PHILIPS

Headphones

2000 Series

TAQ2000



User manual

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

Contents

1 Important safety instructions 2
Hearing safety 2
General information 2

2 Your Open-ear ture wireless earbuds 4
What's in the box 4
Other devices 4
Overview of your Open-ear True wireless earbuds 4

3 Get started 5
Charge the battery 5
How to wear 6
App download 6
Pair for the first time 6
Pair with another Bluetooth device 7
Multi-point connection 7

4 Use your earbuds 8
Connect to your Bluetooth device 8
Power on/off 8
Manage your calls and music 9
Voice Assistant 9
Charging box LED indicator status 9
Gaming mode 9

5 Reset the earbuds 10

6 Technical data 10

7 Notice 11
Declaration of conformity 11
Disposal of your old product and battery 11
Remove the integrated battery 11
Compliance with EMF 12
Environmental information 12
Notice of compliance 12

8 Trademarks 14

9 Frequently asked questions 14

1 Important safety instructions

Hearing safety



Danger

- To avoid hearing damage, limit the time you use earbuds 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 earbuds.

- 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 earbuds and earbuds can cause hearing loss.
- Using earbuds with both ears covered while driving is not recommended and may be illegal in some areas.
- 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 earbuds to excessive heat.
- Do not drop your earbuds.
- Earbuds shall not be exposed to dripping or splashing. (Refer to the IP rating of specific product)
- Do not allow your earbuds to be submerged in water.
- Do not charge your earbuds when the connector or socket is wet.
- Do not use any cleaning agents containing alcohol, ammonia, benzene, or abrasives.
- Use a clean, damp cloth to clean your earbuds - especially the sound conduits and the microphone holes - regularly and avoid buildup of substances such as sweat or earwax.
- If any sweat or water droplets are left in the sound conduits, air holes or microphone holes, the sound level will temporarily drop or cut out entirely. This is not a malfunction. Use a soft, damp cloth to dry the earbuds thoroughly. Alternatively, remove the earbud tips, turn the sound conduits downward and gently tap the earbuds about five times on a dry cloth or similar to remove any water collected inside.
- Be sure the earbuds are completely dry before charging and using. Avoid using disposable alcohol pads or other substances for cleaning.
- 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.
- To achieve the specific IP rating, the charging slot cover must be closed.
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting a battery, can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.
- Replacement of a battery with an incorrect type risks severely damaging the earbuds and the battery (for example, in the case of some lithium battery types).
- If the headset is not used for a long time, the rechargeable battery will begin to lose its charge. To avoid this loss, please fully charge the battery at least once every three months.

- To avoid risk of fire, the equipment is supplied only by external power source which output shall comply with PS1 (with output capacity does not exceed 15W).

Operating and storage temperatures and humidity

- Store in a place where the temperature is between -20°C (-4°F) and 50°C (122 °F) with up to 90% relative humidity.
- Operate in a place where the temperature is between 0°C (32°F) and 45°C (113 °F) with up to 90% relative humidity.
- Battery life may be shorter in high or low temperature conditions.

2 Your Open-ear True wireless earbuds

Congratulations on your purchase, and welcome to Philips! To fully benefit from the support that Philips offers, register your product at www.philips.com/support. With these Philips Open-ear True wireless earbuds you can:

- Enjoy convenient wireless handsfree calls
- Enjoy and control music wirelessly
- Switch between calls and music

What's in the box



Open-ear True wireless earbuds
TAQ2000



USB-C charging cable (for charging only)



Quick start guide



Warranty

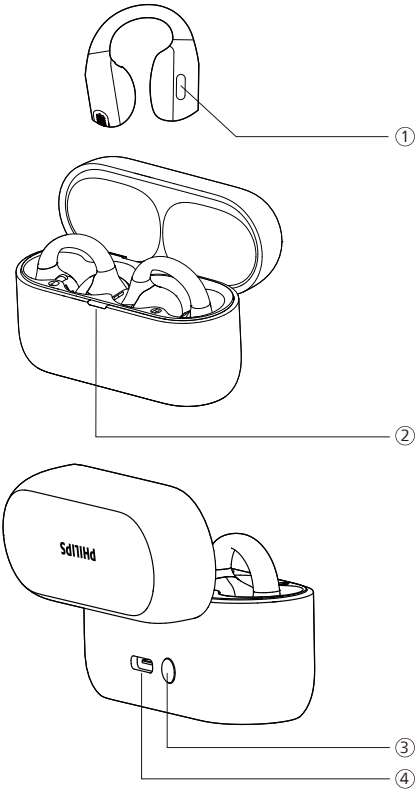


Safety leaflet

Other devices

A mobile phone or device (e.g. notebook, tablet, Bluetooth adapters, MP3 players etc) which supports Bluetooth and is compatible with the earbuds.

