

PHILIPS

Headphones

3000 Series

TAT3215
TAT3255



User manual

Register your product and get support at
www.philips.com/support

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1 Important safety instructions

Hearing Safety



Danger

- To avoid hearing damage, limit the time you use headset at high volume and set the volume to a safe level. The louder the volume the shorter the safe listening time is.

Be sure to observe the following guidelines when using your headset.

- Listen at reasonable volumes for reasonable periods of time.
- Be careful not to adjust the volume continuously upwards as your hearing adapts.
- Do not turn up the volume so high that you can't hear what's around you.
- You should use caution or temporarily discontinue use in potentially hazardous situations.
- Excessive sound pressure from earphones and headset can cause hearing loss.
- Using headset with both ears covered while driving is not recommended and may be illegal in some areas while driving.
- For your safety, avoid distractions from music or phone calls while in traffic or other potentially dangerous environments.

General information

To avoid damage or malfunction:



Caution

- Do not expose headset to excessive heat.
- Do not drop your headset.
- Headset shall not be exposed to dripping or splashing.
- Do not allow your headset to be submerged in water.
- Do not use any cleaning agents containing alcohol, ammonia, benzene, or abrasives.
- If cleaning is required use a soft cloth, if necessary dampened with a minimum amount of water or diluted mild soap, to clean the product.
- The integrated battery shall not be exposed to excessive heat such as sunshine, fire or the like.
- Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.

About operating and storage temperatures and humidity

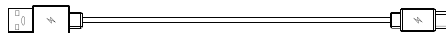
- The storage temperature is between -10°C to 65 °C. The operation temperature is 45°C (max.) (up to 90% relative humidity).
- Battery life may be shorter in high or low temperature conditions.

2 Your Bluetooth wireless headset

Congratulations on your purchase, and welcome to Philips! To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.

With this Philips wireless headset, you can:

- enjoy convenient wireless handsfree calls;
- enjoy and control wireless music;
- switch between calls and music.



USB Type-C charging cable (for charging only)



Quick start guide

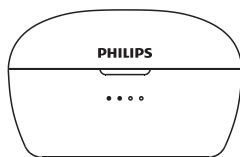
What's in the box



Philips True Wireless headset
Philips TAT3215, TAT3255



Replaceable rubber ear caps x 2 pairs

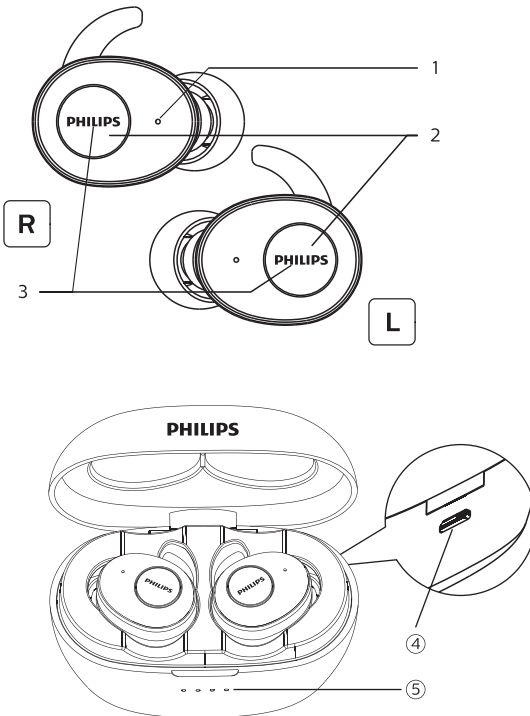


Charging case

Other devices

A mobile phone or device (e.g. notebook, Bluetooth adapters, MP3 players etc) which supports Bluetooth and is compatible to the headset (see "Technical data" on page 10).

Overview of your Bluetooth wireless headset



1. Microphone
2. Multi-function buttons
3. LED indicator (headset)
4. USB-C charging slot
5. LED indicator (charging case)

3 Get started

Charge the battery

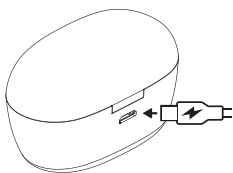
Note

- Before you use your headset for the first time, place the headsets in the charging case and charge the battery for 3 hours for optimum battery capacity and lifetime.
- Use only the original USB charging cable to avoid any damage.
- Finish your call before charging the headset, as connecting the headset for charging will power the headset off

Charging case

Connect one end of the USB cable into the charging case, and another end into the power source.

