

**PHILIPS**

**Fidelio**

Headphones L4



# User manual

Register your product and get support at:

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

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- Find specs, manuals and used listings across thousands of audio

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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.

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.

## 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 headphones are not used for a long time, the rechargeable battery will begin to lose its charge. To avoid this loss, please fully charge

- 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 15W).

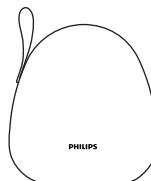
#### Operating and storage temperatures and humidity

- 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 Bluetooth 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](http://www.philips.com/support). With the Philips over-ear headphones, you can:

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



Carrying case



Quick start guide



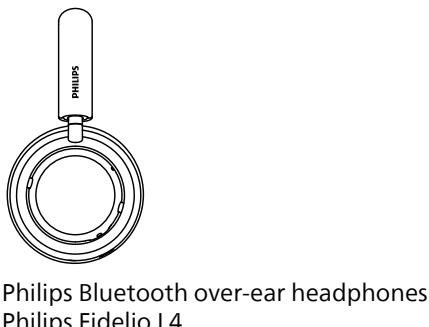
Warranty



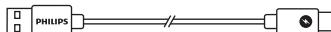
Safety leaflet

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### What's in the box



Philips Bluetooth over-ear headphones  
Philips Fidelio L4



USB-C charging cable (for charging only)



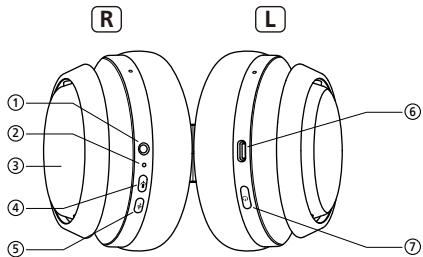
Audio cable

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### Other devices

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

## Overview of your Bluetooth headphones



- ① Audio jack
- ② LED indicator
- ③ Touch Control Panel
- ④ Voice Assistant button
- ⑤ ANC/Awareness mode button
- ⑥ USB Type C charger slot
- ⑦ ⚡ (Power button)

### 3 Get started

#### Charge the battery

##### Note

- Before you use your headphones, charge the battery for 2 hours for optimum battery capacity and lifetime.
- Use only the original USB-C charging cable to avoid any damage.
- Finish your call before charging.

Connect the supplied USB charging cable to:

- The USB type C charging slot on the headphones;
- The charger/USB port of a computer.

↳ LED turns white during charging and turns off when the headphones are fully charged.

##### Tip

- Normally, a full charge takes 2 hours.

#### 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](http://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 suits your needs.

#### Pair the headphones with your Bluetooth device for the first time

- 1 Make sure that the headphones are fully charged and turned off.
- 2 Press and hold  $\textcircled{U}$  for 2 seconds to turn on the headphones, they will be in pairing mode and ready to connect.
  - ↳ The blue and white LEDs flash alternately.
  - ↳ The headphones remain in

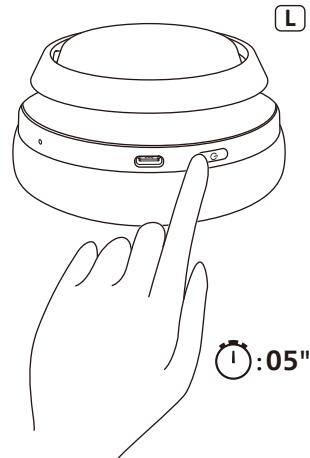
- 3 Make sure that the Bluetooth device is turned on and its Bluetooth feature is activated.
- 4 Pair the headphones with the Bluetooth device. For detailed information, refer to the user manual of your Bluetooth device.

The following example shows you how to pair the headphones with your mobile phone.

→ Activate the Bluetooth feature of your mobile phone, select **Philips Fidelio L4**



### Philips Fidelio L4



#### Note

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

## Pair the headphones with another Bluetooth device

If you want to pair another Bluetooth device with the headphones, turn off the headphones, then press and hold  $\text{\textcircled{U}}$  for 5 seconds until the blue and white LEDs flash alternately. Your headphones are in pairing mode now and you could discover the second device as per normal pairing.

# 4 Use your headphones

## Connect the headphones to your Bluetooth device

- 1 Turn on your mobile phone/ Bluetooth device.
- 2 Press and hold the on/off button to turn the headphones on.
  - The blue LED will turn on 2s.
  - The headphones are reconnected to the last connected mobile phone/ Bluetooth device automatically.

### Tip

- If you turn on the mobile phone/Bluetooth device or activate the Bluetooth feature after turning on the headphones, you have to reconnect the headphones and mobile phone/ Bluetooth device manually.

### Note

- If the headphones fail to connect to last connected Bluetooth device within range of 3 minutes, it will change to pairing mode, then will switch off automatically if it's still not connected to any Bluetooth device 5 minutes later.

## Wired Connection

You can also use the headphones with the audio cable provided. Connect the supplied audio cable to the headphones and external audio device.



