



Q: How do I activate the voice assistant?

A: The Nokia E2102A earphones don't support voice assistant activation.

Q: How do I use the earphone remote?

A: When listening to music: Press the button once to play or pause music. Press the button twice to skip to the next song. Press the button three times to play the previous song. When there is an incoming call: Press the button once to pick up the call. Press the button for 2 seconds to hang up the call.

* Depending on your mobile phone operating system settings, the button functions may not correspond exactly with those described.

* Button functions are not supported by PC.

Q: Do the Nokia E2102A earphones come with different sized ear tips?

A: Yes, the Nokia E2102A earphones do come 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: Where can I find additional Nokia E2102A product information?

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

Q: What should I do after unboxing my new Nokia E2102A earphones?

A: First plug the 3.5mm earphone jack into your device, then properly insert the earbuds into your ears before playing your music, listening to podcasts, watching videos etc... For further information and support, please refer to the supplied user guide or visit www.nokia.com/support.

Q: Are the Nokia E2102A earphones compatible with PC/ tablets?

A: Yes, you can use the Nokia E2102A earphones with PC/ tablet/ other devices that have a standard 3.5 mm headphone jack.

*Remote button functions are not supported by PC.

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

A: Make sure that the Nokia E2102A earphones are properly plugged into the correct 3.5mm earphone port. If your Nokia E2102A earphones still don't work, make sure that the sound is audible by turning up the volume*. If the problem persists, try another audio device.

*Warning: Protect your ears with a medium volume limit.

Q: What should I do if the microphone on the Nokia E2102A earphones don't work?

A: Make sure that the earphone plug is fully inserted/ securely connected into the earphone jack. Please also check that the microphone opening is not covered or blocked.



Q: Why do I only hear sound coming from the earphones in one ear?

A: There are two types of wired earphone standards on the market. The Nokia E2102A follows the US standard routing. If your device follows the European standard, the sound can only be heard from one side of the earphones.

Q: Why can't the remote button on the Nokia E2102A earphones control the device as expected?

A: There are various remote protocols across various brands of devices and operating systems. The Nokia E2102A earphones support the US remote protocol standard. If the device supports the other protocols, the remote may act differently to the description in the user manual. Please check with customer service of the device for remote protocol details.

Q: How can I contact customer care for the Nokia E2102A earphones?

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

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