

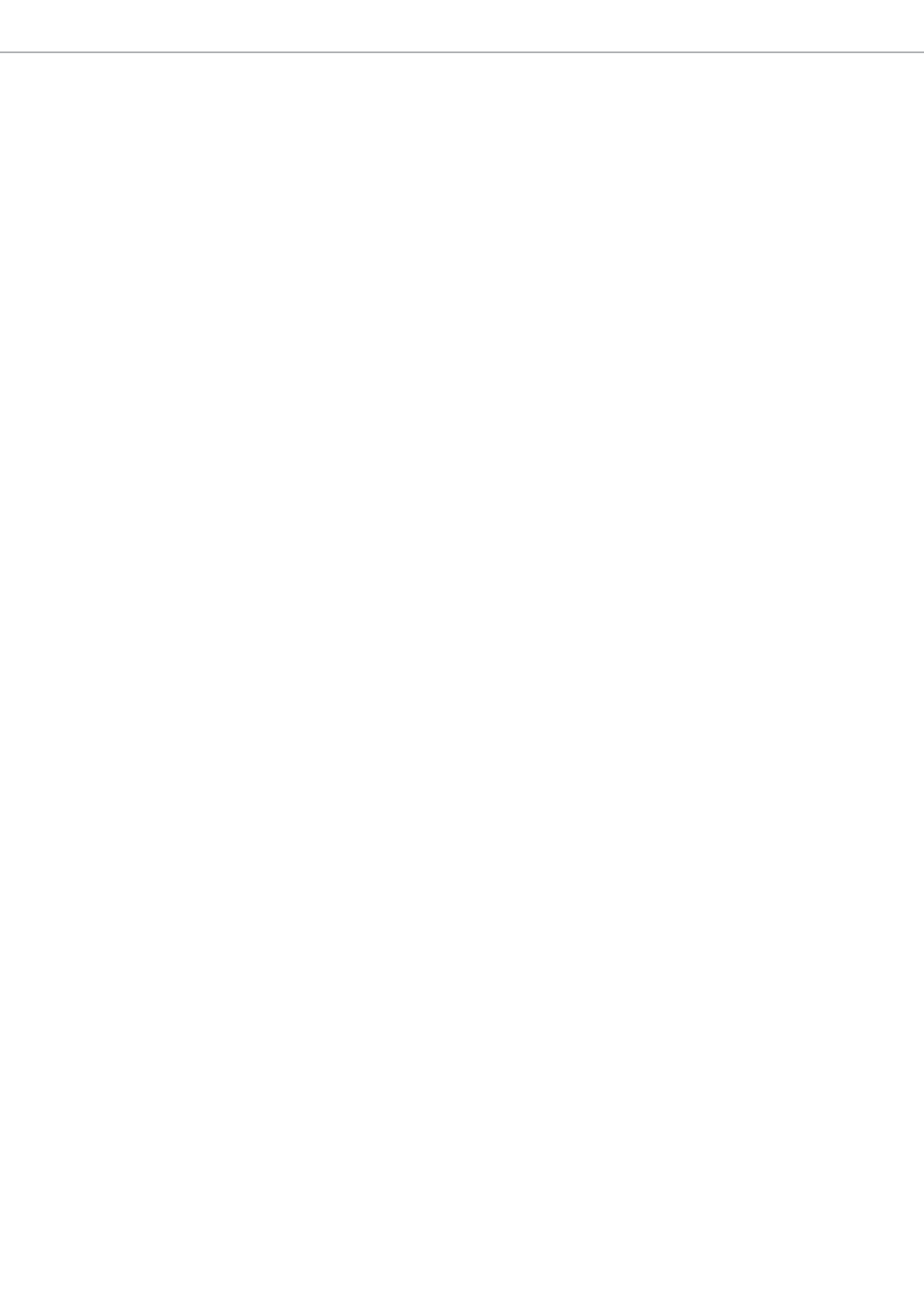
# PXC550

Wireless headphones



Instruction Manual

 **SENNHEISER**



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## Important safety instructions

- ▶ Read this instruction manual carefully and completely before using the product.
- ▶ Always include this instruction manual when passing the product on to third parties.
- ▶ Do not use an obviously defective product.

### Preventing damage to health and accidents

- ▶ Protect your hearing from high volume levels. Permanent hearing damage may occur when headphones are used at high volume levels for long periods of time. Sennheiser headphones sound exceptionally good at low and medium volume levels.
- ▶ Keep the headphones at least 10 cm/3.94" from cardiac pacemakers or implanted defibrillators. The headphones contain magnets that generate a magnetic field which could cause interference with cardiac pacemakers and implanted defibrillators.
- ▶ Keep the product, accessories and packaging parts out of reach of children and pets to prevent accidents and choking hazards.
- ▶ Do not use the product in situations which require special attention (e.g. in traffic or when performing skilled jobs).
- ▶ Unplug the power supply unit from the wall socket during lightning storms or when it is unused for long periods of time.

### Preventing damage to the product and malfunctions

- ▶ Always keep the product dry and do not expose it to extreme temperatures to avoid corrosion or deformation. The normal operating temperature is from 10 to 40°C/50 to 104°F.
- ▶ Use only attachments/accessories/spare parts supplied or recommended by Sennheiser.
- ▶ Clean the product only with a soft, dry cloth.
- ▶ Use only the product in environments where **Bluetooth®** wireless transmission is permitted.
- ▶ Use the product with care and store it in a clean, dust-free environment.

**Intended use/ Liability**



This wireless headphones are designed for use with mobile devices (e. g. mobile music players, mobile phones, tablets, computers) that support wireless communication via **Bluetooth**. Compatible **Bluetooth** devices include those that support the following profiles: Hands Free Profile (HFP), Headset Profile (HSP), Advanced Audio Distribution Profile (A2DP), Audio/Video Remote Control Profile (AVRCP), and Device ID profile (DIP).

It is considered improper use when this product is used for any application not named in the associated instruction manuals and product guides.

Sennheiser does not accept liability for damage arising from abuse or misuse of this product and its attachments/accessories.

**Safety instructions for the Lithium-Polymer battery pack**

**WARNING**

In extreme cases, abuse or misuse of the Lithium-Polymer battery pack can lead to:



- explosion,
- fire development,
- heat generation or
- smoke or gas development.

	Dispose of products with built-in rechargeable batteries at special collection points or return them to your specialist dealer.
	Use only rechargeable batteries and chargers recommended by Sennheiser.
	Charge products with built-in rechargeable batteries at ambient temperatures between 10 and 40°C (+/-5°C)/ 50 and 104°F (+/-41°F).
	Switch battery-powered products off after use.
	When not using the product for extended periods of time, charge its built-in rechargeable batteries regularly (about every 3 months).
	Do not heat above 70°C/158°F, e.g. do not expose to sunlight or throw into fire.
	Do not charge a product with built-in rechargeable batteries if the product is obviously defective.

## The PXC550 wireless headphones

The PXC 550 wireless headphones lead the next generation of business and travel headphones from Sennheiser. Utilizing the fastest and energy efficient **Bluetooth** 4.2 wireless standard, the PXC 550 headphones are packed with innovative features, like the **NoiseGard™** adaptive noise cancelling (ANC) system. The feature that allows you to control the strength of ANC to put into the headphones.

And, with Sennheiser's CapTune app, the possibilities get even wider. You can now personalize your listening experience even more with just a click on your smartphone. Swiping through music and calls has never this fun and convenient before.

The PXC 550 - the smarter way to travel and listen to music.

### Features

- First headphones to offer **NoiseGard™** adaptive noise cancelling (ANC) system for sensitive ears
- Smart Pause feature allows you to pause or play music, accept and hold calls through gestures. This feature should be activated from the CapTune app to work.
- App controlability through Sennheiser's CapTune app. Customize your listening experience using CapTune and maximize what the headphones can do for you.
- Enhance call quality further with PXC 550's Room experience feature. This feature reproduces the voice from the other end very naturally, giving you the impression that you are talking to a person in the same room.
- Closed circumaural design featuring the latest and energy-efficient **Bluetooth®** 4.2 wireless technology
- **NoiseGard™** hybrid active noise cancellation for optimum isolation from background noise and outstanding audio performance
- Immediate pairing to smart devices using NFC
- VoiceMax™ technology utilizing 3 built-in microphones for voice communication to emphasize speech quality and remove external noise
- 22 hours of battery life span with both **Bluetooth®** and **NoiseGard™** activated. 32 hours if the headphones are connected to the cable and only **NoiseGard™** is activated.
- Smallest, yet extremely comfortable, over-ear headset for easy transport



### Bluetooth

The PXC 550 wireless headphones comply with the **Bluetooth** technology 4.2 standard and are compatible with all **Bluetooth** 1.1, 1.2, 2.0, 2.1, 3.0, 4.0, 4.1 and 4.2 devices with the following profiles:

- **Headset Profile (HSP) 1.2** - provides the basic functionalities used by the headphones to interact with a **Bluetooth** smartphone.
- **Hands-Free Profile (HFP) 1.6** - provides extra functionalities as compared to the HSP. If a function, such as voice control, is not supported by the HSP profile, the HFP takes place.
- **Audio/ Video Remote Control Profile (AVRCP) 1.5** - used to control music on the **Bluetooth** device from the headphones (play, pause, skip music track, etc.).
- **Advanced Audio Distribution Profile (A2DP) 1.3** - used by a **Bluetooth** device to stream high-quality stereo music to the headphones.
- **Device ID Profile (DIP) 1.3** - used by the headphones to be identified, such as by its manufacturer, product ID, product version, etc.



