Product Certification Information

Complies with
IMDA Standards
DA108470

1.3-2.0 W

The power delivered by the charger must be between min 1.3 Watts required by the radio equipment, and max 2.0 Watts in order to achieve the maximum charging speed.

R 210-240779

Li-ion

CMIIT ID: 24J99Z05B834

Product: TWS Bluetooth Earphone
Model name: FI-ZE5DPLTW
FCC ID: 2AX2R-ZE500

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.

ZE500 for ASMR
ZE500 for ASMR 3D

User's Manual

final

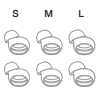
Package Contents



Main Units



Charging Case



Exclusive Ear Tips

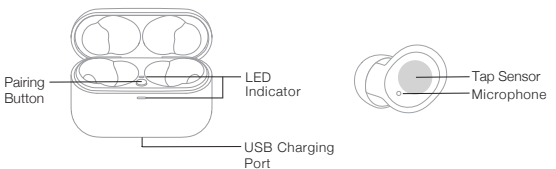


Quick Manual



Dust Filter

Part Name



Initial Setup

Remove both the left and right earphones from the charging case and peel off the insulation plastic strips which are initially attached to the metal contact at the back of the earphones.



Charging

Charging the charging case:

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

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

* The charging cable is not included. Please use a commercially available USB cable.

Recommended USB Charging Environment

- USB Charger: Commercially available USB charger capable of supplying an output current of 0.5A (500mA) or higher
- USB Cable: USB Type-C cable (compliant with USB standards)

Charging the earphones:

When the earphones are placed into the charging case and the lid is closed, the earphones will power off and charging will begin. For approximately 3 seconds immediately after closing the lid, the LED indicator on the outside of the charging case will light up or blink according to the battery level of the charging case, as shown in the table on page 4.

Powering On the Earphones

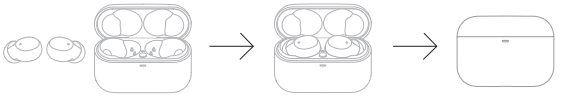


After charging, opening the lid of the charging case will automatically power on the earphones. For approximately 3 seconds immediately after opening the lid, the LED indicator on the outside of the charging case will light up or blink according to the battery level of the charging case, as shown in the table below.

* If the LED indicator on the outside of the charging case does not light up when the lid is opened, the battery level of the charging case has reached 0%. Please charge the case promptly. In this state, the earphones will not automatically power on when the lid is opened. To use the earphones, connect a charging cable to the charging case, begin charging, and then remove the earphones from the case.

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

Powering Off the Earphones



If the charging case has sufficient battery, placing the earphones into the case and closing the lid will automatically power off the earphones and start charging them*1. For approximately 3 seconds immediately after closing the lid, the LED indicator on the outside of the charging case will light up or blink according to the battery level, as shown in the table on page 4.

*1: If the orange LED indicator blinks rapidly immediately after closing the lid, it indicates that the battery level of the charging case is low, and the earphones will not be charged.

* If the LED indicator on the earphones does not light up after placing them in the charging case, the battery level of the charging case may have reached 0%. Please charge the case promptly. In this state, the earphones will not automatically power off when placed in the case. Please place the earphones into the charging case either while the case is being charged or after it has been fully charged.

Performing Device Pairing

To connect to your smartphone or other devices initially, it is necessary to perform pairing.
For devices which have already completed pairing, a connection will automatically be established the next time the earphones is powered on.



When using this product for the first time:

1. When you open the lid of the charging case, the earphones will automatically power on and enter pairing mode. At this time, the LED indicator inside the charging case will begin to blink.
2. Turn on the Bluetooth function on your smartphone or other device. When “final_ZE500 ASMR” or “final_ZE500 ASMR 3D” appears on the screen, select it. Once “final_ZE500 ASMR Connected” or “final_ZE500 ASMR 3D Connected”*1 is displayed on your device, pairing is complete.

To reestablish pairing or to perform pairing with a second or subsequent devices:

1. Open the lid of the charging case and ensure the earphones are placed inside the case. Press t the pairing button on the charging case twice to enter pairing mode. The LED indicator inside the charging case will begin to blink.
2. Turn on the Bluetooth function on the device you wish to connect, and complete the pairing process.

*1: The display may vary depending on the device used.

