

# PHILIPS

**Headphones**  
TAQ2120



## User manual

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

## Contents

|                                           |    |
|-------------------------------------------|----|
| 1 Important safety instructions           | 2  |
| Hearing safety                            | 2  |
| General information                       | 2  |
| 2 Your True wireless headphones           | 3  |
| What's in the box                         | 3  |
| Other devices                             | 3  |
| Overview of your True wireless headphones | 4  |
| 3 Get started                             | 5  |
| Charge the battery                        | 5  |
| How to wear                               | 6  |
| Pair for the first time                   | 6  |
| Pair with another Bluetooth device        | 7  |
| Single earpiece (Mono mode)               | 7  |
| 4 Use your headphones                     | 8  |
| Connect to your Bluetooth device          | 8  |
| Power on/off                              | 8  |
| Manage your music and calls               | 8  |
| Charging case LED indicator status        | 9  |
| 5 Reset headphones                        | 10 |
| 6 Technical data                          | 11 |
| 7 Notice                                  | 12 |
| Declaration of conformity                 | 12 |
| Disposal of old product and battery       | 12 |
| Remove the integrated battery             | 13 |
| Compliance with EMF                       | 13 |
| Environmental information                 | 13 |
| Notice of compliance                      | 13 |
| 8 Trademarks                              | 15 |
| 9 Frequently asked questions              | 16 |

## 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 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 cannot hear what is around you.
- Use caution or temporarily discontinue use in potentially hazardous situations.
- Excessive sound pressure from earphones and headphones can cause hearing loss.
- Wearing both headphones while driving is not recommended and may be illegal in some areas.
- For safety, avoid distractions from music or calls while in traffic or other potentially dangerous environments.

#### General information

To avoid damage or malfunction:

- Do not expose headphones to excessive heat, drop them, immerse them in water, or expose them to dripping or splashing beyond the product IP rating.
- Do not charge when the connector or socket is wet.
- Do not use cleaning agents containing alcohol, ammonia, benzene or abrasives.
- If cleaning is required, use a soft cloth dampened with a small amount of water or diluted mild soap.
- Do not expose the integrated battery to excessive heat such as sunshine or fire.
- Incorrect battery replacement can cause explosion. Replace only with the same or equivalent type.
- To achieve the stated IP rating, close the charging port cover.
- Disposing of a battery in fire, a hot oven, or by mechanically crushing or cutting it can result in explosion.
- Store at -20°C to 50°C (-4°F to 122°F), up to 90% relative humidity. Operate at 0°C to 45°C (32°F to 113°F), up to 90% relative humidity.
- High or low temperature conditions may shorten battery life. An incorrect replacement battery may damage the headphones and battery.

## 2 Your True wireless headphones

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

With these Philips True wireless headphones you can:

- enjoy convenient wireless hands-free calls



Quick start guide



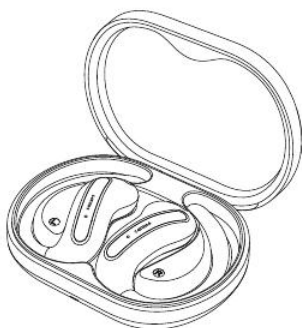
Warranty card



Safety leaflet

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### What's in the box



Philips True wireless headphones  
Philips TAQ2120

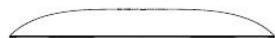
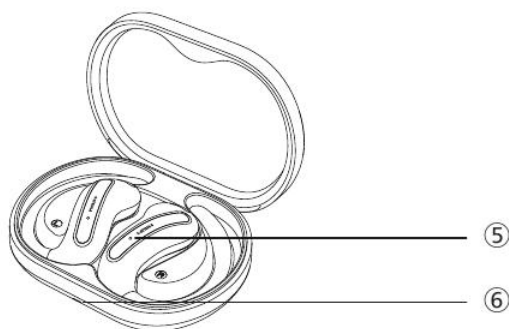
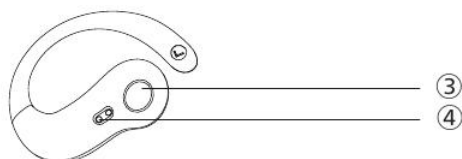
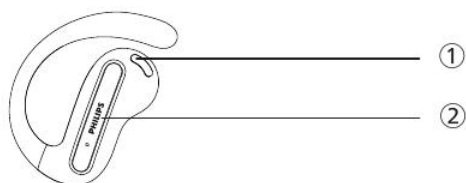


Type-C charging cable (for charging only)

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### Other devices

A mobile phone or device that supports Bluetooth and is compatible with the headphones, such as a notebook, tablet, Bluetooth adapter or MP3 player.



