

PHILIPS

headset

2000 series

TAQ2020



## user's manual

Visit the following website to register your product and get support

[www.philips.com/support](http://www.philips.com/support)

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# 1 Important safety instructions

## Hearing safety



### Child danger

·To avoid hearing loss, the time spent using headphones at high volume should be limited, and the volume should be set to a safe level. The louder the volume, the shorter the safe listening time.

Please ensure to follow the following guidelines when using headphones:

- Listen at a reasonable volume within a reasonable time
- After adapting to hearing, be careful not to continuously increase the volume
- Do not turn the volume too high to hear the surrounding sounds

Caution should be exercised or the use of headphones should be temporarily suspended in situations of potential danger.

- Excessive sound pressure in headphones can cause hearing loss.

It is recommended not to wear headphones on both ears while driving. This may be considered illegal in some areas.

For safety reasons, when driving or in other potentially dangerous environments, you should avoid letting music or phone calls distract your attention.

## To avoid damage or malfunction:



warn

- Do not place headphones in high temperature environments
- Do not drop the earphones
- Do not place the headphones in a dripping or splashing environment (Refer to the IP rating of a specific product)

### Do not immerse the headphones in water

Do not charge the earphones when the interface or socket is damp.

Do not use any cleaning agents containing alcohol, ammonia, benzene, or abrasives to clean products.

If necessary, use a soft cloth to clean the product. Use a small amount of water or diluted neutral soapy water to wet the cloth for cleaning.

Do not place integrated batteries in high temperature environments such as direct sunlight, open flames, or similar environments.

- Improper battery replacement can pose a risk of explosion. Only use batteries of the same type for replacement.

To achieve a specific IP level, the charging port cover must be put into a fire or hot oven, or mechanically crushing or cutting it, can cause an explosion.

Placing batteries in extremely high temperature environments can cause explosions or leakage of flammable liquids or gases.

Placing the battery in an extremely low-pressure environment may result in explosion or leakage of flammable liquids or gases.

- To avoid the risk of fire, the equipment can only be supplied by an external power source, and its output should comply with PS1 (output capacity less than 15W).

## Operation and storage temperature and humidity

- Store the product in an environment with a temperature between -4°F and 5 (122 °F) and a maximum relative humidity of 9.

Operate the product in an environment with a temperature between 0 and 4 (113 °F) and a maximum relative humidity of 9.

High or low temperature environments may shorten battery life.

Replacing batteries with incorrect models may seriously damage headphones and batteries (such as certain types of lithium batteries).

## 2 Open Wireless Earphones

Welcome to purchase and use Philips products! To ensure that you fully enjoy the support provided by Philips, please visit [www.philips.com/support](http://www.philips.com/support) to register your product. Using this Philips true wireless earphone, you can:

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



Quick Start Guide



保修单



安全手册

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Items inside the packaging box



Philips Open Wireless Earphones Philips TAQ2020



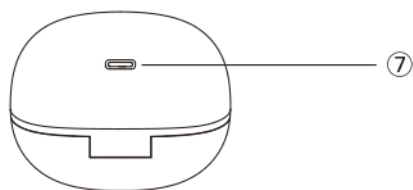
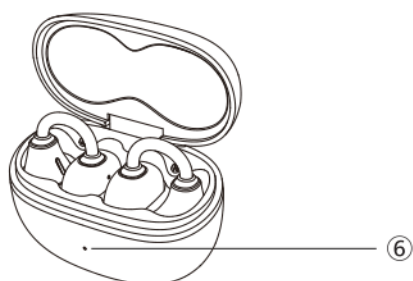
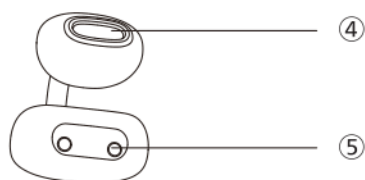
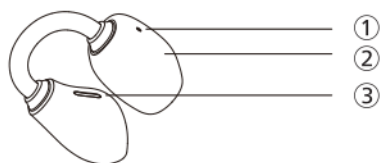
Type-C charging cable (for charging only)

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## OTHER EQUIPMENT

A phone or device that supports Bluetooth and is compatible with headphones (such as laptops, tablets, Bluetooth adapters, MP3 players, etc.)

