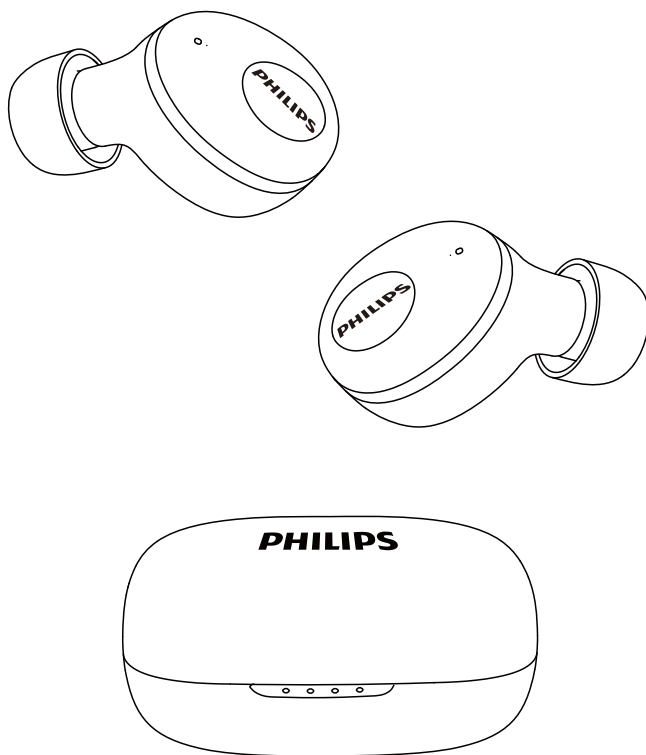


**PHILIPS**

**In Ear**

**1000 Series**

UT102



# User manual

Register your product and get support at  
[www.philips.com/support](http://www.philips.com/support)

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# 1 Important safety instructions

## Hearing Safety



### 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.

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

- 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 earphones and headphones can cause hearing loss.
- Using headphones with both ears covered while driving is not recommended and may be illegal in some areas while driving.
- 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 headphones to excessive heat
- Do not drop your headphones.
- Headphones shall not be exposed to dripping or splashing.
- Do not allow your headphones to be submerged in water.
- Do not use any cleaning agents containing alcohol, ammonia, benzene, or abrasives.
- If cleaning is required use a soft cloth, if necessary dampened with a minimum amount of water or diluted mild soap, to clean the product.
- 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.

About operating and storage temperatures and humidity

- Operate or store in a place where temperature is between 0°C (32°F) and 60°C (140 °F) (up to 90% relative humidity).
- Battery life may be shorter in high or low temperature conditions.

## 2 Your Bluetooth wireless earpieces

Congratulations on your purchase, and welcome to Philips! To fully benefit from the support that Philips offers, register your product at [www.philips.com/welcome](http://www.philips.com/welcome).

With this Philips wireless earpieces, you can:

- enjoy convenient wireless handsfree calls;
- enjoy and control wireless music;
- switch between calls and music.

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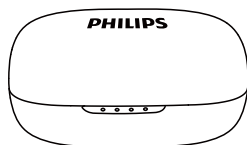
### What's in the box



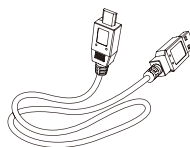
True wireless in-ear headphones  
Philips UT102



Replaceable rubber ear caps x 2 pairs



Charging case



USB charging cable (for charging only)



Quick start guide

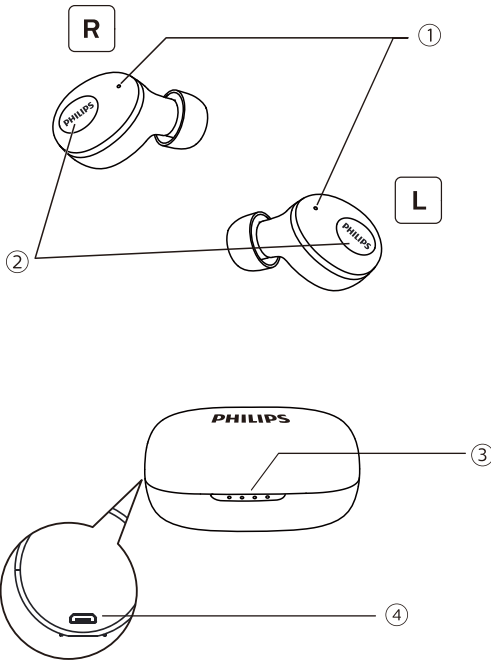
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### Other devices

A mobile phone or device (e.g. notebook, PDA, Bluetooth adapters, MP3 players etc) which supports Bluetooth and is compatible to the earpieces (see 'Technical data' on page 10).