### CapTune

### CapTune

CapTune is a music customization app especially developed for your PXC 550 wireless headphones. Install the Sennheiser CapTune app to make full use of the features of your headphones. Through CapTune, you can change the sound mode to put emphasis on speech or music clarity, or to change the voice prompt language, among others. You can download CapTune for your device on the App-Store or Google Play.



### NFC

Near Field Communication (NFC) is a short-range wireless technology that enables connection and communication between NFC-capable electronic devices by placing them near one another or with a single touch.



### VoiceMax

VoiceMax™ dual microphone technology filters away the background noise. 2 microphones work in synergy; one to emphasize your voice, and the other to remove the ambient noise.



### NoiseGard

The **NoiseGard**™ hybrid Active Noise Cancellation system is a combination of 2 noise-cancellation systems composed of a total of 4 microphones. Two microphones with openings to the outside of the headphones work as a Feed-Forward active noise cancellation system that reduces noise in the high-frequency band, while the other two microphones inside the headphones work as a Feed-Back active noise cancellation system that reduces noise in the low-frequency band. The combination of these 2 microphone systems results in a broad reduction in noise covering a wider band of frequencies.



### aptX®

With aptX® audio coding, you can be assured of crisp, pure and full stereo sound. It allows you to not only hear, but experience and feel the audio as it was intended. Utilizing aptX®, **Bluetooth** technology can now offer wireless audio quality that is indistinguishable from the highest quality wired connection.

### TalkThrough

The PXC 550 wireless headphones have a TalkThrough function, which allows you to communicate with other people without having to remove the headphones. When TalkThrough is activated, professional quality microphones mounted on the outside of the headphones pick up all acoustic signals in the immediate vicinity. Annoying background noise is electronically filtered out, only allowing the voice of the other person to pass through the headphones clearly.

## Package includes



Headphones



Carry case



Push-to-talk audio cable with 2.5 mm and 3.5 mm jack plug



USB cable with micro USB connector



In-flight adapter

3.5 mm to 6.3 mm adapter



Quick guide



Safety guide



A list of accessories can be found at [www.sennheiser.com](http://www.sennheiser.com). For information on suppliers, contact your local Sennheiser partner: [www.sennheiser.com](http://www.sennheiser.com)> "Sales Partner".



# Product overview




## Overview of the headphones



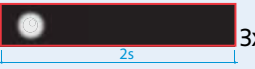
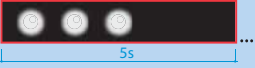
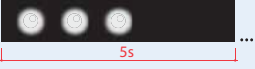
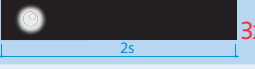
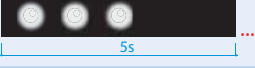
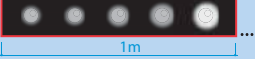
- |                              |  |
|------------------------------|--|
| 1 Headband                   | 7 Touch control panel (right earcup)   |
| 2 Ear pads                   | 8 Audio input                          |
| 3 Ear cups                   | 9 Micro-USB input                      |
| 4 ANC microphones (4 qty)    | 0 LED array                            |
| 5 Speech microphones (3 qty) | A Sound button                         |
| 6 Bluetooth on/off switch    | B ANC switch (off, on, adaptive modes) |

## Overview of pictograms

### Pictograms for tapping the touch control panel

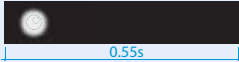
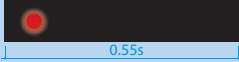
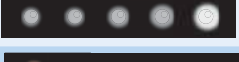
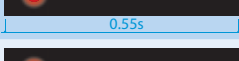
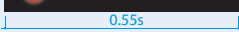
Pictogram	Meaning
	Tap once and immediately release your finger
	Tap twice and immediately release your finger
	Tap and hold for 2 seconds

### Pictograms for the LEDs


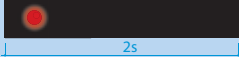
Pictogram	Meaning
	The LED flashes
	The LED array flashes
	The time the LED or LED array completes the flashing
	The number of times the LED or LED array flashes in a given time
	The LED or LED array flashes continuously for a given time
	The LED array flashes in a running display

## Overview of the LED indicators


### LED indications during operation

LED	Meaning
 3x	The headphones switch on Pairing with a device is successful
 3x	The headphones switch off
 ...	The headphones are in pairing mode
 3x	The headphones are disconnected from the device
 3x	The pairing settings are cleared from the headphones

### LED indications during calls




LED	Meaning
 3x	Incoming call
 3x	Incoming call with an almost empty battery

### The icon with “i”





 Notes marked with the pictogram “i” provide useful information on the use of the headphones.

## Overview of the buttons and switches



### NoiseGuard switch

Position	Function	Page
	The <b>NoiseGuard</b> Active Noise Cancellation (ANC) is off.	27
	The <b>NoiseGuard</b> ANC is on.	27
	The NoiseGuard ANC is on adaptive mode.	27

### Sound Mode button

Press	Function	Page
	Advises you with the sound effect that you are using during audio streaming/listening	28
	Activates/Deactivates the room experience for listening comfort during calls	29
	Toggles you to the next sound effect. Sound effect surfing.	28
	Activates the manual <b>Bluetooth</b> pairing mode	18

### Bluetooth on/ off switch

Position	Function	Page
	<b>Bluetooth</b> is active	26
	<b>Bluetooth</b> connectivity is disabled. In flight mode.	26

## Overview of the gesture control

### Basic gesture control or system modes

Switch on

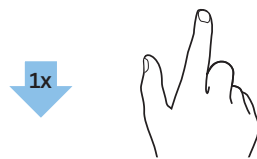


Switch off

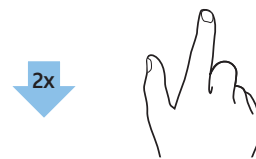


### Gesture control on the touch panel

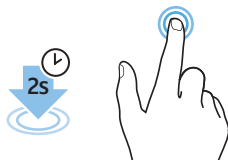
Tap once on the touch control panel



Tap twice on the touch control panel



Tap and hold for 2 seconds



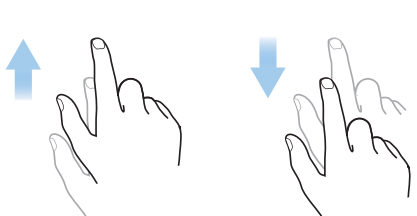
Tap and hold for 3 seconds



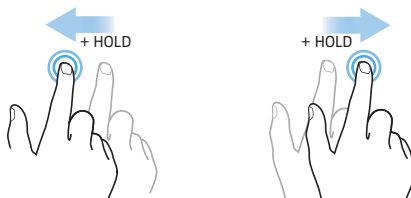
Horizontal swipes



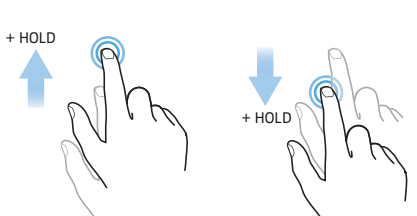
Vertical swipes



Horizontal swipes and hold



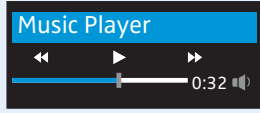
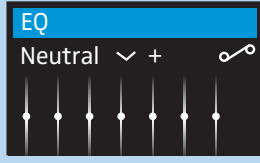
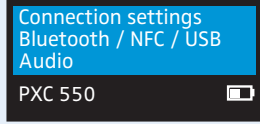
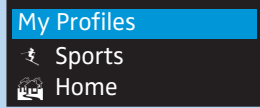
Vertical swipes and hold



## Overview of the Sennheiser CapTune app



The appearance of the app varies depending on the device and operating system used, but the functions are identical.