Operation of Tap Sensor

		L	R
Music Playback	Play	Tap Twice	
	Pause	Tap Twice	
Call	Receive	Tap Twice	
	End	Tap Twice	

* This product is equipped with a tap sensor (accelerometer) designed to reduce accidental operation during sleep, minimizing unintended playback interruptions. Unlike conventional touch sensors, it detects vibrations. Depending on the shape of your ears, it may be difficult for the sensor to detect vibrations. Please try tapping the earphone gently with your finger to find the area where the sensor responds most effectively.

Single-Ear Mode

This product supports single-ear use. After pairing the earphones with your smartphone or other device, place either the left or right earphone into the charging case and the other earphone will automatically connect in Single-Ear Mode.

In Single-Ear Mode, the left and right stereo channels are mixed, allowing you to enjoy balanced sound with minimal discomfort even when using only one earphone.

Dedicated App “final ZE500 for ASMR”

Download

“final ZE500 for ASMR” is a dedicated app that allows you to customize this product to suit your preferences.

By downloading the app on the device paired with the earphones, you can access the following features. We encourage you to make full use of the app alongside your earphones.

- ASMR Mode: Enable or disable tap controls and voice guidance
- Volume Step Optimizer: Upgrade the smartphone volume control into finer steps based on preferrable volume level.
- Settings: Turn tap controls on/off and adjust voice guidance volume
- App Language Setting: Select the display language for the app
- Firmware updates

Factory Reset

If pairing is unsuccessful or the earphones do not function correctly due to an unexpected error, please follow the steps below to reset the earphones. After the reset is complete, try the pairing process again.

1. Place both the left and right earphones into the charging case with sufficient battery remaining. Press and hold the pairing button on the charging case for approximately 10 seconds. When the LED indicator inside the case starts blinking rapidly, release the button.
2. After a short period, the earphones will automatically enter pairing mode with your smartphone or other device with the LED indicator inside the case will then blink slowly. This indicates that the reset is complete.
3. Once the reset is complete, all pairing information stored in the earphones will be deleted and the product will return to its factory default settings. Please delete the pairing information from your smartphone or other device and perform the pairing process again.

* Settings configured via the app, such as “ASMR Mode,” “Volume Step Optimizer,” “Voice Guidance Volume,” and “Tap Control ON/OFF,” will also be reset.

Exclusive Ear Tips

If you find the bass weak or the high tones uncomfortable, the ear tips may not be properly fitted. To enjoy the earphones’ intended sound quality, it is important to wear the ear tips correctly and ensure a sealed fit within the ear canal. Please try the following to achieve a proper fit:

Video Guide

- If the fit feels uncomfortable, try using size S or L ear tips.
- Since the size of ear canals may differ between the left and right ears, even for the same person, try using different sizes for each side.

For instructions on how to attach and remove ear tips, please refer to the user guide video below:

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 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 — 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 — 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 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.

PROHIBITED Do not use the product in locations where it is dangerous to not be able to hear surrounding sounds, such as at railroad crossings, pedestrian crossings, or train platforms.

PROHIBITED The charging case is not waterproof. 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 use the product while driving a car, motorcycle, bicycle, etc. Doing so may cause a traffic accident.

⚠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.

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

CAUTION Ear tips must be securely attached. If the ear tips are not securely attached, they may come off and remain in the ear canal during use.

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).

Problem	Cause	Remedy
Earphones will not turn ON	(Immediately after purchasing) Battery charge 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. Fully charging the battery before use may relieve this inconvenience. Please refer to “Charging” on P.3 regarding the method for charging.
	Earphone batteries are depleted	Please return the earphones into the charging case and close the case to charge them. (In case the charge in the charging case has run out, please charge the charging case first.) Please refer to “Charging” on P.3 regarding the method for charging.
	An error has occurred due to improper operation	In some cases, performing a reset operation may fix the problem. Please refer to “Factory Reset” on P.10 regarding the reset method.
	Charging case batteries are depleted	If there is no response from the charging case’s LED indicator when opening or closing the lid, the battery of the charging case is completely depleted. In this state, opening the lid will not automatically power on the earphones. Please charge the earphones. For detailed instructions on charging, refer to “Charging” on P.3.
	Insulation plastic strips are not removed	Please remove the insulation plastic strips attached to the metal contact points on both earphones.