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## Overview of your Bluetooth wireless earpieces



- ① Microphone and LED indicator (earphone)
- ② Multi-function buttons
- ③ LED indicator (charging case)
- ④ Micro USB charging slot

# 3 Get started

## Charge the battery

### Note

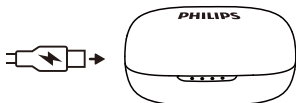
- Before you use your earpieces for the first time, place the earpieces in the charging case and charge the battery for 2 hours for optimum battery capacity and lifetime.
- Use only the original USB charging cable to avoid any damage.
- Finish your call before charging the earpieces, as connecting the earpieces for charging will power the earpieces off.

## Charging case

Connect one end of the USB cable into the charging case, and another end into the power source.

↳ The charging case starts charging.

- Charging process is verified by the blue LED light on the front panel.
- When the charging case is fully charged, the blue light goes on.



### Tip

- The charging case serves as a portable backup battery for charging the earpieces. When the charging case is fully charged, it supports 3 full recharge cycle for the earpieces.

## Battery LED indicator on Charging case

While charging earpieces, Blue LED will light on.

- 4th blue LED lights flashes once every 1s and others stay on for 75-100% power
- 1st and 2nd blue LED lights stay on and 3rd & 4th lights turn on successively, flashing once every 1s for 50-75% power

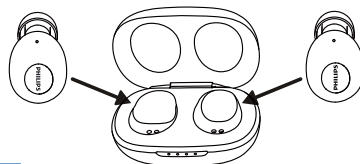
- 1st blue LED lights stay on and 2nd, 3rd & 4th LED lights turn on successively, flashing once every 1s for 25-50% power
- 4 blue LED lights flashing every 1s in cycles for 0-25% power

## Earpieces

Place the earpieces in the charging case.

↳ The earpieces start charging.

- Charging process is verified by white LED light on the earpieces.
- When the earpieces is fully charged, the white light goes off.

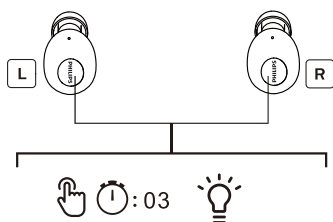


### Tip

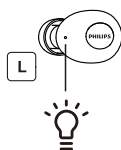
- Normally, a full charge takes 2 hours (for the earpieces or charging case).

## Pair the earpieces with your Bluetooth device at the first time

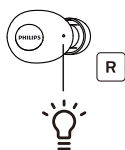
- 1 Make sure that the earpieces is fully charged.
- 2 Auto power on: open the charging capsule, the earpieces discharged and the blue LED indicator flash for 3 times with “power on” voice prompt; Manual power on: on both earpieces press and hold the multi-function buttons for approximately 3s.



- ↳ The right earphone led flashes alternately in white and blue, and the left earphone LED is off for 10s and the blue LED flashes once.
- ↳ Both earpieces are now powered on and are paired with each other.
- ↳ The earpieces is now in pairing mode and is ready to pair with a Bluetooth device (e.g. a mobile phone).



Blue LED  
flashes once  
for 10s



LED flashes  
alternately in  
white and blue

- 3 Turn on the Bluetooth function of your Bluetooth device.
- 4 Pair the earpieces with your Bluetooth device. Refer to the user manual of your Bluetooth device.
  - ↳ In right earpieces, it has voice “Connected” and LED goes off on both earpieces and flash 1 time every 10s. You can use your device to play music or make a call.

### Note

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

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

- 1 Turn on the Bluetooth function of your Bluetooth device, select **Philips UT102**.
- 2 Enter the earpieces password “0000” (4 zeros) if prompted. For those Bluetooth devices featuring Bluetooth 3.0 or higher, no need to enter a password.



**Philips UT102**

## Single earpieces pairing (Mono mode)

- 1 Take the right earpieces ("Master device") from the charging case, the earpiece will power on automatically. There will be a voice "Power on" from right earpieces.



- 2 Turn on the Bluetooth function on your device, search for "Philips UT102" tap to connect. (Please refer to P.6)



Philips UT102

- 3 Once the pairing succeed, you will hear a voice "Connected" and the indicator light will be off.

## Pair the earpieces with another Bluetooth device

If you have another Bluetooth device that you want to pair with the earpieces, make sure the Bluetooth function in any other previously paired or connected devices are turned off. Then follow the steps in 'Pair the earpieces with your Bluetooth device at the first time'.



### Note

- The earpieces stores 1 device in the memory. If you try to pair more than 2 devices, the earliest paired device is replaced by the new one.