Function	Details
	<b>Music Player</b> <ul style="list-style-type: none"> <li>• Playlists</li> <li>• Local media contents</li> <li>• Streaming services</li> </ul>
	<b>Sound adjustments</b> <ul style="list-style-type: none"> <li>• Equalizer</li> <li>• Effects</li> <li>• Sennheiser SoundCheck</li> </ul>
	<b>Specific functions of the PXC550</b> <ul style="list-style-type: none"> <li>• Connection and charge status</li> <li>• <b>Bluetooth</b></li> <li>• NFC</li> <li>• USB Audio</li> </ul>
	<b>Profiles</b> <ul style="list-style-type: none"> <li>• Customize profile settings</li> </ul>
	<b>Special features</b> <ul style="list-style-type: none"> <li>• Change voice prompt language</li> <li>• Use tones or voice prompts for confirmation signal</li> </ul>

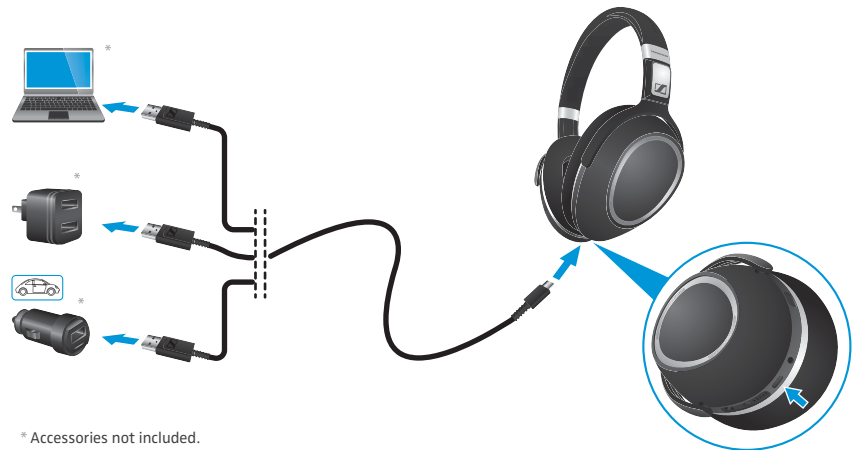
### Overview of voice prompts and tones

By factory default, voice prompts are activated in English.

From the CapTune app, you have the option to use voice prompts or tones as response signal when performing tasks. If voice prompt is active, you can replace the default language with one of the supported languages from the selection.

# Getting started

## Charging basics



\* Accessories not included.

**i** The following steps and step results assume that the headphones are straight out of the box, or that the features of the headphones have not been enhanced by the Sennheiser CapTune app.

The step results on the procedures specified in this instruction manual may change if some of the features have been activated or deactivated using the Sennheiser CapTune app.



A complete charging cycle takes about **3 hours**. Before using the headphones for the first time, charge the rechargeable battery for a complete charging cycle without interruption.

When the battery is almost empty or when the headphones are being charged, the indicator LEDs light up as indicated in the following table and a voice prompt announces the charge condition of the battery. When the battery charge drops to a low level, a voice message prompts you to recharge the headphones.

It is recommended to charge the headphones using only the supplied USB cable. If you are charging using an external USB-power adapter, it is recommended to use an adapter with an output rating of 350 mA or higher.

You can continue to listen to music or make calls from your smartphone via **Bluetooth** wireless connection while the headphones are being charged.

LED display	Meaning	Voice prompt
	Battery is almost empty (less than 2% charged)	<i>“Recharge headset“</i>
	Battery is less than 15% charged	<i>“Less than 20% battery left“</i>
	Battery is less than 25% charged	<i>“More than 20% battery left“</i>
	Battery is less than 50% charged	<i>“More than 40% battery left“</i>
	Battery is less than 75% charged	<i>“More than 60% battery left“</i>
	Battery is more than 80% charged (battery is almost fully charged)	<i>“More than 80% battery left“</i>
	Battery is fully charged	

### Charging the headphones

You can charge the headphones either in "off" or "on" state.

1. Connect the micro USB plug of the charging cable to the micro USB input of your headphones.
2. Connect the USB plug to the USB port of your computer. If you are using an external power adapter, connect the USB plug to the power adapter (not included) or to the USB car charger adapter (also not included), and connect to the power source.

Depending on the charge condition of the headphones, the indicator LEDs flash/light up as indicated in the preceding table.



Find out what you can do more with the USB cable on page 20.





## Installing the Sennheiser “CapTune” app

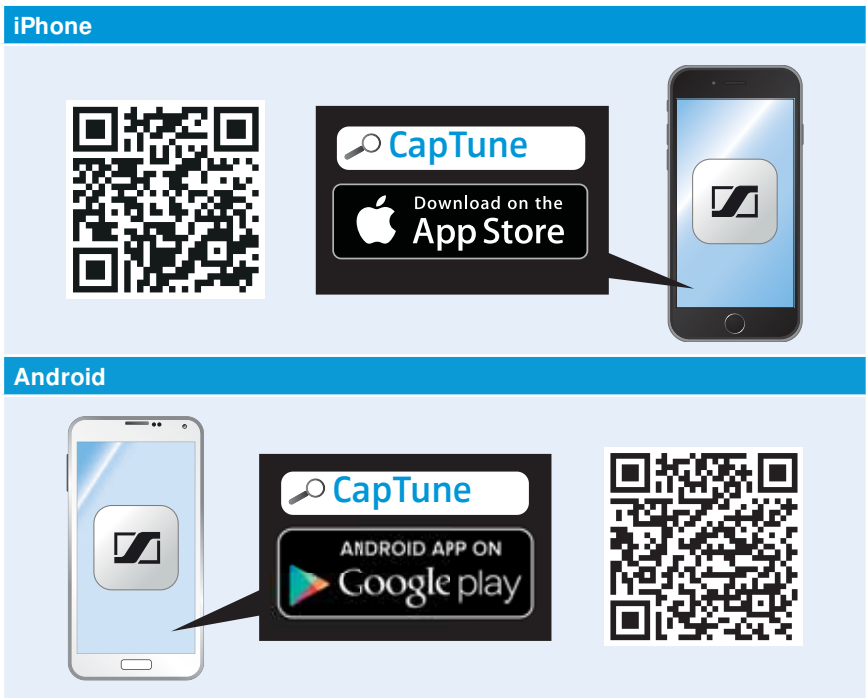
To make full use of all the features of your PXC 550 headphones, you need to install the free Sennheiser “CapTune” app from the AppStore or GooglePlay.

Using the app, you can control the functions of the PXC 550 from your smartphone or tablet. Through CapTune you can perform the following operations and many more:

- adjust the connection settings for NFC and USB Audio
- view the rechargeable battery and connection information
- control and display the currently played media content
- adjust the EQ and SAM settings to optimize the sound
- **use the Music Player**
- adjust the noise cancellation settings
- Switching the voice prompts on and off

To install the Sennheiser “CapTune” app:

- ▶ Download the appropriate app for the device being used and install the app. To do so, scan the QR code or search for the “CapTune” app through the appropriate app store on your device.



- ▶ Connect your smartphone or tablet via **Bluetooth** to the PXC 550 (see page 16).
- ▶ Start the “CapTune” app and follow the instructions to install the extensions for the PXC 550.

As soon as the app with the extensions for the PXC 550 is installed, you hear the voice prompt “*App connected*” in the headphones. You can now use all the functions of the PXC 550 and the app.

## Pairing the headphones

### CAUTION

#### Danger of malfunction!



The transmitted radio waves of mobile phones can impair the operation of sensitive and unprotected devices.

- ▶ Only make calls with the headphones in locations where **Bluetooth** wireless transmission is permitted.

To pair your headphones with a **Bluetooth** device, you can either use the Near Field Communication (NFC) or the **Bluetooth** search function. In order for a connection between the headphones and a **Bluetooth** device can be established, **Bluetooth** must be activated, whether you use **Bluetooth** or NFC pairing.