Overview of your Open-ear True wireless earbuds



① Multi-function button (MFB)
② LED indicator (battery state or charging state)
③ Reset button / Bluetooth pair button
④ USB-C charging slot

3 Get started

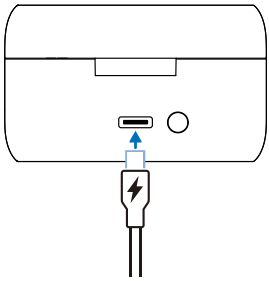
Charge the battery

Note

- Before you use your earbuds, place them in the charging box and charge the battery for 2 hours for optimum battery capacity and lifetime.
- Use only the original USB-C charging cable to avoid any damage.
- If the headset is not used for a long time, the rechargeable battery will begin to lose its charge. To avoid this loss, please fully charge the battery at least once every three months.

Charging Box

Plug one end of the USB-C cable into the charging box and the other end into the power source.



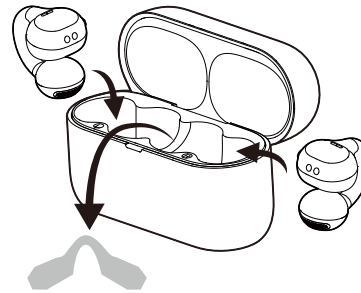
Tip

- The charging box serves as a portable backup battery for charging the earbuds. When the charging box is fully charged, it will fully recharge the earbuds 3 times.

Earbuds

Take out the insulating films under the earbuds and put the earbuds back into the charging case.

- The LED indicator on the chargin case blinks white.
- Close the charging case lid, the charging case starts charging the earpieces.





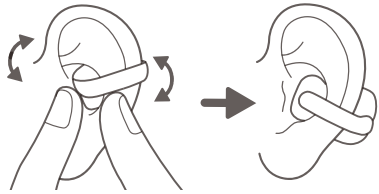
Tip

- Normally, a full charge takes 2 hours (for the earbuds or charging box) by USB cable.

How to wear

1 Check left or right orientation of the earbuds.

2 Clip the ear-clip earbuds onto ears and twist slightly until a secure fit is achieved.



App download

Scan the QR code/press 'Download' button or search 'Philips Headphones' in the Apple App Store or Google Play to download the app.

Get Connected

philips.to/headapp

The Philips Headphones App puts you in charge of the music you are listening to. You can customize the sound so that your music and calling experience always best suit your needs.

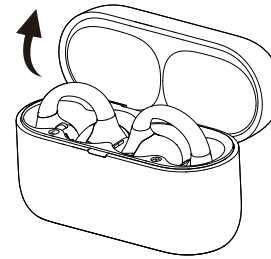
Pair the earbuds with your Bluetooth device for the first time

1 Make sure that the earbuds are fully charged and powered off.

2 Open the charging box, the earbuds will be in pairing mode and ready to connect.

↳ The LEDs on both earbuds flash white and blue alternately

↳ The earbuds are now in pairing mode and are 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 earbuds with your Bluetooth device, refer to the user manual of your Bluetooth device.

Note

- After powering on, if the earbuds cannot find any previously connected Bluetooth device, it will automatically switch to pairing mode.

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

1 Turn on the Bluetooth function of your Bluetooth device, select **Philips TAQ2000.**

2 Enter the earbuds' password "**0000**" (4 zeros) if prompted. For those devices featuring Bluetooth 3.0 or higher, there is no need to enter a password.



Philips TAQ2000

Single earbud (Mono mode)

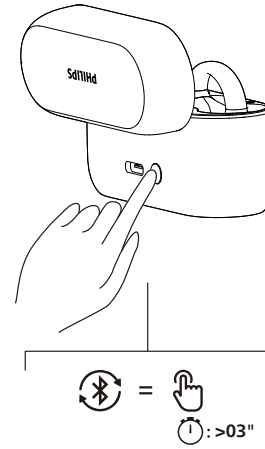
Take either right or left earbud out from charging box for Mono use. The earbud will power on automatically.

Note

- Take the second earbud from the charging box and they will pair with each other automatically.

Pair the earbuds with another Bluetooth device

If you want to pair another Bluetooth device with the earbuds, just put them into pairing mode, (press reset button on box for 3 seconds with both earbuds inside and the box open), then discover the second device as per normal pairing.



Note

- The earbuds store 4 devices in the memory. If you try to pair more than 4 devices, the earliest paired device is replaced by the new one.

Multi-point connection

Pairing

- Pairing the earbuds to 2 devices, e.g. mobile phone and notebook.

Switch between device

- At anytime, you can only listen to music from 1 device. Another device will be for phone call.
- Pause the audio from 1 device and then start to play audio from the another device.

