



Q: Which Bluetooth version do the Nokia E3103 earphones feature?

A: The Nokia E3103 earphones feature Bluetooth 5.1 technology.

Q: What is the battery life of the Nokia E3103 earphones?

A: The Nokia E3103 earphones deliver up to 7 hours* of play time. With the charging case, the earphones can be charged on-the-go for up to 25 hours* of total play time.

*Total listening time includes the 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 Nokia E3103 earphones and charging case?

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

Q: Can I use the Nokia E3103 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/ other audio content. 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 either earphone 3 times. The selection of a voice assistant depends on the OS (Operating System) of your device.

Q: Are the Nokia E3103 earphones waterproof?

A: No, the Nokia E3103 earphones have been tested to meet IP44* standards, meaning 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 non-water sports and exercise. Splash resistance might decrease as a result of normal use. Wet earbuds do not charge. The charging case is not splash resistant.

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

A: No, the Nokia E3103 earphones can only connect to one device at a time. However, you can pair the earphones with up to 9 different Bluetooth devices. The Nokia E3103 stores and remembers these pairings. To switch from one Bluetooth device to another, disconnect the Bluetooth connection from the existing device by switching Bluetooth off. Then connect to your next Bluetooth device by selecting the Nokia E3103 entry in the Bluetooth menu ('Nokia E3103').

Q: Are the batteries replaceable?

A: No, the batteries of the Nokia E3103 earphones are not replaceable.



Q: Where can I find additional Nokia E3103 product information?

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

Q: What should I do after unboxing my new Nokia E3103 earphones?

A: Charge the earphones by placing them into the charging case and connect the USB-C cable to a charger. 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 you first activate the earphones. A two-tone sound will inform you after pairing was successfully completed. For further information and support, consult the supplied user guide or visit www.nokia.com/support/.

Q: What settings are recommended to get the 7 hours of battery life?

A: The specified battery time of 7 hours has been confirmed after testing, for music listening under the following conditions:

- The Nokia E3103 earphones are charged for at least 2 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: Do the Nokia E3103 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 for more than 2 seconds.

Q: How do I pair an additional device to the Nokia E3103 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: 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 earphones don't function correctly, you need to perform a soft reset. This is done by inserting the earphones into the charging case, closing the lid and waiting for at least 10 seconds.

Q: How do I perform a factory reset of the Nokia E3103 earphones?

A: If the earphones still don't function correctly after a soft reset is performed, it is then



recommended to do a factory reset which will delete all previous settings. Please follow the following steps to reset the earphones to factory settings:

- Insert both earphones into the charging case, close the lid and wait at least 10 seconds.
- Make sure that the contact points on the earphones and those in the charging case are clean and making contact with each other (the LED of the earphones light up when you insert them into the charging case). If necessary, clean the contact points.
- Long press the button at the bottom of the charging case for at least 5 seconds. You will then see the LED lights blink on the charging case.
- The memorized settings will now be cleared.
- Take the earphones out of the charging case keeping the left and right earphones very close to each other (less than 10cm) for the earphones to pair with each other.
- Lastly, pair your earphones with your Bluetooth device again.

Q: What should I check if I cannot 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 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 long pressing the right earphone touchpad until you hear the maximum volume* single tone.

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

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 E3103 earphones for at least 2 hours to ensure that they are fully charged. The white LED charging light will always turn off to indicate 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 device and select "Nokia E3103".
- 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 earphones (see "How do I perform a factory reset of the Nokia E3103 earphones?" above).

Q: Why are my Nokia E3103 earphones not recharging?

A: Please ensure that the charging contact points 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 Nokia E3103 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 long press the right earphone touchpad 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 E3103 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 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 opening at the bottom of the stem 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/.

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