The PXC 550 headphones comply with the **Bluetooth** 4.2 standard. In order for that data can be transmitted wirelessly using **Bluetooth** technology, you have to pair your headphones with compatible **Bluetooth** devices that support the following profiles:

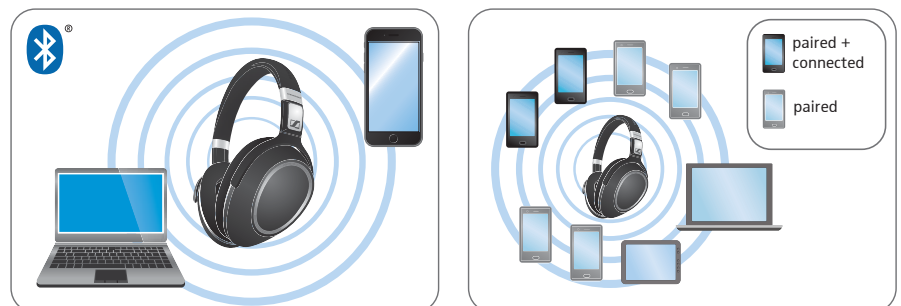
- ▶ Hands Free Profile (HFP)
- ▶ Headset Profile (HSP)
- ▶ Audio/Video Remote Control Profile (AVRCP)
- ▶ Advanced Audio Distribution Profile (A2DP)
- ▶ Device ID Profile (DIP)

When you switch the headphones on for the first time or if you restored the headphones back to its default factory settings, they automatically go to the pairing mode, see page 16 to pair the headphones to the device.

When you switch on the headphones that were previously paired to devices, they automatically try to connect to the last two connected **Bluetooth** devices. The headphones can save the connection profiles of up to eight **Bluetooth** devices with which they have been paired.

If you pair the headphones to a ninth **Bluetooth** device, **the saved connection profile of the least used Bluetooth device will be overwritten**. If you want to re-establish a connection with the overwritten **Bluetooth** device, you have to pair that device to the headphones again.

You can easily pair and connect your wireless headphones with your smartphone if the device supports the Near Field Communication (NFC) technology. NFC is a short-range wireless technology that enables connection and communication between NFC-capable electronic devices by placing them near one another or with a single touch.



The following sections describe, using a smartphone as an example, how to pair your PXC 550 headphones with an NFC or **Bluetooth** device. If the instructions provided do not work on your smartphone, proceed as described in the instruction manual of your device.



### Pairing the headphones with a Bluetooth device using NFC

Ensure that the headphones and the **Bluetooth** switch are in the “on” position when performing this procedure.

1. Activate the NFC function on your smartphone.
2. Lightly tap the smartphone to the panel on the left ear cup of the headphones.  
Once the connection is established, you hear the voice prompts “pairing”, and the 5-LED-array repeatedly flashes white in a running display. The headphones are in pairing mode.

**i** At this point, if you decide to not proceed with the pairing, just press the Sound button once. You will hear the voice prompt “pairing cancelled” after a few seconds.

3. Click “Yes” if a pairing confirmation dialog appears on the screen of your smartphone (this step may vary depending on your smartphone).  
If pairing is successful, you hear the voice prompt “connected” and an LED flashes white 3 times.



**i** If no connection is established, you hear the voice prompt “no connection”. After attempting to connect for 5 minutes, pairing mode is terminated and the headphones return to the disconnected state. Switch the headphones off and repeat the pairing procedure.



### Pairing the headphones with a Bluetooth device

Ensure that your PXC 550 headphones are within the 20 cm range of your smartphone. Also ensure that the headphones and the **Bluetooth** switch are in the "on" position when performing this procedure.

1. Switch the headphones on or unfold the headphones to ready-to-wear position (see page 23). Press the **Sound** button 4 seconds until you hear the voice prompt "*pairing*" and the 5-LED-array repeatedly flashes white in a running display.

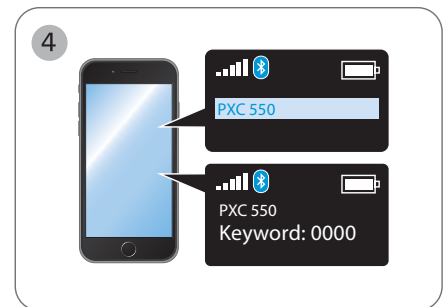
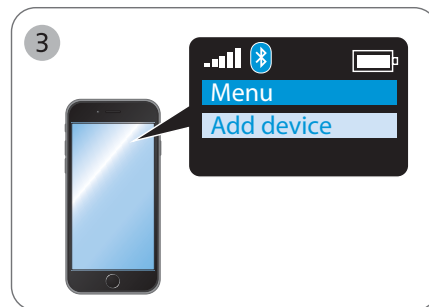
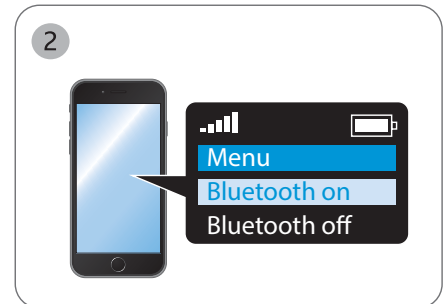
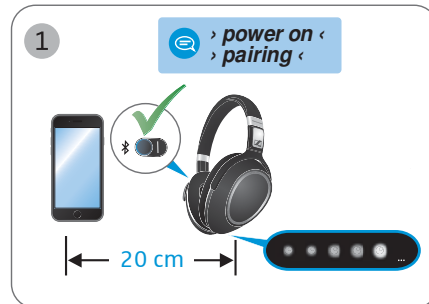
The headphones are in pairing mode.

**i** At this point, if you decided to not proceed with the pairing, just press the **Sound** button once. You will hear the voice prompt "*pairing cancelled*" after a few seconds.

2. Enable the **Bluetooth** visibility on your smartphone.
3. On your smartphone, start a search for **Bluetooth** devices.  
All active **Bluetooth** devices in the proximity of your smartphone are displayed.

4. From the list of found **Bluetooth** devices, select "*PXC 550*" to establish a **Bluetooth** connection to the headphones. If necessary, enter the default PIN code "0000".

If pairing is successful, you hear the voice prompt "*pairing successful*" and a LED flashes white 3 times.

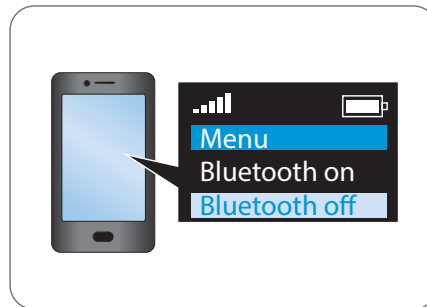


**i** If no connection is established, you hear the voice prompt "*no connection*". After attempting to connect for 5 minutes, pairing mode is terminated and the headphones return to the disconnected state. Switch the headphones off and repeat the pairing procedure.

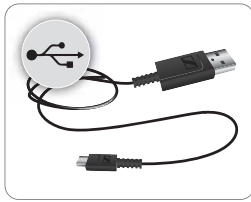
### Disconnecting the headphones from an NFC or Bluetooth device

- ▶ Disable the **Bluetooth** visibility on your smartphone.

The headphones are disconnected from the smartphone, and you hear the voice prompt *“device x disconnected”*. The headphones then search for previously paired devices. If no device is found, you hear the voice prompt *“no device found”* after a few minutes.



## Connecting the PXC550 headphones to a digital audio source using the USB connection cable



You can use the USB cable to listen to a media player on your computer or make soft calls. The PXC 550 accepts digital audio files via USB (at least USB 2.0) and its high-quality digital-to-analog converter converts them to analog. The PXC 550 supports USB Audio Class 1 and USB Audio Class 2.

Using the Sennheiser “CapTune” app, you can configure as well as deactivate the USB Audio functions (see page 20):

- USB Audio – USB Audio Class 1:  
Bit depth/sample rate of 16 bit/48 kHz, can be used with all standard USB audio devices and operating systems
- USB Audio – USB Audio Class 2:  
Bit depth/sample rate of up to 32 bit/192 kHz, can be used with USB audio devices for high-resolution audio and with Apple OS X operating systems (from version 10.6.4)

**i** If you want to connect the USB cable and deactivate all wireless connections, switch the Bluetooth wireless connection off from your headphones, see page 26.



### Activating/ deactivating and configuring USB Audio

For more information on USB Audio, see page 28.

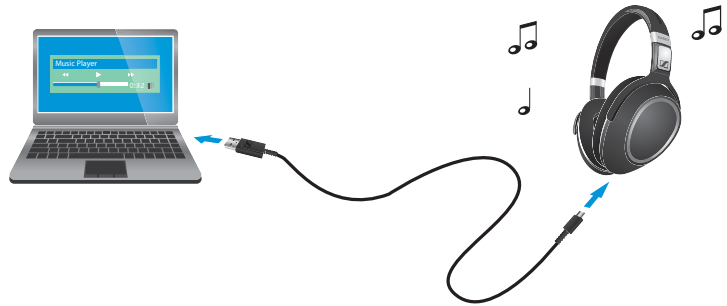
► Tap on “USB Audio”.

