PHILIPS

Headphones
TAQ4000



User manual

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

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1 Important safety instructions

Hearing safety



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

- 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 headphones and headphones can cause hearing loss.
- Using headphones 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.

Danger

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

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.

General information

To avoid damage or malfunction:

Caution

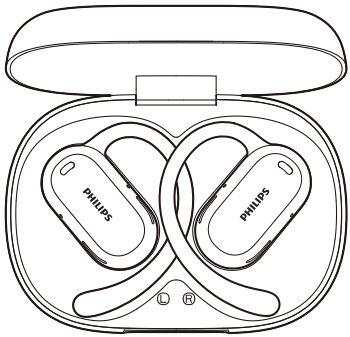
- Do not expose headphones to excessive heat.
- Do not drop your headphones.
- Headphones shall not be exposed to dripping or splashing. (Refer to the IP rating of specific product)
- Do not allow your headphones to be submerged in water.
- Do not charge your headphones when the connector or socket is wet.
- Do not use any cleaning agents containing alcohol, ammonia, benzene, or abrasives.
- Use a clean, damp cloth to clean your headphones - 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 headphones thoroughly. Alternatively, remove the earbud tips, turn the sound conduits downward and gently tap the headphones about five times on a dry cloth or similar to remove any water collected inside.
- Be sure the headphones 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 headphones 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 less than or equal to 15W).

2 Your Open-Ear True Wireless Headphones

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 Headphones you can:

- Enjoy convenient wireless hands free calls
- Enjoy and control music wirelessly
- Switch between calls and music

What's in the box



Philips open-ear true wireless headphones
Philips TAQ4000



Quick start guide

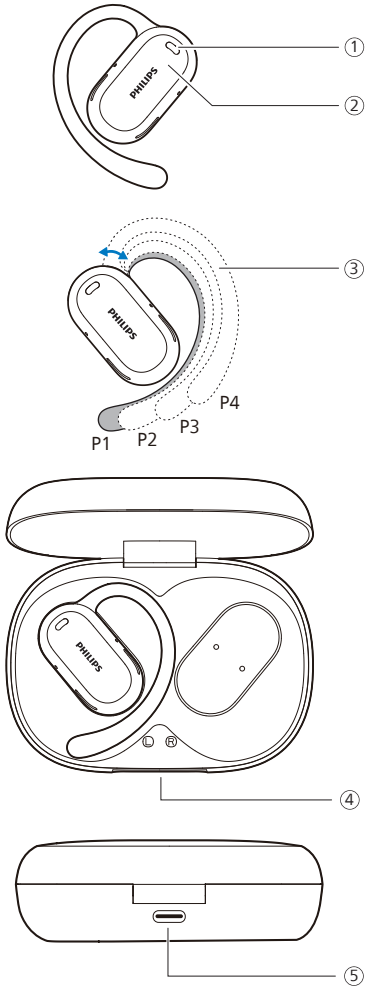


Global warranty



Safety leaflet

Overview of your headphones



① Earpieces LED indicator
② Multi-function touch (MFT)
③ Adjustable ear-hook
④ Charge case LED indicator
⑤ USB-C charging slot

3 Get started

Charge the battery

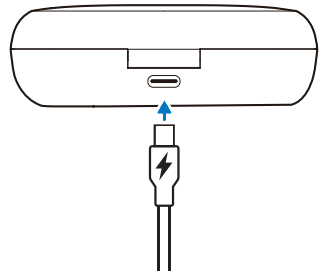
Note

Before using your headphones, place them in the charging case and charge the battery for 2.5 hours to ensure optimal battery capacity and lifetime. Finish your call before charging. Connecting the headphones to charge will power them off.

- If the headphones are not used for a long time, the rechargeable battery will gradually lose its charge. To prevent this, please fully charge the battery at least once every three months.

Charging case

Connect one end of the USB-C cable into the charging case and the other end into the power source.



