Product Certification Information

Complies with
IMDA Standards
DA108470

CMIIT ID：24J99Z057088

0.3-1.9 W

The power delivered by the charger must be between min 0.3 Watts required by the radio equipment, and max 1.9 Watts in order to achieve the maximum charging speed.

210-240377

Li-ion

Product：TWS Bluetooth Earphone
Model name: FI-ZE3SDPLTW
FCC ID：2AX2R-ZE3000SV

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 instructions, 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 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

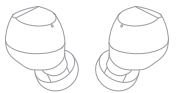
This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1)this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

ZE3000 SV

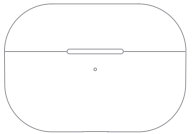
User Manual

final

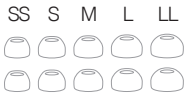
Package Contents



Earbud
Main Units



Charging Case

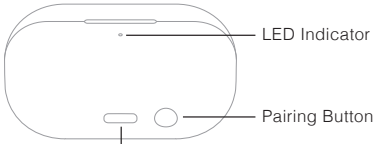


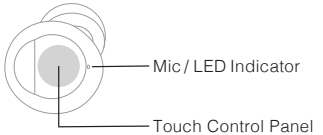
Ear Tips
(final TYPE E for
Truly Wireless Earphones)



Quick Manual

Definition





Getting Started

Remove the left and right earbuds from the charging case and peel off the insulation stickers attached to the earbuds.



Charging

Charging the charging case:

Please charge the charging case according to the recommended USB charging specification below. While charging, the LED indicator on the charging case will light up according to the battery level, as shown in the table below.

Charging Case Battery Level	LED Indicator of the Charging Case
Less than 20%	Blinks slowly in Orange
21 ~ 99%	Blinks slowly in White
100%	Lights up in White

*The charging cable is not included.

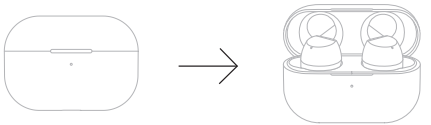
Recommended USB Charging Specification:

- USB Charger: Capable of supplying an output current of 0.5A
- USB Cable: USB Type-C cable that compliants with USB standards

Charging the earbuds:

Return the earbuds back to the charging case and the LED Indicator of earbuds will light up and start charging. By closing the lid of the charging case, the power of the earbuds will be turned OFF. 5s after the lid is closed, the LED Indicator of the charging case will start flashing depending on the battery level of the charging case as shown in the table below.

Turning ON the Earbuds



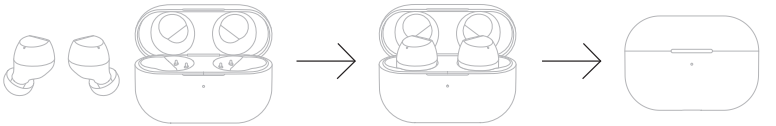
After opening the charging case, the LED Indicator of the earbuds will lights up and the power will automatically turn ON. 5s after the lid is opened, the LED Indicator of the charging case will start flashing or light up depending on the battery level of the charging case as shown in the table below.

* If the LED Indicator of the charging case does not light up after opening the charging case, the battery of the charging case might have been completely depleted. In such case, the earbuds will not turn ON when the case is opened. To turn ON the earbuds, open the lid of the charging case while it is charging.

Charging Case Battery Level	LED Indicator of the Charging Case
Less than 1%	Flashes rapidly in Orange
1～20%	Lights up in Orange
21～100%	Lights up in White

* You can check the battery level of the earbuds via the dedicated app “final CONNECT” when paired with a smartphone or other device. For details about the “final CONNECT” app, please refer to Page 9.

Turning OFF the Earbuds



Return the earbuds back to the charging case and the LED Indicator of earbuds will light up and start charging. By closing the lid of the charging case, the power of the earbuds will be turned OFF. 5s after the lid is closed, the LED Indicator of the charging case will start flashing depending on the battery level of the charging case as shown in the table below.

* If the LED Indicator of the earbuds does not light up after returning to the charging case, the battery of the charging case might have been completely depleted. In such case, earbud will not turn OFF automatically. To turn OFF the earbuds, return the earbuds to the charging case while it is charging or after it has been fully charged.

