

F I I I®



F I I I Key

TRUE WIRELESS EARBUDS

USER MANUAL

Important Safety Instructions

Please read the following safety instructions carefully before using this product. Please make sure to include these safety instructions with the product when delivered to a third party.

Health and safety

- Do not use the product in case it is apparently damaged;
- Do not use the product at a high volume level for an extended period of time;
- Do not use the product while driving or being engaged in activities that require concentration;
- Keep the product, its packaging and accessories out of the reach of children and pets to avoid choking hazard;
- Keep the product away from medical devices that may be affected by magnetic field, such as an implanted cardiac pacemaker.

Product care

- Keep this product dry and at room temperature, avoid long time exposure to high temperature or humidity environments;
- Use accessories only provided by FIIL;
- Excessive signal level may cause damaging overload;
- Clean the product only with dry and soft cloth.

Battery safety warning!

The product uses lithium polymer battery. Improper usage may lead to the risk of fire or burn. Please use the charger only supplied by qualified manufacturer (recommended output: voltage 5V, current ~500mA) or charge the product via PC USB port.

Specification and disclaimer

- The product is designed for portable devices and high-fidelity systems;
- Any usage other than those specified in the user manual is deemed as misuse;
- Please note that FIIL will accept no responsibility for any loss incurred by misuse.
- FIIL Key is designed & made by Jiangxi Feier Technology Co.,Ltd.
- 'FIIL' is a registered trademark® of Jiangxi Feier Technology Co., Ltd.

fiil+ App download and usage

FIIL Key supports fiil+ App to config earbud settings.



Visit homepage to
download fiil+ App



Visit iOS App Store to
download fiil+ App

Scan above QR code to visit and download fiil+ App Global Edition.

What's in the box



Earbuds X2
(L/R)



Charging Case X1



USB- C Cable X1



User Manual X1

Main User Interfaces

● Earbuds

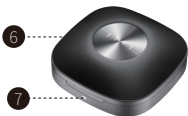


- 1 LED Indicator
- 2 Touch Control
- 3 Call Microphone



- 4 ENC Microphone
- 5 Charging Port

● Charging Case



- 6 Charging Case
- 7 Charging Indicator



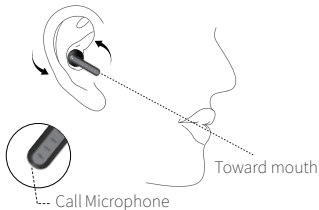
- 8 USB-C Port

Wear and Usage

● Get Started



● How to Wear



- ① Please follow below steps to activate and start to use.
Remove all protection films prior to using. It is recommended to charge the earbuds for at least 10 minutes with USB Type-C cable.
- ② Slightly rotate earbuds after put in ears to make it stable, and pay attention to the microphone position towards the mouth for the best call performance.

Bluetooth Connection

● Step 1: Bluetooth Pairing

1. For the first usage of brand new "FIIL Key", please take the earbuds out of the charging case and the earbuds will automatically enter the Bluetooth pairing mode.
2. To connect with another mobile device, you can disconnect the earbuds from your current device, and the earbuds will automatically enter the Bluetooth pairing mode.
3. Or you can long press the earbud until it turns off, then long press again until the LED flashes white, then manually set the earbuds to Bluetooth pairing mode.

● Step 2: Complete the Connection

1. Please turn on the Bluetooth connection from the setting menu of mobile phone and select "search device", then select "FIIL Key" from the Bluetooth list to complete the connection.
2. Once "FIIL Key" is paired with your mobile device, the earbuds will automatically connect to the paired device whenever you take the earbuds out of the charging case.

LED flashes white



Touch Control

● Power On

Take earbuds out of charging case, they will automatically power on and reconnect cell phone, or you can press and hold earbuds for 2 seconds to turn it on manually, you will hear opening music and see the earbuds indicator light on in colour white.



Either earbud

● Power Off

Put earbuds into charging case, they will automatically power off, or you can press and hold earbuds for 6 seconds to turn it off, you will hear closing music and see the earbuds white indicator light off.



Either earbud

Touch Control

- **Play/Pause**

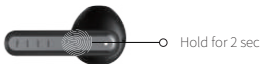
Tap twice to play or pause music .