- ↳ The charging case starts charging.
- Charging process is verified by the blue LED light on the front panel.
 - When the charging case is fully charged, the blue light goes on.



Tip

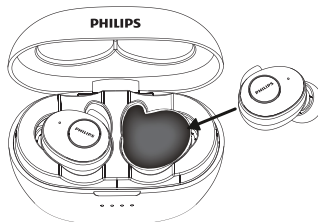
- The charging case serves as a portable backup battery for charging the headset. When the charging case is fully charged, it supports 3 full recharge cycle for the headset.

Headset

Place the headset in the charging case.

- ↳ The headset start charging.

- Charging process is verified by white LED lights on the earpieces.
- When the headset is fully charged, the white light goes off.

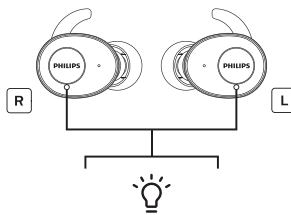


Tip

- Normally, a full charge takes 2 hours (for the headset or charging case).

Pair the headset with your Bluetooth device at the first time

- 1 Make sure that the headset is fully charged.
- 2 Take both headsets from the charging case, the headset will power on automatically, entering pairing model and Right & Left headset connected.



- ↳ here will be a voice "Power on" and a voice "Pairing". Then, there will be a voice "Right channel" on right headset and "Left Channel" on left headset after pairing each other.

- ↳ In right headset, it has voice "Pairing" and LED flashes in white and blue.
- ↳ The headset is now in pairing mode and is ready to pair with a Bluetooth device (e.g. a mobile phone).

- 3 Turn on the Bluetooth function of your Bluetooth device.
- 4 Pair the headset with your Bluetooth device. Refer to the user manual of your Bluetooth device.
 - ↳ In right headset, it has voice "Connected" and LED stays on for 5 seconds on both headsets. You can use your device to play music or make a call.

Note

- Only Turn the "Left headset channel power on, it cannot connect to Bluetooth device, need to turn on "Right Channel" to pair each other.

The following example shows you how to pair the headset with your Bluetooth device.

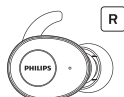
- 1 Turn on the Bluetooth function of your Bluetooth device, select Philips TAT3215, TAT3255
- 2 Enter the headset password "0000" (4 zeros) if prompted. For those Bluetooth devices featuring Bluetooth 3.0 or higher, no need to enter a password.



Philips TAT3215
TAT3255

Single headset pairing (Mono mode)

- 1 Take the right headset ("Master device") from the charging case, the earpiece will power on automatically. There will be a voice "Power on" from right headset.



- 2 Turn on the Bluetooth function on your device, search for "Philips TAT3215, TAT3255" tap to connect. (Please refer to P.6)



Philips TAT3215, TAT3255

- 3 Once the pairing succeed, you will hear a voice" connected" And the indicator light will be off.

Note

- Only Turn the "Left headset channel power on, it cannot connect to Bluetooth device, need to turn on "Right Channel" to pair each other.

Pair the headset with another Bluetooth device

If you have another Bluetooth device that you want to pair with the headset make sure the Bluetooth function in any other previously paired or connected devices are turned off. Then follow the steps in 'Pair the headset with your Bluetooth device at the first time'. 'Pair the headset with your Bluetooth device at the first time'.

Note

- The headset stores 1 device in the memory. If you try to pair more than 2 devices the earliest paired device is replaced by the new one.

4 Use your headset

Reconnect the headset to your Bluetooth device

- 1
- Turn on the Bluetooth function of your Bluetooth device.
- 2
- Take both headsets from the charging case, the headset will power on and reconnect automatically.

↳

If no device is connected, the headset will automatically turn off after 3 mins

↳

Both headsets are now powered on and are paired with each other automatically.

↳

The headset will search the last connected Bluetooth device and reconnect to it automatically. If the last connected one is not available, the headset will search and reconnect to the second last connected device.