Switch	Function
“USB Audio Off”	USB Audio is deactivated; when the USB charging and connection cable is connected, only the rechargeable battery is being charged
“USB Audio”	USB Audio Class 1; bit depth/sample rate of 16 bit/48 kHz
“USB Audio High Quality”	USB Audio Class 2; bit depth/sample rate of up to 32 bit/192 kHz (a driver is required for Windows)

### Connecting a computer using the USB connection cable

**i** The headphones automatically charges at the same time once you connect them to a computer or USB device using the USB cable.

1. Connect the micro USB plug of the charging cable to the micro USB input of your headphones.
2. Connect the USB plug to the USB port of your computer or USB device.  
Depending on the charge condition of the headphones, the indicator LEDs flash/light up as indicated in Charging basics section, see page 13.
3. If you connect to a computer for the first time, you may need to set your Sennheiser PXC 550 headphones as the default device in the sound panel of your computer.



### Using the PXC550 headphones as the default audio device of your computer

- ▶ Via the Systems Preferences [Mac] or the Control Panel [PC], select "Sennheiser PXC 550" as default audio input and output device.

### Connecting a smartphone or USB audio device using the USB connection cable

In order to use USB Audio with a smartphone or USB audio device, you have to use the USB connection cable (supplied) or a USB OTG cable (USB On-the-Go; available from your specialist dealer). Only with this special cable type can you use the cable connection to listen to music.

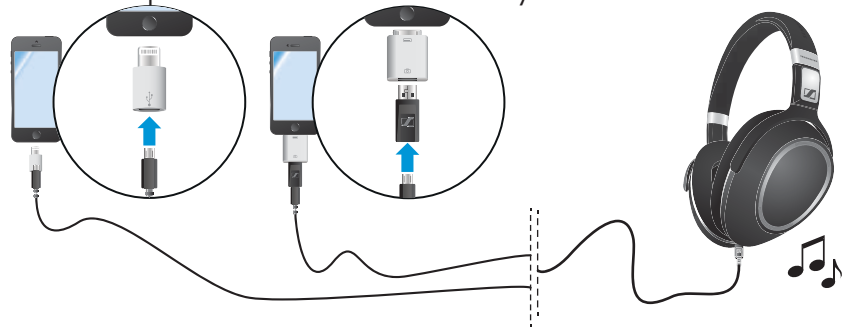
- ▶ Use the USB connection cable to connect the smartphone (running Android or Windows Phone)/USB audio device to the USB socket of the PXC 550.



### Connecting an iPhone using the USB connection cable

In order to connect an iPhone to the PXC 550 using the USB connection cable, you require a USB adapter for iPhone (Lightning or 30-pin connector; available from your specialist dealer).

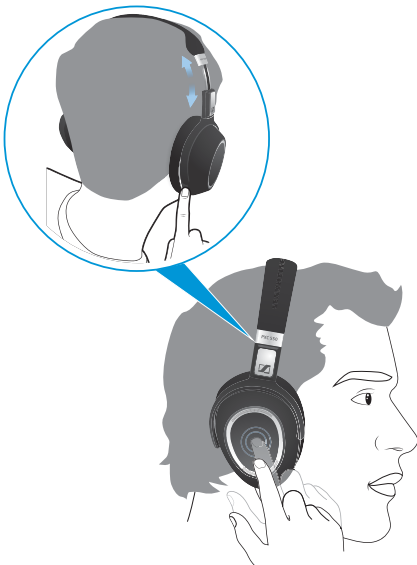
- ▶ Connect the USB connection cable to the USB socket of the PXC 550. Then use the USB adapter to connect the USB cable to your iPhone.



### Adjusting the headband

For good sound quality and best possible wearing comfort, you can adjust the ear pad location on the headband to properly match the size of your head.

- ▶ Wear the headphones so that the headband runs over the top of your head.
- ▶ Adjust the location of the ear pads by moving the ear cups up and down of the headband slider until:
  - your ears are comfortably covered by the ear pads,
  - you feel even, gentle pressure around your ears,
  - a snug fit of the headband on the head is ensured.





## Using the headphones

### Switching the headphones on

#### WARNING

#### Danger due to high volume levels!

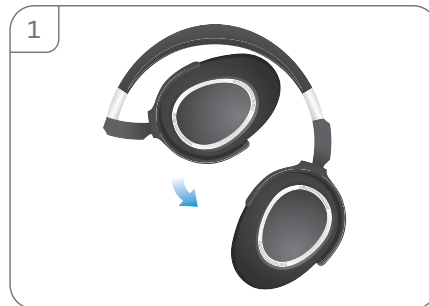


Listening at high volume levels for long periods of time can lead to permanent hearing defects.

- ▶ Before putting the headphones on, set the volume to a low level.
- ▶ Do not continuously expose yourself to high volume levels.



1. Unfold the earcups away from the headband.
2. Twist the ear cups outward until you hear the click sound from both hinges. The LED array flashes the current battery condition, see page 30, and you hear the voice prompts “power on” and “phone x connected” after a few seconds.

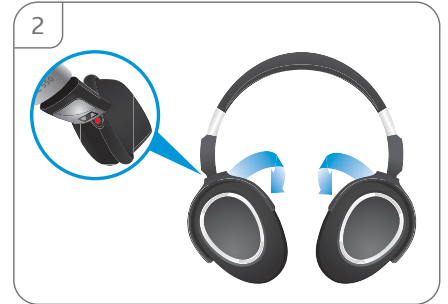


**i** If the headphones cannot find a paired smartphone or device, you hear the voice prompt “no device found”.

## Switching the headphones off



1. Hold the headphones such that the left hand holds the right ear cup and the right hand holds the left ear cup.
2. **Twist the ear cups inward until you hear the click sound from both hinges. Twist them so that the ear cup control panel is facing towards you.**  
You hear the voice prompt “*power off*” after a few seconds, and a LED flashes **red 3 times**. The red dot displayed on the right **folding hinge** of the ear cup indicates that the headphones are switched off. Fold to its storing position, as necessary.



## Adjusting the volume

### WARNING

#### Danger due to high volume levels!

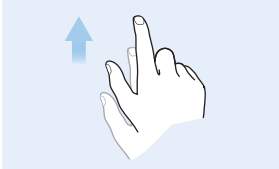





Listening at high volume levels for long periods of time can lead to permanent hearing defects. Switching between audio sources may cause enormous volume jumps that can permanently damage your hearing.

- ▶ Before putting the **PXC 550** on and before switching between audio sources, adjust the volume to a low level.
- ▶ Do not continuously expose yourself to high volume levels.

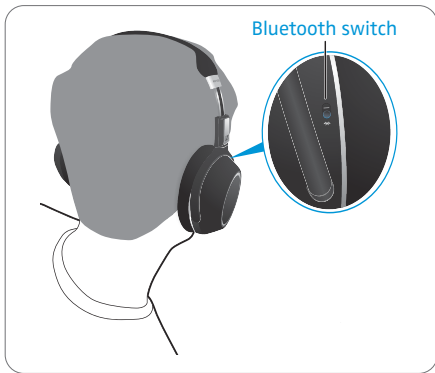
You can adjust the volume for music listening, voice prompts announcements, alerts and tones, and attending phone calls.

- ▶ Swipe the touch control panel vertically up or down to increase or decrease the volume.

Gesture	Function
	 Increases the volume 1 level up
	 Reduces the volume 1 level down

Depending on the length of the swipe motion, you adjust the volume in smaller increments (short swipe motion) or larger increments (long swipe motion).

When switching the headphones off and on again, very high volume levels are reset to a moderate level to protect your hearing.



### Switching the Bluetooth on/ off

In instances where using **Bluetooth** devices are restricted, such as during aircraft take off or landing, you can use your headphones' **NoiseGard** Active noise cancellation feature (without the hassle of cables) to block out aircraft engine noise. **NoiseGard** ANC significantly blocks out ambient noise giving you extra comfort and rest during a flight.

When using the ANC feature, ensure that the **NoiseGard** ANC is switched on. To switch the **NoiseGard** ANC on in full or adaptive mode, see page 27.

You can also play higher resolution music mid-air, without **Bluetooth**, by connecting your headphones to your smartphone or device using the USB cable.

▶ Push the **Bluetooth** switch on/off to enable or disable the **Bluetooth** connectivity from the headphones.



– Switch the **Bluetooth** on "I" if you want to use the wireless features of the headphones, e. g. pairing another set of headphones to the device or listening music wirelessly



– Switch the headphones off "0" if wireless transmission is not allowed or restricted, e. g. during aircraft take-off and landing

## Using the NoiseGard ANC

**NoiseGard** ANC is only available if the headphones and smartphone are connected using **Bluetooth** or the USB cable.

The PXC 550 wireless headphones provide excellent attenuation of ambient noise using Sennheiser’s very own **NoiseGard** active noise cancellation (ANC) technology.