Performing Device Pairing

To connect the earbuds to your smartphone or other devices initially, it is necessary to perform device pairing. For devices which have been performed with the device pairing, a connection will automatically be established the next time the power is switched ON if they are in close distance.



Performing initial device pairing:

1. The power of the earbuds will automatically switch ON with the LED indicator of the earbuds lights up when the case is opened . Then, they will automatically switch to the pairing mode. When the earbuds are removed from the case, the LED indicator on one of the earphones will begin blinking.
2. Switch ON the Bluetooth connection of the smartphone or other devices and select [ZE3000 SV] which is shown under the pairable device list. When [ZE3000 SV Connected*1] appears on the display, device pairing is completed.

Unpairing current device and performing new device pairing with another device:

1. Open the lid of the charging case, ensure the earbuds are stored inside, and press the pairing button on the charging case twice. Then, they will automatically switch to the pairing mode. At this point, when you remove the earbuds from the charging case, the LED indicator on one side will start blinking.
2. Switch ON the Bluetooth connection of the smartphone or other devices and select [ZE3000 SV] which is shown under the pairable device list. When [ZE3000 SV Connected*1] appears on the display, device pairing is completed.

*1: The message display might differ depending on the connected device.

* This product supports multi-pairing and can register up to 8 devices. Once paired, switching between connections and Bluetooth playback will be seamless.

* By turning on the multipoint feature in the dedicated app 'final CONNECT', it is possible to connect to up to 2 paired devices simultaneously. Multipoint is set to OFF by default.

Operation of Touch Control Panel

		L	R
Music	Play / Pause	—	Single Tap
	Raise Volume	—	Double Tap
	Lower Volume	Double Tap	—
	Next Track	—	Triple Tap
	Beginning of the Current Track / Previous Track*1	Triple Tap	—
	Cycle between ANC / Ambient *2	Single Tap	—
	Wind Cut Mode *2 *3	Touch and Hold for 2s	
Incoming Calls	Receive Call	Single Tap	
	End Call	Double Tap	
	Refuse Call	Triple Tap	
Siri / Google Assistant	Initialize*4	Tap 5 Times	

*1: If you perform the touch control right after the start of a track, you will return to the previous track. If you perform the touch control in the middle of a track, you will return to the beginning of the current track. In order to return to the previous track while you are currently in the middle of a track, please perform the touch control twice in succession.

*2: When "Noise Control OFF" is selected in the dedicated app "final CONNECT", the controls will be disabled.

*3: In Wind Cut Mode, tap the left earbud once or press and hold the right earbud to return to the previous mode.

*4: Depending on the device to which connected, this function may not be available.

Single Ear Mode

This earbuds supports Single Ear Mode. Once the earbuds are being paired to a device, Single Ear Mode is automatically activated when only 1 side of the earbuds is on use with another side being kept inside the charging case. In this mode, you can hear mixed stereo signals from both left and right channels even when using only one earbud. When used in Single Ear Mode, touch control differs from normal operation, as shown in the table below.

		L / R
Music	Play	Single Tap
	Pause	Single Tap
Incoming Calls	Receive Call	Single Tap
	End Call	Double Tap
	Refuse Call	Triple Tap
Siri / Google Assistant	Initiate	Tap 5 Times

Noise Control

3 Noise Control Modes are available, which can also be switched using the dedicated “final CONNECT” app:

- Noise-Canceling Mode: Reduces surrounding noise, making it easier to hear playback audio.
- Ambient Mode: Maintains playback volume while allowing ambient sounds to be heard.
- Wind Cut Mode: Reduces wind noise hitting the earbud microphone, making the playback sound easier to hear.

* Factory default setting: Noise-Canceling Mode.
* The noise control feature can also be turned OFF in the dedicated app “final CONNECT”. For more details, please refer to the information below.

Dedicated App “final CONNECT”

“final CONNECT” is a dedicated app designed to enhance your experience with the ZE3000 SV by allowing customization. By downloading the app on the device paired with the ZE3000 SV, you can access the following features.

