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SHB9850NC



## User manual

# PHILIPS



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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 headset.

- 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.
- Use only the Philips airline adapter to connect the headphones to airplane seat jacks. Do not use other airline adapters as they might not result in correct response or even result in personal injury such as burns or property damage due to overheating. Remove the adapter and disconnect immediately if you experience warming or loss of audio.
- Do not insert any plug into the power jack of the airplane seat because it may damage the headphones and result in personal injury.
- Never use your headphones when you are operating a motor vehicle, riding a bicycle, running or walking in traffic areas. It is dangerous and illegal in many places.

### About operating and storage temperatures and humidity

- Operate or store in a place where temperature is between -15°C (5°F) and 55°C (131°F) (up to 90% relative humidity).
- Battery life may be shorter in high or low temperature conditions.

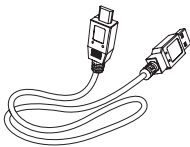
## 2 Your noise canceling on-ear Bluetooth headphones

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

### What's in the box



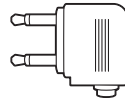
Philips noise canceling on-ear Bluetooth headphones SHB9850NC



USB charging cable



Audio cable



Airline adapter

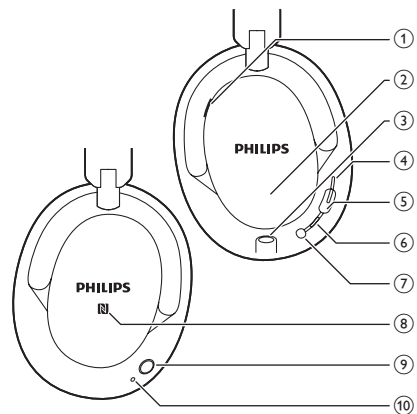


Quick start guide

### Other devices



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

### Overview of your noise canceling Bluetooth headphones



① Micro USB charging slot

②  Music/Call control button

- ③ Audio jack
- ④ LED indicator
- ⑤  Power button
- ⑥ Microphone
- ⑦  Pairing/Mute button
- ⑧ NFC detection area
- ⑨ Active noise canceling (ANC) on/off button
- ⑩ Active noise canceling (ANC) LED indicator

# 3 Get started

## Charge the battery

### Note

- Before you use your headphones for the first time, charge the battery for 5 hours for optimum battery capacity and lifetime.
- Use only the original USB charging cable to avoid any damage.
- You can operate the headphones normally during charging.
- Normally, a full charge takes 2 hours.
- When the battery level is low, the white LED will flash.

Connect the supplied USB charging cable to:

- the micro USB charging port on the headphones and;
- the charger/USB port of a computer.

## Pair the headphones with your mobile phone



Before you use the headphones with your mobile phone for the first time, pair it with a mobile phone. A successful pairing establishes a unique encrypted link between the headphones and mobile phone. The headphones store the last 8 devices in the memory. If you try to pair more than 8 devices, the earliest paired device is replaced by the new one.

There are two ways to pair your headphones with your mobile phone:

- Manual pairing
- NFC pairing

### Manual pairing

- 1 Make sure that the headphones are fully charged.

- 2 Press and hold  to turn the headphones on.
  - ↳ For previous device pairing, the white LED flashes once and the blue LED flashes.
  - ↳ For new device pairing, press and hold  until the blue and white LED flashes alternately.

- 3 Turn on the Bluetooth function of your mobile phone.
  - ↳ The headphones are in pairing mode for 5 minutes.

- 4 Pair the headphones with the mobile phone. For detailed information, refer to the user manual of your mobile phone.

## NFC pairing

- 1 Make sure you turn on the NFC function on your phone and your phone's screen remains active.
- 2 Place your phone over the headphones so that the NFC detection area of each device can touch each other.
- 3 Pair the headphones with the mobile phone. For detailed information, refer to the user manual of your mobile phone.

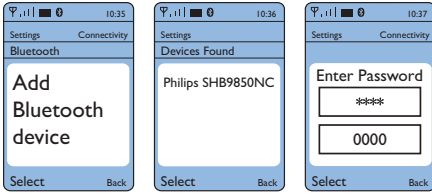
### Note

- Make sure your mobile phone has the NFC feature available and switched on.
- Make sure your mobile phone is not in standby mode.
- Pairing with NFC is only suitable for Android mobile operating system 4.2 or above.
- Refer to the user manual of your mobile phone to identify its NFC detection area.

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

- 1 Activate the Bluetooth feature of your mobile phone, select Philips SHB9850NC.
- 2 Enter the headphones password "0000" (4 zeros) if prompted. For those mobile

phones featuring Bluetooth 3.0 or higher,  
no need to enter a password.






# 4 Use your headphones

## Connect to Bluetooth

### Connect the headphones to a Bluetooth device

- 1 Turn on your mobile phone/Bluetooth device.
- 2 Press and hold  to turn the headphones on.
  - ↳ The blue LED flashes.
  - ↳ 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.
- If your mobile phone/Bluetooth device cannot reconnect automatically, try to reconnect manually by clicking the headphones' name again under the Bluetooth setting manual on your mobile phone/Bluetooth device.

#### Note

- If the headphones fail to connect to any Bluetooth device within range in 5 minutes, it will switch off automatically to save the battery life.

## Manage your calls and music

### On/off

- Turn the headphones on: press and hold  for 4 seconds.
- Turn the headphones off: press and hold  for 4 seconds.
  - ↳ The white LED is on and fades out.

### Voice control

- Siri/Google Now: press .

