reset of the Nokia E1300 headphones?" above).

### **Q: How can I adjust the Nokia E1300 headphones to a comfortable volume or make them louder?**

A: There is a separate set of volume controls for Bluetooth headphones on some Android devices. Please make sure that both volume controls are set to maximum volume\*. However, for devices like iPhones, they feature "absolute volume control", meaning that there is only one volume control available, so you can either use the iOS device or the headphones' volume control. To increase the volume of the headphones, simply press the volume + button until you hear the maximum volume\* single tone. Then increase your device's volume to maximum volume\* as required.

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

### **Q: How do I ensure that the audio and visuals are in sync when watching videos or gaming?**

A: The audio/ video synchronization experience may vary depending on the Bluetooth device or mobile app you use. Using the latest software for your Bluetooth device or the latest mobile app version is always recommended to achieve the best possible synchronization experience. You can also use the 3.5mm audio cable to connect the E1300 and your device to achieve the best synchronization experience.

### **Q: How do I prevent sound drop-outs?**

A: Please make sure that the headphones are within the transmission range of the Bluetooth device. If you are in an environment where there might be any transmission interference, please change location.

### **Q: How do I ensure that my voice is picked up clearly during phone calls?**

A: Ensure that the headphones are put on properly for a comfortable, secure fit. Please also check that the microphone opening at the bottom of the left ear pad is not covered or blocked. Wind may also be a factor that could have an impact on the quality of phone calls.



**Q: How can I contact the customer care department?**

**A:** Contact information of our servicing partners can be found at the bottom of our support page.

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