Tip

- The headset cannot connect to more than 1 device at the same time. If you have two paired Bluetooth devices, only turn on the Bluetooth function of the device that you want to connect.
- If you turn on the Bluetooth function of your Bluetooth device after turning on the headset, you have to go to the Bluetooth menu of the device and connect the headset to the device manually

Note

- If the headset fails to connect to any Bluetooth device within 3 minutes, it will turn off automatically to save the battery life.
- In some Bluetooth devices, connection may not be automatic. In this case, you have to go to the Bluetooth menu of your device and connect the headset to the Bluetooth device manually.

Power on/off

Task	Multi-function button	Operation
Turn the headset on.	Headsets	Take both headsets from the charging case.
Turn the headset off.		Place both headsets in charging case.
	Right/Left headset	Press and hold for 5 seconds. ↳ The white LED flashes 3 times.

Manage your calls and music

Music control

Task	Multi-function button	Operation
Play or pause music.	Right/Left headset	Press once.
Skip forward.	Right headset	Press and hold 2 seconds.
Skip backward.	Left headset	Press and hold 2 seconds.

Call control

Task	Multi-function button	Operation
Pick up/hang up a call.	Right/Left headset	Press once.
Reject an incoming call.	Right/Left headset	Press and hold for 2 seconds.
Switch caller during a call.	Right/Left headset	Press and hold for 2 seconds.

Voice control

Task	Multi-function button	Operation
Siri/Google	Right/Left headset	Press twice

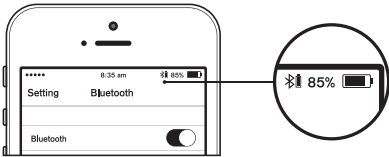
LED indicator status

Headset status	Indicator
The headset is connected to a Bluetooth device.	The white LED light stays on for 5 seconds.
The headset is powered on.	The white LED flashes 2 times.
The headset is in pairing mode.	The blue and white LED flashes.
The headset is on but not connected to a Bluetooth device.	The blue and white LED will flashes. If no connection can be made, the headset will turn itself off within 3 minutes.

Low battery level (headset).	You will hear 'battery low' on the headset. The white LED flash twice for every 3 min
Battery is fully charged	The LED is off.

Battery LED indicator on headset status

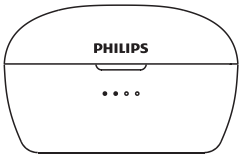
It will show a battery indicator on Bluetooth device after connected to headset.



Battery LED indicator on Charging case

While charging headset, Blue LED will light on

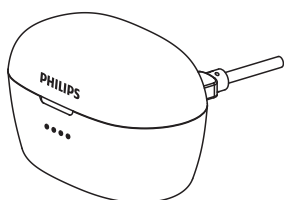
- 4 blue LED lights stay on for 75-100% power
- 3 blue LED lights stay on for 50-75% power
- 2 blue LED lights stay on for 25-50% power
- 1 blue LED lights stay on for 0-25% power



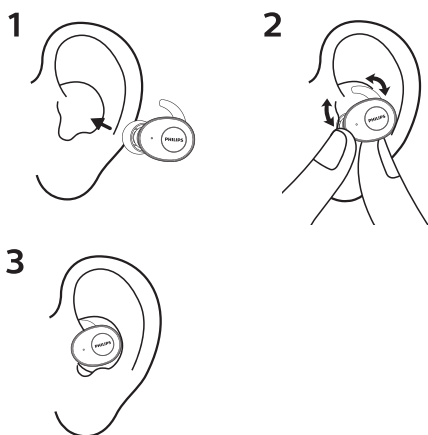
Battery LED indicator on Charging case with USB Type-C cable

While charging headset, Blue LED status as below:

- 4 blue LED stay on for 70-100% power
- 2 blue LED stay on and 3rd LED flashes every second for 50-75% power
- 1 blue LED stays on and 2nd LED flashes every second for 25-50% power
- 1 blue LED flashes every second for 0-25% power



How to wear



5 Factory reset the headset

If you encounter any pairing or connection issue, you can follow the following procedure to factory reset your headset.

