



Q: Which Bluetooth version does the Nokia E1502 earphones support?

A: The Nokia E1502 earphones support Bluetooth 5.3 technology.

Q: What is the battery life of the Nokia E1502 earphones?

A: The Nokia E1502 earphones deliver up to 14 hours* of play time.

*Total listening time may vary depending on volume, the type of mobile device and other factors.

Q: What settings are recommended to get the specified 14 hours of battery life?

A: The specified battery life expectancy of 14 hours has been confirmed after testing with a variety of devices, for listening to music under the following conditions:

- The Nokia E1502 earphones are charged for at least 1.5 hours to achieve a full charge
- The Bluetooth device stays within a 1 meter range of the earphones
- The volume level set to a maximum of 70% The battery life may differ under different operating conditions.

Q: How do I charge the Nokia E1502 earphones?

A: The headphones are charged via a USB-C cable. The USB-C cable is included in the sales package.

Q: Why are my Nokia E1502 earphones not recharging?

A: Please ensure that the charger and charging cable are not damaged, and ensure that the charging cable has been inserted properly into the USB-C charging port. If charging still does not work, please contact customer service <https://www.nokia.com/support/licensed-products/headphones-speakers/>

Q: Are the batteries replaceable?

A: No, the rechargeable batteries of the Nokia E1502 earphones are not replaceable.

Q: How do I activate the voice assistant?

A: You can activate voice assistants such as Google Assistant or Siri by double clicking on the multifunction button. The selection of a voice assistant depends on the OS (Operating System) of your device.

Q: Does the Nokia E1502 come with different sized ear tips?

A: Yes, the Nokia E1502 comes with three sizes of silicone ear tips (S, M, L) included in the box. We recommend using the correct ear tip size for a perfect in-ear fit to optimize your listening experience.



Q: Are the Nokia E1502 earphones waterproof?

A: No, the Nokia E1502 earphones are not waterproof. However, the earphones have been successfully tested to meet IP44* standards, which means that they are splash resistant and can be used in the rain. They are not meant to be submerged underwater, worn in the shower or rinsed under running water. In case the earphones get submerged in water, they should quickly be dried with a cloth to avoid getting damaged.

* The earphones were tested under controlled laboratory conditions. The earphones are splash resistant for exercise and non-water sports. Splash resistance might decrease as a result of normal use over time.

Q: Can I connect the Nokia E1502 to more than one Bluetooth device simultaneously?

A: Yes, the Nokia E1502 earphones can connect to two devices at a time. Firstly, pair the Nokia E1502 with one of your Bluetooth devices, then switch off the Bluetooth of that device. Secondly, pair the Nokia E1502 with another Bluetooth device; Lastly, switch on the Bluetooth of the first device again and select “Nokia E1502”. Now both devices are connected to the Nokia E1502 earphones.

Q: How do I perform a soft reset?

A: If the earphones don't function correctly and can't be connected, you can perform a soft reset. Please turn on the earphones, press and hold the Volume + button and Volume - button at the same time for 5 seconds, the soft reset is then completed.

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

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

- Charge the Nokia E1502 earphones for at least 1.5 hours to ensure that they are fully charged. The solid white LED charging light will be off to indicate that they are fully charged.
- Switch on the earphones by pressing the multifunction button for 2 seconds.
- Switch on Bluetooth on your device and select “Nokia E1502”.
- 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 soft reset of the earphones (see “How do I perform a soft reset of the Nokia E1502 earphones?” above).

Q: How do I pair an additional device to the Nokia E1502 earphones?

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



Q: Where can I find additional Nokia E1502 product information?

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

Q: What should I do after unboxing my new Nokia E1502 earphones?

A: Charge the earphones with a USB-C cable. After charging, place the earphones in your ears, twisting them slightly into your ear for a secure fit. Pair the earphones with your Bluetooth device. Switch on the earphones by pressing the multifunction button for 2 seconds and the Bluetooth pairing mode will then be activated automatically. A ringtone sound will inform you after pairing is successfully completed. For further information and support, consult the supplied user guide or visit www.nokia.com/shop/support

Q: Do the Nokia E1502 earphones switch off automatically when they are not in use?

A: Yes, when the earphones are disconnected from a Bluetooth source and not in use, they will switch off automatically after 5 minutes. To switch the earphones on again, simply press the multifunction button for 2 seconds.

Q: How do I control the volume?

To increase the volume, please click the Volume + button to get to the desired volume level. To decrease the volume, please click the Volume – button to get to the desired volume level.

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

A: Please ensure that the earphones are charged and connected to your Bluetooth device. Check that the Bluetooth settings of your connected device have media and call connections activated. Twist the earphones slightly into your ear for a secure fit. Increase the volume on your Bluetooth device and the earphones by clicking the Volume + button until you hear the increased volume* tone. *Warning: Protect your ears with a media volume limit for your earphones and Bluetooth audio devices.

Q: How can I adjust the Nokia E1502 earphones 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 earphones, simply click the Volume + button until you hear the maximum volume* single tone as required. Then increase your device’s volume to maximum volume* as required. You might not be able to hear the full volume of the Nokia E1502 if the earphones don’t fit your ears correctly. Twisting the earphones slightly into your ear for a more secure fit will ensure a more optimal sound quality and volume level. *Warning: Protect your ears with a media volume limit for earphones 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 that 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.

Q: How do I prevent sound drop-outs?

A: Please make sure that the earphones 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: Twist the earphones slightly into your ear for a more comfortable, secure fit. Please also check that the microphone 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: Please visit www.nokia.com/support.

Product has been manufactured and sold by RichGo Technology (Shenzhen) Co. Ltd., under a brand license from Nokia. Nokia is a registered trademark of Nokia Corporation. Nokia is not the manufacturer, importer, distributor or retailer. All the information published for these products at www.nokia.com is provided by RichGo Technology (Shenzhen) Co. Ltd. who is solely responsible for the accuracy of that information. iPhone® is a trademark of Apple Inc.