



**Q: Which Bluetooth version does the Nokia E3511 earphones feature?**

A: The Nokia E3511 earphones utilizes Bluetooth 5.2 technology.

**Q: What is the battery life of the Nokia E3511 earphones?**

A: The Nokia E3511 earphones deliver up to 6.5hours\* of play time with ANC (Active Noise Cancelation) off. With the Nokia E3511 charging case, the earphones can be charged on-the-go for up to 25\* hours of total 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 Nokia E3511 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 E3511 earphones individually?**

A: Yes, you can use either side of the earphones as a stand-alone unit for phone calls 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 the left earphone 3 times. The voice assistant selection depends on the operating system of your device.

**Q: How do I switch between normal, ANC and ambient mode?**

A: You can switch between normal, ANC or ambient modes by long pressing on the touchpad of either earphone for 2 seconds.

\* When switching to ambient mode, you will be able to hear surrounding noises and be aware of the surrounding environment, even while listening to music.

**Q: Are the Nokia E3511 earphones waterproof?**

A: The Nokia E3511 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. Do not charge wet earbuds. The charging case is not splash-resistant.



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

A: No, the Nokia E3511 can only pair with one device at a time. However, you can pair the E3511 with up to 8 different Bluetooth devices. The Nokia E3511 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 and then connect to your second Bluetooth device by selecting the Nokia E3511 entry in the Bluetooth menu ('Nokia E3511').

**Q: Are the batteries replaceable?**

A: No, the batteries of the Nokia E3511 earphones are not replaceable.

**Q: Does the Nokia E3511 come with different sized ear tips?**

A: Yes, the Nokia E3511 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 E3511 product information?**

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

**Q: What should I do after unboxing my new Nokia E3511 earphones?**

A: Charge the earphones by placing them into the charging case and connect 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 ears 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](http://www.nokia.com/support).

**Q: How do I get an optimal sound experience from the Nokia E3511 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 6.5-hours of battery life?**

A: The specified battery time of 6.5 hours has been confirmed for music listening under the following conditions:

- The Nokia E3511 earphones are charged for at least 2 hours to a full charge
- Bluetooth device stays within a 1-meter range
- Volume level set to 50%
- Switch to normal mode The battery time may differ under different operating conditions.



**Q: Do the Nokia E3511 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 put them back into the charging case and take them out again to you then.

**Q: How do I pair an additional device to the Nokia E3511 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 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 of your music, double click the right earphone touchpad. To decrease the volume of your music, double click the left earphone touchpad.

**Q: How do I perform a soft reset?**

A: If the earphones don't function correctly, you must 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: 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 double clicking on 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 E3511 earphones 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 E3511".
- 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 for the earphones (see "How do I perform a factory reset of the Nokia E3511 earphones?" above).



**Q: Why are my Nokia E3511 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 E3511 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 double click the touchpad of the right earphone several times 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 E3511 if the earphones don’t fit your ears correctly. Please use the appropriate sized ear tips provided (S,M,L) 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 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.

**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 E3511 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. 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 comfortable, secure fit. Please also check that the microphone opening is not covered or blocked. Wind may also be a factor that could have an impact on 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](http://www.nokia.com/support).

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