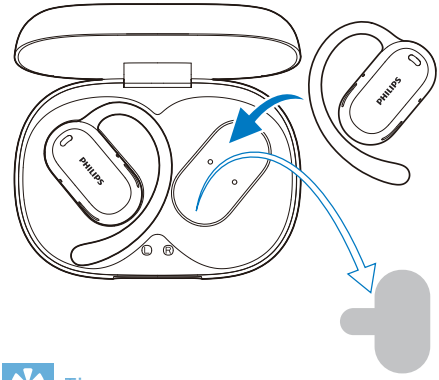
Tip

- The charging case serves as a portable backup battery for charging the headphones. When fully charged, it can recharge the headphones up to three times.

Headphones

Remove the insulating films from the headphones, then place the headphones back into the charging case.

- The white LED indicators on both the headphones and the charging case will light up for 2 seconds. The charging case will then begin charging the headphones.



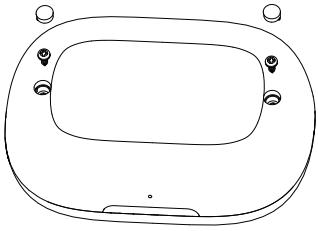
Tip

- Normally, a full charge takes 2.5 hours (for both the headphones and the charging case) using a USB cable.
- Please set the earhook to position 1（P1) before placing headphones into the charging case. Only then will they charge properly, and the white LED will light up for 2 seconds.

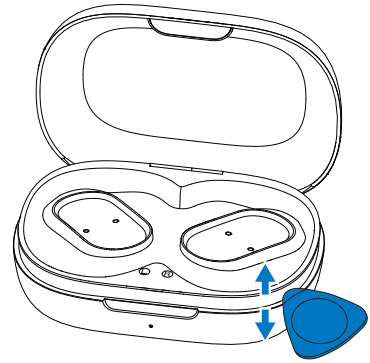
Replace the battery

Battery is replaceable. Follow the steps below to change the battery.

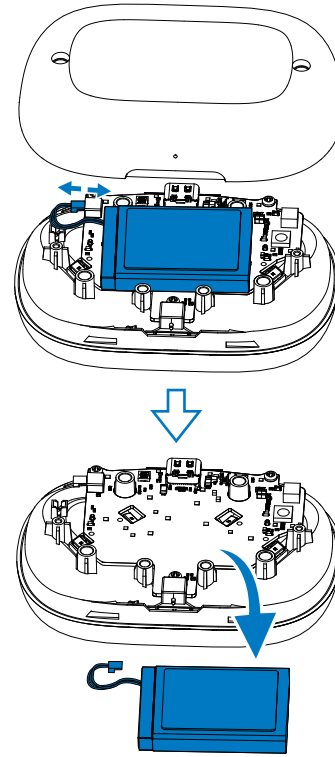
1. Use a proper tool to remove the screw covers from bottom of the charging case, then use a cross-head screwdriver to remove the screws.



2. After removing the screws, separate the bottom cover from the case using a dedicated pry tool or a proper tool.

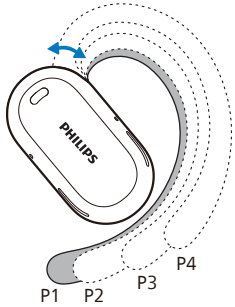


3. Disconnect the battery connector, then remove the battery and replace it with a new one.

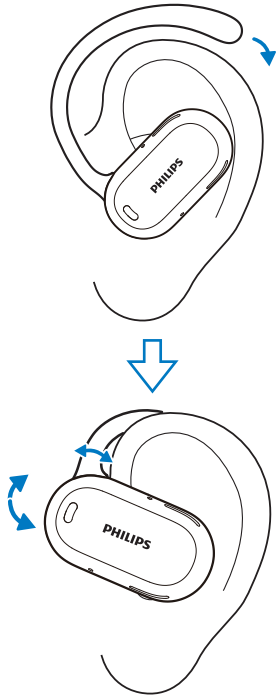


How to wear

The earhooks can be adjusted to four distinct positions to ensure a secure fit.



1. Identify the left and right earbuds.
2. Hook the headphones over your ears and adjust them for comfort.
3. Rotate the ear hook to a position between P1 and P4 until a secure and stable fit is achieved.



