



Q: Which Bluetooth version does the Nokia E3102 support?

A: The Nokia E3102 utilizes Bluetooth 5.1 technology.

Q: What is the battery life of the earphones?

A: The Nokia E3102 delivers up to 5 hours* of play time. With the Nokia E3102 charging case, the earphones can be charged on-the-go for up to 20* hours of play time.

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

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

A: Simply place the earphones into their charging case and the earphones will automatically start charging. The case charges using a USB-C cable.

Q: Can I use each earphone 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. However, it is recommended to use both earphones together for stereo 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 the earphone 3 times. The selection of a voice assistant depends on the OS (Operating System) of your device.

Q: Are the Nokia E3102 earphones waterproof?

A: No, Nokia E3102 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 before docking them back into the charging case.

* 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. Wet earbuds will not charge due to wet charging connectors. The charging case is not splash resistant.

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

A: No, the Nokia E3102 earphones can only pair with one device at a time. However, you can pair the Nokia E3102 with up to nine different Bluetooth devices. The Nokia E3102 stores and remembers these pairings. To switch from one Bluetooth device to another, disconnect the Bluetooth connection of the existing device by switching Bluetooth off and then connect to the second Bluetooth device by selecting the Nokia E3102 entry in the Bluetooth menu ('Nokia E3102').



Q: Are the batteries replaceable?

A: No, the batteries of the Nokia E3102 are not replaceable.

Q: Does the Nokia E3102 come with different sized ear tips?

A: Yes, the Nokia E3102 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: Where can I find additional Nokia E3102 product information?

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

Q: What should I do after unboxing my new Nokia E3102 earphones?

A: Charge the earphones by placing them into the charging case and connecting the USB-C cable to a charger. Select the correct sized ear tip from the selection of three sizes (S, M, L) provided to ensure the best listening experience. Twist the earphones slightly into your ear for a secure fit. Pair the earphones with your Bluetooth device. The Bluetooth pairing mode is activated automatically when you first activate the earphones. A two-tone sound will inform you after pairing was completed successfully. For further information and support, consult the supplied user guide or visit www.nokia.com/support.

Q: How do I get the optimal sound experience from the Nokia E3102 earphones?

A: Select and fit the correct sized ear tips (S, M, L) provided to get the best sound quality. Also, by twisting them slightly into your ears, they will form a secure seal inside your ears to help achieve an optimal listening experience.

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

A: The specified battery time of 5 hours* has been confirmed for music listening under the following conditions: The Nokia E3102 earphones are charged for at least 2 hours to a full charge. The Bluetooth device stays within a 1-meter range. Volume level is set to 50%.

* 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 source and not in use, they will switch off automatically after 3 minutes. To switch the earphones on again, simply press each touch pad on the earphone stems for more than 2 seconds simultaneously.

Q: How do I pair an additional device?

A: Turn off Bluetooth 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. Refer to the pairing instructions in the user manual provided.



Q: How do I control the volume?

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

Q: How do I perform a soft reset?

A: If the earphone functions stop working you will need to perform a soft reset. A soft reset will be done each time you insert the earphones into the charging case and wait for at least 10 seconds before removing them again.

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

A: If the earphone functions stop working and a soft reset doesn't fix the issue, it is recommended that you perform a factory reset. This will delete all previous settings. To reset the earphones to factory settings: Insert both earphones into the charging case and wait at least 10 seconds. Make sure that the contacts of the earphones and those in the charging case are clean and making contact (the LED of the earphones light up when you insert them into the charging case). If necessary, clean the contact points. Open the charging case lid and press the charging case button at the back for 10 seconds until "3" shows on the font display. Then press the charging case button again for 5 seconds until "2" shows on the font display. Please make sure the charging case cover is open for the two steps above. Lastly, pair your earphones with your Bluetooth device again.

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

A: If Bluetooth pairing does not work, proceed in the following order: Charge the Nokia E3102 for at least 2 hours to ensure that 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 smartphone and select "Nokia E3102". If necessary, enter the default pin code "0000" on your Bluetooth device. If the Bluetooth pairing still does not work, perform a factory reset for the earphones (see "How do I perform a factory reset of the headphones?").

Q: Why are my earphones not recharging?

A: Please make sure that the charging contacts of the earphones and those inside the charging case are clean. If charging still does not start, perform a soft reset and if required, a factory reset of the earphones to fix the problem.

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 the Bluetooth headphones on some Android devices. Please make sure that both volume controls are set to maximum volume*. However, for devices like iPhones, it features "absolute volume control", which means 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 tap and hold the touchpad on the right earphone stem 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 E3102 because the earphones don't fit correctly. Please use the appropriate sized ear tips provided for a secure fit to ensure 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 visual 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. Use the latest software for your Bluetooth device or the latest mobile app version is always recommended to achieve the best possible synchronization.

Q: How can I ensure a comfortable and secure fit?

A: It is recommended that you try the various supplied ear tips to find the size that best suits you and delivers an optimal sound quality. The Nokia E3102 packaging includes three different ear tip sizes (S, M, L). Also, try to twist the earphones slightly into your ear until you find a comfortable, secure earphone position.

Q: How do I prevent sound drop-outs?

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

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 comfortable, secure fit. Please also check that the microphone opening is not covered or blocked. The wind may also be a factor that impacts the quality of the phone call.

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.

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