The PXC 550 wireless headphones also feature an innovative varying noise-attenuation system called **NoiseGard** Adaptive ANC. If Adaptive ANC is used, the **NoiseGard** strength is dependent on the severity of the surrounding noise and will attenuate the noise accordingly. In Adaptive ANC, **NoiseGard** can be very strong if the surrounding noise is too high, or can be very gentle if the surrounding noise is too low.

### Switching the NoiseGard ANC between different modes



▶ Indicates that the ANC is off.



▶ Indicates that the ANC is on.  
The ANC attenuates the surrounding noise to the maximum.



▶ Indicates that the ANC is on adaptive mode.  
The ANC attenuates the noise depending on the severity of the surrounding noise.

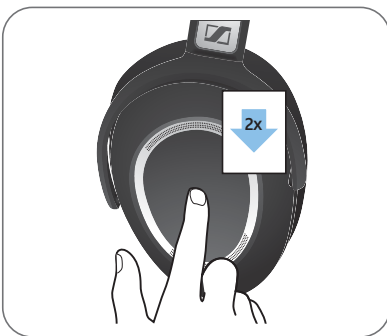
**i** In Adaptive ANC mode, you can adjust the strength of **NoiseGard** if you are using CapTune on a smartphone that is connected wirelessly to the PXC 550 headphones.

## Switching TalkThrough on/ off

TalkThrough allows you to communicate with other people without having to remove the headphones and even when the **NoiseGard** ANC is switched on.

To switch TalkThrough on and off while listening to music:

- ▶ Briefly tap the touch control panel twice.  
You hear **beeps in the headphones** and the music pauses.



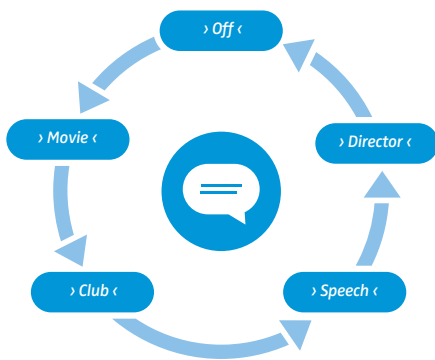


### Changing the Sound effect

The changing of Sound effect is only available if the headphones and smartphone are connected using **Bluetooth** wireless technology or the USB cable.

The sound effects optimize the quality of audio according to its genre or category. **There are 5 sound effects available for your PXC 550 headphones.**

Sound Effect	Meaning
Off	Sound mode is switched off.
Movie	Best for movies.
Club	Best for music.
Speech	Best for podcasts or audiobooks.
Director	By default, Director mode sounds exactly the same as the off mode. You can customize the Director sound effect from the Sennheiser CapTune app.



#### Changing or checking the sound mode

To change the sound mode or to surf through different sound modes:

To check the sound mode or profile that you are using.

- ▶ Press the Sound mode button.  
You hear the voice prompt stating the sound mode or profile that you are in.
- ▶ Press the Sound mode button twice.  
Toggles you to the next sound mode or profile. You hear the voice prompt stating the sound mode that your are in.

#### Customizing a sound effect (Director mode)

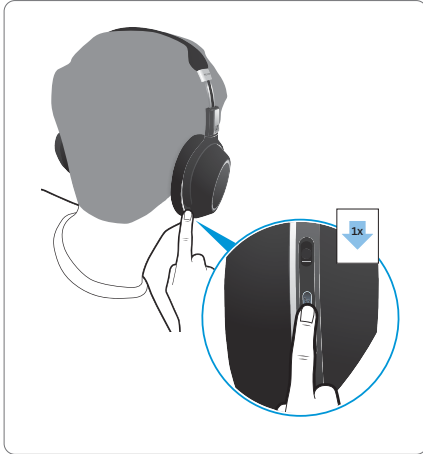
In Director mode, you can create a custom sound effect by changing the sound enhancements, such as Boost, Spatial, Reverberation, DLC, from the Sennheiser CapTune app.



## Activating/ deactivating the room experience

Activating or deactivating the room experience is only available during calls on the PXC 550 headphones connected to a smartphone using **Bluetooth** or USB cable. You can also activate or deactivate the room experience voice-quality enhancing feature from the Sennheiser CapTune app.

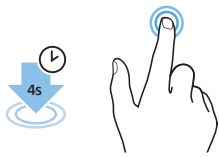
The room experience ensures enhanced call comfort when communicating, . The voice quality of the caller is reproduced very naturally, making long calls or frequent calls more comfortable and less tiring.




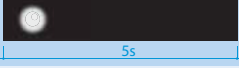
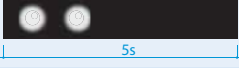
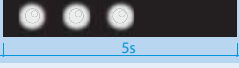
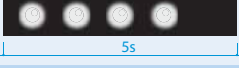
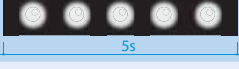
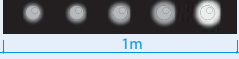
- ▶ Press the Sound mode button.  
The room experience toggles between on and off.

### Checking the remaining battery life from the headphones

You can check the remaining play and talk time at any given time except when you are on an active call or when listening to music.



- ▶ Tap and hold the touch control panel for about 4 seconds. You hear the voice prompt announcing the remaining play time and the LEDs flash/light up depending on the battery charge level.

LEDs	Meaning	Voice prompt
 ... 5s	Battery is almost empty (less than 2% charged)	<i>“Recharge headset“</i>
 ... 5s	Battery is less than 15% charged	<i>“Less than 20% battery left”</i>
 ... 5s	Battery is less than 25% charged	<i>“More than 20% battery left”</i>
 ... 5s	Battery is less than 50% charged	<i>“More than 40% battery left”</i>
 ... 5s	Battery is less than 75% charged	<i>“More than 60% battery left”</i>
 ... 5s	Battery is more than 80% charged (battery is almost fully charged)	<i>“More than 80% battery left”</i>
 ... 1m	Battery is fully charged	



**i** Depending on your smartphone, the battery life of your headphones may also be displayed on the screen.



## Checking the remaining battery life from the the Sennheiser CapTune app

The Sennheiser “CapTune” app displays the charge status of the rechargeable battery:

- ▶ Pair (Connect) the PXC 550 and the device installed with the Sennheiser “CapTune” app (see page 16).
- ▶ In the app, tap on “PXC 550 N”.

The settings of the PXC 550 appear. The current battery charge status is displayed.



## Listening to music

The music functions mentioned in the subsections are only available if the headphones and the smartphone are connected using **Bluetooth** wireless technology or the USB cable. Some smartphones may not support all functions.

### Listening to music wirelessly



When connected via **Bluetooth**, you can use the PXC 550 as the output and input device for your audio device.

If your audio source supports the aptX® audio codec, the PXC 550 will automatically play your music wirelessly in stunning aptX® audio quality. If your audio source does not support the aptX® audio codec, your music will be played in normal audio quality.



- ▶ Make sure that the PXC 550 and the mobile phone are connected wirelessly (see page 16).
  - ▶ Start playing music on your mobile phone.
  - ▶ Select "Play to **Bluetooth** device" from the menu.
  - ▶ Select "Sennheiser PXC 550" from the list.
- The music is now played through the PXC 550.

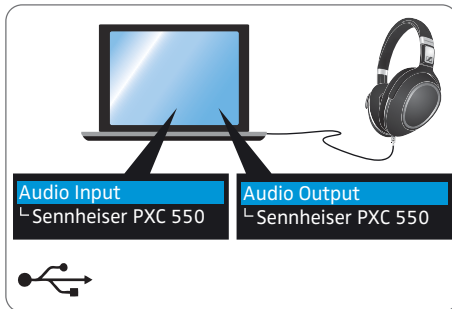


If the instructions provided do not work, proceed as described in the instruction manual of your mobile phone/**Bluetooth** device.

## Listening to music using the USB connection cable

With the USB connection cable connected (supplied) or a USB OTG cable, you can play audio contents from your computer (PC or Mac), smartphone, tablet or USB audio device directly through the PXC 550.

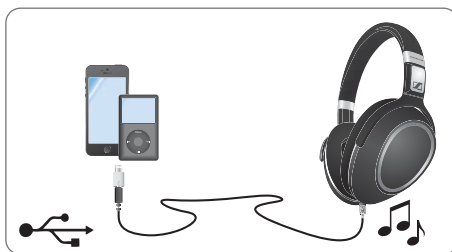
Using the Sennheiser “CapTune” app, you can configure as well as deactivate the USB Audio functions (USB Audio Class 1 or Class 2) (see page 20).