Download

- Switch between Noise Cancelling, Ambient Mode, Wind-Cut and OFF
- 7-Band Equalizer that allows customization of sound quality
- Gaming Mode with a low-latency connection as low as 60ms
- Multipoint connectiom allowing simultaneous connection to 2 devices
- Firmware updates
- Change the voice guidance language (Japanese/English)
- Enable or disable voice guidance, notification tones and touch control
- News notifications and Battery status display

Performing Factory Reset

When there is trouble to achieve a successful pairing or unexpected error has occurred, please perform the factory reset by the following procedures stated below. Once the factory reset is completed, please attempt another pairing operation.

1. Return the left and right earbuds to the charging case with adequate charge, then press and hold the pairing button on the charging case for about 10 seconds. Release the button when the LED indicator on the charging case starts flashing rapidly.
2. After a certain amount of time, when the LED indicator of the earbuds stays lit, the factory reset is complete.
3. The earphones are now in the factory default state with all previous pairing information with the smartphone or other devices deleted. Please remove the previous pairing record on the smartphone or other devices then perform device pairing again.

About the Ear Tips

When bass is hardly audible and high range sound jars the ear, there is a possibility that the sealing of ear tip is not appropriate. In order to enjoy music in accordance with the design of the earbuds, it is important that the ear tip fits properly and there is a means of sealing the ear canal. In order to achieve the proper fit, please try the following methods:

- Instead of only using the M size attached by default, please try out all the sizes provided.
- Sometimes bigger ear tips might fit better for smaller ears.
- Some users might have different ear canal sizes for the left and right ears. To achieve perfect fitting on both ears, please also try pairing ear tips with different sizes for left and right.

Maintenance

Please take safety precautions and gently remove any build-up from the dust filter by using a cotton swab.



Safety Precautions

The following descriptions are provided to explain matters that must be observed in order to prevent harm to the user as well as other people, along with damages to property. Please be sure to observe this before using the product.

⚠DANGER	Failure to observe the precautions indicated by this label will result in death or serious injury to the user.
⚠WARNING	Failure to observe the precautions indicated by this label may result in death or serious injury to the user.
⚠CAUTION	Failure to observe the precautions indicated by this label may result in personal injury or property damage.

⚠DANGER

FLAMMABLE ELECTRIC SHOCK

Fire, electric shock, overheat, ignition, leakage, rupture, or accidental ingestion may cause death, blindness, or serious injury.

PROHIBITED Do not use, store, or leave the product in a humid or dusty place, or in a car where it will be exposed to high temperatures, or places exposed to direct sunlight. Doing so may cause overheat, leakage, or rupture of the product.

PROHIBITED Do not charge the battery when the charging case or USB cable is wet. Doing so may cause abnormal heating or malfunction due to short circuit.

PROHIBITED Do not put it in a fire. Doing so may cause leakage or rupture and consequently result in injury or burn mark.

DO NOT DISASSEMBLE Do not disassemble the product. Doing so may cause product malfunctions.

PROHIBITED If you find that liquid is leaking from the earbuds or charging case, or if there is an unusual odor or overheat, do not touch the liquid and stop using the earbuds immediately. Besides that, move all combustible materials nearby away from the earbuds or charging case.

⚠WARNING

FLAMMABLE ELECTRIC SHOCK Fire, electric shock, overheat, ignition may cause burn or serious injury.

PROHIBITED Do not use the product while driving a car, motorcycle, bicycle, etc.
Doing so may cause a traffic accident.

PROHIBITED Do not use the product in places where it would be dangerous if the surrounding sound is not audible such as railroad crossings, pedestrian crossings, station platforms, etc. Listening at high volume makes it difficult to hear surrounding sounds. The product is equipped with noise cancellation, it is difficult to hear warning tones and other sounds, which may cause accidents or injuries.

PROHIBITED Do not allow water or foreign matter to get inside the charging case. They are not waterproof. Water or foreign matter may cause fire or electric shock.
If water or foreign matter should enter the charging case, stop using it immediately. Regularly check and ensure that no foreign matter adheres to the terminals of the charging case as it may cause overheat or fire.