Note

- When streaming audio from Device 1, receiving a call from Device 2 will automatically pause Device 1 playback. And the call will be routed automatically to earbuds.
- Ending the call will automatically resume playback from device 1.

4 Use your earbuds

Connect the earbuds to your Bluetooth device

1 Turn on the Bluetooth function of your Bluetooth device.

2 Open the charging box cover.

↳ The white LED flashes.

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

Tip

- If you turn on the Bluetooth function of your Bluetooth device after turning on the earbuds, you have to go to the Bluetooth menu of the device and connect the earbuds to the device manually.

Note

- 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 earbuds to the Bluetooth device manually.

Power on/off

With charging case

Task	MFB	Operation
Turn the earbuds on		Open charging box lid to power on
Turn the earbuds off		Close charging box lid to power off

Without charging case

Task	MFB	Operation
Turn the earbuds on	Left + right	Press for 5 seconds to turn on earbuds without case
Turn the earbuds off	Left + right	Press for 5 seconds to turn off earbuds without case

Manage your calls and music

Music control

Task	MFB	Operation
Play or pause music	Right earbud	Single tap
Next track	Right earbud	Double tap
Previous track	Left earbud	Double tap
Dynamic bass on/off	Left earbud	Tap and hold for 2 seconds

Note

- You will hear a tone that indicates when the volume has reached maximum level.

Call control

Task	MFB	Operation
Pick up/ Hang up call	Right/Left earbud	Single tap
Hang up call/ Reject call	Right/Left earbud	Double tap

Voice Assistant

Task	MFB	Operation
Trigger Voice (Siri/Google) Assistant	Right earbud	Tap and hold for 2 seconds
Stop Voice Assistant	Right earbud	Single tap

Charging box LED indicator status

When charging	Indicator
Battery low	Amber LED lights up
Relative adequate battery	White LED lights up

Put earbuds back	Indicator
Battery low	Amber LED slowly blinks for 4 cycles
Relatively adequate battery	White LED lights up for 2 seconds

Gaming mode (low latency mode)

Task	MFB	Operation
Gaming mode on/off	Left earbud	Triple tap

5 Reset the earbuds

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

1. On your Bluetooth device, go to the Bluetooth menu and remove **Philips TAQ2000** from the device list.
2. Turn off the Bluetooth function of your Bluetooth device.
3. Return earbuds to charging box and open the lid.
4. Press button on box twice.
5. Follow steps in “Use your earbuds-connect the earbuds to your Bluetooth device.”
6. Pair the earbuds with your Bluetooth device, select **Philips TAQ2000**.

6 Technical data

- Music play time : up to 28 hours (7 + 21)
- Charging time: 2 hours
- Lithium-ion battery 51 mAh on each earbud, Lithium-ion battery 450 mAh on charging box
- Bluetooth version: 5.4
- Compatible Bluetooth profiles:
  - HFP (Hands-Free Profile)
  - A2DP (Advanced Audio Distribution Profile)
  - AVRCP (Audio Video Remote Control Profile)
- Supported audio codecs: SBC
- Frequency range: 2.402-2.480 GHz
- Transmitter power: < 10 dBm
- Operating range: Up to 10 meters (33 feet)
- USB-C port for charging
- Low battery warning: available
- Fast charging time: 15 mins charging gives an hour playing

Note

- Specifications are subject to change without notice.

7 Notice

Declaration of conformity

Hereby, TP Vision Europe B.V. declares that the product is in compliance with the essential requirements and other relevant provisions of RED Directive 2014/53/EU and UK Radio Equipment Regulations SI 2017 No 1206. You can find the Declaration of Conformity on www.philips.com/support.

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.

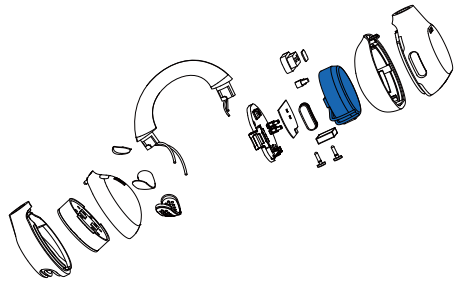
This symbol on a product means that the product is covered by European Directive 2012/19/EU.

This symbol means that the product contains batteries covered by European Regulation (EU) 2023/1542 which cannot be disposed of with normal household waste. Inform yourself about the local separate collection system for electrical and electronic products and batteries. Follow local rules and never dispose of the product and batteries with normal household waste. Correct disposal of old products and batteries helps prevent negative consequences for the environment and human health.