### Connecting the PXC550 to a PC or Mac

- ▶ Make sure that the PXC 550 is connected to the PC or Mac using the USB connection cable.
- ▶ Make sure that “Sennheiser PXC 550” is set as the default audio output device on your PC or Mac.
- ▶ Start music playback from the PC or Mac. The music is played through the PXC 550.

**i** If you want to use the PXC 550 as a headset, make sure that “Sennheiser PXC 550” is set as the default audio output device on your PC or Mac.



### Connecting the PXC550 to a smartphone/ USB audio device

- ▶ Check if your smartphone/USB audio device supports USB Audio and also check which standard is supported (USB Audio Class 1 or Class 2). If necessary, adjust the USB Audio quality from the CapTune app (see page 20).
- ▶ Make sure the PXC 550 is connected to the smartphone/USB audio device using the USB connection cable (supplied) or a USB OTG cable. Depending on the device used, an adapter may be required (e.g. for iPhone). The music is played through the PXC 550.

### Controlling music playback using the PXC550



The PXC 550 allows you to control music playback from a device connected via **Bluetooth** or USB. It may be that not all control functions of your device are supported.

#### Playing/ pausing music

- ▶ Briefly tap on the control panel.



Gesture	Function
	Plays or pauses music

- ▶ Wearing/removing headphones.



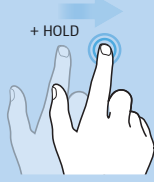



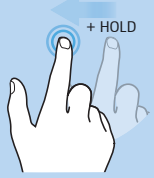

**i** Smart Pause is a feature that enables the headphones to respond to gestures such as pausing music when the headphones are taken off the head, or play back when they are worn back.

By factory default, Smart Pause is inactive. For the headphones to respond to these gestures, ensure that Smart Pause is activated from the CapTune app.

Gesture	Function
	Pauses the music
	Plays back the music

### Playing the next/ previous track

► Quickly swipe the control panel horizontally.

Gesture	Function	
		Plays the next track in the playlist
		Skips track continuously forward
		Plays the previous track in the playlist
		Skips tracks continuously backward

## Making calls using the PXC550 headphones



The following call functions are only available if the headphones and the smartphone are connected using **Bluetooth** wireless technology **or if the USB cable is used**. Some smartphones may not support all functions.

### Making a call

- ▶ Dial the desired number on your mobile phone.

**If your mobile phone does not automatically transfer the call to the headphones:**

- ▶ Select the PXC 550 as the audio source on your smartphone (see the instruction manual of your smartphone if necessary).

### Accepting/ rejecting/ ending a call

When you receive a call, you hear the ring tone from the PXC 550 and an LED flashes white 3 times every 2 seconds. If you listen to music when you receive a call, the music is paused until you end the call.

- ▶ Tap the touch control panel accordingly:

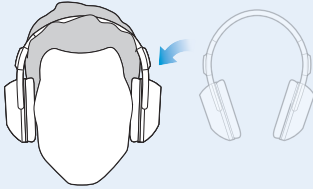

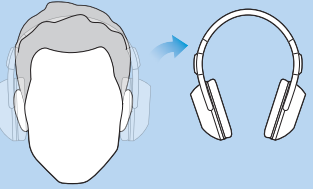

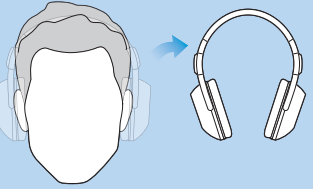




Gesture	Function	Signal
1x		Accepts a call
1x		Ends a call "Call ended"
1s		Rejects a call "Call rejected"
1x		Accepts an incoming call and ends the active call
2x		Puts the call on hold
2x		Accepts an incoming call and puts an active call on hold
2x		Toggles between 2 active calls
1s		Rejects an incoming call and continue with the active call





► Wearing/removing headphones.

**i** Smart Pause is a feature that enables the headphones to respond to gestures such as placing the calls on hold when the headphones are taken off the head, or accept calls when they are worn back.

By factory default, Smart Pause is inactive. For the headphones to respond to these gestures, ensure that Smart Pause is activated from the CapTune app.

Gesture	Function	Signal
		Accepts a call
		Puts the call on hold
	 	Rejects an incoming call and keep holding the held call





While on call, you can mute or unmute the microphone using the following gestures.

Gesture	Function
	 Puts the microphone on mute
	 Unmutes the microphone

**Transferring the call to/ from the headphones**

If the connection is established successfully, you can transfer the call between the headphones or your smartphone.

► Tap and hold the touch control panel for a second.

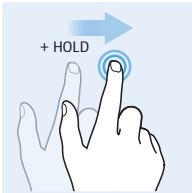


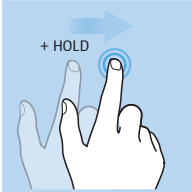

Press	Function	Voice prompt
		Transfers a call from the headphones to the smartphone
		Transfers a call from the smartphone to the headphones



### Redialing

The redialing function must be supported by your smartphone or **Bluetooth** device (with HFP profile). This function may be required to be activated on your device.

► Swipe forward and hold on the touch control panel.

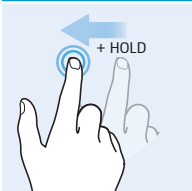

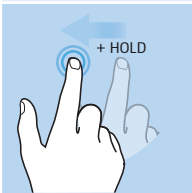

Press	Function	Voice prompt
	 	Redials the last number called
		“redial”
		“call ended”

### Voice control functions

The voice control functions are only supported by **Bluetooth** smartphones with HFP profile.

You can call the voice control functions at any time except when you are already on an active call or when listening to music.

1. Swipe backward and hold on the touch control panel.

Press	Function	Voice prompt
		Starts voice dialing
		“voice dial”
		“call ended”

2. Say your voice command, such as “Call Jane”.

The **Bluetooth** smartphone dials the phone number of Jane.



## Using the audio cable

There are 2 connection modes when you use the audio cable:

- ▶ **Active mode** - the audio cable is used on the headphones with sufficient battery life.  
The touch control panel and the control buttons operate normally.
- ▶ **Passive mode** - the headphones go to passive mode when the audio cable is used on the headphones with empty battery.

Whether the **Bluetooth** switch is turned on or off, **Bluetooth** wireless transmission is disabled and the headphones automatically go to flight mode if the audio cable is used. Same goes for USB transmission, once the audio cable is inserted, the headphones go to flight mode and the transmission using the USB cable is disabled.


Primarily, use only the audio cable when wireless transmission is not allowed, e. g. during aircraft take-off and landing or, in some cases, during the entire duration of the flight.

### Using the audio cable's push-to-talk button

Optionally, you can answer/end calls or play/pause music by pressing the push-to-talk button of the provided audio cable.

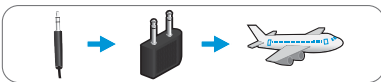
### Using the PXC550 on flight mode

1. Insert the 2.5 mm jack plug into the audio input of the headphones.  
The **Bluetooth** connection is disabled.

 If you are listening to a music on the headphones via **Bluetooth** and the audio cable is plugged in, the **Bluetooth** wireless transmission is disabled and the music is stopped.

2. Connect the 3.5 mm jack plug to:
  - the audio output of your smartphone
  - the in-flight adapter if you want to use the headphones with an in-flight entertainment (IFE) system

In **active mode**, the **NoiseGuard** active noise cancellation feature is enabled; in **passive mode**, the active noise cancellation feature is disabled.




### CAUTION

**Bluetooth may transmit radio waves when the audio cable is pulled off!**



Use only the product in environments where **Bluetooth**® wireless transmission is permitted. To ensure that the **Bluetooth** headphones do not transmit radio waves when the audio cable is pulled off, switch the the **Bluetooth** connectivity off. To switch the **Bluetooth** connectivity off, see page 26.

 You can also play higher resolution music mid-air/in-flight by connecting your headphones to your smartphone or device using the provided USB cable. To use the USB cable to listen to music on environments where **Bluetooth** wireless transmission is not allowed or restricted, ensure that the **Bluetooth** functionality is switched off. To switch **Bluetooth** off, see page 26.

### **Announcement volume limiter**

When in-flight mode, the volume limiter feature of the headphones protects you from sudden volume jumps when the in-flight entertainment (IFE) system is interrupted by the PA announcement. Typically, the PA announcement is much louder than the volume of the IFE.

After the announcement is made, the volume of the headphones remains low and can be increased only by adjusting the volume from the IFE.