PROHIBITED Do not charge the charging case while it is covered by bedding or other covering.
The heat buildup may cause abnormal overheat, which may result in a fire.

⚠CAUTION

May cause injury or damage to surrounding property.

PROHIBITED Keep out of reach of children or persons requiring supervision.
The product uses magnets and batteries. Swallowing small parts may cause serious symptoms such as choking hazard or internal organ damage.

PROHIBITED Do not use in medical institutions or around people using medical equipment.
It may cause malfuntion to medical devices such as pacemakers.

PROHIBITED Do not listen at high volume for long periods of time.
Prolonged use at excessive volume may result in permanent hearing loss. Do not exceed 40 hours/week at 80 dB (A) and 5 hours/week at 89 dB (A).

MANDATORY When using the earphones on board an aircraft, follow the instructions of the flight crew. Radio wave effects may cause an accident.

Problem	Cause	Remedy
Earbuds will not turn ON	(Immediately after purchasing) Battery level is low	For safety of transportation from overseas, laws and regulations do not allow the internal battery to be fully charged at the time of shipping. For that reason, voltage may fall below the level required for operation at the time the customer opens the package. Please refer to “Charging” on P.3 to charge the charging case.
	Earbud’ s battery is depleted	Please return the earbuds into the charging case and close the case to charge them. (In case the charging case power has run out, please charge the charging case first.) Please refer to “Charging” on P.3 regarding the method for charging.
	Charging case battery is depleted	If the LED Indicator on the charging case does not light up while opening or closing the case, this indicates that the charging case battery might have depleted. Please charge the charging case. Please refer to “Charging” on P.3 regarding the method for charging.
	The insulation sticker stays intact	Please peel off the insulation stickers attached to the metal contact areas of the left and right earbuds.
Earbuds will not turn OFF	An error has occurred due to improper operation	In some cases, performing a reset operation may fix the problem. Please refer to “Performing Factory Reset” on P.10.
	Charging case battery is depleted	If the battery level of the charging case is insufficient, please charge the case and try again. Please refer to “Charging” on P. 3. to charge the charging case.

Problem	Cause	Remedy
Earbuds will not turn OFF	Using ear tips other than those included as accessories preventing the case from fully closed	Normally, if the earbuds are returned to an adequately charged case and have the case closed, the earbuds will automatically turn OFF. However, if ear tips other than those included as accessories are used, there are cases in which they may interfere with the charging case and cause the earbuds could not be turned OFF. Please check to see whether the earbuds turn OFF by using original ear tips.
Earbuds cannot be charged	Metal contacts on earbud are not touching the pins on the charging case	Please ensure that the insulation stickers attached to the metal contacts are peeled off, and that the metal contacts are touching the pins in the charging case.
	Using ear tips other than those included as accessories preventing the case from fully closed	Normally, if the earbuds are returned to an adequately charged case and have the case closed, the earbuds will automatically turn OFF. However, if ear tips other than those included as accessories are used, there are cases in which they may interfere with the charging case and cause the earbuds could not be turned OFF. Please check to see whether the earbuds turn OFF by using original ear tips.
	Charging case battery is depleted	If the battery level of the charging case is insufficient, please charge the case and try again. Please refer to “Charging” on P. 3. to charge the charging case.

Problem	Cause	Remedy
While playing music, sound (connection) is interrupted	Unstable connection caused by interference from external factor	Bluetooth communicates using the 2.4GHz band. This band is used by other wireless standards such as Wi-Fi, etc., and so there is a possibility of receiving interference. Moreover, this 2.4GHz band does not penetrate liquids. There is impact from humidity and rain, and the human body also contains liquid, so there are individual differences in connectivity. Furthermore,it depends on the specifications of smartphones and other devices. For that reason, switching OFF unused Wi-Fi / Bluetooth settings on surrounding devices, etc. is a countermeasure. While outside, there is a possibility that moving a smartphone from inside a bag to a breast pocket, etc. or otherwise reducing the distance between devices may improve the connection status.
Noise cancelling is not effective enough	Inappropriate ear tips size	If the the size of ear tips are not proper, noise cancellation will not adequately work. Please try various sizes other than the standard M size and use the most appropriate size. For more information, please check “Ear Tips” on P.10.
Lower volume on both sides or on a single side	Dust filter at the nozzle opening is clogged with build-up	Dirt on the filter can cause a decrease in sound pressure. Before wearing the earbuds, please clean your ears and take care to avoid getting the filter dirty. If dirt does accumulate on the filter, gently clean it by lifting the dirt with a small brush or a cotton bud.

