

## Q: How do I charge Nokia True Wireless Earbuds?

**A:** Nokia True Wireless Earbuds are charged by placing them in the included charging case. If the case has power, it will automatically charge the earbuds. The charging status LEDs of the right and left earbuds turn red when charging, and turn off when fully charged.

## Q: Is the battery fully charged when I first receive Nokia True Wireless Earbuds?


**A:** No. In the regulations, there is a limitation about battery capacity during shipment. It is advisable to charge the earbuds and charging case fully before the first use.

## Q: Why are the earbuds not charging?

**A:** Please place the earbuds in the charging case correctly, and make sure the charging status LEDs turn red after you close the charging case. If the charging case is out of power, connect the included USB-C cable to a power source to begin charging; if the earbuds have not been used in a while, they may take some time to start charging, leave connected to a power source until LEDs indicate charged.

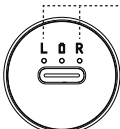
## Q: What do the status LEDs on the charging case mean?

**A:**



White

Charging case battery status LED	
White (flashing)	Charging case is charging
White (solid)	Charging case is fully charged




Red

Right and left earbuds charging status LEDs	
Red (solid)	Earbuds are charging
Off	Earbuds are fully charged

## Q: How to check the battery level of the charging case?

**A:** By shaking the charging case, the battery status LED flashes white to show the battery status:



White

Fully charged	on
< 75%	x 4
< 50%	x 3
< 25%	x 2

## Q: Why do the earbuds consume power even when they're not in use?

**A:** If the earbuds are connected to your Bluetooth device, the battery will drain. To conserve power, always place the earbuds in the charging case to shut them down completely when not in use.

## Q: Why do the earbuds not connect to my Bluetooth device?

**A:** Please make sure the earbuds are turned on and paired with each other. When they have successfully paired, both of the LED indicator lights will flash blue and then enter discoverable mode which can be detected by your Bluetooth device. Follow the directions within your smartphone's Bluetooth menu to connect the earbuds. During the connection, the LED indicator light of right earbud will flash blue and red alternately. After the connection is made, the LED will flash blue once in every 5 seconds. If your earbuds have been connected with multiple devices, a new connection may fail. Please reset the earbuds to clear the connection record.

## Q: How to reset to the original setting?

**A:** Power off the earbuds > Press and hold the multifunction key for 8 seconds (the LED will flash blue and red alternately) > Press the multifunction key 2 times (the LED will flash blue and red once and power off automatically).

## Q: Why is one earbud not functioning?

**A:** Please make sure the earbuds are turned on and paired with each other successfully before connecting with your Bluetooth device. If your earbuds were not paired with each other automatically, please pair the right and left earbuds manually by pressing and holding the multifunction key 8 seconds.

## Q: Why do the earbuds connect with the phone suddenly?

**A:** Make sure the earbuds are correctly inserted into the charging case and it is properly closed. When the battery in the charging case has been depleted or is very low, the earbuds may sometimes not recognise they are in the case and power on, connecting to your phone. If this happens charge the battery.

## Q: Why is the sound dropping out in one earbud? How do I stop this?

**A:** Interference can affect the true wireless earbuds and can cause sound dropouts. This is difficult to avoid completely, even though Nokia True Wireless Earbuds have been thoroughly tested against interference in accordance with the most stringent international standards. Possible reasons and solutions are:

- Devices and signals that can cause this interference include (but are not limited to) some mobile phones, shop alarm systems, power lines, electrostatic discharge, monitors and train control systems.
- Increase the distance between the earbuds and the interfering device/signal. The sound should resume in the earbud as soon as you are away from the interfering device/signal.

If the issue is still unresolved, service may be required.