## Care and maintenance

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### CAUTION

**Liquids can damage the electronics of the product!**



Liquids entering the housing of the product can cause a short-circuit and damage the electronics.

- ▶ Keep all liquids away from this product.
  - ▶ Do not use any solvents or cleaning agents.
- 

### Replacing the ear pads

For reasons of hygiene, you should replace the ear pads from time to time. Spare ear pads are available from your local Sennheiser partner.

1. Lightly pull the ear pad away from ear cup until it is detached.
2. Secure the new ear pad by inserting the fixation band in the space on the ear cup. Ensure that the stitched line on the ear pad is positioned at the top.

## Storage and handling

To keep the headphones in good condition and to avoid nicks and scratches, store the headphones in a carry case when not in use or carrying them around.



## Updating the software

### Using the Sennheiser Updater

You can update the software of your headphones by using the free "Sennheiser Updater" PC software. Download the "Sennheiser Updater" from [www.sennheiser.com/cco/software](http://www.sennheiser.com/cco/software).

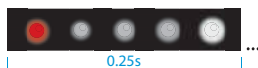
- ▶ Install the PC software. To install the software, you need administrator rights on your computer.
- ▶ To update the software, connect only one product at a time.

### Updating the software of the headphones

**i** Do not unplug the USB cable from your headphones and computer during software update to avoid interruptions.

1. Connect the headphones to your computer using the USB cable.
2. Start the "Sennheiser Updater".

The "Sennheiser Updater" compares the installed firmware version of the headphones to the latest firmware version available for download. If your firmware needs to be updated, upgrade to the latest version according to the instructions of the "Sennheiser Updater". The 5-LED-array flashes in a running display, with the first LED flashing red.



## Resetting to default factory settings

### CAUTION

#### Loss of all settings!

If you reset the PXC 550 to the factory default settings, all of your personal settings will be deleted.

- ▶ If necessary, write down your settings in order to be able to recreate them after the reset.

In order to reset the PXC 550 to the factory default settings, you require the Sennheiser “CapTune” app.

- ▶ Connect the PXC 550 via **Bluetooth** to the device which has the Sennheiser “CapTune” app installed (see page 16).
- ▶ In the app, tap on “PXC 550”.  
The settings of the PXC 550 are displayed.
- ▶ Tap on “Factory Reset” and confirm the confirmation prompt.  
The PXC 550 is reset to the factory default settings, which causes all active **Bluetooth** connections to be lost. The PXC 550 restarts.
- ▶ Connect the devices again, if necessary (see page 16).



## Replacing/ removing the rechargeable battery

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### CAUTION

#### Danger of damage to the product!

During the warranty period, the rechargeable battery must only be replaced by an authorized Sennheiser service center, otherwise the warranty will be null and void.

- ▶ Contact your Sennheiser service center if the rechargeable battery needs to be replaced or removed. To find a Sennheiser service partner in your country, visit [www.sennheiser.com](http://www.sennheiser.com).
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Outside the warranty period, the rechargeable batteries may be replaced or removed by any qualified service center in an appropriate manner. Instructions on how to replace or remove the batteries for qualified service centers are available from the Sennheiser service partner.

## Troubleshooting

Problem	Possible cause	Possible solution	Page
Headphones cannot be switched on	Battery is empty	Charge the headphones.	15
	Battery is completely exhausted/worn out	Visit an authorized Sennheiser service center for battery replacement.	
No audio signal	Headphones are not paired with your device	Check if the headphones are paired. If necessary, pair the headphones with your device again.	<?>
	Volume too low	Increase the volume.	24
	Headphones are switched off	Switch the headphones on.	22
Headphones cannot connect	Pairing does not work	Check if your smartphone supports the HFP or HSP <b>Bluetooth</b> profile.	
	Smartphone is switched off	Switch your smartphone on.	
	<b>Bluetooth</b> is deactivated on your smartphone	Activate <b>Bluetooth</b> on your smartphone.	
Headphones do not respond to any button press	Function of the headphones is faulty	Clear the pairing settings from the headphones.	47
The up/down swiping does not work	The length of the swipe may not be sufficient to call a command	Ensure that the distance generated by your swipe is about or more than 8 mm.	
The LED flashes red 3 times every 2 seconds, instead of white, when there is an incoming call	The battery life is below 25%.	Charge the headphones	
The LED flashes red 3 times during connection	The connection is not established.	Ensure that the distance between the headphones and the device is less than 3 cm.  Ensure that the Bluetooth on the headphones and the device are active.	
The device cannot detect my headphones	The Bluetooth switched off	Switch the Bluetooth on	26
Can't hear the operational voice prompts specified in this instruction manual	Voice prompt is deactivated from the Sennheiser CapTune app	Activate the voice prompt option from the Sennheiser CapTune app	



Problem	Possible cause	Possible solution	Page
My headphones do not respond to Smart Pause gestures	Smart Pause is deactivated by factory default	Activate Smart Pause from the Sennheiser CapTune app	
My headphones and device don't connect using NFC.	The headphones are switched off	Ensure that the headphones are switched on or are in the "on" position when pairing	

If you encounter a problem that is not listed in the table, or if the solutions provided do not work, please contact an authorized Sennheiser service partner for assistance.

To find a Sennheiser service partner in your country, visit [www.sennheiser.com](http://www.sennheiser.com).



### Leaving the Bluetooth transmission range

Wireless calling and streaming are only possible in the **Bluetooth** transmission range of your smartphone. The transmission range largely depends on environmental conditions such as wall thickness, wall composition etc. With a free line of sight, the transmission range of most smartphones and **Bluetooth** devices is up to 10 meters.

If the headphones leave the **Bluetooth** transmission range of the smartphone, the sound quality deteriorates until you repeatedly hear the voice prompt *“lost connection... phone disconnected or dongle disconnected”(review)*. At this point, the connection breaks down completely, and a LED flashes red 3 times. The connection will be re-established automatically if you re-enter the **Bluetooth** transmission range. You hear the voice prompt *“connected”* if you are back within the **Bluetooth** transmission range and a LED flashes white 3 times.

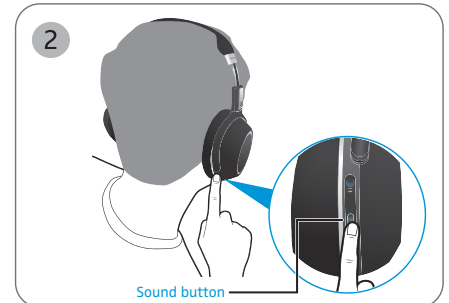
### Restarting or resetting the PXC550 headphones

If something isn't working right, try restarting or resetting your headphones.

1. Switch the headphones off. See page 24.
2. Press the sound button for at least 4 seconds.

### Clearing the pair settings

1. Switch the headphones on or unfold the headphones in a ready to wear position (see page 23). Press the **Sound** button and keep it pressed until you hear the voice prompt *“pairing”* and the 5-LED array flash white in a running display. The headphones are in pairing mode.
2. Press the sound button again twice. *You hear the voice prompt “pairing list cleared” and an LED flashes red 3 times. The pairing settings are cleared from the headphones.*



## Specifications

### PXC550

Ear coupling	around ear
Frequency response	17 Hz - 23 kHz
Transducer principle	dynamic, closed
Sound pressure level (SPL)	110 dB (passive: 1 kHz/ 1 V <sub>rms</sub> )
Impedance	active mode: 490 Ω passive mode: 49 Ω
THD (1 kHz, 100 dB SPL)	< 0.5 %
Pick-up pattern (speech audio)	3 mic beamforming array
Noise compensation	<b>NoiseGard™</b> hybrid active noise cancellation technology with 4 pick-up microphones
Total noise attenuation	up to 30 dB
Input power	3.7 VDC, 700 mAh: Built-in rechargeable Lithium Ion Polymer battery 5 VDC, 345 mA: USB charging
Operating time	32 hours (with ANC on)
Temperature range	Operation: 0 to 40°C/32 to 104°F Storage: -25 to 70°C/-13 to 158°F
Relative humidity	Operation: 10 to 80%, non condensing Storage: 10 to 90%
Charging time	approx. 3 hours
Weight	approx. 265 g



### Bluetooth

Version	4.2, class 1
Transmission frequency	2402 MHz to 2480 MHz
Modulation type	GFSK, π/4 DQPSK / 8DPSK
Profiles	HSP, HFP, AVRCP, A2DP, DIP
Output power	10 mW (max)
Codec	aptX®



### NFC

Frequency	13.56 MHz
Modulation type	ASK
Output power	within 500 μV/m

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Publ. 12/15, A01