Pairing for the first time

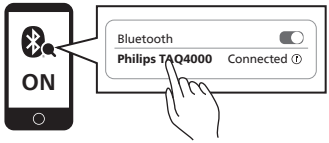
1. Make sure that the headphones are fully charged and powered off.
2. Open the charging case and take out the headphones. The headphones will automatically enter pairing mode and are ready to connect to a Bluetooth device (e.g. a mobile phone).
3. Turn on the Bluetooth function on your Bluetooth device.
4. Select the "**Philips TAQ4000"** from the list of available devices (refer to your device's user manual if needed).

Note

- After powering on, if the headphones can not find any previously connected Bluetooth device, please put them into pairing mode (press and hold the MFT buttons on both the right and left earpieces simultaneously for 5 seconds).
- Headphones will automatically power off after 3 minutes of Bluetooth inactivity. Actual timing may vary by usage conditions.

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

1. Turn on the Bluetooth function on your device and select **Philips TAQ4000**.
2. If prompted, enter the headphones' password "0000" (four zeros). For devices featuring Bluetooth 3.0 or higher, no password is required.



Mono Mode (Single Earpiece Use)

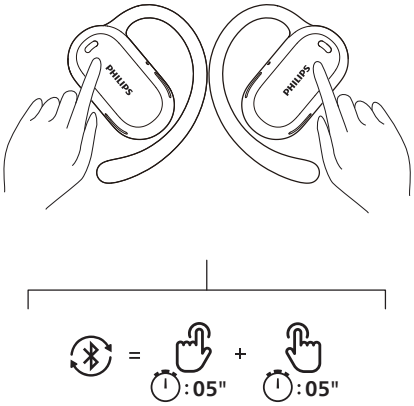
For mono use, remove either the right or left earpiece from the charging case. The earpiece will power on automatically.

Note

- Remove the second earpiece from the charging case. The earpieces will pair with each other automatically.

Pairing with another Bluetooth device

To pair with another Bluetooth device, put the headphones into pairing mode again. Press and hold the MFT buttons on both the right and left earpieces simultaneously for 5 seconds, then connect to the second device following the normal pairing process.



Note

- The headphones can store up to 4 devices in memory. If you pair more than 4 devices, the earliest paired device will be replaced by the new one.

Multipoint connection

Pairing

- Pair the headphones with 2 devices, e.g. mobile phone and notebook.

Switch between devices

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

Note

- When streaming audio from Device 1, an incoming call from Device 2 will automatically pause playback on Device 1. The call will then be routed to the headphones. After the call ends, playback from Device 1 will resume automatically.

App download

Scan the QR code 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 control of your listening experience, allowing you to customize the sound so your music and calls always match your preferences.

4 Use your headphones

Connect your headphones to a Bluetooth device

1. Turn on Bluetooth on your device.
2. Remove the earpieces from the charging case.
   ↳ The headphones will automatically reconnect to the most recently connected Bluetooth device.
   If that device is not available, they will attempt to reconnect to the previously connected device.

Tip

- If you turn on Bluetooth on your device after powering on the headphones, you will need to manually connect the headphones through the device's Bluetooth menu.

Note

- On some Bluetooth devices, the connection may not occur automatically. In this case, go to the Bluetooth menu on your device and connect the headphones manually.

Power on/off

Task	MFT	Operation
Turn the headphones on		Take headphones out of the charging case
Turn the headphones off		Put headphones back into the charging case

Manage your calls and music

Music control

Task	MFT	Operation
Play or pause music	Right earpiece	Double tap
Next track	Right earpiece	Triple tap
Previous track	Left earpiece	Triple tap
Adjust volume +	Right earpiece	Tap once then long touch
Adjust volume -	Left earpiece	Tap once then long touch

Note

A tone will sound when the volume reaches the maximum level.

Call control

Task	MFT	Operation
Pick up call	Right/Left earpiece	Single tap
Hang up/ Reject call	Right/Left earpiece	Double tap

Voice Assistant

Task	MFT	Operation
Trigger Voice Assistant	Right earpiece	Press and hold until a beep is heard, then keep holding.
Stop Voice Assistant	Right earpiece	Single tap

Charging case LED indicator status

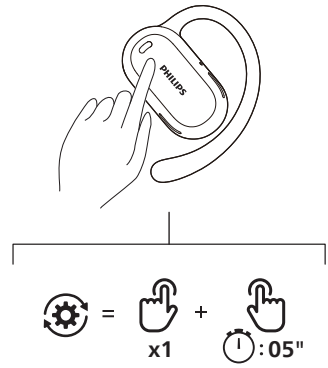
When charging	Indicator
Charging in progress	White LED lights up
Fully charged	White LED lights off

Headphones back to charging case	Indicator
Battery low	White LED quickly flashes for 4 cycles
Relatively adequate battery	White LED lights up for 2 seconds

5 Reset the headphones

If you experience pairing or connection issues, follow the steps below to reset the headphones to factory default settings.

