

# TRUE WIRELESS STEREO EARPHONES

User Guide

# Customer Support

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We will reply to you within 24 hours and 100% solve your issues

## Packaging List

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Earphones x1



Charging Case x1



Eartips x6



USB Type-C  
Charging Cable x1



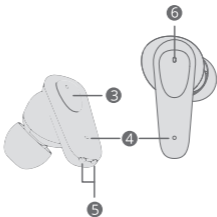
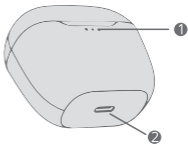
Manual x1



Warranty Card x1

## Product Overview

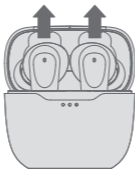
1. Charging Case LED Light
2. Charging Port
3. Multifunctional Button
4. Earphone Mic
5. Magnetic Charging Pin
6. Earphone LED Light



# Power On & Pairing

## Approach 1 - With Charging Case

1. Take out earphones from the charging case

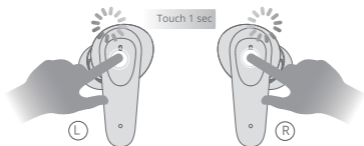


2. Select 'H500' from Bluetooth list



## Approach 2 - Without Charging Case

1. Power On: Touch the earphones for 1 second. Release when you hear the prompt sound 'Power on' with Blue light on.



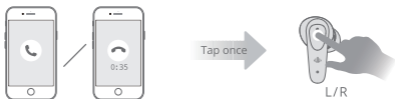
2. Pairing: Earphones will pair automatically with Left earphone Blue and White light flash alternately
3. Select 'H500' from the device's Bluetooth list

# Incoming call

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## Answer call/End call

Tap the Left / Right earphone once



## Reject call

Touch the Left / Right earphone for 2 seconds



## Pause / Play

Tap the Left / Right earphone once to pause / play music in the music mode



(Some phones may require to start a media player first)



## Voice Assistant

Tap the Left / Right earphone 3 times, your device's Voice Assistant will be activated with the 'Beep' prompt sound



## Next Song

Double-tap the Right earphone



## Previous Song

Double-tap the Left earphone



## Adjust Volume

Touch and hold the Left earphone to decrease volume

Touch and hold the Right earphone to increase volume



### Note:

Above functions are not supported when the earphone is used in single. Prompt sound 'Beep' will be produced when the volume is changing.



## Mode 1 With Charging Case

Put the earphones back to the charging case, they will power off automatically.

Note: Put either one earphone into the charging case, the another earphone will stay connect to the device.



## Mode 2 Without Charging Case

1. Turn off Bluetooth to disconnect the earphones
2. Touch either one earphone for 8 seconds to power off both earphones



Single Mode	Earphone
With Charging Case	<ol style="list-style-type: none"><li>1. Take out Left/ Right earphone from the charging case</li><li>2. Select 'H500' from Bluetooth list</li></ol>
Without Charging Case	<ol style="list-style-type: none"><li>1. Make sure both earphones are turn off</li><li>2. Touch the Left/ Right earphone for 1 second to turn on. Prompt sound 'Pairing' will be produced with Blue and White light flash alternately.</li><li>3. Select 'H500' from Bluetooth list</li></ol>

## Earphones Charging Status

Earphones white LED light on: Charging

Earphones white LED light off: Fully charged

**Note:** It takes about 1.5 hours to fully charge the earphones

## Charging Case Charging Status

Put the earphones back to the charging case

Lights on charging case stand for the remaining battery capacity

**Note:** It takes about 1.5-2 hours to fully charge the charging case



1/3 Battery Left



2/3 Battery Left



Fully charged

Using earphones at high to moderate volumes for extended periods of time will result in permanent hearing damage. It is advised that you keep volume levels moderate to low at all times for your safety.

Do not use while driving, cycling, operating machinery or performing other activities that require hearing surrounding sounds.

Do not use earphones in thunderstorm weather, the earphones may not work properly in the bad weather condition, and may increase the risk of being hit by lightning.

Earphones may not work properly under high temperature or high humidity conditions.

Do not use any corrosive cleaner/oil to clean the earphones . If the earphones come in contact with liquids, quickly wipe away. If submersed in the water, do not turn the earphones on until it is completely dried.

**Tips: Man-made damage and lost are not covered under warranty. Keep the earphones and the packaging out of reach of children.**

**Q: Why the music cuts in and out sometimes?**

A: Please make sure there is no obstacle between the earphones and your device. Please make sure there is no Microwave oven / Wifi transmitter around you, which are more likely to produce electromagnetic interference and result in signal interruption.

Note: Please keep your phone and the earphone as close as possible to ensure a more stable Bluetooth connection.

**Q: What should I do if the earphones stop charging?**

A: We recommend you to charge the earphones by using our cable. If our cable do not work, please try to use another charging cable or power source to charge the earphones.

**Q: How to contact ENACFIRE Customer Service Team?**

A: If you have any issue with the product, please contact us via [support@enacfireglobal.com](mailto:support@enacfireglobal.com) (US/ CA) / [moongu@enacfireglobal.com](mailto:moongu@enacfireglobal.com) (UK). We will reply to you within 24 hours and 100% solve your issue.

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.

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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
- (2) this device must accept any interference received, including interference that may cause undesired operation

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