Problem	Cause	Remedy
Earphones will not turn OFF	Charging case batteries are depleted	Normally, if the earphones are returned to an adequately charged case and have the case closed, the earphones will automatically turn OFF. If the earphones do not turn OFF, the battery power level of the charging case might be too low. Please try again after charging the charging case. Please refer to “Charging” on P.3 regarding the method for charging.
	Using ear tips other than those included as accessories	Normally, if the earphones are returned to an adequately charged case and have the case closed, the earphones 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. Please check to see whether the earphones turn OFF by using original ear tips.
Earphones cannot be charged	Metal contacts on earphone is not touching the pins on the charging case	After ensuring that the insulation plastic strips have been removed, please check that there is adequate contact between the metal contacts and the pins on the charging case.
	Using ear tips other than those included as accessories	Normally, if the earphones are returned to an adequately charged case and have the case closed, the earphones will automatically turn OFF and start being charged. 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 earphones could not be turned OFF. Please check to see whether the earphones turn OFF by using original ear tips.
	The lid of the charging case is not properly closed	Charging will not start if the lid is not properly closed after the earphones are returned to the case. Please check if the lid of the case is properly closed.

Troubleshooting: When you think, “Is it broken?”

Problem	Cause	Remedy
Earphones cannot be charged	Charging case battery charge is low	Normally, if the earphones are returned to an adequately charged case and have the case closed, the earphones will automatically turn OFF and start being charged. If the charging does not start, the battery power level of the charging case might be too low. Please try again after charging the charging case. Please refer to “Power/Charging” on P.3 regarding the method for charging.
Earphones cannot be detected / paired	Earphones are not in the pairing mode	In some cases, performing a reset operation may fix the problem. Please refer to “Factory reset method” on P.10.
	Has automatically been connected to a previously connected device	Please try performing the pairing operation again after having deleted the pairing information from a previously paired device.
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.

Problem	Cause	Remedy
Sound only comes out from one side	The left/right earphone pairing has been released	In some cases, performing a reset operation may fix the problem. Please refer to "Factory Reset" on P.10
	The battery of one side of the earphones has depleted	Please return the earphone 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.
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	Bluetooth earphones generally takes place with one side as the parent and the other as the child. The child only communicates with the parent, but the parent communicates with the paired device and the child, and so there is a difference in the level of burden. leading to difference in the battery consumption between them.
In case it takes time to charge	The output of the USB adapter being used for charging is low	In case you are using the USB port on a PC, etc., there are cases in which the output is low and it may take more time to charge than the publicly listed value. As such, please use a 5V/1A USB adapter when charging this product.
Tap sensor operation is not functioning	ASMR Mode is activated	During ASMR Mode, tap sensor and voice guidance are disabled. To enable tap operations, please switch the ASMR Mode to “OFF” . Please refer to “ASMR Mode” on P.8.
	Vibration is not detected	This device uses vibration detection. Depending on the shape of your ears, it may be difficult for vibrations to be detected. Please try tapping the earphone body gently with your finger to find the point where it responds best.

Problem	Cause	Remedy
Voice guidance is not available	ASMR Mode is activated	During ASMR Mode, tap sensor and voice guidance are disabled. To enable tap operations, please switch the ASMR Mode to “OFF” . Please refer to “ASMR Mode” on P.8.
Volume difference between Left and Right	The dust filter in the nozzle is clogged with dirt	If the filter becomes dirty, it may cause a decrease in sound pressure. Please clean your ears before wearing the earphones to help prevent the filter from getting dirty. If dirt does adhere to the filter, gently clean it using a cotton bud by lifting the dirt away. If the dirt cannot be removed, please replace the filters with new ones (be sure to replace the filters on both sides). For instructions on how to replace the filters, refer to the included “Dust Filter Replacement Guide.”

Maintenance

When removing dirt adhered to the dust filter, please take sufficient care to ensure safety. Gently remove the dirt by using, for example, the tip of a cotton swab to lift it away. Be careful not to let any dirt fall inside the earphone. Additionally, use a cotton swab or similar tool to clean the ASMR port. If the dirt cannot be removed, replace the filter with a new one (be sure to replace the filters on both sides). For instructions on how to replace the filters, refer to the included “Dust Filter Replacement Guide.”



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. Please contact the store you purchased the product from regarding questions pertaining to repairs.

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) The necessary documentation noted in the warranty card is not complete.
(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 of the product or damage caused as a result of fire, earthquake, storm or flood damage, lightning strike or other natural disaster.
(5) Repair of scratches on the surface of the housing or repair of the housing itself.

Warranty and After Service

3. We shall not be held liable for any damages incurred by the customer as a result of using this product. Furthermore, under no circumstances shall our liability for damages exceed the purchase price paid by the customer for this product.

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.