1. On your Bluetooth device, open the Bluetooth menu and remove **Philips TAQ4000** from the device list.
2. Turn off the Bluetooth function on your device.
3. Remove the headphones from the charging case. Tap the MFT button on either the right or left earpiece once, then press and hold it for 5 seconds.



4. Put the headphones back to the charging case.
5. Follow steps in “Pairing for the first time.”
6. Pair the earpieces with your Bluetooth device, select **Philips TAQ4000.**

6 Technical data

- Music play time : 8+28 hours
  Charging time: 2.5 hours
- Lithium-ion battery 70 mAh on each earpiece, Lithium-ion battery 720 mAh on charging case
- Bluetooth version: 6.0
- Compatible Bluetooth profiles:
  - HFP (Hands-Free Profile)
  - A2DP (Advanced Audio Distribution Profile)
  - AVRCP (Audio Video Remote Control Profile)
- Supported audio codecs: SBC
- Frequency range: 2.4-2.4835 GHz
- Transmitter power: < 10 dB
- Operating range: Up to 10 meters (33 feet)
- USB-C port for charging
- Low battery warning: available
- Fast charging time: 10 mins charging gives 1 hour playing

Note

- Specifications are subject to change without notice.
- Battery life of playtime is approximate and may vary depending on application condition.

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.

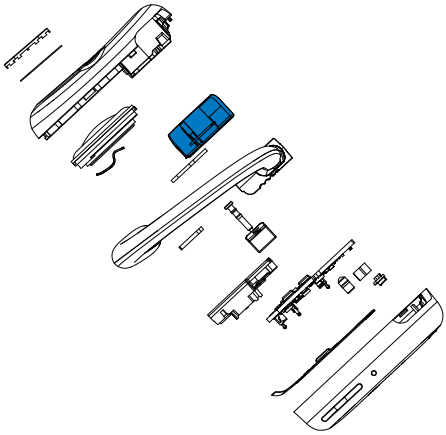
This symbol on a product means that the product is covered by European Directive 2012/19/EU.

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.

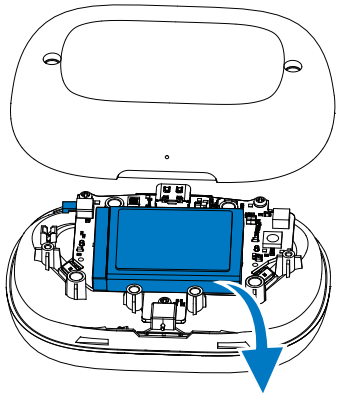
Remove the integrated battery

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 headphones.

- Make sure the headphones are 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.



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 canradiate 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 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.

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 Frequently asked questions

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

I cannot pair my Bluetooth headphones 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 headphones.

Pairing does not work.
- Put both headphones into charging case.
- Make sure you have disabled the Bluetooth function of any previously connected Bluetooth devices.
- On your Bluetooth device, delete "Philips TAQ4000" from the Bluetooth list.
- Pair your headphones (see 'Pairing for the first time' on page 6).

The Bluetooth device 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 Bluetooth device again as described in the user manual. (see 'Pairing with another Bluetooth device' on page 7).

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 a 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.
- Charge your headphones.

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 headphones regularly.
- Use a clean, damp cloth to clean your headphones - 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 headphones thoroughly. Alternatively, remove the earbud tips, turn the sound conduits downward and gently tap the headphones about 5 times on a dry cloth or similar to remove any water collected inside.
- Be sure the headphones are completely dry before charging and using. Avoid using disposable alcohol pads or other substances for cleaning.

Charge your headphones regularly.
If the headphones 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.

9 Trademarks

Bluetooth

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