### Music control

- Play or pause music: tap once.



- Volume up: slide up or slide up and hold.



- Volume down: slide down or slide down and hold.



- Skip forward: slide forward.



- Skip backward: slide backward.



## Call control

- Pick up/hang up a call: tap once.





- Reject an incoming call: tap and hold.



- Switch caller during a call: slide forward.



- Mute/unmute the microphone in a call: press  / .

## LED indicator status (right side of headphones)

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 flashes for every 8 seconds.
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 blue LED flashes quickly.
Low battery.	The white LED flashes slowly.

Battery is fully charged.

The white LED is off.

## Wired connection

You can also use the headphones with the audio cable provided when the battery is too low. Make sure the headphones turned off before using the audio cable. Connect the supplied audio cable to the headphones and external audio device.

## Connect to ANC (active noise cancelation)

### Enable ANC

- Press and hold the ANC on/off button for 2 seconds to enable noise cancelation.
- Press and hold the ANC on/off button for 2 seconds to disable noise cancelation.



#### Tip

- When the ANC function is not required, switch off the ANC on/off button to continue your call or listening to music.

### Enable awareness mode

- Press the ANC on/off button to enable awareness.
- Press the ANC on/off button to disable awareness.
  - ↳ The ANC function will be on/off automatically.



#### Note

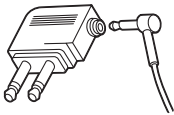
- The awareness mode can be enabled only when ANC is also enabled.

## ANC LED indicator status (left side of headphones)

Headphones status	Indicator
Active noise cancelation is on.	The green LED is on.
Awareness mode is on.	The green LED flashes.
Active noise cancelation and awareness mode is off.	The green LED is off.

## Connect to airline audio systems

- 1 Connect the audio cable into the airline adapter.



- 2 Insert the adapter into the dual output jacks in the airplane seat.
  - One 3.5mm jack  
Use the single plug. No adapter is needed.



- Two 3.5mm jacks  
Use the 3.5mm dual plug airline adapter:

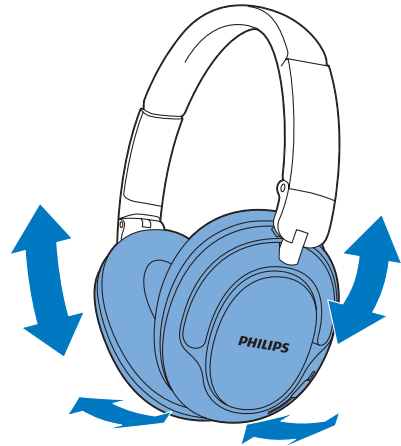


- One power jack and two 3.5mm jacks  
Use the 3.5mm dual plug airline adapter:  
Make sure you insert it into two 3.5mm jacks.



## Wear your headphones

Adjust the headband to fit your head.



### Tip

- After use, twist the headphones for easy storage.

# 5 Technical data

- Music time (ANC enabled with Bluetooth): 16 hours
- Talk time (ANC enabled with Bluetooth): 15 hours
- Standby time (ANC enabled with Bluetooth): 45 hours
- Music and talk time: Unlimited (with audio cable connected)
- Normal time for a full charge: 2 hours
- Rechargeable Lithium-Polymer battery (530 mAh)
- 3.5 mm audio jack for corded headphones mode
- Bluetooth 4.0, Bluetooth mono support (Headphones Profile - HSP, Hands-Free Profile - HFP), Bluetooth stereo supported (Advanced Audio Distribution Profile - A2DP; Audio Video Remote Control Profile - AVRCP)
- Operating range: Up to 10 meters (33 feet)
- Digital echo & noise reduction
- Auto power off
- Active noise cancelation: Hybrid (4 microphones)
- Low battery warning: available



## Note

- Specifications are subject to change without notice.

# 6 Notice

## Declaration of conformity

Hereby, Gibson Innovations declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. 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

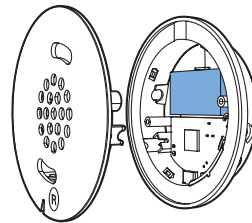
household waste. Correct disposal of old products and rechargeable batteries helps prevent negative consequences for the environment and human health.

## Remove the integrated battery

### Note

- Make sure the headphones are disconnected from the USB charging cable before removing the 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.



## 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.

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# Trademarks

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## Google

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## N-Mark

The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.

## 7 Frequently asked questions

### **My Bluetooth headphones do not switch on.**


The battery level is low. Charge the headphones.

### **I cannot pair my Bluetooth headphones with a mobile phone.**

The Bluetooth is disabled. Enable the Bluetooth feature on your mobile phone and turn on the mobile phone before you turn on the headphones.

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

Make sure the headphones are in pairing mode.

- Follow the steps described in this user manual (see 'Pair the headphones with your mobile phone' on page 5).
- Make sure that the LED light flashes blue and white alternately before you release . Do not stop holding the button if you see the blue LED only.


### **The mobile phone 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 mobile phone again as described in the user manual (see 'Pair the headphones with your mobile phone' on page 5).

### **Voice dialing or redialing does not work on my mobile phone.**

Your mobile phone may not support this feature.

### **The other side cannot hear me on the mobile phone.**

The microphone is muted. Press  once to enable the microphone.

### **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.

### **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 (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).

### **My headphones do not work when the audio cable is connected.**

Microphone function will be deactivated if a 3.5mm audio cable is connected to the headphones. In such case, your headphones are only for music enjoyment.

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



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