## Overview of Open Wireless Earphones



- 1 Maikong
- 2 LED indicator lights (headphones)
- 3 charging contacts
- 4 sound holes
- ⑤ Multi function key (MFT)
- ⑥ LED indicator light (battery status or charging status)
- 7 USB-C charging ports

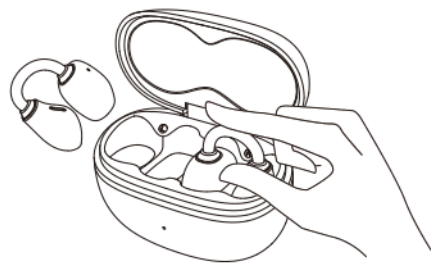
# 3. Beginner's Guide to Use

## Battery charging

### three pay attention to

- Before using the headphones, please place them in the charging case and charge the battery for 2 hours to ensure optimal battery power and lifespan
- Only use the original USB-C charging cable to avoid any damage
- After ending the call, recharge Connect the earphones to the charger, and the earphones will automatically shut down
- If headphones are not used for a long time, the rechargeable battery's storage capacity will be insufficient To avoid such losses, please fully charge the battery at least once every three months

Place the earphones in the charging case, close the cover of the charging case, and the earphones will start charging

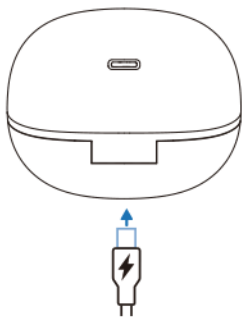


## Charging case

### rice prompt

·Usually, it takes 2 hours to fully charge headphones or charging cases through a USB cable

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



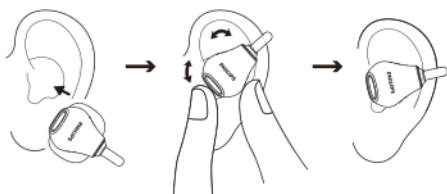
### \* prompt

·The charging case is used as a portable backup battery to charge the earphones After the charging case is fully charged, it can fully charge the earphones twice

### Inserting headphones

Check the left and right orientation of the headphones

Insert the headphones into your ear and gently twist them until they fit securely



## Pairing headphones with Bluetooth devices for the first time

1. Ensure that the earphones are fully charged and the power is turned off

Open the top cover of the charging case, remove the earphones, and the earphones will automatically turn on:

→ The main ear flashes blue and white alternately, and the secondary ear goes out

The earphones are now in pairing mode and can be paired with Bluetooth devices such as mobile phones

3. Turn on the Bluetooth function of the Bluetooth device

Pair the earphones with Bluetooth devices Please refer to the user manual of the Bluetooth device



### pay attention to

After turning on the earphones, if the earphones cannot find any Bluetooth devices previously connected, they will automatically enter pairing mode after about 15 seconds

The following example demonstrates how to pair headphones with Bluetooth devices

1. Turn on the Bluetooth function of the Bluetooth device and select Philips TAQ2020

If prompted to enter the headphone password, please enter "(4 zeros)". For Bluetooth devices with Bluetooth 3.0 or higher versions, no password is required.



Philips TAQ2020

## Single earphone (mono mode)

Remove the left or right earphones from the charging case for mono mode The headphones will automatically turn on

### pay attention to

Take out the second earphone from the charging case, and the two earphones will automatically pair

## Pair with another Bluetooth device

If you want to pair another Bluetooth device with the earphones, simply disconnect the currently connected Bluetooth device and pair it with the other device using the usual pairing method

### pay attention to

The headphone memory can store up to 4 devices If more than 4 devices are attempted to pair, the earliest paired device will be replaced by the latest paired device



# 4 Use headphones

## Connect to Bluetooth device

1. Turn on the Bluetooth function of the Bluetooth device

Open the top cover of the charging case and remove the earphones:

The white LED indicator light is flashing

The earphones will search for the last connected Bluetooth device and automatically reconnect with it. If the last connected device is unavailable, the earphones will automatically enter pairing mode, and users can discover the earphones on their phone and choose to connect them.

### prompt

If you first turn on the headphones and then turn on the Bluetooth function of the Bluetooth device, you must go to the Bluetooth menu of the device and manually connect the headphones to the Bluetooth device.

### pay attention to

In some Bluetooth devices, the earphones may not automatically connect. In this case, you must go to the Bluetooth menu of the device and manually connect the headphones to the Bluetooth device.

## Power on/off

任务	多功能键	操作
开启耳机		打开充电盒上盖, 取出耳机, 耳机开机
开启耳机 (耳机在仓外, 关机状态下)	左/右耳机	触摸长按5秒, 耳机开机
关闭耳机		将耳机放入充电盒, 耳机关机

### prompt

When the headphones are not connected to a device outside the compartment, they will automatically shut down after about 3 minutes.

