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> HELM True Wireless 5+ Earbuds (Model HTW-500B) User Manual

HELM HTW-500B

HELM True Wireless 5+ Earbuds (Model HTW-500B) User Manual

Your guide to setting up, operating, and maintaining your HELM True Wireless 5+ Earbuds.

INTRODUCTION

Thank you for choosing the HELM True Wireless 5+ Earbuds. These earbuds are designed to provide a superior audio experience with advanced features such as Active Noise Cancelling (ANC), Environmental Noise Cancellation (ENC), and Transparency Modes. This manual will guide you through the setup, operation, and maintenance of your device to ensure optimal performance.



HELM True Wireless 5+

Sound Matters – Pure HiFi
Clarity Featuring Advanced
Active Noise Cancellation with
Transparency Mode



Image: The HELM True Wireless 5+ Earbuds with their charging case, illustrating the product's design and key features.

PACKAGE CONTENTS

Ensure all items are present in your package:

- HELM True Wireless 5+ Earbuds (Left and Right)
- Charging Case
- USB Charging Cable
- Multiple Sizes of Ear Tips (for secure fit)
- User Manual (this document)

SETUP

1. Initial Charge

Before first use, fully charge your earbuds and charging case.

1. Place both earbuds into the charging case.
2. Connect the USB charging cable to the charging case and a power source.
3. The LED indicators on the case will show charging status. A full charge is indicated when all lights are solid.



Image: HELM True Wireless 5+ Earbuds inside their charging case, displaying the digital battery indicator. This shows the earbuds are ready for charging or use.

2. Pairing with Your Device

The HELM True Wireless 5+ Earbuds use Bluetooth 5.3 for fast and stable connections.

1. Open the charging case. The earbuds will automatically enter pairing mode (LEDs will flash).
2. On your device (smartphone, tablet, etc.), go to Bluetooth settings and enable Bluetooth.
3. Select "HELM True Wireless 5+" from the list of available devices.
4. Once connected, the earbuds will indicate successful pairing (e.g., a voice prompt or solid LED).

Note: For subsequent uses, the earbuds will automatically connect to the last paired device when removed from the case.



Image: A visual representation of the Bluetooth 5.3 chip, highlighting the advanced connectivity technology within the earbuds.

OPERATING YOUR EARBUDS

Touch Controls

The HELM True Wireless 5+ Earbuds feature intuitive touch controls on each earbud for easy management of audio and calls.

Earbud Touch Controls

Action	Left Earbud	Right Earbud
Play/Pause	Single Tap	Single Tap
Next Track	Double Tap	-
Previous Track	-	Double Tap
Volume Up	Triple Tap	-
Volume Down	-	Triple Tap
Answer/End Call	Single Tap	Single Tap
Reject Call	Press and Hold (2s)	Press and Hold (2s)
Activate Voice Assistant	Press and Hold (2s)	Press and Hold (2s)
ANC/Transparency Mode Switch	Long Press (3s)	Long Press (3s)



Image: A visual guide to the touch controls on the earbuds, detailing actions for answering calls, playing/pausing, changing tracks, adjusting volume, and switching modes.

Active Noise Cancelling (ANC) & Transparency Modes

Your earbuds offer three audio modes to adapt to your environment:

- **Active Noise Cancelling (ANC):** Reduces ambient noise for an immersive listening experience.
- **Transparency Mode:** Allows you to hear your surroundings while still enjoying your audio, enhancing situational awareness.
- **Normal Mode:** Standard audio playback without noise cancellation or transparency.

Switch between these modes by performing a long press (3 seconds) on either earbud.