Problem	Cause	Remedy
Touch control is not functioning	The touch control panel has become soiled or wet	In case the touch control panel has become soiled or wet, the touch control panel may not function properly, and it may not be possible to operate the earbuds. Please wipe the touch control panel section with a soft, dry cloth to remove stains or moisture.
In case it takes time to charge	The output of the USB adapter being used for charging is low	When using a USB port on a PC or similar device, the output may be low, resulting in longer charging times than the rated value. Therefore, when charging this product, please use a USB charger capable of supplying 0.5A (500mA) or more.
Earbuds cannot be detected / paired	Earbuds are not in the pairing mode	In some cases, performing a reset operation may fix the problem. Please refer to “Performing Factory Reset” on P.10.
	Connected to a previously connected device	Please try performing the pairing operation again after having deleted the pairing information from the previously paired device.
Sound only comes out from one side	The left/right earbud pairing has been released	In some cases, performing a reset operation may fix the problem. Please refer to “Performing Factory Reset” on P.10.
	The battery of one side of the earbuds has depleted	Please return the earbuds into the adequately charged charging case and close the case to charge it. Please refer to “Charging” on P.3 regarding the method for charging.
The ear tips come off easily	Non dedicated ear tips are used	Use of ear tips other than the dedicated ones may cause them to come off or remain in the ear canal during use. Be sure to use the dedicated ear tips.

Problem	Cause	Remedy
Buzzer noise from the earbuds	Microphone howling effect occurs when microphones are half-covered	Howling effect is a common issue and it is not malfunction. Try to avoid using the earphones by having the microphones half-covered. If howling effect is occuring inside the charging case, please remove the earphones from the case or close the lid completely.
Battery consumption is fast for one side of the earphones only	Based on the design specification, one side is the parent and the other side is the child, so the burden between left and right is different	Under the specification for Bluetooth earphones, communication generally takes place with one side as the parent and the other as the child. As such, the child only communicates with the parent, but the parent communicates with the smartphone or other devices and communicates with the child as well, and so there is a difference in the level of burden borne by the left and right earphone. As a result, a difference in the battery consumption between the left and right may occur.

Warranty and After Service

The warranty for this product is valid for 1 year from the date of purchase. During the warranty period, we will repair the product based on the provisions below. The warranty is only valid in the country in which the product was purchased. Regarding questions pertaining to repairs, please contact the store you purchased the product from or contact us by visiting our “Contact” page.

1. During the warranty period, we will repair the product free of charge if the product failed even though it was used in accordance with the instructions in the user's manual and the point of caution sections.

2. In the following cases, repairs to the product will be subject to a fee even during the warranty period:

(1) Original purchase receipt or other documentation showing the date of purchase are failed to be presented.

(2) The product is identified to be modified, disassembled, or repaired by a third party or customer other than our company or our authorized organizations.

(3) The earphones were subjected to a strong impact or were allowed to get wet. Product failure resulting from an excessive use of force on the product.

(4) Failure due to fire, earthquake, wind, flood, lightning, or other acts of God, human error, theft, or virus and malware infection.

(5) Repair of scratches on the surface of the housing or repair of the housing itself.

3. We shall not be liable for any incidental or consequential damages for breach of any express or implied warranty or condition on this product. Nor shall recovery of any kind against us be greater than the original purchase price of the product from us or an our authorized dealer.

Disposal Regulation

The rechargeable batteries built into the equipment are recyclable.
During disposal, please follow the instructions from your local municipal government and do not attempt to disassemble the product.



Contacting Us

Please contact us by visiting our official “CONTACT” page by scanning the QR code below.

https://final-inc.com/pages/lang-contact

Manufacturer:

final Inc.