Either earbud

- **Voice Assistant**

Hold for 2 seconds to activate voice assistant, like Siri etc.



Either earbud

Touch Control

● Volume Up/Volume Down

Tap left earbud once to Vol+, tap 3 times to Vol-.



Note: Please enable full control mode from fiil+ App.

● Next /Prev.Track

Tap the right earbud once to play the next track, tap 3 times to play the previous track.



Note: Please enable full control mode from fiil+ App.

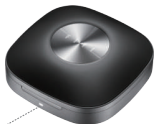
Touch Control

● Reset

If the left and right earbuds can not recognize each other, please put them back in the charging case and wait more than 5 seconds, or you can consult FILL customer service to learn how to manually reset the earbuds.

● Charging Indicator

When the charging case is battery low, the LED indicator will flash red. When the earbuds are being charged in charging case, or the charging case is being charged with a USB Type-C cable the LED indicator on the front charging case will light on and it will turn off when fully charged.



LED Indicator

Stay White: earbuds or charging case is charging

Flash Red: charging case battery low

Note: Please make sure the charging port at the bottom of the earbud is clean and dry. You can manually clean the dirt of the charging port to avoid abnormal charging.

Product Parameters

Item	Specifications
Earbud weight	~3.7g/each
Charging case weight	~34.8g
User Mode	Bluetooth True Wireless
Bluetooth	V5.3, supported protocols: HSP, HFP, A2DP, AVRCP BT range: up to 10 meters. Pairing code: 0000. iOS and Android devices are supported.
Audio specification	Supported Code: AAC (for iOS) /SBC; Speaker specifications: ϕ 13 mm, Frequency range: 15Hz-22kHz
Power and battery	Rechargeable lithium-polymer battery; music time: up to 5.5 hrs (medium level) on a single charge; Bluetooth standby time: up to 3.5 days; charging time: ~ 50 minutes. Add more 3.5 charge cycle for TWS earbuds.
Operating environment	Operating temperature: 0°C~50°C; storage temperature: -30°C to 70°C; IEC60529-IPX4 Certified(earbuds)
Voice reminder	English
Certification	Bluetooth 5.3, SRRC, IPX4

Warranty and Service

Due to country and regional restriction, there are different return policies from different store. Please help us to contact the online or offline channel /store where you purchased from for support of after-sale service.

You can also get support through FIIL's social media (FIIL Audio) including Facebook, Twitter, Instagram.

Email: customer@fiil.com

Trouble Shooting

Problem	How to fix
Earbuds won't turn on	<ul style="list-style-type: none">• Power on the earbuds.• Charge the battery.
Earbuds won't pair with Bluetooth device	<p>On your Bluetooth device:</p> <ul style="list-style-type: none">• Turn the Bluetooth feature on and then off.• Delete your FILL Key earbuds from the Bluetooth list on your device, pairing again.• Move your Bluetooth device closer to the earbuds and away from any interference or obstructions.• Pair a different Bluetooth device.
No sound	<ul style="list-style-type: none">• Power on the earbuds and charge the battery.• Increase the volume on your earbuds and Bluetooth device.• Press the Power/Bluetooth button to hear the connected device. Make sure you are using the correct device.• Move your Bluetooth device closer to the earbuds and away from any interference or obstructions.• Use a different music source.• Pair a different Bluetooth device.• If two Bluetooth devices are connected, pause the first device and play the other device.

Problem	How to fix
Poor sound quality	<ul style="list-style-type: none"> • Use a different music source. • Pair a different Bluetooth device. • Disconnect the second device. • Move the Bluetooth device closer to the earbuds, and away from any interference or obstructions. • Clear any debris or wax build-up from the earbuds and earbuds nozzles.
Earbuds won't charge	<ul style="list-style-type: none"> • Please use the USB-C cable in the accessories to connect the earbuds to the charger, make sure the cable is firmly connected to the earbuds and the charger. • Try changing the charging cable or charger. • Make sure the earbuds charging pole contacts are clean and dry. • Secure both ends of the USB cable. • If your earbuds have been exposed to high or low temperatures, let the earbuds return to room temperature and then try charging again.

Distributers

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