

MOMENTUM True Wireless

True wireless Stereo-Ohrhörer

M3IETW (M3IETW L, M3IETW R, M3IETW C)



Frequently asked questions (FAQ)

Content

“Before you start...”

“During use...”

“If a problem occurs...”

 **SENNHEISER**

Sennheiser electronic GmbH & Co. KG

Am Labor 1

30900 Wedemark

Germany

www.sennheiser.com

Version: Feb 11, 2019, A01

Before you start...

What makes the MOMENTUM True Wireless so unique?

Answer:

Thanks to our 7 mm audiophile driver and an internal audio EQ, the sound performance of the MOMENTUM True Wireless is exceptional. The sound is delivered without compromise thanks to the latest Bluetooth technology, AAC and aptX compatibility as well as aptX Low Latency. In addition, the MOMENTUM True Wireless offers supreme comfort and has been meticulously crafted from high-quality materials.

I work, commute, and travel all the time. Is the MOMENTUM True Wireless a good option when on the go?

Answer:

The MOMENTUM True Wireless features the sound, design, and portable convenience to make it the ideal everyday audio companion! In addition, it offers great passive sound isolation which blocks out ambient noise, thanks to the earphones' perfect fit in the ear canal.

Can the MOMENTUM True Wireless block out noise even without ANC (Active Noise Cancellation)?

Answer:

MOMENTUM True Wireless offers good passive noise attenuation thanks to its great fit in the ear canal. Additionally, ANC would impact the earbuds' battery life significantly.

Does the MOMENTUM True Wireless feature Bluetooth 5.0?

Answer:

Yes, the MOMENTUM True Wireless is Bluetooth 5.0 compliant and supports a range of current audio codecs including AAC and aptX.

What Bluetooth codecs are supported by the MOMENTUM True Wireless?

Answer:

MOMENTUM True Wireless supports current Bluetooth codecs such as SBC, aptX, aptX Low Latency and AAC. Advanced audio codecs (like aptX and AAC) provide hi-fi audio that allows you to enjoy the rich listening experience that the Sennheiser user expects.

What is the battery life of the earbuds?

Answer:

MOMENTUM True Wireless delivers up to 4 hours of playback time. Using the charging case, which features an integrated power bank, the earphones can be charged for an additional 8 hours of battery time on-the-go.

How do I charge the earbuds and carrying case?

Answer:

The earbuds charge automatically once placed into the charging case. The case itself charges via a USB-C cable.

Is the internal equalizer (EQ) controllable via the companion app?

Answer:

Yes, the Sennheiser Smart Control app offers a very intuitive way to set up the internal EQ. Once the EQ set-up is done, all EQ parameters are stored inside the earbuds, making the personalized sound available with any music source.

Do the left and right earbuds feature different touch control assignments?

Answer:

The left and right earbuds have different control assignments. The right earbud focuses on phone call control and access to voice assistants, whereas the left earbud offers music control.

Can I use one earbud side stand-alone?

Answer:

MOMENTUM True Wireless headphones deliver stereo audio via their left and right earbuds. However, the user can use the right earbud, which serves as the 'master' earbud establishing the connection to the pairing device, stand-alone for phone calls and voice assistant access. When removing the left earbud, the 'Smart Pause' feature stops the playback. It can be restarted using the play control of the smartphone.

How do I access the AI voice assistant?

Answer:

Users can activate a preferred voice assistant such as Google Assistant or Siri by a convenient single tap on the right earbud. The voice assistant selection depends on the specific smartphone configuration.

What are the benefits to the user of the aptX Low Latency codec?

Answer:

aptX Low Latency ensures that a Bluetooth-enabled device delivers sound in sync with visual media. It minimizes latency and improves the end-to-end speed of the audio transmission, resulting in a high-quality, synchronized experience.

Is the MOMENTUM True Wireless waterproof?

Answer:

MOMENTUM True Wireless was successfully tested to meet IPX4 standards, which means they are splash resistant and can be used in the rain. However, they are not meant to be submerged under water or worn in the shower.

Can I connect to more than one Bluetooth device simultaneously?

Answer:

You can pair MOMENTUM True Wireless with up to eight different Bluetooth devices. The MOMENTUM True Wireless stores and remembers these pairings. However, you can only be connected to one device at a time, e.g. play music from one Bluetooth device.

To change from one Bluetooth device to another, disconnect the current Bluetooth connection by switching off Bluetooth at the current device and connect to your second Bluetooth device by selecting the MOMENTUM True Wireless entry in the Bluetooth menu ('MOMENTUM TW'). In case of any re-connect issues, try to switch off and then activate Bluetooth again on your smartphone or put the right earbud briefly into the charging case.

Can I use the MOMENTUM True Wireless without the Smart Control app?

Answer:

Yes, you can use the MOMENTUM True Wireless without the Smart Control app for music listening, phone calls and voice assistant access. The Smart Control app further enhances this experience by adding several additional personalization options such as adjusting the audio EQ and selecting the voice prompt language. The Smart Control app also enables you to receive the latest firmware updates.