- ☐ Acoustic vent
- ☐ Multi-function touch area
- ☐ Sound outlet
- ☐ Charging contacts
- ☐ LED indicator (headphones)
- ☐ LED indicator (charging case)
- ☐ USB charging port

## 3 Get started

### Charge the battery

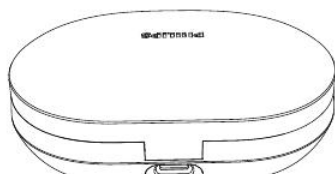
#### Note

- Before first use, place the headphones in the charging case and charge for 2 hours for optimum capacity and lifetime.
- Use only the original USB-C charging cable.
- Finish your call before charging. Charging powers the headphones off.
- If unused for a long time, fully charge at least once every three months.

满电一次。

### Charging case

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

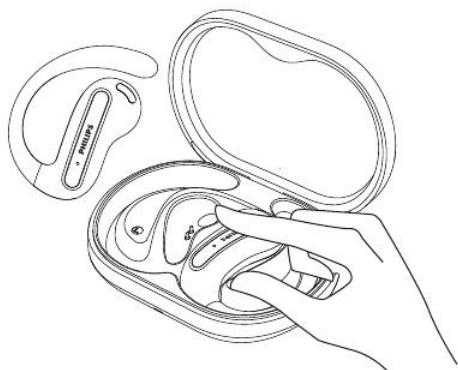


#### Tip

- The charging case works as a portable backup battery. When fully charged, it can fully charge the headphones twice.

### Headphones

Place the headphones in the charging case. The headphones begin charging.



#### Tip

- A full charge by USB cable normally takes 2 hours for the headphones or charging case.

## How to wear

- 1 Check the left or right orientation of the headphones.
- 2 Insert the headphones into your ears and twist slightly until a secure fit is achieved.

### Note

- Select a suitable ear adapter for the best fit and sound performance.

## Pair with your Bluetooth device for the first time

- 1 Make sure the headphones are fully charged and powered off.
- 2 Open the charging case cover and take out the headphones. They power on automatically: the main earbud flashes blue and white alternately and the other earbud turns off.
- 3 Turn on Bluetooth on your device.
- 4 Pair the headphones with your Bluetooth device. Refer to the device user manual.

### Tip

- If no previously connected Bluetooth device is found, the headphones enter pairing mode after about 15 seconds.

### Example:

- 1 Turn on Bluetooth and select Philips TAQ2120.
- 2 Enter password "0000" if prompted. For Bluetooth 3.0 or higher, no password is needed.



Philips TAQ2120

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## Pair with another Bluetooth device

To pair another device, press and hold the multi-function buttons on both headphones for 4 seconds to enter pairing mode. Put them back into the charging case, take them out again, and pair with the second device as usual.

### Note

- To clear pairing information, press and hold both multi-function buttons for 4 seconds.

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## Single earpiece (Mono mode)

Take either the right or left headphone from the charging case for mono use. The headphone powers on automatically.

### Note

- Take the second headphone out of the case and the two headphones will pair automatically.

## 4 Use headphones

### Connect to your Bluetooth device

1 Turn on Bluetooth on your Bluetooth device.

2 Open the charging case cover and take out the headphones:

- The blue and white LED flashes.
- The headphones search for the last connected Bluetooth device and reconnect automatically. If the last device is unavailable, the headphones enter pairing mode so you can find and connect them on your phone.

#### Tip

- If you turn on the headphones before turning on Bluetooth, go to your device Bluetooth menu and connect manually.

#### Note

- With some Bluetooth devices, the headphones may not connect automatically. Connect them manually from the device Bluetooth menu.

### Power on/off

| Task                  | Button | Operation                                                                     |
|-----------------------|--------|-------------------------------------------------------------------------------|
| Power on              | -      | Open the case cover and take out the headphones; they power on automatically. |
| Power on outside case | MFB    | Press and hold for 5 seconds.                                                 |
| Power off             | -      | Put the headphones back into the charging case.                               |

#### Tip

- If the headphones are outside the case and not connected, they power off automatically when the timer expires.

### Manage music and calls

#### Music control

| Task                | Button     | Operation                     |
|---------------------|------------|-------------------------------|
| Play or pause music | Left/Right | Double tap                    |
| Next track          | Right      | Triple tap                    |
| Previous track      | Left       | Triple tap                    |
| Volume +            | Right      | Tap once, then press and hold |
| Volume -            | Left       | Tap once, then press and hold |

## Call control

| Task        | Button     | Operation  |
|-------------|------------|------------|
| Answer call | Left/Right | Tap once   |
| End call    | Left/Right | Double tap |
| Reject call | Left/Right | Double tap |

## Three-way call

| Task                           | Button     | Operation                                  |
|--------------------------------|------------|--------------------------------------------|
| Call 1 active, call 2 incoming | Right/Left | Tap once: hold call 1 and answer call 2    |
| Call 1 active, call 2 incoming | Right/Left | Double tap: hold call 1 and reject call 2  |
| Call 1 held, call 2 active     | Right/Left | Tap once: activate call 1 and hold call 2  |
| Call 1 held, call 2 active     | Right/Left | Double tap: activate call 1 and end call 2 |