## 4 Use your earpieces

### Connect the earpieces to your Bluetooth device

- 1 Turn on the Bluetooth function of your Bluetooth device.
- 2 Take both earpieces from the charging case, the earpieces will power on and reconnect automatically.
  - ↳ If no device is connected, the earpieces will automatically turn off after 5 mins.
  - ↳ Both earpieces are now powered on and are paired with each other automatically.
  - ↳ The earpieces will search the last connected Bluetooth device and reconnect to it automatically. If the last connected one is not available, the earpieces will search and reconnect to the second last connected device.



### Tip

- The earpieces cannot connect to more than 1 device at the same time. If you have two paired Bluetooth devices, only turn on the Bluetooth function of the device that you want to connect.
- If you turn on the Bluetooth function of your Bluetooth device after turning on the earpieces, you have to go to the Bluetooth menu of the device and connect the earpieces to the device manually.



### Note

- If the earpieces fails to connect to any Bluetooth device within 5 minutes, it will turn off automatically to save the battery life.
- 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 earpieces to the Bluetooth device manually.



## Power on/off

Task	Multi-function button	Operation
Turn the earpieces on.	Right and left earpieces	Take both earpieces from the charging case or press and hold for 3s
Turn the earpieces off.		Place both earpieces in charging case.
	Right/Left earpieces	Press and hold for 5s.

## Manage your calls and music

### Music control

Task	Multi-function button	Operation
Play or pause music	Right/Left earpieces	Press once
Skip forward	Left earpieces	Press and hold for 2s
Skip backward	Right earpieces	Press and hold for 2s

### Call control

Task	Multi-function button	Operation
Pick up/hang up call	Right/Left earpieces	Press once
Reject an incoming call	Right/Left earpieces	Press and hold for 1s

Task	Multi-function button	Operation
Siri/Google	Right/Left earpieces	Press twice

### Voice control

## LED indicator status

Earpieces status	Indicator
The earpieces is connected to a Bluetooth device.	The white LED light goes off and blue light flashing once every 10s.
The earpieces is powered on.	The white LED flashes 3 times.
The earpieces is pairing mode.	The blue and white LED flashes.
The earpieces is on but not connected to a Bluetooth device.	The blue and white LED will flashes. If no connection can be made, the earpieces will turn itself off within 5 minutes.

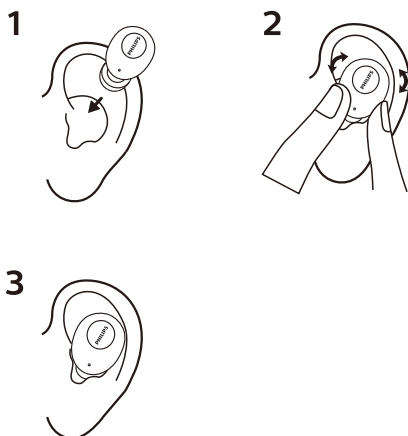
Low battery level (earpieces).	You will hear 'battery low' on the earpieces. The white LED flash twice.
Low battery level (charging case).	Only the first blue LED goes on
Battery is fully charged(earpieces)	The white LED on the earpieces is off
Battery is fully charged(charging case).	The four blue LED on the charging case is on.

## Battery LED indicator on earpieces status

It will show a battery indicator on Bluetooth device after connected to earpieces.



## How to wear



## 5 Factory reset the earpieces

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

- 1 On your Bluetooth device, go to the Bluetooth menu and remove **Philips UT102** from the device list.
- 2 Turn off the Bluetooth function of your Bluetooth device.
- 3 Put both earpieces back to charging case. Both earpieces flashes white led. Press and hold both earpieces function button for 4s, until earpieces flashes twice white led .
- 4 To pair the earpieces with a Bluetooth device, turn on the Bluetooth function of your Bluetooth device, select **Philips UT102**.

# 6 Technical data

## Earpieces

- Music time: 3 hours (additional 9 hrs with charging case)
- Talk time: 2.5 hours (additional 7.5 hrs with charging case)
- Standby time: 50 hours
- Charging time: 2 hours
- Rechargeable lithium ion battery: 40 mAh on each earpiece
- Bluetooth version: 5.0
- Compatible Bluetooth profiles:
  - HSP (Hands-Free Profile-HFP)
  - A2DP (Advanced Audio Distribution Profile)
  - AVRCP (Audio Video Remote Control Profile)
- Supported audio codec: SBC
- Frequency range: 2.402-2.480 GHz
- Transmitter power: < 4 dBm
- Operating range: Up to 10 meters (33 feet)

## Charging case

- Charging time: 2 hrs
- Rechargeable Li-ion battery: 320mAh



### Note

- Specifications are subject to change without notice.

# 7 Notice

## Declaration of conformity

Hereby, MMD Hong Kong Holding Limited declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. You can find the Declaration of Conformity on [www.p4c.philips.com](http://www.p4c.philips.com).