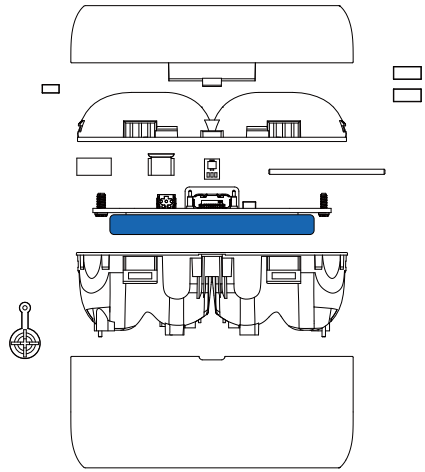
Remove the integrated battery

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 of the earbuds.

- Make sure the earbuds are disconnected from the charging box before removing the battery.



- Make sure the charging box 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.
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:

- Reorient or 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 operated 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.

Canada:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence- exempt RSS(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 of the device.
CAN ICES-(B)/NMB-(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.

Avis de conformité
Cet appareil satisfait aux règlements de la FCC partie 15 du Code of Federal Regulations. Son fonctionnement est assujetti aux deux conditions suivantes :

1. **Cet appareil ne doit pas causer d'interférence préjudiciable et**
2. **l'appareil doit accepter toute interférence reçue, y compris les interférences qui peuvent causer un fonctionnement non désiré.**

Règlement de la FCC
Cet équipement a été testé et jugé compatible avec les limites s'appliquant aux appareils numériques de la classe B, conformément à l'article 15 du règlement de la FCC. Ces limites ont été définies pour fournir une protection raisonnable contre les interférences nuisibles dans le cadre d'une installation résidentielle. Cet équipement génère, utilise et peut émettre de l'énergie radiofréquence et, s'il n'est pas installé ni utilisé conformément aux instructions, peut causer des interférences gênantes pour les communications radio.
Rien ne garantit toutefois que des interférences ne surviendront pas dans une installation particulière. Si cet équipement cause des interférences nuisibles pour la réception de la radio ou de la télévision, ce qui peut être déterminé en mettant l'équipement hors tension puis sous tension, l'utilisateur devra essayer de corriger ces interférences en effectuant une ou plusieurs des opérations suivantes :

- Déplacez l'antenne de réception.
- Augmentez la distance entre l'équipement et le récepteur.
- Branchez l'équipement à une prise d'un circuit autre que celui sur lequel le récepteur est branché.
- Consultez le détaillant ou un technicien de radiotélévision expérimenté.

Canada :
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.
CAN ICES-(B)/NMB-(B)

Déclaration d'IC sur l'exposition aux radiations:
Cet équipement est conforme aux limites d'exposition aux radiations définies par le Canada pour des environnements non contrôlés.
Cet émetteur ne doit pas être installé au même endroit ni utilisé avec une autre antenne ou un autre émetteur.

8 Trademarks

Bluetooth

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by MMD Hong Kong Holding 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 Play are trademarks of Google LLC.

9 Frequently asked questions

My Bluetooth earbuds do not turn on.
The battery level is low. Charge the earbuds.

I cannot pair my Bluetooth earbuds with my Bluetooth device.
The Bluetooth is disabled. Enable the Bluetooth feature on your Bluetooth device and turn on the Bluetooth device before you turn on the earbuds.

Pairing does not work.

- Put both earbuds into charging box.
- Make sure you have disabled the Bluetooth function of any previously connected Bluetooth devices.
- On your Bluetooth device, delete “Philips TAQ2000” from the Bluetooth list.
- Pair your earbuds (see ‘Pair the earbuds with your Bluetooth device for the first time’ on page 6).

The Bluetooth device cannot find the earbuds.

- The earbuds 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 earbuds have been previously paired with another device. Pair the earbuds with the Bluetooth device again as described in the user manual. (see ‘Pair the earbuds with another Bluetooth device’ on page 7).

My Bluetooth earbuds 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 earbuds.

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

The audio quality is poor when streaming from a mobile phone is very slow or streaming does not work at all.
Make sure your mobile phone not only supports (mono) HFP but also supports A2DP and is BT4.0x (or higher) compatible (see 'Technical data' on page 10).

Clean your earbuds regularly.
- Use a clean, damp cloth to clean your earbuds - especially the sound conduits and the microphone holes - regularly and avoid buildup of substances such as sweat or earwax.
- If any sweat or water droplets are left in the sound conduits, air holes or microphone holes, the sound level will temporarily drop or cut out entirely. This is not a malfunction. Use a soft, damp cloth to dry the earbuds thoroughly. Alternatively, for in-ear headphones remove the earbud tips, turn the sound conduits downward and gently tap the earbuds about 5 times on a dry cloth or similar to remove any water collected inside.
- Be sure the earbuds are completely dry before charging and using. Avoid using disposable alcohol pads or other substances for cleaning.

Charge your earbuds regularly.
If the earbuds are not used for a long time, the rechargeable battery will begin to lose its charge. To avoid this loss, please fully charge the battery at least once every three months.



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