## Manage music and calls

### Music control

task	multiple use key	operate
Play or pause music	Right/left earphones	double click
Next song	Right earphone	Press three times
Previous song	Left earphone	Press three times
Adjust the volume+	Right earphone	single click, Press and hold again
Adjust the volume-	Left earphone	single click, Press and hold again

call control

task	multiple use key	operate
Pick up the phone	Right/left earphones	single click
hang up	Right/left earphones	double click
Reject incoming calls	Right/left earphones	double click

三方通话

Three - way Call

Task	Thultifunction Key	Operation
第1个通话进行中, 第2个来电	右/左 Multifunction Key Operation	单击,第1个通话保持, 接听第2个来电
第1个通话进行中, 第2个来电	多/功能键 Multifunction Key Operation	双击,第1个通话保持, 拒接第2个来电
第1个通话保持状态, 第2个通话进行中	右/左耳机操作 Multifunction Key Operation	单击,第1个通话激活, 第2个通话保持
第1个通话保持状态, 第2个通话进行中	右/左耳机 Multifunction Key Operation	双击,第1个通话激活, 第2个通话结束

Voice assistant

task	multiple use key	operate
Trigger voice assistant (Siri/Google)	左/右耳机	Long press and hold 2 seconds
Stop voice assistant	Left/right earphones	Long press for 1 second

Charging case LED indicator status

When charging

quantity of electricity	pilot lamp
Electricity level<30%	Orange LED always on
Electricity level>30%	White LED always on
Fully charged	LED light off

When earphones are stored in the compartment

quantity of electricity	pilot lamp
Electricity level<20%	Orange LED breathes 4 times, orange LED lights up for 5 seconds
Electricity level<50%	
Electricity level>50%	The white LED lights up for 5 seconds



·When headphones are connected to a mobile device, the battery level of the headphones will be displayed on the device

·Take out the two earphones one by one within 4 seconds, and the battery level will only be displayed once

# 5 Reset Earphones

If you encounter any pairing or connection issues, you can follow the steps below to reset the headphones to factory settings

1. Enter the Bluetooth menu of the Bluetooth device and remove Philips TAQ2020 from the device list

2. Turn off the Bluetooth function of the Bluetooth device

3. Remove the earphones from the charging case (ensuring no Bluetooth device is connected)

Simultaneously press and hold the L multifunctional touch key for 4 seconds to clear all information.

Follow the steps in "Using Earphones - Connecting Earphones to Bluetooth Devices"

Pair the earphones with your Bluetooth device and select Philips TAQ2020



## prompt

· A single earphone does not have a reset function, and the reset function must be triggered only when two earphones are connected and turned on

· When not connected to a Bluetooth device, the reset function is not triggered when the Bluetooth device is connected

# 6 Technical Data

- Music playback time: 6 hours
- Earphone charging time: 1.5H
- Charging time for charging compartment: 2 hours
- Both earphones are equipped with 35mAh lithium-ion batteries,
- The charging box contains a 320mAh lithium-ion battery
- Bluetooth version: 6.0
- Compatible Bluetooth configuration protocol:
  - HFP (Hands Free Configuration Protocol)
  - A2DP (Advanced Frequency Transmission Protocol)
  - A (Audio and Video Remote Control Protocol)
- Supported audio decoding: SBC
- Frequency range: 2.402-2.480GHz
- Transmitter power: <
- Operating distance: up to 10 meters away
- Automatically turn off the power
- USB-C type charging port
- Low battery warning: Provided

Attention: Specifications may change at any time without prior notice

# 7 Notice

## Declaration of Conformity

MMD Hong Kong Holding Limited hereby declares that this product complies with the basic requirements of RED Directive 2 and the UK Radio Equipment Regulation SI2017No1206, as well as other relevant regulations. You can log in to [www.philips.com/support](http://www.philips.com/support) to find the conformity statement.

## Disposal of old products and batteries



The product is designed and manufactured using high-quality materials and components, and can be recycled and reused



This symbol on the product indicates that it is regulated by European Directive 2.

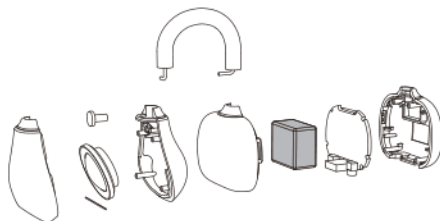


This symbol indicates that this product contains a built-in rechargeable battery regulated by European Directive 2, which cannot be disposed of together with ordinary household waste. We strongly recommend that you send the product to the official recycling point or Philips service center for professional personnel to remove the rechargeable battery. Please search for a specialized recycling system locally applicable to electrical and electronic products, as well as rechargeable batteries. Please comply with local regulations and do not dispose of this product and rechargeable batteries together with regular household waste. Properly handling old products and rechargeable batteries will help avoid negative impacts on the environment and human health.