## 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.

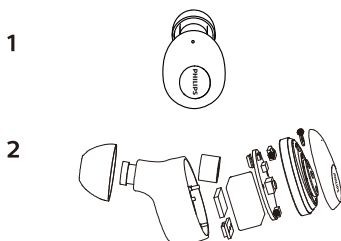


This symbol means that the product contains a built-in rechargeable battery covered by European Directive 2013/56/EU which cannot be disposed of with normal household waste. We strongly advise you to take your product to an official collection point or a Philips service centre to have a professional remove the rechargeable battery. Inform yourself about the local separate collection system for electrical and electronic products and rechargeable batteries. Follow local rules and never dispose of the product and rechargeable batteries with normal household waste. Correct disposal of old products and rechargeable batteries helps prevent negative consequences for the environment and human health.

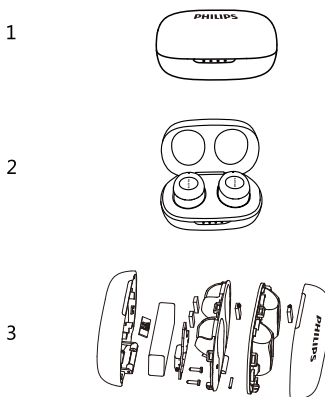
## Remove the integrated battery

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 the headphones.

- Make sure the earpieces is 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.



## Compliance with EMF

This product complies with all applicable standards and regulations regarding exposure to electromagnetic fields.

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## Environmental information

All unnecessary packaging has been omitted. We have tried to make the packaging easy to separate into three materials: cardboard (box), polystyrene foam (buffer) and polyethylene (bags, protective foam sheet.) 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 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 interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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; (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CAN ICES-3(B)/NMB-3(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.

## 8 Frequently asked questions

### **My Bluetooth earpieces does not turn on.**

The battery level is low. Charge the earpieces.

### **I cannot pair my Bluetooth earpieces 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 earpieces.

### **Pairing does not work.**

- Put both earpieces into charging case.
- Make sure you have disabled the Bluetooth function of any previously connected Bluetooth devices.
- On your Bluetooth device, delete “Philips UT102” from the Bluetooth list.
- Pair your earpieces (see ‘Pair the earpieces with your Bluetooth device at the first time’ on page 6).

### **How to reset pairing.**

Put both earpieces back to charging case. Both earpieces flashes white led. Press and hold both earpieces function button for 4s, until earpieces flashes twice white led .

### **The Bluetooth device cannot find the earpieces.**

- The earpieces 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 earpieces has been previously paired with another device. Pair the earpieces with the Bluetooth device again as described in the user manual. (see ‘Pair the earpieces with your Bluetooth device at the first time’ on page 6).

### **My Bluetooth earpieces is 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 earpieces.

### **The audio quality is poor and crackling noise can be heard.**

- The Bluetooth device is out of range. Reduce the distance between your earpieces and Bluetooth device, or remove obstacles between them.
- Charge your earpieces.

### **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 and is BT4.0x (or higher) compatible (see ‘Technical data’ on page 10).

**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 10).

**The volume level of the earpieces is too low.**

Some Bluetooth devices cannot link the volume level with the earpieces through volume sync. In this case, you have to adjust the volume on your Bluetooth device independently to achieve an appropriate volume level.

**I cannot connect the earpieces to another device, what do I do?**

- make sure the Bluetooth function of the previous paired device is turned off.
- Repeat the pairing procedure on your second device (see 'Pair the earpieces with your Bluetooth device at the first time' on page 6).

**I hear sound from only one earpiece.**

- If you are in a call, it is normal that sound comes from the right and left earpiece.
- If you are listening to music but sound only comes from one earpiece:
  - The other earpiece may be out of battery. For optimal performance, charge both earpiece fully.

- The right and left earpieces are disconnected from each other, Turn off both earpiece first. Then put both earpieces back to charging case for 5 seconds and take them out. This will turn the earpieces on and connect the two earpieces. Reconnect the earpieces to your Bluetooth device.
- The earpieces is connected to more than one Bluetooth device. Switch off the Bluetooth function of all connected devices. Turn off both earpieces. Put both earpieces back to charging case for 5 seconds and take them out. Reconnect the earpieces to your Bluetooth device. Note that the earpieces is designed for connecting to only one Bluetooth device at a time. When you reconnect the earpieces to your Bluetooth device, make sure the Bluetooth function of any other Previously paired/connected devices are off.
- If the above solutions do not help, factory reset the earpieces (see 'Factory reset the earpieces' on page 9).

For further support, visit [www.philips.com/support](http://www.philips.com/support).



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