- 1 On your Bluetooth device, go to the Bluetooth menu and remove Philips TAT3215 from the device list.
- 2 Turn off the Bluetooth function of your Bluetooth device.
- 3 Put both headset back to charging case. Hold and press left & right headsets function button for 5 seconds.
 - ↳ Take both headsets from the charging case, the headset will power on automatically. There will be a voice "Power on" and a voice "Pairing".
 - ↳ Then, there will be a voice "Right channel" on right headset and "Left Channel" on left headset after pairing each other. The LED on Right headset flashes in white and blue for 3 mins. There will be a voice "Connected" from Right Channel.
 - ↳ Then, the right headset LED earpiece flashes in white and blue for 3 mins.
- 4 To pair the headset with a Bluetooth-device, turn on the Bluetooth function of your Bluetooth device, select Philips TAT3215, TAT3255.

6 Technical data

Headset

- Music time: 6 hours (additional 18 hrs with charging case)
- Talk time: 5 hours (additional 15 hrs with charging case)
- Standby time: 80 hours
- Charging time: 2 hours
- Rechargeable lithiumion battery: 50 mAH on each earpiece
- Bluetooth version: 5.1
- Compatible Bluetooth profiles:
 - HSP (Hands-Free Profile-HFP)
 - A2DP (Advanced Audio Distribution Profile)
 - AVRCP (Audio Video Remote Control Profile)
- Supported audio codec: SBC
- Frequency range: 2.4 GHz
- Transmitter power: <4 dBm
- Operating range: Up to 10 meters (33 feet)

Charging case

- Charging time: 2 hrs
- Rechargeable Li-ion battery: 500mAh



Note

- Specifications are subject to change without notice

7 Notice

Declaration of conformity

Hereby, MMD Hong Kong Holding Limited declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. You can find the Declaration of Conformity on www.p4c.philips.com.

Disposal of your old product and battery



Your product is designed and manufactured with high quality materials and components, which can be recycled and reused



This symbol on a product means that the product is covered by European Directive 2012/19/EU.

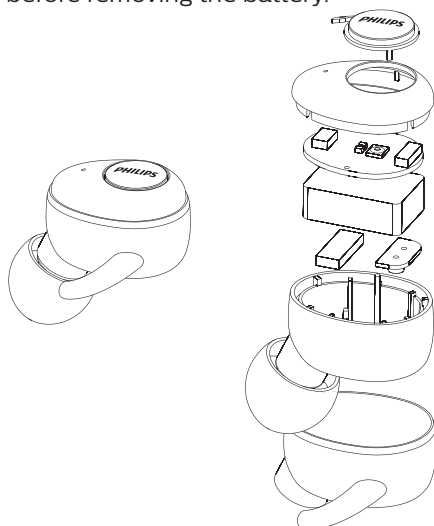


This symbol means that the product contains a built-in rechargeable battery covered by European Directive 2013/56/EU which cannot be disposed of with normal household waste. We strongly advise you to take your product to an official collection point or a Philips service centre to have a professional remove the rechargeable battery. Inform yourself about the local separate collection system for electrical and electronic products and rechargeable batteries. Follow local rules and never dispose of the product and rechargeable batteries with normal household waste. Correct disposal of old products and rechargeable batteries helps prevent negative consequences for the environment and human health.

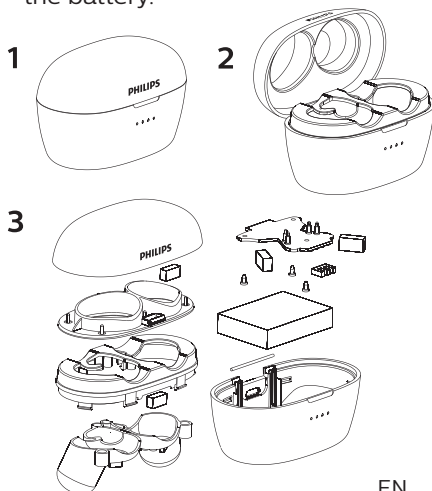
Remove the integrated battery

If there is no collection/recycling system for electronic products in your country, you can protect the environment by removing and recycling the battery before disposing the headset.

- Make sure the headset is disconnected from the charging case before removing the battery.



- Make sure the charging case is disconnected from the USB charging cable before removing the battery.



Compliance with EMF

This product complies with all applicable standards and regulations regarding exposure to electromagnetic fields.

Environmental information

All unnecessary packaging has been omitted. We have tried to make the packaging easy to separate into three materials: cardboard (box), polystyrene foam (buffer) and polyethylene (bags, protective foam sheet.)