Are the batteries replaceable?

Answer:

The batteries of the earbuds and charging case cannot be exchanged.

During use...

What should I check or adjust to make sure the sound is at its very best?

Answer:

The MOMENTUM True Wireless has been created to provide exceptional sound performance, thanks to our 7 mm audiophile driver, the internal audio EQ and latest high-quality Bluetooth codecs.

However, in order to experience this sound to the full, it is essential to correctly place the earbuds in the ear-canal and to choose the best-fitting ear adapter set. The MOMENTUM True Wireless packaging includes four sizes of ear adapters (XS, S, M, L). The MOMENTUM True Wireless quick guide explains precisely how to twist the earbuds into your ears to form a perfect seal within the ear-canal.

Additionally, the sound may have been adjusted using the EQ function of the Smart Control app. To see if this is the case, connect to the Smart Control app and check the equalizer settings to ensure the desired sound.

What settings are recommended to get the four-hour battery life that's specified?

Answer:

The specified battery time of four hours have been confirmed for music listening on an average volume level while the Transparent Hearing feature has been turned off. The battery time may differ under different operating conditions.

Why can music be interrupted in shops with magnetic security systems at the door?

Answer:

Anti-theft systems used by shops can employ strong magnetic fields. As a result, when passing through the entrance of a shop with an anti-theft system, the left earbud can stop playing music as this magnetic field very briefly interferes with the NFMI magnetic transmission between the right and left earbud.

Will the Transparent Hearing feature be affected by windy outdoor conditions?

Answer:

When using Transparent Hearing outdoors in stormy weather conditions or when cycling, wind noise may have impact on the Transparent Hearing experience. As MOMENTUM True Wireless has been designed to be portable it utilizes small microphones which due to their compact nature can't also be optimized for certain strong wind situations.

How do I check for, receive and install firmware updates and when might the first updates be available?

Answer:

When using the Sennheiser Smart Control app, you will receive a notification once a new firmware release is available. The app will guide you through the update process. The firmware update will be installed over-the-air via the Bluetooth wireless connection. Additionally, you can check for the current firmware release status in the Smart Control app's settings.

The first firmware updates are planned to be rolled out in Q1/2019.

Do the earbuds switch off automatically when not in use?

Answer:

Yes, the MOMENTUM True Wireless has integrated power-saving features.

When the earbuds are connected to a Bluetooth source but not in use (i.e. no music streaming, phone calls nor voice assistant interactions), they will switch off automatically after 60 minutes.

When the earbuds are disconnected from a Bluetooth source, they will switch off automatically after 15 minutes.

To turn the earphones on again, press each touch pad for 2 seconds.

What should I do if the earbuds do not switch off when placed in the charging case?

Answer:

When the earbuds are placed in the charging case, they switch off automatically. In order to detect that the earbuds have been placed in the charging case, there needs to be some battery power left in the charging case. When the charging case's battery is empty, the earbuds will not switch off automatically.

Charge the case via USB-C to switch off the earbuds.

When the earbuds are disconnected from a Bluetooth source, they will switch off automatically after 15 minutes.

How can I activate aptX on my Mac to receive the highest possible audio quality?

Answer:

Depending on the settings, your Mac uses the SBC Bluetooth codec by default. To know which codec is active, connect your MOMENTUM True Wireless to your Mac and start music playback. Press and hold the option key and click the Bluetooth menu bar icon and navigate to the MOMENTUM True Wireless entry ('MOMENTUM TW'). There you will see the type of codec used currently.

If you see SBC rather than aptX, then MacOS does let you change the codec via the “Terminal” app. Open Terminal and copy in this instruction:

```
sudo defaults write bluetoothaudiod "Enable AptX codec" -bool true
```

Should you prefer to use the AAC codec, just replace “aptx” with “aac” in the above instruction.

Please note that you will need to enter your admin login data to change these settings.

If a problem occurs...

How can I reset the earbuds?

Answer:

If the functions of the earbuds are disturbed, you will need to perform a manual reset:

- Use the USB cable to connect the charging case to a power source.
- Insert the earbuds into the charging case and, within 60 seconds, touch and hold the right and the left touch control panel for 6 seconds simultaneously.

This will restart your earbuds.

How can I perform a factory reset?

Answer:

If the functions of the earbuds are disturbed and a manual reset does not fix the issue, reset the earbuds to the factory default settings. This deletes, among other things, all pairing settings.

Use the USB cable to connect the charging case to a power source.

Insert the earbuds into the charging case and, within 60 seconds, touch and hold the right and the left touch control panel for at least 30 seconds.

The earbuds are reset to the factory default settings.

Alternatively, you can also reset the earbuds to the factory default settings using the Smart Control app.

What should I check if I can't hear anything when using the earbuds?

Answer:

Make sure that the earbuds are charged and connected to your Bluetooth device. The left earbud can only be used when the right earbud is also used as the right earbud controls the Bluetooth transmission. Please do keep in mind that the signal transmission range between the left earbud and the right earbud is approximately 30 cm. Additionally, make sure the earbuds are inserted into your ears correctly. Increase the volume on your Bluetooth device and on the earbuds by pressing on the right earbud's touch pad until you hear the voice prompt “Volume max”.

