PHILIPS

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Siri

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7 Frequently asked questions

My Bluetooth headphones do not switch on.
The battery level is low. Charge the headphones.

I cannot pair my Bluetooth headphones with a mobile phone.
The Bluetooth is disabled. Enable the Bluetooth feature on your mobile phone and turn on the mobile phone before you turn on the headphones.

Pairing does not work.
Make sure the headphones are in pairing mode.

- Follow the steps described in this user manual (see 'Pair the headphones with your mobile phone' on page 4).
- Make sure that the LED light flashes blue and white alternately before you release . Do not stop holding the button if you see the blue LED only.

The mobile phone cannot find the headphones.

- The headphones 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 headphones have been previously paired with another device. Pair the headphones with the mobile phone again as described in the user manual (see 'Pair the headphones with your mobile phone' on page 4).

Voice dialing or redialing does not work on my mobile phone.
Your mobile phone may not support this feature.

The other side cannot hear me on the mobile phone.
The microphone is muted. Press once to enable the microphone.

My Bluetooth headphones are 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 headphones.

The audio quality is poor and crackling noise can be heard.
The Bluetooth device is out of range. Reduce the distance between your headphones and Bluetooth device, or remove obstacles between them.

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 (see 'Technical data' on page 7).

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 7).

After using "Google Now", music starts playing through the mobile phone speaker instead of headphones, but Bluetooth is still connected, what can I do?
Press the Siri/Google now button again, music will resume playing from the headphones.

How can I restore all original headphones settings?
When the headphones are powered off, press and hold for 10 seconds. The headphones are powered on, entered the pairing mode and then powered off. The factory setting is reset.

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

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