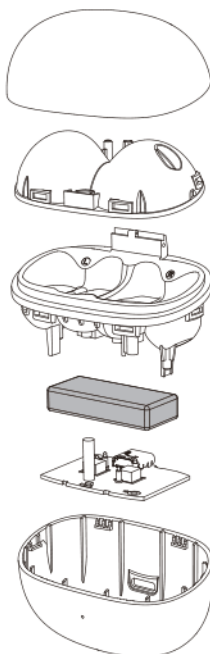
## Dismantling the integrated battery

If your country/region does not have a collection/recycling system for electronic products, please remove and recycle batteries before disposing of headphones to protect the environment

**Before removing the battery, ensure that the earphones are disconnected from the charging case**



**Before removing the battery, ensure that the charging case is disconnected from the USB charging cable**



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## **Compliant with Electromagnetic Field (EMF) regulations**

This product complies with all applicable standards and regulations regarding electromagnetic field exposure

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### **Environmental Information**

All unnecessary packaging has been omitted. We strive to make packaging easy to be divided into three materials: cardboard (box), foam plastic (buffer) and polyethylene (bag, protective foam board). Your system contains recyclable materials (if dismantled by a professional company). Please comply with local regulations regarding the handling of packaging materials, waste batteries, and old equipment.

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### **Compliance Statement**

This device complies with Part 15 of the FCC regulations. The operation must comply with the following two conditions:

1. This device will not cause harmful interference.
2. This device must be able to accept any interference received, including interference that may cause the device to malfunction.

## **FCC rules**

This device has been tested and proven to comply with the restrictions on Class B digital devices in Part 15 of the FCC regulations. These restrictions aim to provide reasonable protection against harmful interference in residential facilities. This device generates, uses, and radiates radio frequency energy. If not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communication.

However, it cannot be guaranteed that interference will not occur in specific facilities. If this device does indeed cause harmful interference to radio or television reception (which can be determined by turning the device off and on), users are encouraged to try one or more of the following measures to eliminate the interference:

Readjust or rearrange the receiving antenna.

Increase the distance between the device and the receiver.

Connect the device to a socket on a circuit different from the one connected to the receiver.

Consult with dealers or experienced radio/television technicians for assistance.

## **FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0cm between the radiator and your body.

**Warning:** Without explicit approval from the regulatory authority, users may lose device operation privileges if they make unauthorized changes or modifications to the product.

The license-free transmitter/receiver included in this device complies with the license-free RSS standard of the Department of Innovation, Science and Economic Development Canada. The operation must comply with the following two conditions: (1) This device will not cause interference. (2) This device must be able to accept any interference received, including interference that may cause the device to malfunction.

IC Radiation Exposure Statement: This device complies with Canada's radiation exposure restrictions for uncontrolled environments. Its transmitter shall not be placed in the same location or used together with any other antenna or transmitter. CAN ICES-003(B)/NMB-003(B)

## 8 trademarks

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### Bluetooth

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### Siri

Siri is a registered trademark of Apple Inc. in the United States and other countries/regions

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### Google

Google and Google Play are registered trademarks of Google LLC



# 9 Frequently Asked Questions and Answers

## The Bluetooth earphones cannot be turned on

The battery is low Charge the earphones

## Bluetooth earphones cannot pair with Bluetooth

The Bluetooth function is not turned on Before turning on the headphones, first turn on the Bluetooth device and enable the Bluetooth function on the device

## Unable to pair

- Put the two earphones into the charging case
- Ensure that the Bluetooth function of any previously connected Bluetooth devices has been disabled
- Go to the Bluetooth device and remove Philips TAQ2020 from the Bluetooth list
- Pair the earphones (see page 6 for the first pairing of earphones with Bluetooth devices)

## The Bluetooth device cannot find the earphones

- The headphones may have been connected to a previously paired device Close the connected device or move it out of the connection range
- The pairing may have been reset, or the earphones may have been previously paired with another device Re pair the earphones with the Bluetooth device according to the instructions in the user manual (See page 6 for pairing headphones with Bluetooth devices for the first time)

The Bluetooth earphones are connected to a phone that supports Bluetooth stereo, but music can only be played through the phone's speakers

Please refer to the user manual of your mobile phone Choose to listen to music through headphones

## The sound quality is too poor, you can hear popping sounds

- The Bluetooth device is out of the connection range Shorten the distance between headphones and Bluetooth devices, or remove obstacles between the two
- Charge the earphones

## When mobile phone transmission is slow, or when audio transmission is impossible, the sound quality is very poor

Ensure that your phone not only supports (mono) HFP, but also A2DP, and is compatible with BT4.0x (or higher version) (see technical data on page 11)



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