Are there reasons why the earbuds may not recharge as usual?

Answer:

Ensure that the charging contacts of the earbuds and the charging case are clean. Perform a reset of the earbuds.

How can I adjust the earbuds to a comfortable volume or make them louder?

Answer:

For some Android smartphones there is a separate volume control for the Bluetooth headset and for the Android smartphone. Ensure that both volume controls are set to max. To increase volume, tap and hold the touchpad of the right earbud until you hear the voice prompt “Volume max”. Now increase the smartphone’s volume to maximum volume.

For smartphones that feature “absolute volume control” such as the Apple iPhone, there is only one volume control available, so you can either use the smartphone’s or MOMENTUM True Wireless volume control.

Furthermore, you might not be able to perceive the full volume of the MOMENTUM True Wireless because the earphones currently do not fit correctly. Please use the appropriate size of ear adapters so they fit snugly in your ear canal and completely seal your ears and follow the quick guide on how to place the earbuds into your ears.

Why don't the left and right earbuds show the same battery levels or charge at the same rate?

Answer:

It is normal that the earbuds would show different battery levels even if they are always used and charged together. Since the right earbud is the ‘master’ earbud that establishes the Bluetooth connection to your device, it might drain slightly faster than the left one. When fully charged, the right earbud provides a four-hour battery time, ensuring that the full MOMENTUM True Wireless system offers the specified four hours of play time. The left earbud drains more slowly and therefore provides more than four hours of battery time on a single charge. Therefore, both earbuds will last for the full four-hour cycle if they have been fully charged, even if their battery status may differ. Furthermore, the left earbud might discharge below a battery status of 80% before it begins to recharge in the charging case. Therefore, depending on the time at which the earbud is removed from the charging case, they may not be charged to 100%. This behavior only occurs with the left earbud. However, due to the slower battery drainage of the left earbud, you will still be able to use them for a full four-hour cycle of playback time.

This is a known issue and will be fixed by a future firmware update.

When watching video or gaming on my device is there a recommended way to ensure the sound is in sync with the visuals?

Answer:

Synchronization can be dependent on the Bluetooth technology being used by the device. For best results make sure you are using a Bluetooth device which features aptX Low Latency (LL) compatibility which ensures perfect synchronization of sound and image.

How can I ensure the best fit for the earbuds?

Answer:

It’s always best to test the supplied ear adapters to find the size that suits you best and delivers the best sound quality. The MOMENTUM True Wireless packaging includes four different ear adapter sizes (XS, S, M, L). Also try to twist the earbuds into your ear as described in the quick guide until you find a comfortable position.

Why is it vital to stay in my device's range to prevent sound drop-outs?

Answer:

Make sure that the earbuds are within the transmission range of the Bluetooth device. Since the right earbud establishes the connection to the smartphone, the transmission can be more reliable when your Bluetooth device is placed on the right side of your body.

What should I consider if I have issues connecting my smartphone with the Smart Control app?

Answer:

A very small number of smartphone models may have issues connecting the Smart Control app to the MOMENTUM True Wireless. Future app and firmware updates will improve on potential limitations of this nature.

You may try to turn off and turn on the Bluetooth function on your smartphone to reset the Bluetooth module or reboot the smartphone.

You may also try the following: Go to the smartphone's security and location settings and turn "use location" off and on again, even if the location service is already turned on. This is because some Android models require that the location service is activated when using Bluetooth Low Energy connection. Sennheiser does not use or store location information of the user for other reasons.

You may try to perform a factory reset of the MOMENTUM True Wireless. Disconnect the MOMENTUM True Wireless after the factory reset, i.e. remove entries MOMENTUM TW (and LE-MOMENTUM TW if available) in the Bluetooth settings of your smartphone and pair MOMENTUM True Wireless again.

Why do the charging case and earbuds use power when not in use?

Answer:

When stored in the case, the earbuds are kept in a low-power standby mode so they can quickly and automatically switch on and make a fast Bluetooth connection and be ready to go when you need them. As a result, when placing the earbuds in the case, their battery will always drain a small amount. In this standby state, the batteries will still last at least 7 days before being fully drained. Overall, we recommend fully charging the case if the headphones haven't been used during the past week.

How do I ensure my voice is picked up clearly during phone calls?

Answer:

If you find that your voice can't be heard well by the other party on a phone call, you may wish to check the following: During phone calls, ensure that the earbuds are inserted correctly into the ear-canal and then rotate them slightly. Ideally rotate the earbud so that the Sennheiser logo is in a horizontal position as this ensures the correct beamforming angle for voice pickup. Please also check that the microphone opening is not blocked by the ear itself.

In addition, wind may sometimes impact the quality of the phone call.

How can I contact the Sennheiser service department?

Answer:

Contact information of your Sennheiser service partner can be found here:

<http://de-de.sennheiser.com/service-support-kontakt>