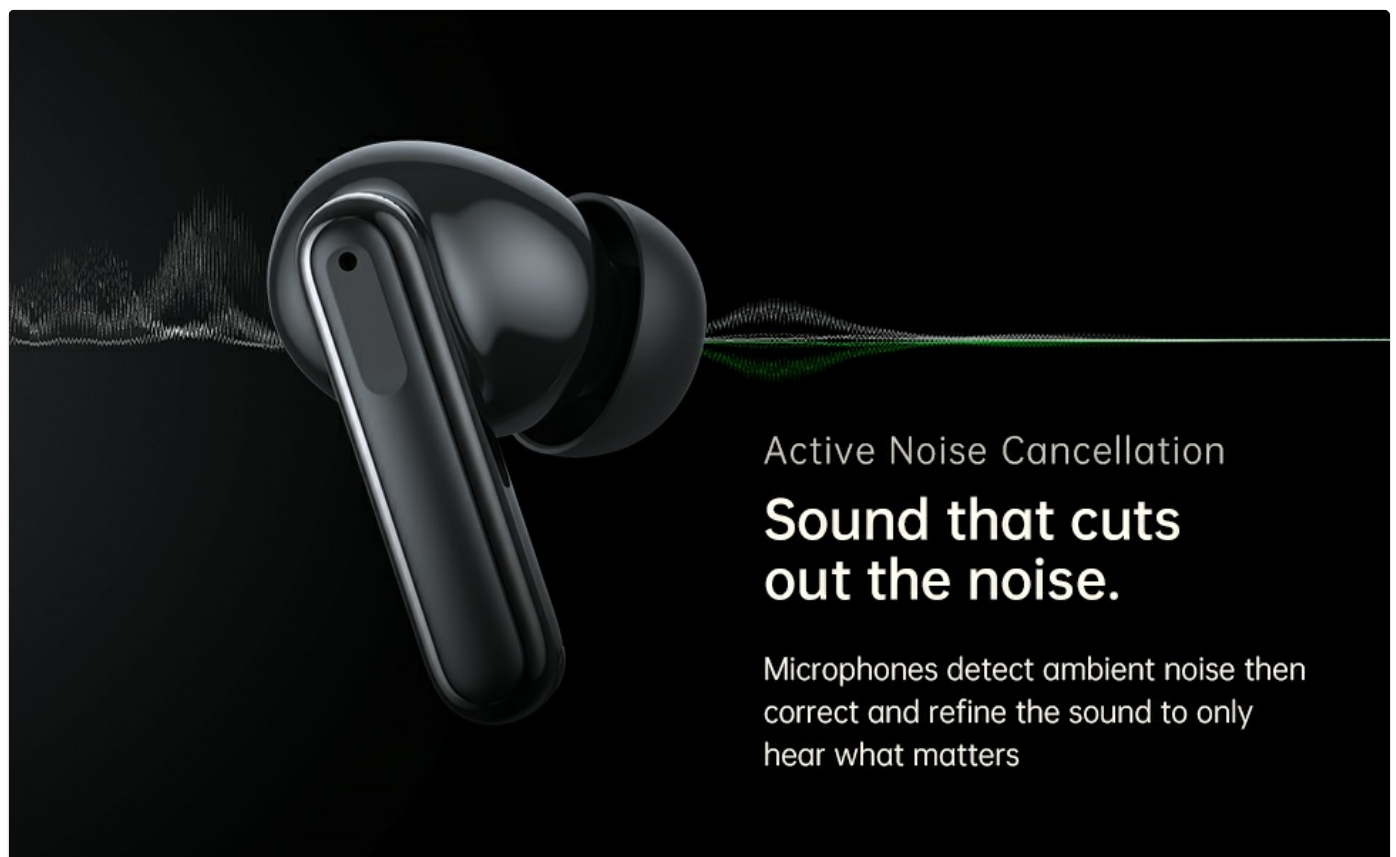


Image: The HELM True Wireless 5+ Earbuds highlighting the Active Noise Cancellation feature, showing how sound is cut out for a clearer audio experience.

Making Calls

The earbuds feature Environmental Noise Cancellation (ENC) and dual microphones for clear call quality.

- **Answering/Ending Calls:** Single tap either earbud.
- **Rejecting Calls:** Press and hold either earbud for 2 seconds.

MAINTENANCE

Cleaning

Regular cleaning helps maintain sound quality and hygiene.

- Gently wipe the earbuds and charging case with a soft, dry, lint-free cloth.
- Remove ear tips and clean them with mild soap and water. Ensure they are completely dry before reattaching.
- Use a dry cotton swab to carefully clean the charging contacts on both the earbuds and the case.

Caution: Do not use abrasive materials, alcohol, or chemical cleaners. Do not submerge the earbuds or case in water, despite their IPX5 rating, as this rating is for splash and sweat resistance, not full submersion.

Storage

When not in use, store the earbuds in their charging case to protect them and keep them charged.

TROUBLESHOOTING

Common Issues and Solutions

Issue	Possible Cause	Solution
Earbuds not pairing/connecting	Bluetooth off on device, earbuds not in pairing mode, interference.	Ensure Bluetooth is on. Place earbuds in case, close, then open to re-enter pairing mode. Move closer to device.
Only one earbud working	Earbuds not properly paired with each other or device.	Place both earbuds in the charging case, close the lid for 5 seconds, then open. Re-pair with your device.
Low volume or poor sound quality	Incorrect ear tip size, dirty ear tips/grilles, low battery.	Try different ear tip sizes for a better seal. Clean ear tips and grilles. Charge earbuds.
Charging case not charging	Faulty cable/adaptor, dirty charging port.	Try a different USB cable and power adapter. Clean the charging port on the case.
Touch controls unresponsive	Temporary software glitch, dirty touch surface.	Restart earbuds by placing them in the case and closing the lid. Clean the touch surface.

SPECIFICATIONS

Feature	Detail
Brand	HELM
Model Number	HTW-500B
Connectivity Technology	Bluetooth 5.3
Noise Control	Active Noise Cancellation (ANC), Environmental Noise Cancellation (ENC)

Feature	Detail
Audio Driver Size	13 Millimeters
Frequency Range	20 Hz - 20,000 Hz
Battery Average Life (Earbuds)	6 Hours
Water Resistance Level	IPX5 (Sweatproof, Splash Resistant)
Control Method	Touch
Item Weight	2 Ounces
Material	Silicone (Ear tips)



Image: An exploded view of the earbud's internal components, showcasing the 13mm driver and other acoustic elements.

WARRANTY INFORMATION

Your HELM True Wireless 5+ Earbuds are covered by a **1-Year Manufacturer's Warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or normal wear and tear. For warranty claims, please retain your proof of purchase and contact HELM customer support.

SUPPORT

For further assistance, technical support, or to view frequently asked questions, please visit the official HELM Audio website or contact their customer service department.

You can also refer to the product's detail page on Amazon for additional resources and community support.

Online Resources:

- HELM Audio Store: [Visit the HELM Store on Amazon](#)
- Product Page: [HELM True Wireless 5+ on Amazon](#)

SAFETY INFORMATION

- Avoid listening at high volume levels for extended periods to prevent hearing damage.
- Do not use earbuds in situations where inability to hear surroundings could be dangerous (e.g., driving, cycling, walking in traffic).
- Keep out of reach of children and pets.
- Do not expose to extreme temperatures.
- Dispose of the product responsibly according to local regulations.

VIDEO GUIDES

HELM True Wireless 5+ Noise Cancelling Earbuds Overview

Your browser does not support the video tag.

Video: An official overview of the HELM True Wireless 5+ Noise Cancelling Earbuds, detailing key features and benefits. This video provides a visual summary of the product's capabilities, including its sound quality, noise cancellation, and design.