## Voice assistant

| Task                                  | Button     | Operation                    |
|---------------------------------------|------------|------------------------------|
| Trigger voice assistant (Siri/Google) | Left/Right | Press and hold for 2 seconds |
| Stop voice assistant                  | Left/Right | Tap for 1 second             |

## Charging case LED indicator status

### During charging

| Battery                    | Indicator                                                                                       |
|----------------------------|-------------------------------------------------------------------------------------------------|
| Charging case battery <20% | White light flashes once when headphones are placed in case, then orange light breathes 4 times |
| Charging case battery <50% | White light flashes once, then orange light stays on for 5 seconds                              |
| Charging case battery >50% | White light flashes once, then white light stays on for 5 seconds                               |
| Fully charged              | LED off                                                                                         |
| Low battery                | Orange indicator stays on for 4 seconds                                                         |

### Tip

- When the headphones are connected to a phone, the battery level is shown on the phone.
- If the two headphones are taken out within 4 seconds of each other, the battery level is displayed only once.

## 5 Reset headphones

If you encounter any pairing or connection problem, reset the headphones to factory settings as follows.

1 In your Bluetooth device menu, delete Philips TAQ2120 from the device list.

2 Turn off Bluetooth on the Bluetooth device.

3 Take the headphones out of the charging case, making sure they are not connected to any Bluetooth device.

4 Press and hold the L/R multi-function touch buttons at the same time for 4 seconds to clear all information.

5 Follow the steps in "Use your headphones - Connect the headphones to your Bluetooth device".

6 Pair the headphones with your Bluetooth device and select Philips TAQ2120.

### Tip

- A single headphone cannot be reset. Reset is triggered only when both headphones are powered on and connected to each other.
- Reset is not triggered while connected to a Bluetooth device.

## 6 Technical data

- Music play time: 6+14 hours
- Headphones charging time: 1.5 H
- Charging case charging time: 2 H
- Each headphone has a 40 mAh lithium-ion battery
- Charging case has a 300 mAh lithium-ion battery
- Bluetooth version: 6.0
- Compatible Bluetooth profiles:
  - HFP (Hands-Free Profile)
  - A2DP (Advanced Audio Distribution Profile)
  - AVRCP (Audio Video Remote Control Profile)
- Supported audio codec: SBC
- Frequency range: 2.402-2.480 GHz
- Transmitter power: <10 dBm
- Operating range: up to 10 meters
- Auto power off
- USB-C charging port
- Low battery warning: available

### Note

- Specifications are subject to change without notice.

## 7 Notice

### Declaration of conformity

MMD Hong Kong Holding Limited hereby declares that this 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 at [www.philips.com/support](http://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.

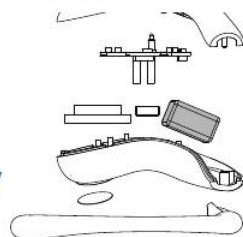
This symbol on a product means that the product is covered by European Directive 2012/19/EU.

This symbol means that the product contains 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 center 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 helps prevent negative consequences for the environment and human health.

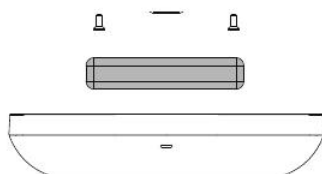
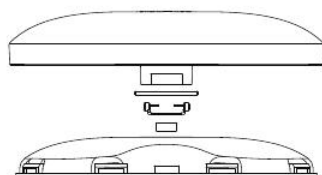
### Remove the integrated battery

If there is no collection or recycling system for electronic products in your country or region, 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.



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## 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 local regulations regarding the disposal

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## Notice of compliance

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
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 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 according to 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 causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the 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 with any other antenna or transmitter.

Warning: 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 standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

#### IC Radiation Exposure Statement:

This equipment complies with Canada's radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operated with any other antenna or transmitter.

CAN ICES-003(B)/NMB-003(B)

## 8 Trademarks

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### 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.

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### Siri

Siri is a trademark of Apple Inc., registered in the U.S. and other countries and regions.

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### Google

Google and Google Play are trademarks of Google LLC.

## 9 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.

Bluetooth is disabled. Enable Bluetooth on your device before turning on the headphones.

Pairing does not work.

- Put both headphones into the charging case.
- Make sure Bluetooth is disabled on any previously connected Bluetooth device.
- On your Bluetooth device, delete Philips TAQ2120 from the Bluetooth list.
- Pair your headphones again (see "Pair the headphones with your Bluetooth device 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 may have been paired with another device. Pair the headphones with the Bluetooth device again as described in the user manual.

The Bluetooth headphones are connected to a Bluetooth stereo enabled mobile phone, but music plays only on the phone speaker. Refer to your mobile phone user manual. Select to listen to music through the headphones.

Audio quality is poor and crackling noise can be heard.

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

Audio quality is poor when streaming from the mobile phone, or audio streaming does not work at all.

Make sure your mobile phone supports not only mono HFP, but also A2DP and is compatible with BT4.0x or higher (see "Technical data" on page 11).



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