



Q: Which Bluetooth version does the Nokia E3101 support?

A: The Nokia E3101 is utilizing Bluetooth 5.1 technology.

Q: What is the battery life of the earphones?

A: The Nokia E3101 delivers a total of up to 20 hours* of play time. The Nokia E3101 earphones deliver up to 5 hours of play time on their own.

*Total listening time includes the use of the charging case and may vary based on usage factors like volume level.

Q: How do I charge the earphones and charging case?

A: Just put the earphones in the charging case, close the lid, the leftmost and rightmost LED lights of the charging case start to flash, indicating that the left and right earphones are charging. Open and close the lid of the charging case/press the button of the charging case, the LED lights of the charging case will light up to show the battery status. The first LED on the left is on to indicate that the battery is less than 25%, the second LED is on to indicate that the battery is 25%-50%, the third LED light on means that the battery is 50%-75%, the fourth LED light on means that the battery is 75%-100%. The case itself charges by using a USB-C cable.

Q: Can I use the earphones individually?

A: Yes, you can use either side of the earphones as a stand-alone unit for phone calls, voice assistant access and listening to music/ content. However, it is recommended to use both earphones together for stereo audio sound quality.

Q: How do I activate the voice assistant?

A: You can activate voice assistants such as Google Assistant or Siri by tapping on either earphone 3 times. The voice assistant selection depends on the operating system (iOS or Android) of your device.

Q: Are the Nokia E3101 earphones waterproof?

A: The earphones meet IP44* test standards, meaning that they are splash resistant and can be used in the rain. They are not meant for example to be submerged under water, worn in the shower or rinsed under running water. In case the earphones get wet, they should be dried with a cloth before docking back into the charging case.

* The earphones were tested under controlled laboratory conditions. The earphones are splash resistant for non-water sports and exercise. Splash resistance might decrease over time as a result of normal use. Wet earphones are unlikely to charge. The charging case is not splash resistant.

Q: Can I connect the Nokia E3101 earphones to more than one Bluetooth device simultaneously?

A: No, the Nokia E3101 can only pair with one device at a time. However, you can pair the



earphones with up to 9 different Bluetooth devices. The Nokia E3101 stores and remembers these pairings. To switch from one Bluetooth device to another, disconnect the Bluetooth connection on the existing device by switching off Bluetooth and then connect to your second device by selecting the Nokia E3101 entry in the Bluetooth menu ('Nokia E3101').

Q: Are the earphone batteries replaceable?

A: No, the batteries of the Nokia E3101 are not replaceable.

Q: Where can I find further Nokia E3101 product information?

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

Q: What should I do after unpacking my new Nokia E3101 earphones?

A: Charge the earphones by placing them into the charging case and connect the 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. The Bluetooth pairing mode is activated automatically after first activating the earphones. A two-tone sound will inform you that pairing was successfully completed. For further information and support, consult the supplied user guide or visit www.nokia.com/shop/support

Q: What settings are recommended to get the 5-hours of earphone battery life?

A: The specified battery time of 5 hours has been tested and confirmed for music listening under the following conditions: Nokia E3101 earphones have been fully charged for at least 2 hours in the charging case. Keep the Bluetooth device within a 1-meter range. Volume level is set up to 50% of maximum. The battery time may differ under different operating conditions.

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

A: Yes, when the earphones are disconnected from a Bluetooth device and not in use, they will switch off automatically after 3 minutes. To switch the earphones on again, simply press each touch pad for more than 2 seconds.

Q: How about pairing with another device? How can I do it?

A: Please turn the Bluetooth off on the device that was previously paired with the earphones. Then simply follow the regular pairing procedure to pair your earphones to the additional device. You can find pairing instructions in the user manual.

Q: How do I control the volume?

A: To increase the volume, press the right earphone for 2 sec. To decrease the volume, press the left earphone for 2 sec.

Q: How do I perform a soft reset?

A: If the earphones don't function properly, you must perform a soft reset by inserting the



earphones into the charging case and waiting for at least 10 seconds.

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

A: If a soft reset does not fix the issue, then a hardware reset is required. This will delete all previous settings. Please follow the following steps to reset the earphones to the factory default: Please turn off Bluetooth on the device previously paired with the headset. Take the earphones out of the charging case, and tap the left and right earphone touchpad 3 times when the LED light of the earphone is on. Then tap the left and right earphone touchpad 3 times simultaneously. After waiting for 3 seconds, put the earphones back into the charging case and close the lid. Finally, pair the headset with the Bluetooth device again.

Q: What should I do if I can't hear any sound when using the earphones?

A: Ensure that the earphones are charged and connected to your Bluetooth device. Check that the Bluetooth settings of your connected device have media and calls connection activated. Twist the earphones slightly into your ear for a secure fit. Try to increase the volume on your Bluetooth device and earphones by pressing on the right earphone's touch pad until you hear the single maximum volume* tone.

*Warning: Protect your ears by limiting the media volume of your devices.

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

A: If Bluetooth pairing does not work, do the following: Charge the Nokia E3101 for at least 2 hours to ensure they are fully charged. Take the earphones out of the charging case. Wait until you hear the voice prompt "Pairing". Start the search for Bluetooth devices on your device and select "Nokia E3101". If necessary, enter the default pin code "0000" on your Bluetooth device. If the problem persists, perform the earphones hardware reset (see "How do I perform a hardware reset of the headphones?").

Q: Why are my earphones not charging?

A: Ensure that the charging contacts of the earphones and the charging case are clean. If charging still does not start, perform a soft reset and then a hardware reset of the earphones if required.

Q: How can I adjust the 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. For iPhones, they feature "Absolute volume control", meaning that there is only one volume control available, so you can either use the smartphone or the headphones' volume control. To increase the volume of the earphones, simply tap and hold the touchpad of the right earphone until you hear the single maximum volume* tone if required. *Warning: Protect your ears by limiting the media volume.



Q: How do I ensure that 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. Using the latest software on your Bluetooth device or the latest mobile app version is always recommended to achieve the best possible synchronization.

Q: How do I prevent sound drop-outs?

A: Ensure that the earphones are within the transmission range of the Bluetooth device. Since the left earphone establishes the connection to your Bluetooth device, you can get a more stable connection when your Bluetooth device is placed to the left of your body/ left earphone.

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 secure fit and ensure that the microphone opening is not blocked. Wind may be a factor that impacts the quality of the phone call.

Q: How can I contact the service department for more support?

A: The 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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