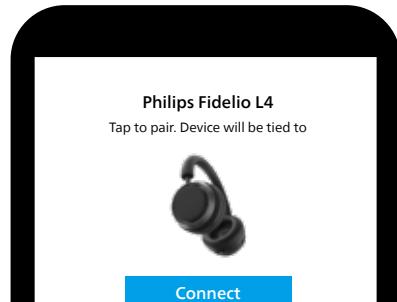
### Tip

- The function keys will be disabled when using line-in mode.

## Google Fast Pair

The headphone supports Google Fast Pair:

- Enter pairing mode of the headphones.
- The Bluetooth of Android smartphone should also turn on.
- The headphones will be automatically detected by the Android smartphone.



## Multi-point connection

### Pairing

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

### Switch between device

- At anytime, only can listen to music from 1 device. Another device will be for phone call.
- Pause the audio from 1 device and then start 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 headphones.
- Ending the call will automatically resume playback from device 1.

## Power on/off

### On/off

Task	Button	Operation
Turn the headphones on	⟳	Press and hold for 2 seconds
Turn the headphones off	⟳	Press and hold for 2 seconds ↳ The white LED is on and fades out

## Manage your calls and music

### Music control

Task	Button	Operation
Play or pause music	Touch Control Panel	Tape twice
Adjust volume	Touch Control Panel	Swipe up/ Swipe down
Next track	Touch Control Panel	Swipe forward
Previous track	Touch Control Panel	Swipe backward

### Call control

Task	Button	Operation
Pick up/hang up a call	Touch Control Panel	Tape twice
Reject call	Touch Control Panel	Touch one second
Answer new call during a call	Touch Control Panel	Tape twice
Reject new call during a call	Touch Control Panel	Touch one second
Switch call when answer 2 calls	Touch Control Panel	Tape twice

## ANC/Awareness control

Task	Button	Operation
ANC ON/ANC OFF/Awareness mode	ANC / Awareness Mode button	Press once
Quick awareness		Palm over the right ear cup

### Google Assistant

Task	Button	Operation
Wake up Google assistant	Voice Assistant button	Long press and hold/talk
Playback notification	Voice Assistant button	Press once
Cancel Google Assistance or notification	Voice Assistant button	Press twice



### Note

- Smartphones have to install the Google Assistant app.

## Smartphone voice assist function (e.g. Google app, Siri)

Task	Button	Operation
Wake up smartphone voice assist function	Touch sensor panel	Press once



### Note

- Please refer to the operating instructions of the smartphone.

## Other headphones indicator status

Headphones status	Indicator
The headphones are connected to a Bluetooth device, while the headphones in standby mode or while you are listening to music	The blue LED blinks slowly
The headphones are ready for pairing	The LED flashes blue and white alternately
The headphones are on but not connected to a Bluetooth device	The white LED flashes slowly. If no connection can be made, the headphones will turn itself off within 5 minutes
Low battery level	The white LED blinks slowly until it is out of power
Battery is fully charged	White LED is off

## Wearing Detection

- The music playback will be paused when take off the headphones from wearing.
- Then, the music playback will be resumed when you put on the headphones.



### Note

- If you do not wear the headphones more than 5 minutes, the headphones will be powered off.

## 5 Technical data

- Music time: 50 hours (ANC off);  
40 hours (ANC on)
- Charging time: 2 hours
- Rechargeable lithium polymer battery  
(800 mAh)
- Bluetooth version: 5.3
- Compatible Bluetooth profiles:
  - HFP (Hands-Free Profile)
  - A2DP (Advanced Audio Distribution Profile)
  - AVRCP (Audio Video Remote Control Profile)
- Graphene coated driver diameter: 40mm
- Microphone for call: 2 AI mic
- Operating range: Up to 10 meters  
(33 feet)
- Type-C USB port for charging
- Supported codec: AAC, LDAC, SBC, LC3
- ANC (Active Noise Canceling):
  - ANC technology: Hybrid, ANC Pro+
  - Adaptive ANC
  - Awareness mode
- Google Fast Pair
- Auto pause (IR sensor)
- Philips Headphones app support
- Firmware updates possible
- Automatic power off
- Volume control
- Type of controls: Touch



### Note

- Specifications are subject to change without notice.

# 6 Notice

## Declaration of conformity

Hereby, MMD Hong Kong Holding Limited 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](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 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 of the headphones.



## 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. 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

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-003(B)/NMB-003(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-003(B)/NMB-003(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.

# 7 Trademarks

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## Bluetooth

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## 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.

# 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.

## **How to factory reset.**

Press/hold both Power button and ANC for 3s with USB power removed.

## **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 11).

## **The volume level of the headphones is too low.**

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

## **Your headphones cannot charge with other USB cable.**

The product does not support USB type C to USB type C charging cable.

Please always use the supplied USB charging cable (USB type A to USB type C).

## **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 'Pair the headphones with your Bluetooth device for the first time' on page 6).

## **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 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.

## **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.



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