Your system consists of materials which can be recycled and reused if disassembled by a specialized company. Please observe the local regulations regarding the disposal of packaging materials, exhausted batteries and old equipment.

Notice of compliance

The device complies with the FCC rules, Part 15. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

FCC rules

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Relocate the receiving antenna.
- Increase the separation between equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Canada:

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following Two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAN ICES-3(B)/NMB-3(B)

IC Radiation Exposure Statement:

This equipment complies with Canada radiation exposure limits set forth for uncontrolled environments.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

8 Trademarks

Bluetooth

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Top Victory Investment Limited is under license. Other trademarks and trade names are those of their respective owners.

Siri

Siri is a trademark of Apple Inc., registered in the U.S. and other countries.

Google

Google and Google Logo are registered trademarks of Google Inc.

9 Frequently asked questions

My Bluetooth headset does not turn on.

The battery level is low. Charge the headset.

I cannot pair the Bluetooth headset with my Bluetooth device.

The Bluetooth is disabled. Enable the Bluetooth function on your Bluetooth device and turn on the Bluetooth device before you turn on the headset.

Pairing does not work.

- Put both earpieces into charging case.
- Make sure you have disabled the Bluetooth function of any previously connected Bluetooth devices.
- On your Bluetooth device, delete 'Philips TAT3215, TAT3255' from the Bluetooth list.
- Pair your headset (see 'Pair the headset with your Bluetooth device at the first time' on page 6).

How to reset pairing.

Take both headsets out of the charging case. Press twice on both headsets Multi-function buttons until the LED indicator turns white, wait for about 10 seconds. You will hear "Connected", "Left Channel", "Right Channel", as pairing successful.

The Bluetooth device cannot find the headset.

- The headset may be connected to a previously paired device. Turn off the connected device or move it out of range.
- Pairing may have been reset or the headset has been previously paired with another device. Pair the headset with the Bluetooth device again as described in the user manual (see 'Pair the headset with your Bluetooth device at the first time' on page 6).

My Bluetooth headset is connected to a Bluetooth stereo enabled mobile phone, but music only plays on the mobile phone speaker.

Refer to the user manual of your mobile phone. Select to listen to music through the headset.

The audio quality is poor and crackling noise can be heard.

- The Bluetooth device is out of range. Reduce the distance between your headset and Bluetooth device, or remove obstacles between them.
- Charge your headset.

The audio quality is poor when streaming from the mobile phone is very slow, or audio streaming does not work at all.

Make sure your mobile phone not only supports (mono) HSP/HFP but also supports A2DP and is BT4.x (or higher) compatible (see 'Technical data' on page 10).

I hear but cannot control music on my Bluetooth device (e.g. play/pause/skip forward/backward).

Make sure the Bluetooth audio source supports AVRCP (see "Technical data" on page 10)

The volume level of the headset is too low.

Some Bluetooth devices cannot link the volume level with the headset through volume sync. In this case, you have to adjust the volume on your Bluetooth device independently to achieve an appropriate volume level.

I cannot connect the headset to another device, what do I do?

- Make sure the Bluetooth function of the previous paired device is turned off
- Repeat the pairing procedure on your second device (see "Pair the headset with your Bluetooth device at the first time" on page 6)

I hear sound from only one earpiece.

- If you are in a call, it is normal that sound comes from the right and Left earpiece.
- If you are listening to music but sound only comes from one earpiece:
- The other earpiece may be out of battery. For optimal performance, charge both earpieces fully.

- The right and left earpieces are disconnected from each other. Turn off both earpieces first. Then put both earpieces back to charging case for 5 seconds and take them out. This will turn the earpieces on and connect the two earpieces. Reconnect the headset to your Bluetooth device.
- The headset is connected to more than one Bluetooth device. Switch off the Bluetooth function of all connected devices. Turn off both earpieces, put both earpieces back to charging case for 5 seconds and take them out. Reconnect the headset to your Bluetooth device. Note that the headset is designed for connecting to only one Bluetooth device at a time. When you reconnect the headset to your Bluetooth device, make sure the Bluetooth function of any other previously paired/connected devices are off.
- If the above solutions do not help, factory reset the headset (see "Factory reset the headset" on page 9).

For further support, visit www.philips.com/support.